

Reporting That Gives the Full Story



Missouri Municipal League Virtual Fall Conference



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PeopleService INC.
Water & Wastewater Professionals

Presented by

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Water & Wastewater Professionals



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Good Information, Frequent Communication Keys to City Management

“From research to public meetings to promotion, citizens depend on your insight and prep to use limited resources wisely while providing innovative services.”



Debra Hickey
MML President
The Review - March/April



Clear, concise, *contributing*

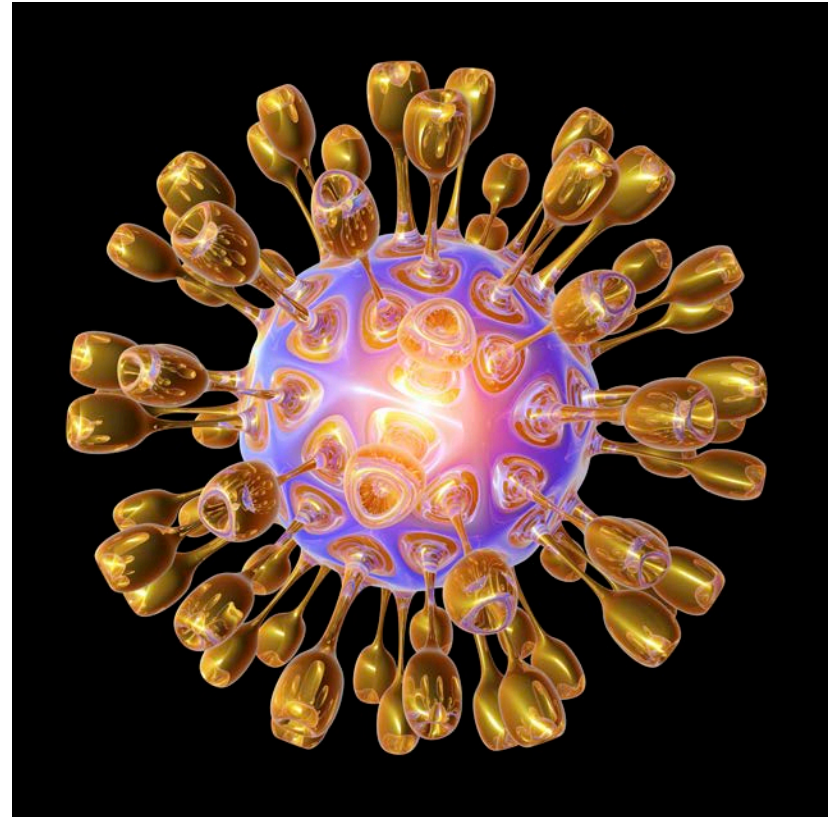


- Meet citizens' needs with reports that inform:
- What happened
- Where we are now
- What do we do now
- Where do we go in the future



Needed now more than ever

- Community leaders need to be informed on implications of:
 - COVID-19
 - Algal Blooms
 - Floods
 - Etc.



Surveys say...

- 87% of municipalities <50,000 anticipate a revenue shortfall in 2020
- 53% attribute to unanticipated revenue declines
- 43% add unanticipated expenses to revenue declines
- Local leaders point to loss of revenue sources counted on to fund essential services:
 - 69% permit fees
 - 68% other services fees
 - **63% utility fees**
 - 61% sales tax
 - More (see study)



Surveys say...

- 92% anticipate a revenue shortfall as a result of the pandemic
- Sources of revenue negatively affected (top 3):
 - 34% sales tax
 - 22% utilities fees
 - 21% permit fees
- Services anticipated to be affected by this (top 4):
 - 70% police
 - 65% parks and rec
 - 37% fire/emergency svcs
 - 30% sewer and waste management



“You can’t manage what you can’t measure.”



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Utilities/Sewer/Water/Wastewater



- One of the most underappreciated assets – and jobs.
- Clean, safe water into our homes.
- Clean, safe water into the environment.



Water & Wastewater Management

- Knowledge of state and national regs
- Certain plants require certain-levels of operator
- People who know chemistry, biology, math, IT, mechanics
- Know and follow critical safety protocols.



What you can expect

- High-level data to make educated planning and budget decisions
- Dashboard visualization of data to support reports
- Charts, graphs
- Points in time and history to show trends



Data you can share



- By asking for visualized data that is supported by reports, you gain a turnkey way to share knowledge and plans with the board and citizens of your municipality.



Specifics available to you

- In water/wastewater management:
 - Monthly, high-level reports on plant performance, production, flows, major projects/accomplishments, preventive and corrective maintenance activities.
 - A description of all activities for the month regarding infrastructure.
 - Graphs, charts, infographics showing flows and analysis of water production and discharge.
 - Financial breakout of spending.



Data is great. One-to-one communication is better.

- Reports and visualized data are great.
- Ask for these to be given to you in person – social distancing honored, of course.
- Make it a point to know how this world works.
- What you learn and become familiar with, and what you share with confidence, becomes a win for your community.



What more shall we discuss?

Thank you for your time today!

Mike Adair

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More on Mike Adair

- Mike Adair is the Director of Operational Programs for PeopleService, a water/wastewater management, operations and maintenance company serving the Midwest for more than 30 years.
- He developed PeopleService University where all employees take courses to prepare for certification exams and attend mandatory safety courses.
- He says his favorite thing about teaching at the University is “seeing the light go on” when students understand the intense subject matter.

