

Connections

November/December 2022



The Value of S.E.R.V.I.C.E.

Part eight: Communication

Join us for part eight of this series as we explore the District's commitment to its values of S.E.R.V.I.C.E. We'll look closely at how the District facilitates active, open, honest and timely communication with our ratepayers and internally across the organization. By fostering a supportive and professional environment and culture, the District achieves the best outcomes for our ratepayers.

Meaningful conversations create safer outcomes

Recently, District staff and management came together to discuss ways we could make traffic control safer and more efficient for the travelling public and for our employees. Our operations and maintenance crews are responsible for repairing and maintaining the collection system, which regularly requires them to work in roadways. Because there is trust and open lines of communication between management and our operations and maintenance crews, we were able to gain insight into the work and come up with ways for improving our traffic control program. Here's what they developed:

- Access to professional traffic control support services and resources, including creating traffic control plans and contracted signage/flaggers for higher risk projects.
- Document specific processes for working in the right-of-way for the Cities of Battle Ground, Ridgefield, and Vancouver, Clark County, and the Washington State Department of Transportation.
- Provide staff with contact information for available specialty service providers and agency partners.

Through meaningful conversations and seeking input from staff, we improved our level of service. This created safer and better outcomes for everyone.

Safety

Employees

Responsibility

Valued Partner

Innovation

Communication

Efficiency



Recent traffic control for a District sewer pipeline project.

Hours of Operation

Monday - Friday
8 a.m. - 5 p.m.
Closed Weekends
and Holidays

Emergency?

Call 24/7:
360-750-5876

Commissioners

Norm Harker
Denny Kiggins
Neil Kimsey

General Manager

John M. Peterson, P.E.



Visit us online at www.CRWWD.com

Active and open communication with our ratepayers

We want to hear from you! We're always looking for ways to provide better service. You can help by sharing your experience with us, along with any thoughts and ideas on how we can better serve you. From assistance with your account to reporting problems with your sewer line or if you have ideas on how we can improve our services, we are here to help. We usually respond to all ratepayers' questions or comments within one business day.

Our service line is open 24 hours a day, seven days a week at 360-750-5876 or fill out a comment form online at:

crwwd.com/contact

Open and honest communication also means providing access to and sharing accurate information. That is why our budgets, annual financial reports, audit reports, board meeting agenda and minutes, and other documentation about how we operate are all available to our ratepayers and the public.

Learn more at crwwd.com/documents

How you can be an active partner

Attend a board meeting, contact us online or by phone, or learn more about what we do by exploring our website.

Learn more at crwwd.com



Staff place a CCTV camera into a manhole to inspect sewer conditions.

2023 budget planning

The District will establish sewer rates for 2023 during the annual budget planning period this fall. It's not too late to join any of the upcoming meetings, where rates and charges for the next year will be set.

Learn more at crwwd.com/financials

- **Remaining Budget Workshop:** Nov. 8, 2022
- **Budget Public Hearing:** Dec. 13, 2022
- **Board Action on FY 2023 Budget:** Dec. 27, 2022

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Vancouver & Clark County Residents Only

Valid: October 1 - December 31, 2022

DISPOSAL DROP-OFF LOCATIONS:

H & H Wood Recyclers
8401 NE 117th Ave
Vancouver, WA
360-892-2805

McFarlane's Bark
8806 NE 117th Ave
Vancouver, WA
360-892-6125

**West Van Materials
Recovery Center**
6601 NW Old Lower River Rd
Vancouver, WA | 360-737-1727

Triangle Resources
612 SE Union St
Camas, WA
360-834-7253



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Sponsored by:



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Street Address: _____ Zip: _____



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Clark County residents: Funding for this program is provided through Clark County Public Works.