

### Staffing Analysis

Hawk Mountain Planning Region	Operation & Maintenance				Management & Administration				Customer Service			
	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT
	1996	1996	2010	2010	1996	1996	2010	2010	1996	1996	2010	2010
<b>Sewer</b>												
Centerport Borough												
Centre Township (Village of Dauberville, Hillcrest Estates, Jordan Crossing, Kingsgate)				4				2				1
Fleetwood Borough (Richmond Township)	2	1	1	1	2		1				2	
Hamburg Borough (Tilden Twp., Windsor Twp.)	3	1	3	1		1				1		
Kutztown Borough (Maxatawny Township)	3		4			1	2					
Lenhartsville Borough				2								
Lyons Borough (Richmond Township)		1				1						
Maidencreek Township (Ontelaunee Twp., Richmond Twp., Ruscombmanor Twp.)		2	3			1						
Maxatawny Township		1		4		1		1		1		
Perry Township		1										
Richmond Township				1								
Shoemakersville (Perry Township)		1	1			1				1		
Strausstown Borough												
Tilden Township			2	1								
Windsor Township		2				1						
<b>TOTAL</b>	<b>8</b>	<b>10</b>	<b>14</b>	<b>14</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>3</b>		<b>5</b>		<b>1</b>
<b>Water</b>												
	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT
	1996	1996	2010	2010	1996	1996	2010	2010	1996	1996	2010	2010
Aqua America (Centre Township)												
Blue Mountain Water Co. (Tilden Township)												
Fleetwood Borough (Richmond Twp., Ruscombmanor Twp.)	1	1	6	1			2				1	
Hamburg Borough (Windsor Township)	2											
Kutztown Borough (Maxatawny Township)	2		5			1	2					
Maidencreek Township		2				1						
Maxatawny Township		1		4		1		1		1		
Mohrsville Water Association (Centre Township)		1				2				2		
Shoemakersville (Perry Township)		1	3				1					
<b>TOTAL</b>	<b>5</b>	<b>6</b>	<b>11</b>	<b>5</b>		<b>5</b>	<b>4</b>	<b>1</b>		<b>3</b>	<b>1</b>	

**NOTE:** All response blocks left blank indicate that no information has been provided.

Metro Planning Region	Operation & Maintenance				Management & Administration				Customer Service			
	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010
<b>Sewer</b>												
Bern Township		2	1	2				2				
Cumru Township	3		3		1	1	2					
Laureldale Borough			6									
Leesport Borough (Bern Twp., Ontelaunee Twp.)	2		1				1					
Antietam Valley Munc. Auth. (Exeter Twp., Mt. Penn Boro., Lower Alsace Twp.)	2	2	5	1	1		1		1			
Mohnton Borough				2								
Muhlenberg Township (Alsace Twp., Laureldale Boro.)			9				2			2	2	2
Reading (Cumru Twp., Kenhorst Boro., Laurelsale Boro., Mohnton Boro.)	57				8							
Shillington Borough			14	1			5				4	
Sinking Spring Borough (Spring Twp., Lower Heidelberg Twp., South Heidelberg Twp.)	3		4				1	1				
Spring Township	5	1	5	1		3				2		
Joint Mun. Auth. Of Wyo. Valley (Cumru Twp., Mohnton Boro., Shillington Boro., Spring Twp., West Reading Boro., Wyomissing Boro.)	6	1	7		2	1	2	1				
West Reading		2				3						
Wyomissing Borough			8				2				8	
<b>TOTAL</b>	<b>78</b>	<b>8</b>	<b>58</b>	<b>6</b>	<b>12</b>	<b>8</b>	<b>16</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>14</b>	<b>2</b>
<b>Water</b>												
	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010
Aqua America (Cumru Township)												
Bern Township		2		3-Feb				2				
Leesport Borough (Bern Twp., Ontelaunee Twp.)	1		2				1	1				
Lower Alsace Township (Provided by Mt. Penn Boro. & RAWA)			3				2					
Mt. Penn Borough (Exeter Twp., Lower Alsace Twp., St. Lawrence Boro.)	3		3				2			1		
Muhlenberg Township (Laureldale Boro.)	12		9				2			2	2	2
Pennsylvania American Water (Cumru Twp., Spring Twp., Sinking Spring Boro., Wyomissing Hills section of Wyomissing Boro.)												
Reading Area Water Authority (Bern Twp., Cumru Twp., Kenhorst Boro., Lower Alsace Twp., Muhlenberg Twp., Ontelaunee Twp., City of Reading)			66				6				3	2
Shillington Borough			7	1			5				4	
Sinking Spring Borough												
Spring Township												
West Reading Borough		2				3						
Wyomissing Borough			8				2					
Western Berks Water Authority (Cumru Twp., Mohnton Boro., Shillington Boro., Spring Twp., West Reading Boro., Wernersville Boro., Wyomissing Boro.)	7		8			1	3	1				
<b>TOTAL</b>	<b>23</b>	<b>2</b>	<b>106</b>	<b>4</b>		<b>4</b>	<b>23</b>	<b>4</b>		<b>3</b>	<b>9</b>	<b>4</b>

NOTE: All response blocks left blank indicate that no information has been provided.

Oley Hills Planning Region	Operation & Maintenance				Management & Administration				Customer Service			
	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010
<b>Sewer</b>												
Alsace Township												
Bally Borough	1	1				2				1		
Bechtelsville Borough			7				2				1	
Berks-Montgomery Municipal Auth. (Bechtelsville Boro., Colebrookdale Twp.)	4		7		2		2				1	
Boyertown Borough	2	2	2	2		2		3		2		
Colebrookdale Township			7				2				1	
Oley Township	1		2	1		1		1		1		
Ruscombmanor Township				2			1				1	
Topton Borough (Longswamp Township)	2		1	1			1			1		
Washington Township		1	0	0			0	0			0	0
<b>TOTAL</b>	<b>10</b>	<b>4</b>	<b>26</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>8</b>	<b>4</b>		<b>5</b>	<b>4</b>	

Water	Operation & Maintenance				Management & Administration				Customer Service			
	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010	FT 1996	PT 1996	FT 2010	PT 2010
Alsace Township (Provided by Muhlenberg)												
Bally Borough		1				1				1		
Bechtelsville Borough												
Boyertown Borough (Colebrookdale Twp., Douglass Twp., Berks and Montgomery Counties)	1	2	4			2	3			2		
Oley Township		1		1				1				
Pennsylvania American Water (Earl Township)												
Ruscombmanor Township (Provided by both PA American & Fleetwood Boro.)												
Superior Water Co. (Colebrookdale Twp., Washington Twp.)												
Topton Borough (Longswamp Twp.)	1		1	1	1		1			1		
Valley Run Water Co. (Washington Township)												
Washington Township												
<b>TOTAL</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>		<b>4</b>		

NOTE: All response blocks left blank indicate that no information has been provided.

Southern Highlands Planning Region	Operation & Maintenance				Management & Administration				Customer Service			
	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT
	1996	1996	2010	2010	1996	1996	2010	2010	1996	1996	2010	2010
<b>Sewer</b>												
Amity Township (Douglass Twp., Earl Twp., Union Twp.)	3		6			1	1			1		
Birdsboro Borough (Union Township)	3		3			1				2		
Caernarvon Township												
Exeter Township (Alsace Twp., Lower Alsace Twp., St. Lawrence Boro.)	11		12		3		3		1	1		1
New Morgan Borough												
Robeson Township	1					1		1		1		
Union Township		1										
<b>TOTAL</b>	<b>18</b>	<b>1</b>	<b>21</b>		<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>		<b>1</b>
<b>Water</b>	Operation & Maintenance				Management & Administration				Customer Service			
	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT
	1996	1996	2010	2010	1996	1996	2010	2010	1996	1996	2010	2010
Aqua America (Robeson Twp., Union Twp.)												
Birdsboro Borough	3		3			1		2		2		
Caernarvon Township				4			1	1				
Douglass Township (Provided by Pottstown Auth.)			6				4				1	
Pennsylvania American Water (Amity Twp., Exeter Twp., St. Lawrence Boro.)												
Southern Berks Water Co. (New Morgan Boro., Robeson Twp.)												
<b>TOTAL</b>	<b>3</b>		<b>9</b>	<b>4</b>			<b>5</b>	<b>3</b>		<b>2</b>	<b>1</b>	

NOTE: All response blocks left blank indicate that no information has been provided.

Tulpehocken Planning Region	Operation & Maintenance				Management & Administration				Customer Service			
	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT
	1996	1996	2010	2010	1996	1996	2010	2010	1996	1996	2010	2010
<b>Sewer</b>												
Bernville Borough (Penn Township)		1	1	1		1				1		
Bethel Township (Village of Bethel, Village of Frystown)				3				2				
Heidelberg Township		1				1						
Lower Heidelberg Twp.		1		3		1	1	1				
Robesonia Borough		1	2				2					
South Heidelberg Twp.		1		2				2				
Tulpehocken Township				3				1				
Wernersville Borough	3		2		2		2					1
Womelsdorf Borough												
Robesonia -Wernersville Municipal Auth. (Heidelberg Twp., Lower Heidelberg Twp., Robesonia Boro., South Heidelberg Twp., Wernersville Boro.)	2				1	1						
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>12</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>		<b>1</b>		<b>1</b>
<b>Water</b>												
Bernville Borough		1		3		1		1		1		
Heidelberg Water Co. (Jefferson Twp., North Heidelberg Twp.)												
Pennsylvania American Water (Lower Heidelberg Twp., South Heidelberg Twp., Wernersville Boro.)												
Wernersville Municipal Authority (Lower Heidelberg Twp., Wernersville Boro.)			2	1			2				1	1
Western Berks Water Auth. (Lower Heidelberg Twp., South Heidelberg Twp., Wernersville Boro.)			8				3	1				
Womelsdorf-Robesonia Joint Auth. (Heidelberg Twp., Robesonia Boro., Womelsdorf Boro., Millcreek Twp., Lebanon County)	2		2			1		2				
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>12</b>	<b>4</b>		<b>2</b>	<b>5</b>	<b>4</b>		<b>1</b>	<b>1</b>	<b>1</b>

NOTE: All response blocks left blank indicate that no information has been provided.

**Staffing Analysis:** Running an efficient water or wastewater treatment plant relies on the team of people who have various rolls in the everyday operation of the plant. Each table breaks down the number of staff for each system into three areas, Operation & Maintenance, Management & Administration and Customer Service. A comparison is shown between staff levels in 1996 and 2010 for both the water and waste water systems. Employees within the Operation and Maintenance category perform the important task of running and maintaining the system so that all regulatory requirements are fulfilled and all customers receive quality services. Management and administration employees delegate tasks to operators as well as oversee the data collection needed to prepare annual reports. Customer Service employees handle day to day calls from customers having problems with their service or inquiries about their bill. Looking at the responses, some interesting observations were made. For example, Exeter's personnel may have increased due to the installation of a new sludge dryer. It is also noted that staffing changes may have occurred based on the automation of the operating system. Specifically, Western Berks Water Authority has a computer program which allows an operator off site to turn off various parts of the system if a problem arises.

