

**MINUTES of the GOVERNANCE COMMITTEE MEETING of the ERIE COUNTY WATER AUTHORITY held in the office, 295 Main Street, Rm. 350, Buffalo, New York, on the 7th day of March, 2013.**

**PRESENT:** Francis G. Warthling, Chairman  
Earl L. Jann, Jr., Vice Chairman  
John F. O'Donnell, Treasurer  
Robert A. Mendez, Executive Director  
Matthew J. Baudo, Secretary to the Authority/Personnel Director  
Robert J. Lichtenthal, Jr., Deputy Director  
Emilio Colaiacovo, Associate Attorney  
Edward A. Betz, Associate Attorney  
Paul H. Riester, Director of Administration  
Daniel J. NeMoyer, Director of Human Resources  
Karen A. Prendergast, Comptroller  
Steven V. D'Amico, Budget and Financial Analyst  
Anthony Alessi, Claims Rep/Risk Manager

**ATTENDEES:** Brian Gould

**CALL TO ORDER**

**PLEDGE TO THE FLAG**

**I. - ROLL CALL**

**II. - READING OF MINUTES**

Motion by Mr. O'Donnell seconded by Mr. Jann and carried to waive the reading of the Minutes of the Governance Committee Meeting held on February 7, 2013.

**III. - APPROVAL OF MINUTES**

Motion by Mr. O'Donnell seconded by Mr. Jann and carried to approve the Minutes of the Governance Committee Meeting held on February 7, 2013.

**IV. - REPORTS**

**V. - COMMUNICATIONS AND BILLS**

**VI. - UNFINISHED BUSINESS**

**Adoption of 2013 Goals & Objectives**


The Erie County Water Authority 2013 Final Goals & Objectives were submitted for approval by the Committee for Board approval.

Motion by Mr. Jann, seconded by Mr. O'Donnell and carried that the 2013 Final Goals & Objectives be adopted at the Authority's Board Meeting.

**VII. - NEW BUSINESS**

**VIII. - ADJOURNMENT**

Motion by Mr. O'Donnell seconded by Mr. Jann and carried that the meeting adjourn.

  
**Matthew J. Baudo**  
Secretary to the Authority/Personnel  
Director

SLZ

# Erie County Water Authority 2013 Goals & Objectives



**March 1, 2013**

## **Commissioners**

**Francis G. Warthling  
Earl L. Jann  
John F. O'Donnell**

**Departments**

<b><u>Department</u></b>	<b><u>Department Head</u></b>
1000 Production	Robert Niederpruem
1030 Water Quality	Paul Whittam
2000 Distribution	Jim Ehrin
2500 Engineering	Richard Rosenberry
3010 Human Resources	Dan NeMoyer
3015 Budget/Financial	Steve D'Amico
3020/3023 Administration	Paul Riester
3095 Municipal Liaison	Tom Wik
3525 Data Processing	Matt Baudo/Jack Hanley
4000 Finance	Karen Prendergast
5010 Legal	Ed Betz



**ERIE COUNTY WATER AUTHORITY**  
**INTEROFFICE MEMORANDUM**

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January 29, 2013

To: ~~Wesley C. Dust, Executive Engineer~~

From: Robert A. Niederpruem, Director of Production *RAN*

Subject: 2013 Goals and Objectives - Production Department

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- Goal 1. To improve the work environment, ensure the safety of our personnel, and conform to standards for electrical safety in the work place, develop detailed procedures of persons qualified for medium voltage electrical switching. Clearly identify employees by name, types of equipment they can work on and protocol for documentation of the work. Details contained in NFPA 70E for Arc Flash Electrical Safety.
- Complete by August 31, 2013
- Goal 2. To safely and efficiently dose Caustic Soda at Van De Water, design, purchase and install a feed system with day tank, transfer pumps and chemical feed pumps.
- Complete by July 31, 2013
- Goal 3. To safely and efficiently feed Chlorine to the delivered water at Sturgeon Point, design purchase and install feed pumps, actuators that minimize the chances of water backing up into the chlorine gas systems.
- Complete by April 30, 2013
- Goal 4. To enhance employee safety, design, purchase and install and audio and visually alarm system through the existing SCADA system at Sturgeon Pt. to warn staff and guests of potential dangers. Set procedures that identify evacuation routes, gathering point's personal accounting responsibilities.
- Complete by December 31, 2013

RAN:aeg  
cc:

## 2013 GOALS AND OBJECTIVES

### DEPARTMENT 1030

#### Water Quality

The Department of Water Quality is responsible for monitoring the quality of the drinking water produced and distributed by the Authority and is charged with ensuring that the Authority meets or exceeds all State and Federal regulatory requirements. In addition, the Department is also responsible for administering the distribution system's water quality surveillance program for security purposes. The following are the annual departmental goals and objectives for 2013:

1. To complete the tables for the 2012 Annual Water Quality Report Supplement by 2-01-13.
2. To review the final draft of the 2012 ECWA Water Quality Report by 2-20-13.
3. To insure the completion and delivery of the 2013 ECWA Water Quality Report by 5-31-13 in accordance with the regulatory requirements.
4. To review and update the Authority's Important Deadlines Schedule as they pertain to the Department of Water Quality and its operation, by 3-01-13.
5. To achieve a successful NYS Environmental Lab Audit by 5-01-13.
6. To compile a list of existing Water Quality Lab equipment and furniture to be evaluated for possible disposal or storage by 7-01-13.
7. To complete the purchase of Water Quality Lab Capital Equipment needed within the new lab by 08-31-13.
8. To have all Water Quality Department employees complete the annually required NELAC Laboratory Ethics/Data Integrity training by 9-30-13
9. To complete all annually required NYSDOH compliance testing including Lead & Copper and Radiological testing by 10-31-13.
10. To evaluate the seasonal water quality characteristics between ECWA water and Buffalo water to determine their compatibility with regard to aggressiveness and water quality stability when mixed. (Texas & Lang-Pinehill Tank Evaluation) by 11-30-13.
11. To complete necessary LIMS system enhancements, together with the Department of 3/7/13 Data Processing, by 12-31-13.



**ERIE COUNTY WATER AUTHORITY  
INTEROFFICE MEMORANDUM**

February 25, 2013

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To: Wesley C. Dust, Executive Engineer  
From: James K. Ehrin, Senior Distribution Engineer  
Subject: 2013 Goals and Objectives – Distribution Department

The Distribution Department is responsible for preventive maintenance and repair of all ECWA owned and leased managed mains, valves, hydrants and appurtenances. In addition, the Distribution Department is also responsible for meter reading, installation, replacement, repair and testing.

To ensure the Department achieves these functions, the following goals have been established for 2013:

**Line Maintenance**

1. To reduce leak averages to 16.0 man hours per repair by December 31, 2013.
2. To maintain the database of dead-end mains and schedule main flushing to improve and monitor water quality. There are 3,155 dead-end mains in the system and we have developed a two-year program to flush the mains. The goal for 2013 is 1,600 dead-end main flushes.
3. To file paperwork for annual New York State Thruway Authority work permit #TAW070030 by March 31, 2013.

**Hydrants & Valves**

1. To maintain the maximum number of hydrants in full working order condition by:
  - a. Performing preventive maintenance on all 17,451 hydrants in both summer service and winter service by December 31, 2013.
  - b. Painting 7,500 hydrants by September 30, 2013.
2. To perform maintenance on the valves in our system for 2013 according to the following schedule:
  - a. Small Valves (<14") - 4,750 valves (26,647 valves total - 6 year program).
  - b. Large Valves (>16") - 320 valves (1,227 valves total - 4 year program).
  - c. Pressure Reducing Valves - 46 PRVs. There are 81 PRV's in our system. This is a two-year program.

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**Meter Shop**

1. To change 6,000 meters and 2,250 registers by December 31, 2013.
2. To change the remaining 1 commercial meter that needs to be replaced due to backflow protection requirements and field test 150 commercial meters (3-inch to 10-inch) by December 31, 2013.
3. To coordinate with Customer Service to prioritize residential meter reading routes by May 1, 2013, and read all 36 cycles during our summer program.

**Inter-Department (Distribution with Administration)**

1. To do random inventory checks on Distribution Department vehicles on a periodic basis throughout the year to reduce the amount of unaccounted for materials.
2. To convert all Distribution Department reports that utilize Quattro Pro to Microsoft Excel. This is to be accomplished prior to March 31, 2013.

**WCD**  
cc: ECWA-338-1301





**ERIE COUNTY WATER AUTHORITY**  
**INTEROFFICE MEMORANDUM**

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January 23, 2013

**To: Wesley C. Dust, Executive Engineer**

**From: Richard M. Rosenberry, Director of Engineering**

**Subject: 2013 Goals and Objectives**

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As requested, following are the goals and objectives for the Engineering Department for 2013.

1. To implement a software upgrade to AutoCAD 2013 by September 30, 2013.
2. To perform leak survey on one-third of all fire hydrants by December 31, 2013.
3. To map the Evans water system in the Geographic Information System (GIS) by the takeover date. This is estimated for April 1, 2013.
4. To prepare Capital Budget cash flow projections for major design/construction projects by January 31, April 30, July 31 and October 31, 2013.
5. To maintain overall project construction and engineering change orders under 3% by December 31, 2013.
6. To maintain Capital Budget spending within 5% of budget authorization by December 31, 2013.

RMR:jmf  
cc: ECWA-338-1301

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# ERIE COUNTY WATER AUTHORITY

## INTEROFFICE MEMORANDUM

January 29, 2013

To: Wes Dust  
From: Dan NeMoyer  
RE: 2013 HR Goals and Objectives

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1. To conduct an Employee Service Award recognition ceremony by 9/31/2013.
2. To issue and award an RFP, for HR health related services, which are now provided through HealthWorks-WNY, by December 1, 2013.
4. To issue and award an RFP, for EAP services, which are now provided through Child and Family Services, by March 31, 2013.
5. To conduct appropriate training for supervisory personnel to include: Drug and Alcohol training with respect to post accident and reasonable suspicion testing; Workplace Violence Prevention; Harassment; and Communication and Respect in the Workplace by June 30, 2013.
6. To enhance professional development of HR staff through 8 hours minimum training for each member of the HR Department, by 12/31/13.
7. To convene a meeting of the ECWA Safety Committee each quarter for 2013.
8. To offer two EAP informational seminars, Flu Shots and Health Screenings to all ECWA Employees by 12/1/2013.
9. To conduct quarterly reviews of ECWA retirees receiving health benefits; By March 31, June 31, September 31 and December 31, 2013.



**ERIE COUNTY WATER AUTHORITY  
INTEROFFICE MEMORANDUM**

1/18/2013

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**To: Wes Dust, Executive Engineer**

**From: Steven V. D'Amico, Budget/Financial Analyst**

**Subject: 2013 Goal Plan – Unit 3015 - Budget**

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- 1.) **To complete final budget in PDF format for distribution by February 1, 2013.  
(Discontinued hard copy printing in efforts to eliminate excess waste of paper and toner cartridges and store records electronically saving on storage space/expense.)**
- 2.) **To update and maintain the Public Relations PowerPoint presentation charts/data as follows:**
  - a. **Non-CAFR items and corresponding charts that do not require auditing updated by March 1, 2013.**
  - b. **CAFR/Audited items and corresponding charts updated by May 1, 2013.**
- 3.) **To update and maintain data and charts for “ECWA Market Statistics Portfolio” by May 1, 2013.**
- 4.) **To update and maintain the ECWA Data Master spreadsheet containing pertinent data used in reporting and presentations along with the defined source for that data by June 1, 2013.**
- 5.) **To work with Data Processing to add a color coded warning system to the budget Chart of Accounts on AS/400 by June 1, 2013 – Monitors percentage of budget money used for budget line items**
- 6.) **To prepare and present a 6 Month Budget review to the Board no later than August 1, 2013**
- 7.) **To work with Data Processing in allowing for shared calendar of existing Significant dates and Deadlines Calendar by September 1, 2013 in effort to provide a better means of communicating to the various departments/unit the important deadlines faced by the Authority.**
- 8.) **To update Budget Manual & Budget Preparation Instructions by September 1, 2013.**

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9.) To have a completed/board adopted budget in place by November 1, 2013 for submission to the NYS PARIS system.

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10.) To complete review of budget allocations put in place for 2013 and make necessary adjustments for 2013 budget by December 31, 2013.

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## 2013 Goals

### Department of Administration Paul Riester, Director

January 16, 2013

The Administration Department has set the following standards:

**A. Departmental Standards:**

Responsible Parties: S. Jemiolo, G. Murray, R. Poloncarz, A. Garcia, P. Riester

1. To develop new monthly reports for evaluation and measurement of contract monitoring, purchase types, disposals and preventive maintenance inventory monitoring. To begin monthly July 1, 2013.

Responsible Parties: S. Jemiolo, G. Murray, R. Poloncarz

2. To identify and correct at least six (6) long term facility problems and or safety issues at the Service Center. Complete by October 31, 2013

Responsible Party: S. Jemiolo

3. To update the Procedural manuals for both the Secretarial Support Section and the Data Entry Operators. Complete by October 31, 2013.

Responsible Party: A. Garcia

4. To update the Purchasing Policies by May 1 and Procedures and Guidelines by July 1. Conduct quarterly purchasing workshops for buyers. Input should be received for both from Legal and Risk Management.

Responsible Parties: P. Riester, G. Murray

**B. Departmental Goals**

1. To convert Requests for Quotations from fax to email to streamline indexing from Central Purchasing directly to Purchasing system. To be completed by December 31, 2013.  
Responsible Parties: G. Murray, R. Poloncarz, S.Long, Seasonals
  
2. To re-design Central Purchasing section of website to accomplish the following:
  - a. improve transparency and make more user friendly.
  - b. create links to our disposal system including active auction sites and internet offerings.
  - c. work with Secretary of the Authority to improve formal offerings opportunities to bid transparencyTo be completed by September 1, 2013.  
Responsible Parties: P.Riester, G.Murray,
  
3. To identify at least five (5) business processes which can be modified or improved that will lead to reduction in space needs, employee time and/or reduction of materials, using "quality" concepts. This project should be completed by August 1, 2013.  
Responsible Parties: P.Riester and S. Jemiolo
  
4. To evaluate the Purchasing and Accounts Payable process with the objective of streamlining the payment process and reducing the amount of paper records being stored while maintaining and/or improving internal controls over purchases and payments. Improvements could include the reduction or elimination of printed voucher packages, developing more efficient approval and payment job streams for confirming payments such as utilities, health insurance, remittance of employee withholdings, and electronic payments to vendors. System requirements would be completed by December 31, 2013 with a 2014 implementation. This project would be undertaken jointly with the Finance and Data Processing Departments.



**ERIE COUNTY WATER AUTHORITY**  
**INTEROFFICE MEMORANDUM**

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February 25, 2013

**To: Wesley C. Dust, Executive Engineer**

**From: Thomas J. Wik, Distribution Engineer**

TJW

**Subject: 2013 Operation Goals and Objectives  
Department 3095 - Municipal Liaison**

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1. To prepare a summary of all related issues and activities under consideration in the Authority's service territory for the annual town Meeting in September 2013.
  2. To meet with representatives from each Lease Managed and Bulk Service Customer at least once per year to identify any issues or areas of mutual assistance or cooperation.
  3. To send a letter to Direct Service customers to coordinate future projects to minimize disruption of service and cost of improvements by February 28, 2013.
  4. To complete a semi-annual intermediate update of the ECWA Emergency Response Plan by March 31, 2013 and September 30, 2013. The revised plan was submitted to the Health Department in December of 2012 and is not required to be completely updated until 2017.
  5. To prepare and send to the various municipalities the list of capital improvement recommendations by September 15, 2013.

TJW:jmf  
cc: ECWA-338-1301

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## ERIE COUNTY WATER AUTHORITY MEMORANDUM

**To:** Matthew J. Baudo  
Secretary to the Authority

**From:** Jack Hanley  
Manager of Data Processing

**Date:** January 23, 2013

**Subject:** 2013 Objectives for Data Processing

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### **Objectives for 2013:**

1. To replace server and client hardware and software used by the Authority's door access system to bring them up to most current levels by February 28, 2013.
2. To implement user-defined enhancements to the Laboratory Information Management System (LIMS) by April 30, 2013.
3. To enhance document imaging applications by expanding image document capabilities into the Laboratory Information Management System (LIMS) by June 30, 2013.
4. To replace the Authority's telephone system connecting Ellicott Square, Water Quality, Van de Water, Sturgeon Point and the Service Center by September 30, 2013.
5. To replace the video recording system at the Service Center by December 31, 2013.





**ERIE COUNTY WATER AUTHORITY  
INTEROFFICE MEMORANDUM**

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January 25, 2013

To: Robert J. Lichtenthal, Jr., Deputy Director

From: Karen A. Prendergast, Comptroller

Subject: Finance Department Goals for 2013

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The Finance Department has set the following standards and goals for 2013.

**Departmental Standards**

1. To prepare and distribute monthly financial statements and subsidiary reports by the 15th of the month following the month being reported.
2. To prepare and distribute monthly investment reports by the 15th of the month following the month being reported.
3. To prepare monthly claim activity reports by the 15th of the month following the month being reported.
4. To conduct quarterly meetings with the Meter Shop to coordinate activities, notably the residential meter reading routes so as to read all 36 cycles during the summer program.
5. To complete the monthly billing process by the 4th business day of the following month.

**Departmental Goals**

1. To evaluate the Accounts Payable and Purchasing process with the objective of streamlining the payment process and reducing the amount of paper records being stored while maintaining and/or improving internal controls over purchases and payments. Improvements could include the reduction or elimination of printed voucher packages, developing more efficient approval and payment job streams for confirming payments such as utilities, health insurance, remittance of employee withholdings, and electronic payments to vendors. System requirements would be completed by December 31, 2013 with a 2014 implementation. This project would be undertaken jointly with the Administration and Data Processing Departments.
2. To investigate the possibility of initiating electronic payments to vendors in conjunction with our new banking contract with KeyBank by December 31, 2013.

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3. To redesign the vendor data file to include more helpful information such as identifying the type of product or service they provide. Much of the vendor information is outdated and needs to be revised. This process will begin with seasonal help in June of 2013 with a projected completion date of October 31, 2013. This project would be undertaken jointly with the Administration and Data Processing Departments.
4. To investigate expanding our auto-pay options to include ACH origination for customer water bill payments. Discussions with KeyBank will begin in June of 2013 to determine if a cost effective process can be designed with an eye toward possible implementation in October 2013. The objective is to possibly offer a no-cost payment alternative to our customers.
5. To design a new electronic time reporting system for non-represented employees that would allow for current benefit time reporting and electronic storage of timesheets. This project could be undertaken with the cooperation of the Data Processing Department and implemented by October of 2013. The objective is to reduce the amount of paper time sheets being handled and stored and achieving time savings by automating what is now a manual process.
6. To install under a test basis a payment kiosk to accept payments from customers by September 30, 2013.

Long Term "Big Picture" Item:

To survey and assess all points of customer service at the Authority. The objective will be to standardize responses to customer inquiries and needs, simplify and streamline requirements and processes to improve the customer's experience with the Authority while also improving internal coordination and processes with a potential additional benefit of lowering costs.

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**ERIE COUNTY WATER AUTHORITY  
LEGAL DEPARTMENT  
INTEROFFICE MEMORANDUM  
January 31, 2013**

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**To:** Wesley C. Dust, Executive Engineer  
**From:** Edward A. Betz, Esq.  
**Subject:** Goals and Objectives for 2013

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**Wes:**

1. To research, review and coordinate with other departments to ensure compliance by ECWA of the 2009 Public Authority Reform Bill and the requirements of the Authorities Budget Office by March 31, 2013
2. To administer and resolve pending litigation involving the Authority in a manner consistent with the best interests of the Authority by December 31, 2013, subject to Court Scheduling Orders
3. To facilitate with Municipal Liaison any necessary renewals of ECWA Lease Management Agreements and Bulk Sale Agreements by December 31, 2013
4. To undertake a new system of filing in the legal department, with the goal of instituting a system that is both more modern and more efficient by December 31, 2013
5. To undertake a comprehensive review of ECWA's Purchasing Guidelines, Policies and Procedures in conjunction with the Director of Administration and the Risk Manager by July 1, 2013
6. To institute a policy of conducting investigatory hearings pursuant to GML §50-h of all claims against ECWA in excess of \$5000 by September 30, 2013

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