

RURAL AND SMALL SYSTEMS SUSTAINABLE UTILITY MANAGEMENT WORKSHOP AGENDA

MAY 13, 2021 | ZOOM ONLINE WEBINAR | 8:00 MT/9:00 CT

FEATURED SPEAKERS:

Danny Ayers, SDARWS Wastewater Technician

Bill Thorson, SDARWS Training Specialist

Note: times are listed as mountain time

8:00 AM Sign-in/Registration

8:30 AM Introductions and Workshop Objectives

8:45 AM Session 1: Overview of Key Management Areas – Presentation

- Presentation of Key Management Areas
- Group Discussion: Other Important Management Areas for Sustainability

9:15 AM Session 2: Utility ‘Self Assessment’ Exercise

- Explain “Sustainable Management Self Assessment”
- Participants Conduct Self Assessment
 - ♦ Rate utility achievements and rank management priorities
 - ♦ Plot results: achievements vs. priorities
- Table Discussion Among Participants About Results
 - ♦ Where is your utility strong? Why?
 - ♦ Where is there the most room for improvement? Why?
 - ♦ What are your areas of focus?
- Why are they a priority?
- Why is performance low?
- Technical capacity?
- Financial capacity?
- Managerial capacity?
 - ♦ What are the commonalities and differences among table participants’ achievements, priorities, and challenges?

10:10 AM Break

10:25 AM Session 3: Plenary Discussion – Self Assessment Results

- Tables Report Out
- Synthesize Results

11:30 AM Lunch Provided

12:30 PM Session 4: Table Exercise – Improving Outcomes

- Each table completes an improvement worksheet for one low achievement/high

priority management area.

■ Discussion Questions:

- ♦ What will constitute “high achievement” in this management area?
- ♦ What changes will the utility need to make to improve performance?
- ♦ How could you track your performance progress?
- ♦ What will be the biggest challenges to performance improvement?

1:15 PM Session 5a: Plenary Discussion – Practices, Tools, and Measures: Result

- Tables Report Out
- General Discussion of Findings

1:45 PM Break

2:00 PM Session 5b: Plenary Discussion – Practices: Results

- Synthesis of Table Discussion Results
- Local Assistance Available in Key Management Areas
- Presentation of Additional Tips, Tools, and Measurement (prepared before the workshop during the “Prepare Meeting Materials” phase)
- Reflections: Key Lessons Learned and Near Term Steps
 - ♦ Discuss Utility Management Improvement Plan

3:15 PM Session 6: Feedback Session

- ♦ Participants Complete Workshop Evaluation Form
- ♦ Are these the right management areas, and how to improve?
- ♦ Is self assessment useful, and how to improve?
- ♦ Are tools and tips useful, and how to improve?
- ♦ Are measures useful, and how to improve?
- ♦ Overall rating of format, flow, presenters, etc.

■ Collect Evaluation Forms

4:00 PM Adjourn