

Mission Statement & Goals

Albany Department of Water and Water Supply



We will provide a safe, reliable and affordable water supply to all of our customers. We will collect and transport wastewater safely and in a manner that protects the public at all times. We will achieve all regulatory goals. We will manage stormwater to minimize threats to public health and safety. We will devise innovative ways to build resilience to address the challenges brought by climate change and aging infrastructure.

Goals

- We will supply water to our customers with 100% reliability (quality & quantity)
- We will maintain our system and plan future improvements to our system to keep 100% of the sanitary sewage "in the pipes."
- We will train our staff and operate our facilities in compliance with all regulatory permit conditions and requirements.
- We will emphasize safety training and workplace performance and behaviors to strive for no missed workdays resulting from workplace injuries.
- We will invest as stewards to protect and preserve the long-term functionality of our infrastructure, including creating a detailed inventory of fixed assets to be updated annually to account for new and rehabilitated assets.
- We will explore opportunities for revenue enhancement thru active management of our natural resources (e.g., account for all water produced, logging, fishing permits, concession stand at 6 mile, bottling water, etc.)
- We will undertake planning for future rehabilitation, adaptive re-use or replacement of the Feura Bush Filtration Plant, which has been in continuous use since 1930. While this planning is underway, we will undertake necessary measures for continued functionality and safety of the facility.
- We will invest and incorporate technology to increase technology to increase operational efficiency (e.g., leak detection)
- We will align staffing with department functions and operational needs to satisfy our mission and achieve 100% customer satisfaction.
- Increase and improve training and professional development to create advancement opportunities for all staff with emphasis in identifying and developing the next generation of operators and leaders thru training, civil service exams and mentoring.
- We will create and archive of documents of fixed assets that will include a searchable digital version and secured, environmentally controlled storage for historic hard copies.
- We will implement performance-based metrics aligned with department goals and track as key performance indicators.
- We will administer the City of Albany MS4 program (municipal Separated Storm Serer Systems) to protect natural watercourses from pollution.
- We will respond to flooding problems, including assisting the City of Albany with the maintenance and repair of drainage systems, review of new projects in regard to grading and runoff, and review of flood risks and mitigation.
- We will undertake planning of future water, sewer and storm water infrastructure needs for new developments in the City of Albany.