



# Division of Community and Regional Affairs

## RUBA Program



**Presented by Roberta Eleazer**  
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**Specialist**



## RUBA Program Goals

**The goal of the RUBA program is to increase the management capacity of rural water and wastewater utility providers.**

**11 Local Governments Specialists provide assistance to 230 communities through the development of approachable, personal relationships.**



## RUBA CAPACITY ASSESSMENTS

**Step 1) Local Government Specialists conduct assessments identifying strengths and weaknesses and work with local staff to build capacity.**

**Step 2) Develop a proposed work plan.**

**Step 3) Present the assessment and work plan to the community.**



## RUBA CAPACITY ASSESSMENTS

**Step 4) Finalize the work plan with the community's council and agree on responsibilities.**

**Step 5) Provide on-site technical assistance.**

**Step 6) Assess progress and adjust work plan as necessary.**



## On-site Development

**The program is advisory only; travel and assistance is at the request of local utility staff.**





# RUBA Capacity Building Training Programs

## Regional classes





# Introduction to Utility Management



**First in series**

**Overview of other courses**

**Management basics**



# Organizational Management

**Level of service**

**Organizational structure**

**Roles/responsibilities**

**Utility Ordinance**

**Customer Agreements**

**Communication**







# Personnel Management

**Policies**

**Safety**

**Hiring**

**Training**

**Regulations**

**Communication**

**Motivation**





# Planning Management

**Get ready**

**Collect**

**Identify**

**Evaluate**

**Choose**

**Implement**





# Operational Management

**Safety**

**Scheduling work**

**Data collection**

**Public relations**

**Inventory control**

**Contingency planning**





# Financial Management

## Governmental Accounting

Chart of accounts

Budgets

Rate setting

Collections

Financial reports

Managerial reports





# Elected Officials

**Overview**

**Roles**

**Meetings**

**Ordinances**

**Policies**

**Financial management**

**Sustainability**





# Clerk Management

**Overview**

**Public relations**

**Meetings**

**Office management**

**Elections**

**Financial management**

**Ordinances/resolutions**





# Elected Officials Training for Tribal Councils

**Overview of Government**

**Roles & Responsibilities**

**Meetings**

**Bylaws, Ordinances & Resolutions**

**Financial Reporting**

**Rate Setting & Collections**





## **PUBLICATIONS**

**A Plain English Guide to Sanitation Utility Accounting**

**A Plain English Guide to Alaska Drinking & Wastewater**

**Regulations**

**Guide to Community Tax Issues**

**QuickBooks for Sanitation Utilities**

**The Water Rate Calculator**

**Utility Business Plan Template and Sample**

**Utility Collections Handbook**