



Division of Community and Regional Affairs

RUBA Program



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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