

# TOWN OF SCIO

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*Kim Demick, Supervisor ([sciosupervisor@gmail.com](mailto:sciosupervisor@gmail.com))*

*Connie Green, Town Clerk ([scioclerk@gmail.com](mailto:scioclerk@gmail.com))*

*Glenn "Skip" Nickerson Jr., Highway Superintendent*

*Dylan Dunbar, Water Superintendent ([sciowater@gmail.com](mailto:sciowater@gmail.com))*

*Town Board:*

*Crystal Weich, Deputy Supervisor*

*Jennifer Goodridge*

*Kyle Spier*

*John Ramsey*

## 2019 WATER DEPARTMENT REVIEW

NOTES TAKEN FROM MEETING FEBRUARY 13, 2019

REVIEW/ASSESSMENT DONE BY DAN JORDAN, FORMER WATER DEPT. SUPERINTENDENT

NOTES DONE BY KIM DEMICK, TOWN SUPERVISOR

- GATES – UNLOCKED – Security Issue. Equipment left outside (Backhoe), Alarm for TB door not being used. Asplundh Tree removal, have a key for gate. Spring gate is often open. *Discussion: Gate is a deterrent to theft or water being compromised., cannot rely on neighbor to keep a look out, locks are not in the best conditions, scada system alarm for door can be accessed if the working.*
- WORK HOURS – 7a.m. – 2:30 p.m.M-T 2 hours on Friday's. *Discussion: Saturday & Sundays if Scada isn't working. Does not test water on weekends.*
- CHLORINE ANALYZER – needs cleaning
- TIMESHEETS – Dan discussed forms that indicate water work accomplished, etc.
- DYLAN WORKING FOR HIGHWAY – possible conflicted of interest
- OFFICE CONDITIONS – Looks like a hunting camp, honey on floor, lacks professionalism, suggestion made to consider adding a loft for storage, personal belongings, bow, four wheeler, soda machine, etc.
- LEAKS – Leak detection was sent out for repair (approx. \$4K for new one), should not have been left in disrepair. GAform – borrowed from Bobbie, he's had longer than a month. We need to get that back, discussed a sign out sheet.
- LEAKS CONT. Rural Water – services available. Duration of leaks. Questioning the expertise at finding leaks. Must be more proactive if potential hazard is presumed. Go out at night when suspect a leak, its quieter and easier to pinpoint. Must make leaks a priority. *Discussed leak that Whitfords were hired to fix (\$12K) couldn't get around the trees, wires, towns excavators wasn't being delivered until the following day, R.O.W. need to be cleared out, directional drill under Knights creek. Highway has chains HIGHWAY being called for leaks for safety reasons, flagging traffic. Paul running backhoe. In house leaks could be a 2 man job in many circumstances.*
- SPRINGHOUSE METER – doesn't work. Dylan checks every other day.
- TRAINING FOR DYLAN – discussed level of competence in training and attitude of the trainer.
- CUSTOMER SERVICE - We are a business providing a service. Example when a customer left a message for Dylan about a high water bill, he responded with "call him and tell him to check

the toilet” Suggested customer deserved a more personal approach, perhaps a stop by to look around, even if it had turned out to be the toilet.

- BILL POLICY – do we have one? Dan may have a copy of one he can share. How are we handling adjustments? Does the board have to make the decision to make adjustments? Yes the board does. Had a bill that didn't look right but billed out anyway. Several bills with a \$2 charge should not have gone through either. Need to be more curious when something doesn't look right and fix at first notice.
- BACK UPS billing. Dylan to teach Corrine how to back up
- LAP TOP – water department needs a new one
- METERS – six not working
- PROFESSIONALISM – Be careful with inappropriate language, be respectful, keep attitude in check.
- MAINTENANCE PROGRAM – what is in place? Hydrants that don't work, what projects have been completed? Curb box maintenance?
- PUMPS – on pallets
- FACILITIES – must be checked every work day
- PRESSURE REDUCER – Wellsville Connection

Dan Jordan stated that Dylan was smart and easy to get along with.