



*Capacity, Management, Operation & Maintenance*

## **CMOM IN WISCONSIN 2.ORGANIZATION**



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**Organization** is the second of the eight elements of a Capacity, Management, Operation & Maintenance (CMOM) Program.

Your organization, its structure and communications, is very important to how your collection system is managed, operated and maintained. Decisions, especially capital projects and budget decisions, usually come from the governing body of elected officials or owners of the collection system. Committees that serve the governing body are often formed to address and deal with specific issues, such as water and sewage matters. The decisions are usually implemented by those employed by the municipality. The successful implementation, in this case, of a CMOM program, is directly related to the organization structure, the team of workers and communications. For instance, in some communities the collection system team is part of the wastewater utility while in others it is part of the Streets Department. For larger communities, it may be a separate entity. For a

CMOM Program, whatever the organizational structure and field team, communications, both internal and external, are vital to productivity and success.

### **ORGANIZATION:**

As asked in the Compliance Maintenance Annual Report (CMAR), do you have the following written organizational elements:

#### **Ownership and Governing Body Description**

Ownership and governing body description should be presented in a narrative format that describes the community, its governing body and committees that serve it. Discuss the governing body decision-making process, especially as it pertains to wastewater matters, namely the collection system and wastewater treatment plant. The ownership of the collection system should be stated including policies regarding private laterals, easements and right-of-ways.

#### **Organizational Chart**

An organizational chart typically shows the chain-of-command in the organization, especially the collection system workforce, managers, supervisors and committee chairs.

#### **Personnel and Position Descriptions**

Position descriptions of each worker and manager should clearly define collection system work duties and tasks as well as communication responsibilities

#### **Internal Communication Procedures**

Given how spread out a collection system is and the numerous tasks involved, written internal communication procedures should be known to all employees. Like a spider web of underground pipes, all employees and supervisors should know who is doing what, where and when. When a basement back-up or sewage overflow occurs, it is critical good internal communications occur as well as providing information and answering questions from the media.

## **Public Information and Education Program**

The key to any program, such as a CMOM Program, is public information and education (I&E). This becomes ever more important with a large community asset that is out-of-sight, out-of-mind. Communicate the benefit of a CMOM program, what work is done and why, and your program will likely be supported and successful. This can be done through mailings, informational meetings and the community website as well as person-to-person contacts. Public perception of an organization is often viewed on the proactive work that gets done and goes largely unnoticed. In the case of collection systems, that work involves conveying wastewater to the treatment plant without any overflows and basement backups. It always involves good communications (I&E) with customers.

With baseball championship playoffs and World Series about to begin, the best baseball organizations and teams will be there. May your utility organization field the best collection system team it can, one that works and communicates well together, taking pride in what they do, and you too will certainly make the World Sewers, errr, Series of collection system teams. ☺

*Take the I/I out of the sewers  
Take the stress out of the rain  
Buy me some rodders and cctv  
I don't care if it rains there'll be no insurance claim  
For its roots, roots, roots in the sewer  
If they win it's a shame,  
For its one, two, three inches of rain  
And the wastewater flow stays the same*

