



We work with others to protect the health of the people of Washington State by ensuring safe and reliable drinking water.



**UPDATES IN CAPACITY DEVELOPMENT
IACC CONFERENCE—OCTOBER 19, 2021**
Office of Drinking Water

Project Manager and Capacity Development Coordinator



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Planning Policy Lead



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Capacity Development Coordinator

ODW Policy and Planning Section

Strategy and Implementation

💧 Capacity Development **Strategy**

- Answers the question, “How will ODW help public water systems maintain public health and achieve community goals?”
- Lead by the project manager

💧 Capacity Development **Implementation**

- Answers the question, “How do I get help?”
- Lead by the capacity development coordinator

What is a Capacity Development Strategy?

A capacity development strategy documents the approach taken by ODW to ensure that

- 💧 Every new and existing public water system
- 💧 Acquires and maintains technical, managerial, and financial (TMF) capacity
- 💧 To deliver safe, reliable drinking water
- 💧 And satisfying the aspirations of its community
- 💧 Now and into the foreseeable future

Why is This Important?

- 💧 Capacity development is everything we do
- 💧 The strategy aligns statewide goals with our authority, funding, and timelines
 - Describes how we try to help every system
 - Keeps ODW accountable to the public
 - Links our work responsibilities and financial requirements

Six Federal Requirements

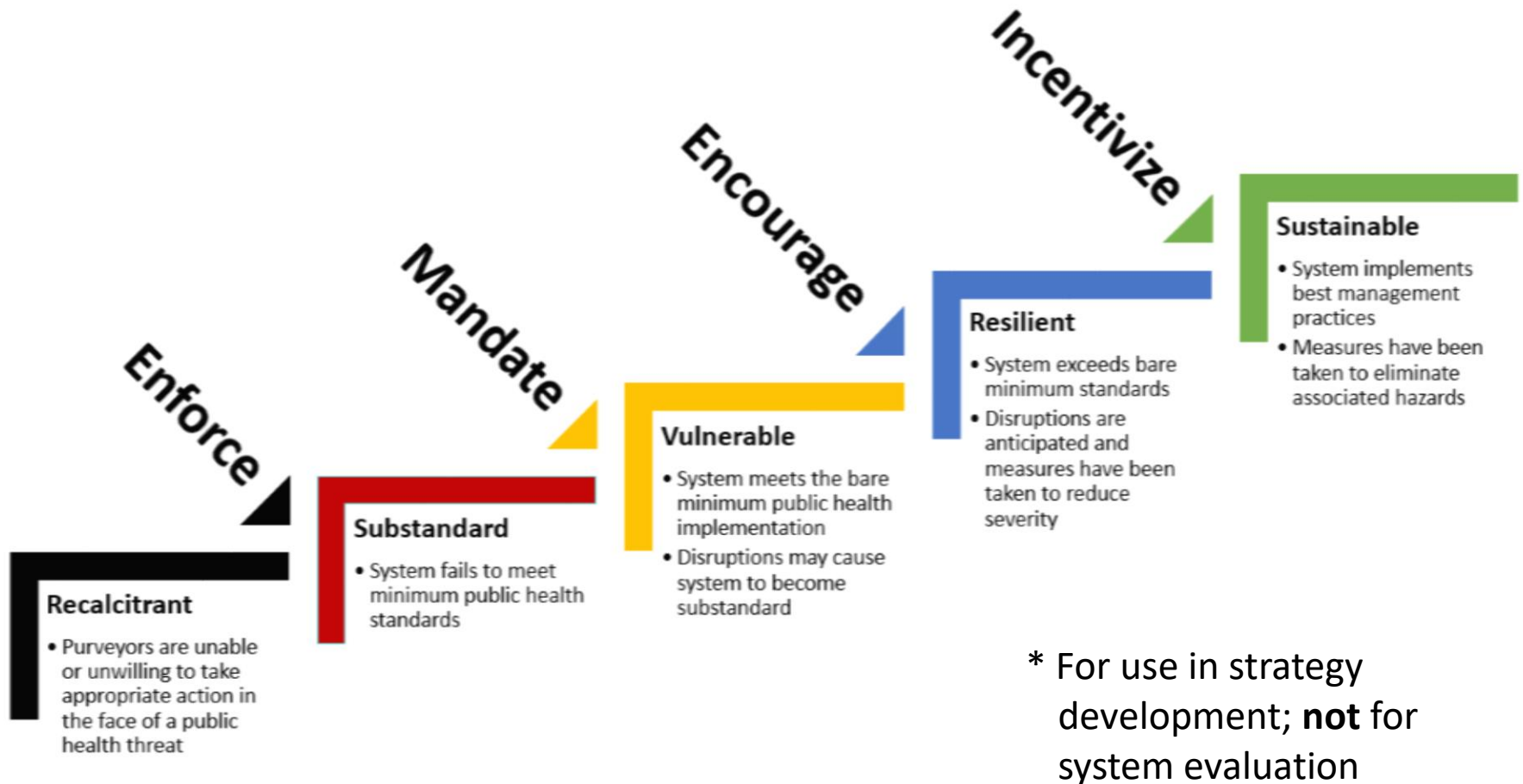
Consider, solicit public comment on, and include

1. Methods to identify systems needing improvement
2. Factors that impair or improve capacity development
3. Assistance to public water systems, encouraging partnerships, and training and certification of operators
4. Establishing a baseline to measure improvements
5. Identify stakeholders
6. Asset management encouragement and implementation assistance

Highlights of Washington's Strategy

- 💧 Water system capacity spectrum
- 💧 Ever-changing environment
- 💧 Policy and implementation partnership
- 💧 Program planning
- 💧 Capacity development activities
- 💧 Performance measures

Water System Capacity Spectrum





Recalcitrant

- Purveyors are unable or unwilling to take appropriate action in the face of a public health threat



Substandard

- System fails to meet minimum public health standards

Enforce

Grant

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Update

Substandard

- System fails to meet minimum public health standards

Vulnerable

- System not minimum implemented
- Disruption system to substandard

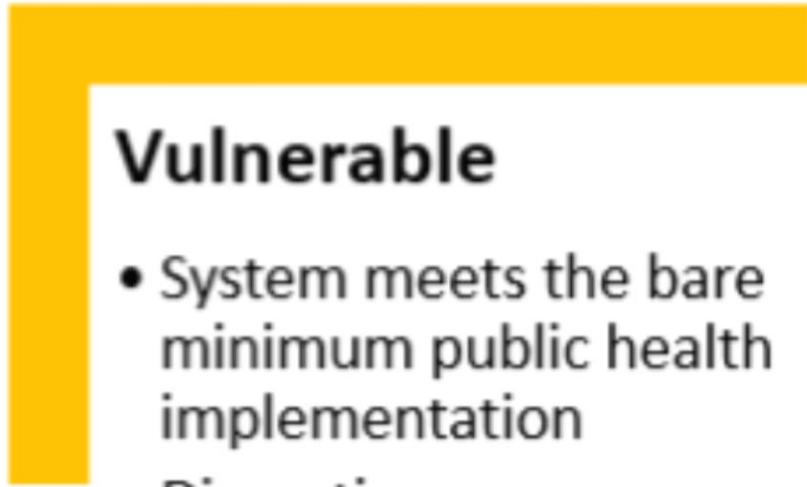
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Target



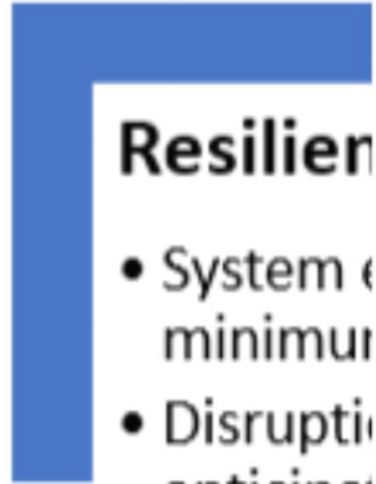
Standard

fails to meet
minimum public health
standards



Vulnerable

- System meets the bare minimum public health implementation
- Disruptions may cause system to become substandard



Resilient

- System meets or exceeds minimum public health implementation
- Disruptions cause minimal impact; anticipatory measures taken to reduce severity

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Resilient

- System exceeds bare minimum standards
- Disruptions are anticipated and measures have been taken to reduce severity

Sustainal

- System im best mana practices
- Measures taken to e associatec

Incentivize

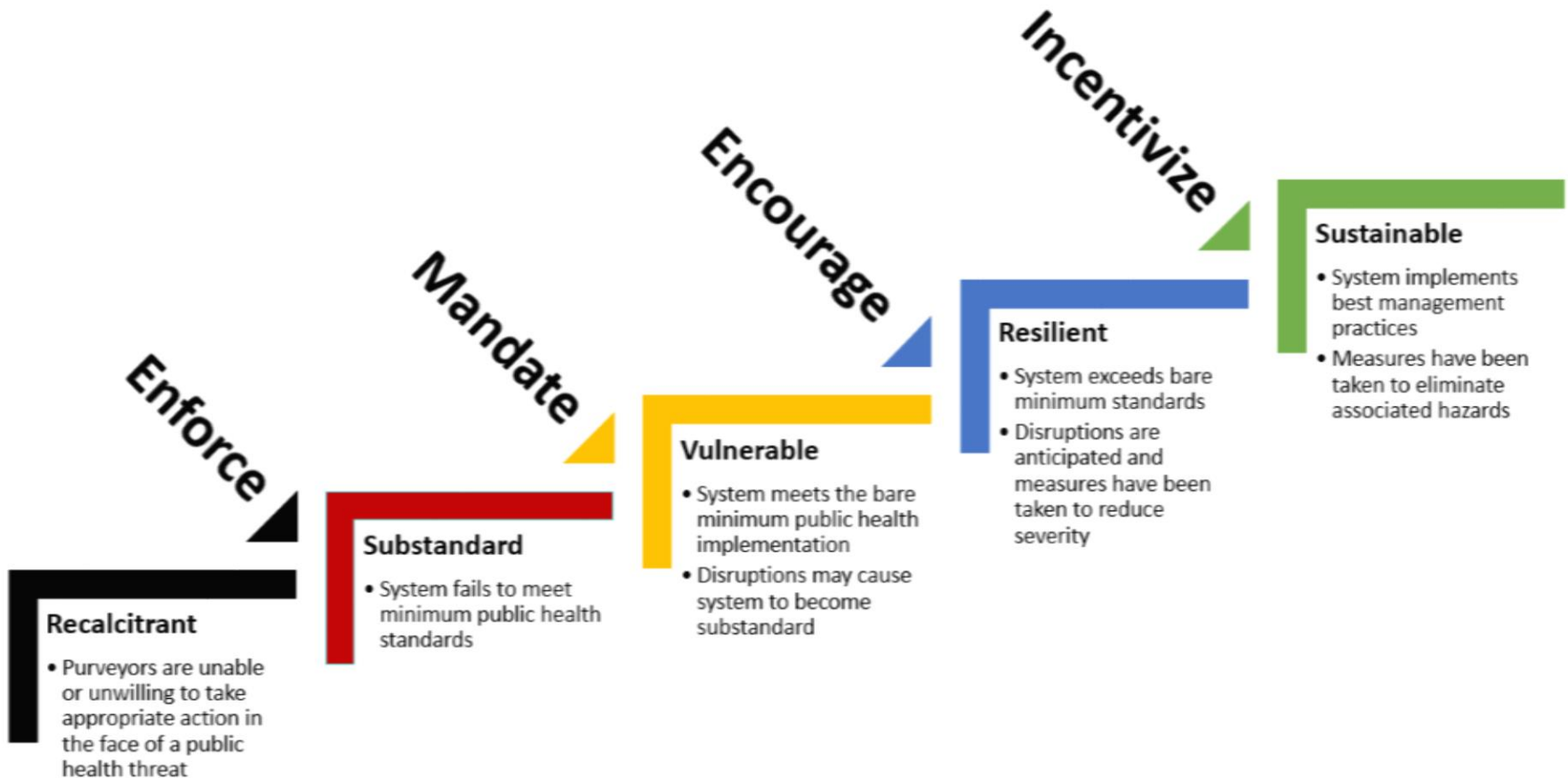
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Sustainable

- System implements best management practices
- Measures have been taken to eliminate associated hazards

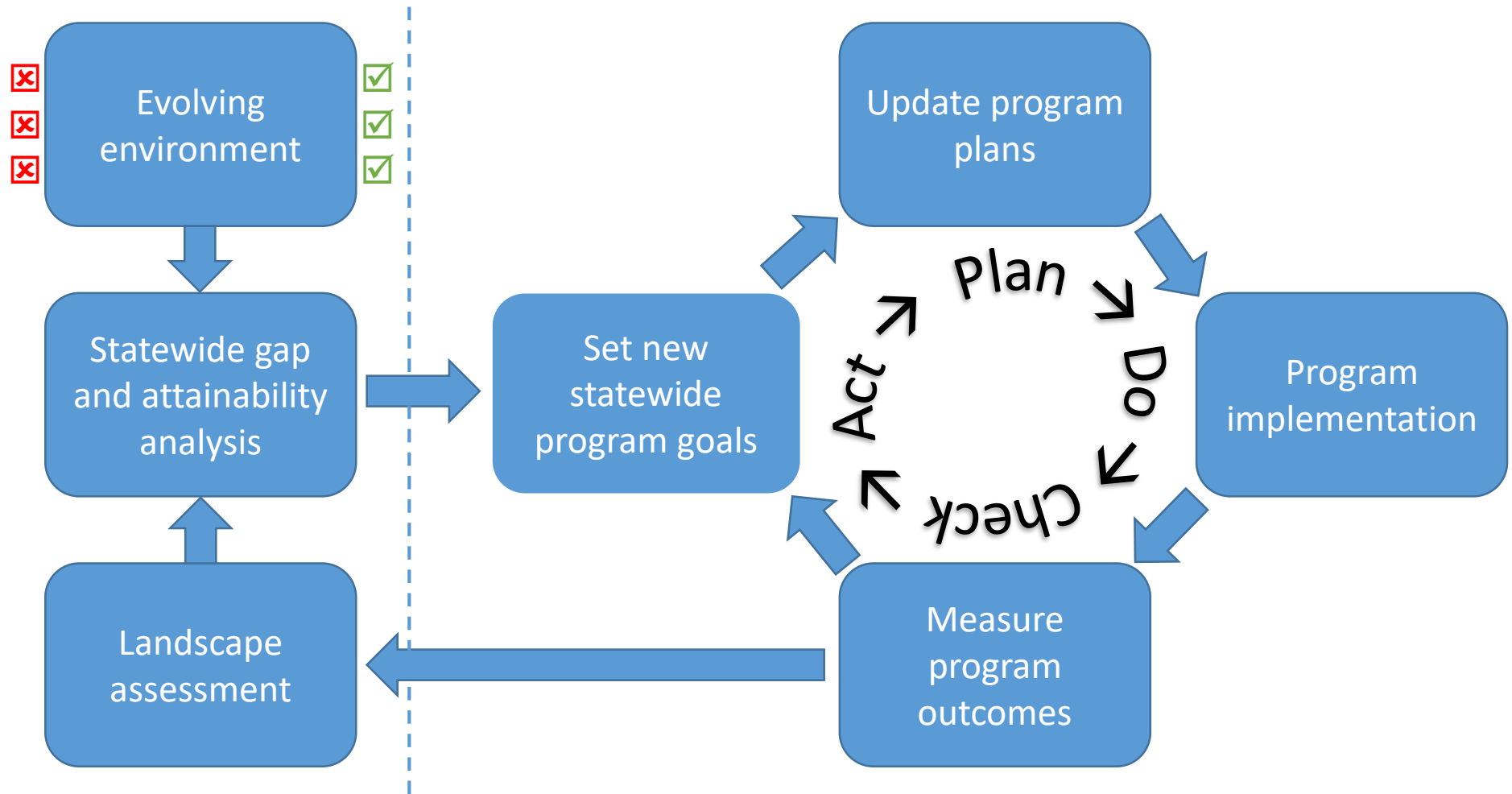
Water System Capacity Spectrum



Ever-Changing Environment

- Emerging contaminants
- Workforce transition
- Aging infrastructure
- Affordability
- Recalcitrant purveyors
- Asset management
- Local partnerships
- Program planning
- Consumer engagement
- Equity, diversity, and inclusion

Policy and Implementation Partnership





Program Planning

- 💧 Each program has one or more **goals**
- 💧 Each goal has a **timeline**
- 💧 Each program is provided **resources**
- 💧 The program uses the resources to apply a variety of **capacity development activities**



ODW Capacity Development Activities

Passive	Self-help and Peer Networks
Collaborative	Policy Development, Facilitation, Specialized Expertise, and Data Management
Technical Assistance	Group, Standardized, Coordinated, and Individualized
Financial Assistance	Loans, Grants, and Subsidies
Regulatory	Compliance Assurance and Enforcement

Performance Measures

- 💧 Each program **measures** progress toward its goal(s)
- 💧 Together these measures form the statewide drinking water **landscape**
- 💧 From this, we can **assess** what program areas need more focused effort
- 💧 This is how ODW achieves **accountability**

Strategy Adoption Timeline

- 💧 EPA extended the timeline
 - 💧 Initial draft next summer
 - 💧 Comment period next summer
 - 💧 Adoption by the end of next year



What do You Need to Start?

- 💧 Training
- 💧 Funding and financing

Training!

- 💧 You can't fix something if you don't know the subject/product.
- 💧 Education is the key!

What do You Want to Know?

- 💧 We took a poll and found out that folks wanted more information on:
 - Asset Management
 - Mapping – Google Earth Pro
 - Training for Boards and Management
 - Setting Rates

Upcoming classes

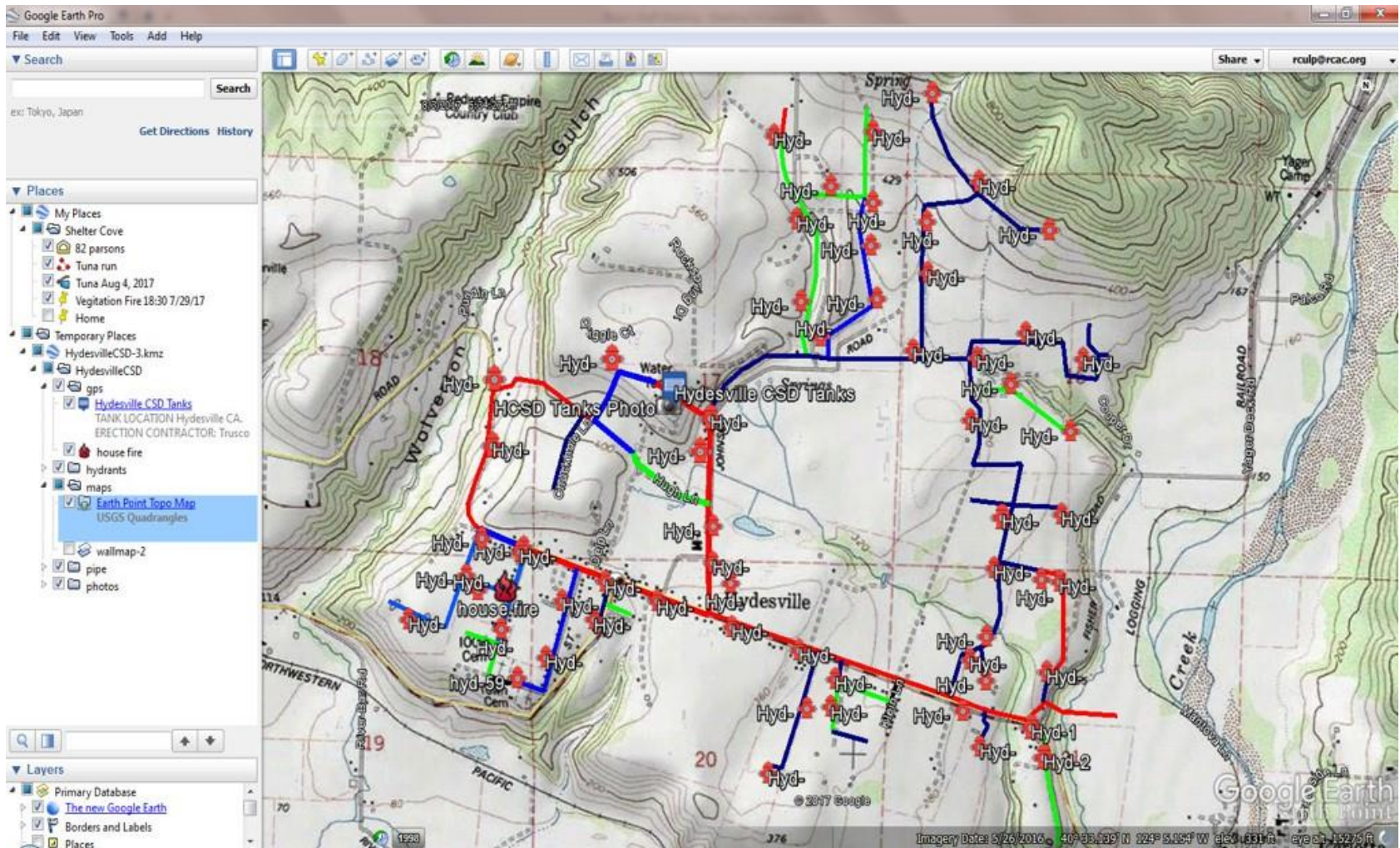
- 💧 DOH has RCAC on contract to help us help you!
- 💧 We will be having three Board Rules and Responsibility classes in October and three Basic Financial Management for Small Water System in November.
 - Board Rules and Responsibilities – October 26-28
 - Basic Financial Management for Small Water Systems – November 2-4
- 💧 Classes will virtual and at no cost to folks!
- 💧 There is a limit of 50 people per virtual class. If more than 50 people sign up for each class, we will work on getting more classes added.

Asset Management Scoring

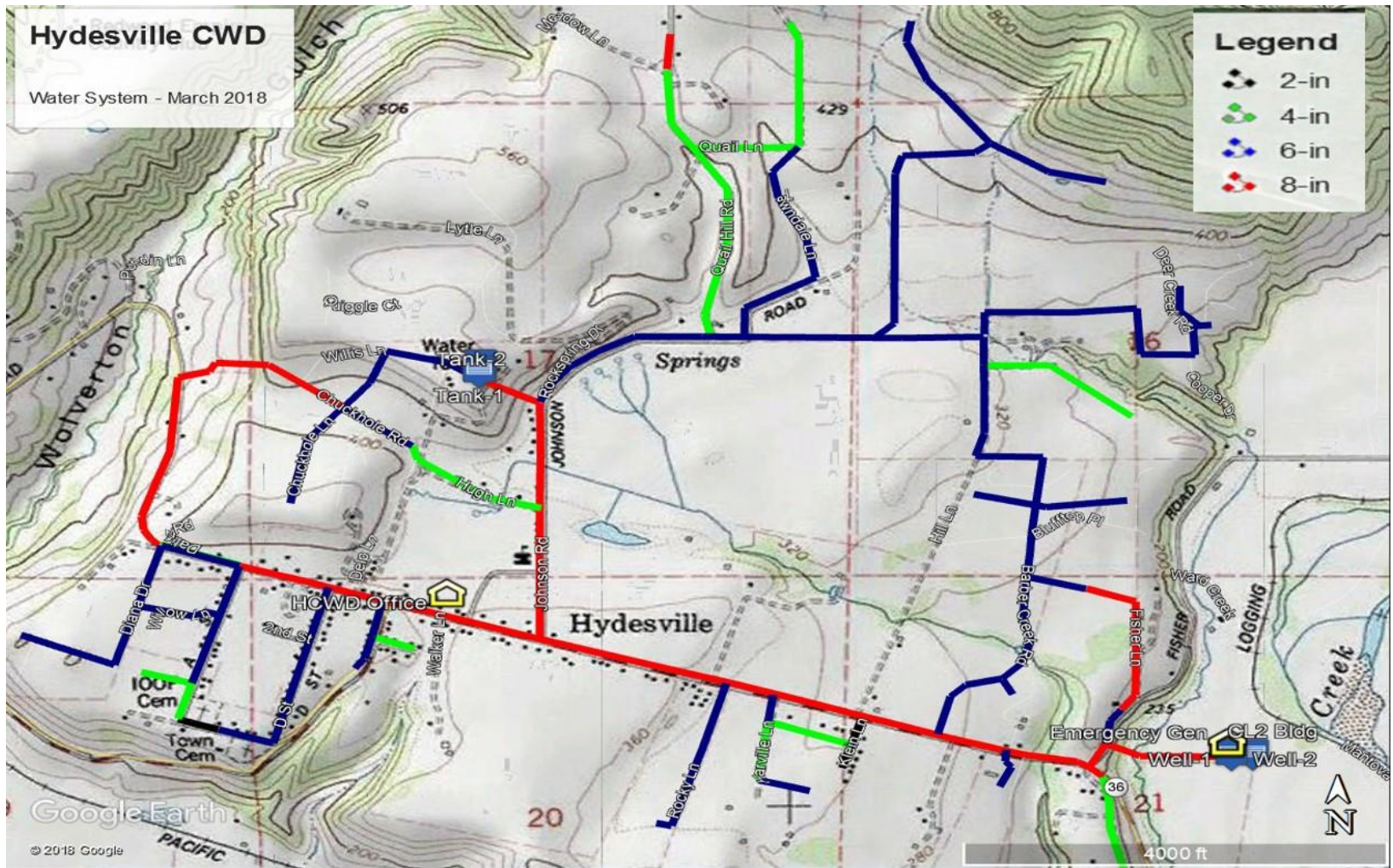
A-1 Condition Assessment			
Condition Rating	Description	Maintenance Level	Condition Multiplier
1	Good/Expected Condition	Normal Preventive	1
2		Maintenance (PM)	0.95
3	Minor Defects Only	Normal PM, Minor Contract	0.8
4		Maintenance (CM)	0.7
5	Moderate Deterioration	Normal PM, Major CM	0.5
6			0.35
7	Significant Deterioration	Major repair, rehabilitate	0.2
8			0.1
9	Virtually Unserviceable	Rehab unlikely	0.05
10	Unserviceable	Replace	0

A-2 Critical Number	
Critical Number	Description
1	The water system would essentially shut down if this component fails. This asset has no backup and is so important that an emergency plan must be in place as well as funding to replace it. Example: Single well pump failure; single reservoir failure; anything that could cause a violation of the Safe Drinking Water Act.
2	This asset would have a serious impact on the water system if it failed, however, procedures could fix the problem within a reasonable time. Example: Two wells and primary wellpump fails; Electrical compents in panels fail; backflow assembly did not pass testing; key pipe failure that could be repaired; single chlorinator failure; pressure reducing valve failure.
3	The condition of this asset causes continued unnecessary operational costs to your utility. Examples: deteriorating buildings, equipment and rolling stock; leaks in piping; old and worn-out electrical equipment.
4	This asset's condition or failure may cause inconvenience to customers via reduced service, outages, or minor taste or odor complaints. Examples: excessive leaks, valves frozen partway closed, hydrants not working so flushing cannot be done; poor billing program.
5	These assets have been in service for a long time and their condition may not be well known. Evaluation should take place and a determination made as to what may be needed.

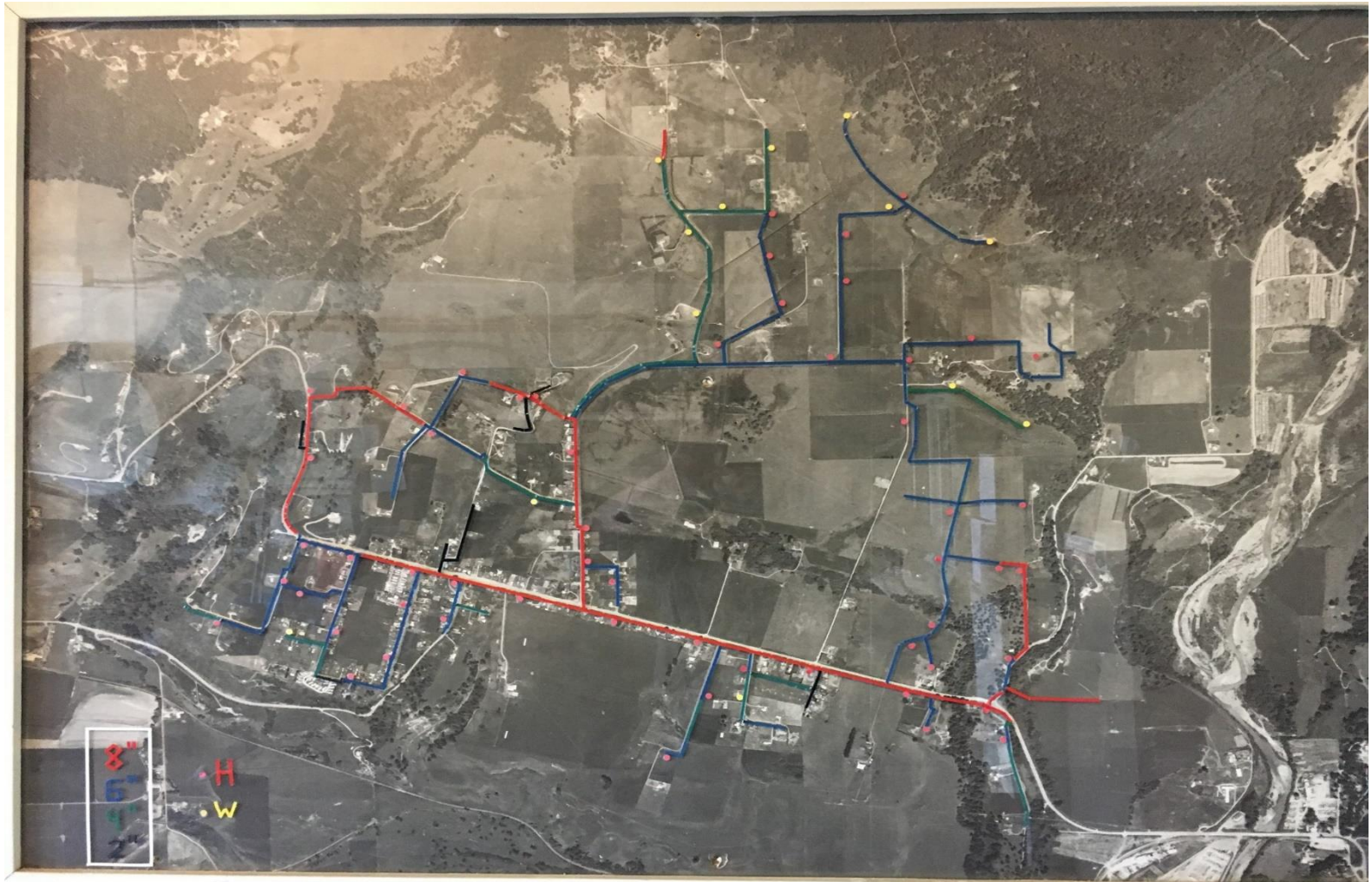
Google Earth Pro (Example 1)



Google Earth Pro (Example 2)



Google Earth Pro (Example 3)



Future Training

- 💧 We plan to have rate setting and board/management training in October/November 2021
- 💧 Find other free classes that RCAC offers
 - rcac.org/trainings
 - Or contact Lori Blau
(509) 867-6636
lblau@rcac.org
- 💧 Not all free classes from RCAC offer CEUs

Other Training Organizations

- 💧 [Evergreen Rural Water of Washington](#) (ERWOW)
- 💧 [Pacific Northwest Section of the American Water Works Association](#) (PNWS-AWWA)
- 💧 [Professional Training Associates](#)
- 💧 [Rural Community Assistance Corporation](#) (RCAC)
- 💧 [Washington Environmental Training Center](#) at Green River College (WETRC).

Get Your Board On Board!

- 💧 Meanwhile, you need to get your board/management on the bandwagon for this way of thinking!
- 💧 Remember to tell them about upcoming trainings!
- 💧 They need to understand their responsibilities

Revising Rates

- 💧 Revising rates is never fun.
- 💧 People don't want any changes—especially if it hits them in their wallets!
- 💧 But without adjusted rates, you don't know how much replacement/rebuilding or growth you can afford.

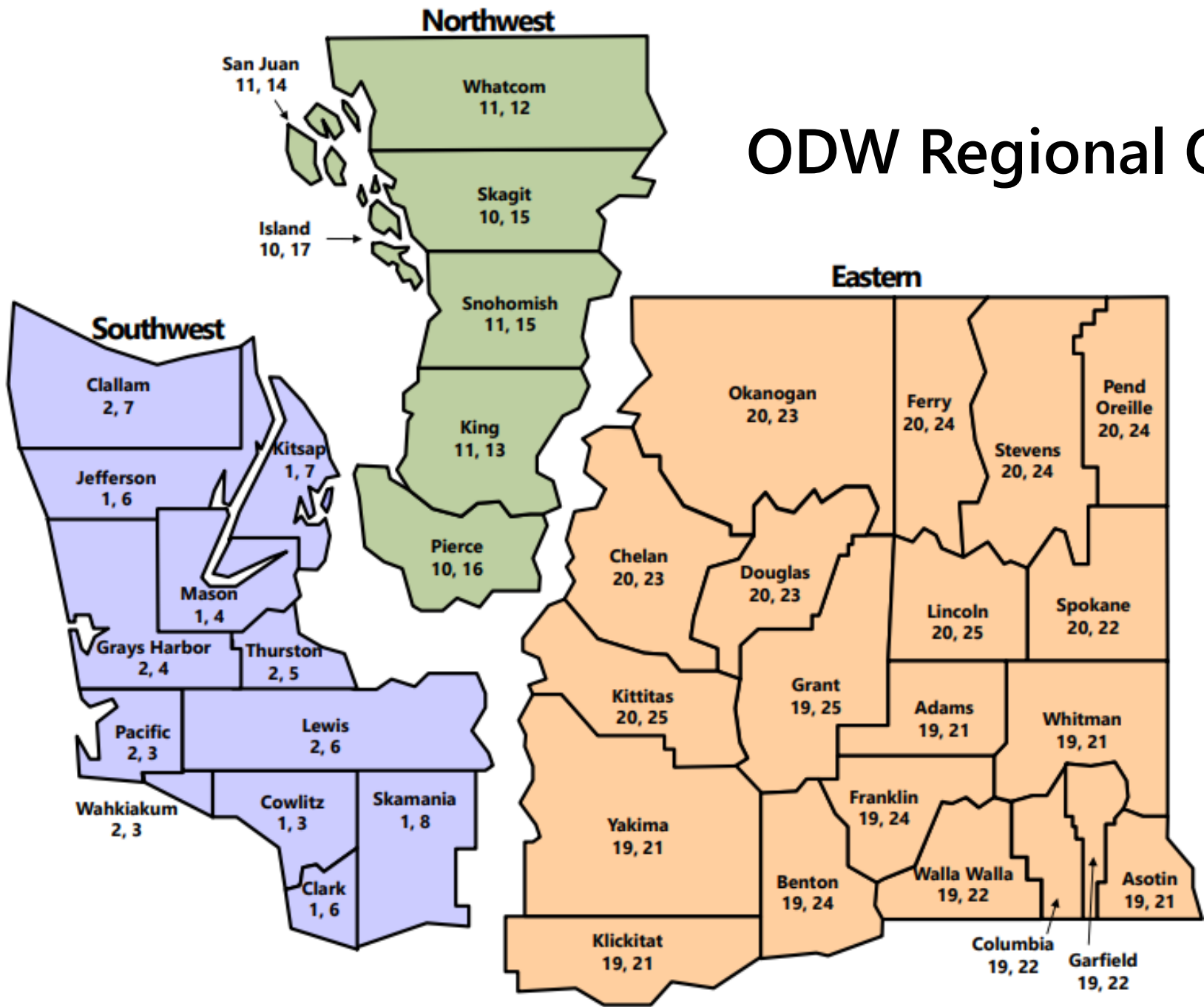
Community Affordability

- 💧 You may need to conduct a Median Household Income (MHI) survey depending on the size and location of your system.
- 💧 IACC has information on their site on how to do it, and there are contractors that can do it for you (\$\$\$)
- 💧 I have worked with volunteers who did the survey for their communities so there would be no cost.

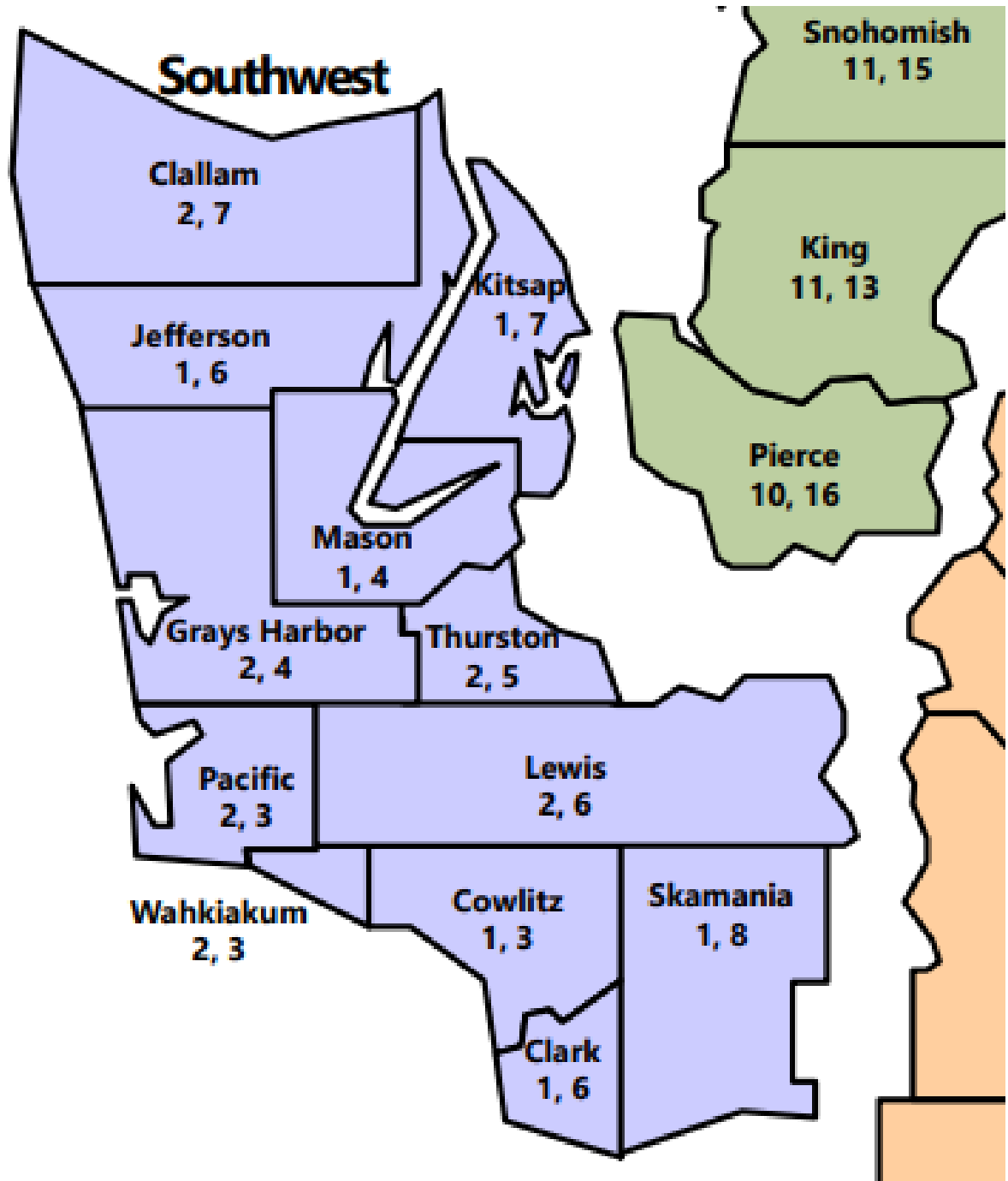
Funding And Financing

- 💧 You will probably need funding. How do you find it?
- 💧 Check out IACC's website. It has a multipage brochure on available funding:
 - [infracore.com.au/resources](https://www.infracore.com.au/resources)
- 💧 Talk to your regional engineer and planner. They often have information on upcoming funding opportunities!

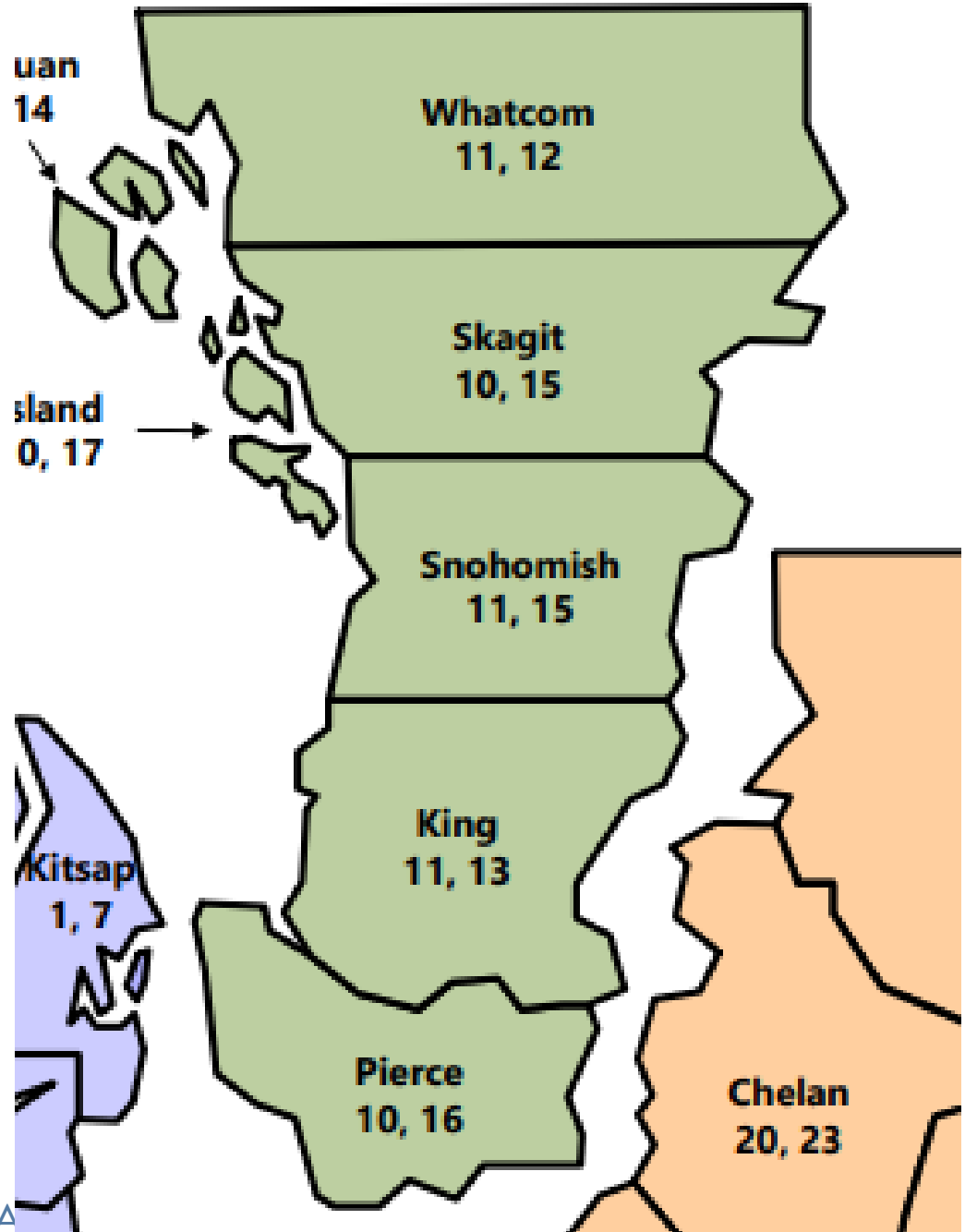
ODW Regional Offices



SWRO		
Planners		
1	Fern Schultz	360-236-3031
2	Mark Mazeski	360-236-3038
Engineers		
3	Nick Fitzgerald	360-236-3037
4	Regina Grimm	360-236-3035
5	Jenifer Ramsey	360-236-3062
6	R. Scott Pollock	360-236-3018
7	Jocelyne Gray	360-236-3034
8	Connor Lockwood	360-236-3019



Northwest



NWRO

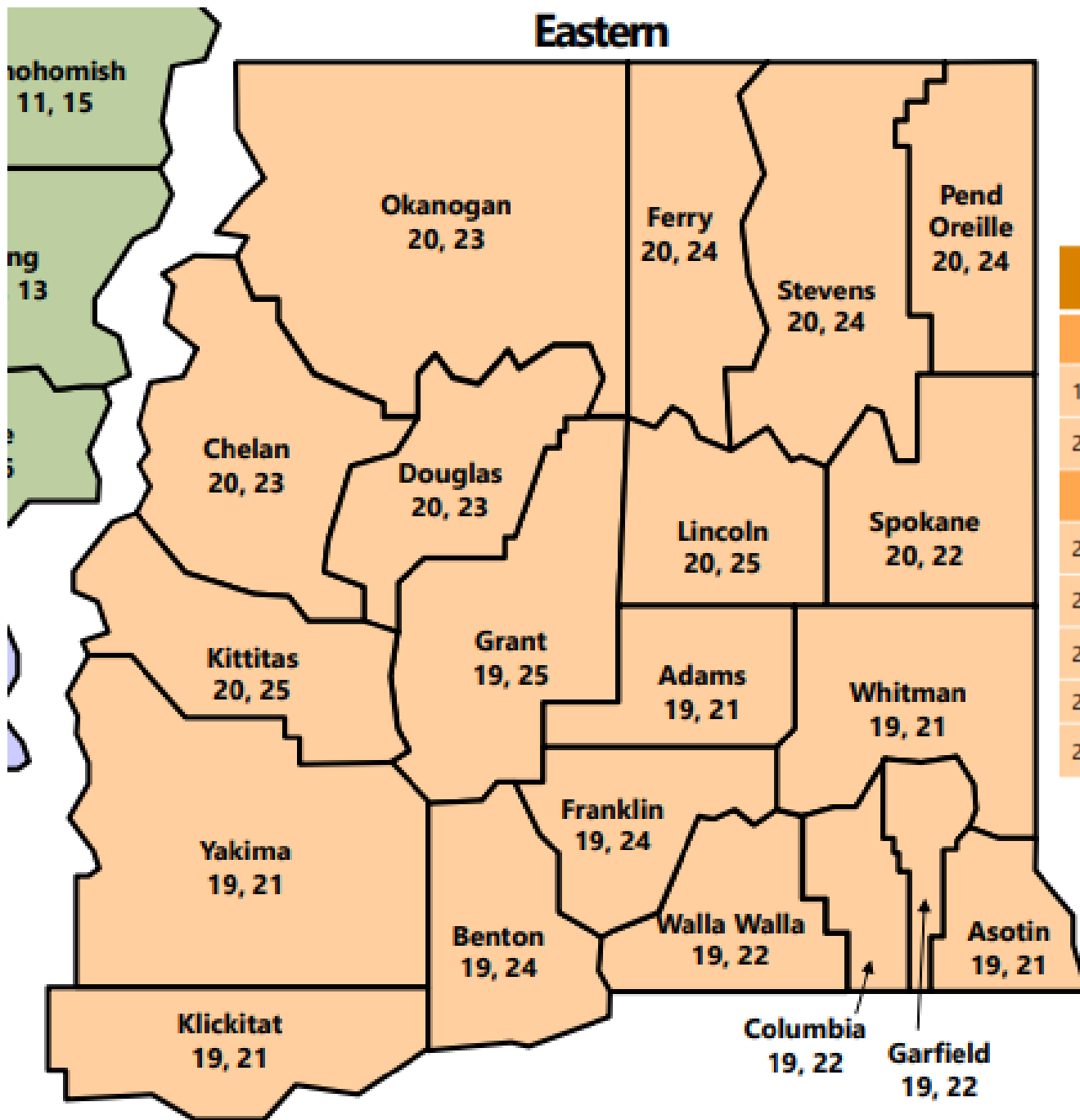
Planners

10	Jennifer Kropack	253-395-6769
11	Richard Rodriguez	253-395-6771

Engineers

12	Laura McLaughlin	253-395-6761
13	Brietta Carter	253-395-6770
14	Jolyn Leslie	253-395-6762
15	Erika Lindsey	253-395-6766
16	Carol Stuckey	253-395-6764
17	Vacant	253-395-6750

Eastern



ERO

Planners

19	Jamie Gardipe	509-329-2137
20	Brenda Smits	509-329-2122

Engineers

21	Andy Cervantes	509-329-2120
22	Scott Mallery	509-329-2131
23	Jeff Johnson	509-329-2110
24	Nathan Ikehara	509-329-2124
25	Russell Mau	509-329-2116



Questions?

