

Old and New Business 8-10-21

3rd Quarter - Community meeting

- Due in September – Schedule meeting once the 2022 Budget is passed. FOG program – communication/notification, Ehler's bonding and District debt payment structure, 2022 Sewage Rates, ???

Thilmany Road Resurfacing

- Thilmany Road asphalt overlay/reconstruction completed. Turf restoration completed.

Kaukauna Utilities – Emergency power study (grant funded)

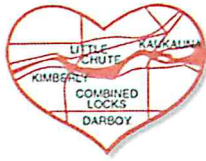
- HOVMSD has submitted several documents to KU for grant study – no updates at this time

HOVMSD Website – L&F discussion

- Initial discussions with L&F have begun on redeveloping the District's website. Discussion points are attached for review and comments. We are soliciting a budgetary estimate to fund the website update/revamp and will include in the 2022 District budget

Other items:

- Leonard and Finco Zoom 8/11
- WEFTECH in person in Chicago
-



Heart of the Valley
METROPOLITAN SEWERAGE DISTRICT

HOVMSD Website Observations / Recommendations ***July 2021***

Overall, the HOVMSD website is outdated by today's standards. While there is quite a bit of information available on the website, it is not user friendly or visually interesting.

Observations / recommendations about [current website pages](#):

[Home page](#)

- A more user-friendly design is needed.
- Add information about the important role that HOVMD plays for the member communities and the environment
- Include map of district and important features

[Personnel](#)

- Commission
 - Include brief commission bios/profiles with a photo of each commissioner
- Plant
 - Include photo(s) of plant staff
- Staff
 - Include leadership bios/profiles with a photo of each leadership team member

[Meetings](#)

- A design update is needed, including brief description of role of the commission

[About us](#)

- Include more than just the Mission Statement
- Add an explanation of the organization structure, member communities, etc...
- A virtual tour is recommended with video (including drone video) showing the plant operations

[Public information](#)

- Administrative
 - Move to Reports tab with brief description of report categories
- Articles
 - Include a brief description of the articles along with the links to the PDFs
- Budget
 - Explanation of role of HOVMSD, how budget is developed, what the flow rate means for member communities and end users (homeowners / businesses)
 - Include information on billing process

- Community Links
 - OK with design update
- CMAR Data by Community
 - Move to Reports tab and explain significance and state requirements for Compliance Maintenance Annual Reports
- Plant
 - Move information to Reports tab and add brief description of reports
- Reports
 - Including and explain all reporter here

Master Planning & Reports

- Recommend moving much of this information to a new Projects Tab (move report links to separate reports tab – see above)
 - Include information about current projects and recently completed projects
 - Current project information should be updated regularly when new information is available

Job Openings

- Some explanation of application process should be added, even if there are no current job openings

Additional website recommendations:

- *Need clear listing with Contact Information*
- *Page with information for end users (homeowners/businesses)*
 - Toilets are not garbage cans – what not to flush
 - Cooking grease, non-biodegradable items, cotton balls, Q-tips, diapers, wipes, feminine products, rags, paper towels, dental floss, medication, cat litter, gum, food, bleach
 - The WWTF is designed to only handle human waste and toilet tissue
- *Environmental programs page*
 - Describe HOVMSD's important role in environmental protection
 - Provide information about efforts important to the environment
 - Mercury reduction program
 - Pre-treatment program
 - Biosolids
- *Media page*
 - Include media coverage, news releases, contact information
- *Frequently Asked Questions (FAQ)*
 - Potential questions should include:

- Is HOVMSD part of the city of Kaukauna government or the surrounding village governments?
- Do you send utility bills to homeowners?
- How much wastewater does HOVMSD handle in an average day?
- Where does the wastewater come from?
- How is it transported to the WWTF?
- Where does the water go after it's treated?
- How clean is the treated water?
- How much does it cost to treat the wastewater?

Website options

Option 1 – website re-design

L&F will seek bids from at least two website developers and work cooperatively with the selected vendor on a new design and updated copy for the website.

Option 2 – updates to existing website

L&F will update and draft additional copy and visuals to improve the existing HOVMSD website. L&F will need access to the website to determine the extent of updating that can be accomplished.