

DEPARTMENT OF PUBLIC WORKS
FY19 1ST QUARTER RPORT
UTILITIES, WELLS, WASTEWATER, & SEPTIC



UTILITIES

WELLS, SPETIC, & PLUMBING



A good mind. A good heart. A strong fire.



EXECUTIVE SUMMARY

1ST QUARTER FY19



UTILITIES

1ST QUARTER FY19

GOAL	OBJECTIVE	PERCENT COMPLETE
<p>Ensure safe drinking water and environmentally safe wastewater to the Oneida Nation Public Community System on a daily basis</p>	<p>Daily rounds and maintenance have been logged at each Pump House, Lift Station and the Wastewater Treatment Plant.</p> <p>Luann attended training in Chippewa Falls October 1st and 2nd for Small System Operator training</p>	<p>On-going</p>
<p>Provide efficient Customer Service</p>	<p>Greets Customers professionally and communicate complaints and requests to appropriate staff and other entities in a timely manner.</p>	<p>On-going</p>
<p>Identify staff to be training and assist with billing, invoicing, data entry, RFP's, Contracts, processing PO's, and other documentation/.</p>	<p>Three (3) employees are all trained for backup purposes to accept payments for customer accounts and retrieve balances.</p>	<p>25%</p>

WELLS, WASTEWATER, & SEPTIC

1ST QUARTER FY19

GOAL	OBJECTIVE	PERCENT COMPLETE
<p>Identify staff to be training and assist with billing, invoicing, data entry, RFP's, and Contracts, processing PO's, and other documentation</p>	<p>To assist with our Office Manager: We have one DPW staff available to assist when she is available. She currently helps with internal and external billing. However, she is limited to with her time at this time of year as she works with Groundskeeping.</p> <p>Reporting for work orders for all individual customers to give more accurate data of the Nations buildings and people we serve.</p>	<p>10%</p>
<p>Train staff to project manage septic and well installations</p>	<p>To assist with our Manager: We have one of our Plumbers assisting with Archibus work orders. By entering them in and closing the work orders. When we update his job description, we will add the responsibility of oversee the Well & Septic Projects.</p>	<p>10%</p>