

# City of Falmouth Water Department

## Goal 1: Incorporate GIS into the Lead Service Line Inventory

- **Description:** GIS has recently been installed for the Falmouth Water Department's use. The previous work on the lead service line inventory needs to be incorporated into the new GIS software. A comprehensive review of historical records, maps, permits, tap cards, and prior maintenance logs to identify known or suspected lead service lines. Interim milestones include the completion of related goals (Communication Plan, Policies, and Training).
- **Products to be created:**
  - GIS Database for the Falmouth Water Department's assets with the Lead Service Line Inventory incorporated including a centralized digital repository of service line information.
  - Documented review comparing the current Lead Service Line Inventory with the Falmouth Water Department's asset records.
- **Timeline:** October 2025-February 2027
  - **Interim Milestones:**
    - **July 2026:** Employee Training updated to integrate GIS software into their work on the lead service line and inventory and daily operations.
    - **February 2026:** Lead Service Line Communication Plan created and implemented.
    - **March 2026:** Policies updated to include GIS recordkeeping alongside hard copies.

## Goal 2: Update the Falmouth Water Department Communication Plan

- **Description:** Customer communication needs to be enhanced to ensure transparency about the lead service line inventory process, status, and results. Communication tools need to be developed to request property-side information and provide education on lead exposure.
- **Products to be created:**
  - Communication plan using the Falmouth Water Department's website and social media platforms to share updates about the lead service line inventory's process, status, and results.

- Customer communication templates focused on lead exposure education, lead inventory efforts, and lead property-side information request.
- Updated Falmouth Water Department Website to provide information about lead service lines and the lead service line inventory.
- Templates for outreach letters and digital notification tools for lead service lines and the lead service line inventory.
- **Timeline:** October 2025-February 2026

### **Goal 3: Update to Policies to Incorporate GIS**

- **Description:** Policies need to be updated to define responsibilities, access rights, and recordkeeping practices to ensure proper use and maintenance of the GIS system and other records
- **Products to be created:**
  - GIS Policy determining which employees have editing access and how edits will be recorded.
  - Records policy specifying retention and sharing of both hard copies and digital information.
  - Records policy specifying standardized digital submission procedures including the development of mobile field forms to streamline record creation.
- **Timeline:** January 2026-March 2026

### **Goal 4: Update Employee Training to Utilize GIS Software**

- **Description:** Employees need to be trained on GIS software to effectively incorporate the GIS software into their work on the lead service line inventory and daily operations. Also, employees need to be trained to integrate service line material identification steps into routine maintenance, repairs, meter replacements, and fieldwork activities.
- **Products to be created:**
  - Training Plan for GIS including Standard Operating Procedures (SOPs) and online GIS trainings for employees.
  - SOP for incorporating GIS into the Lead Service Line Inventory.

- SOP for use of GIS in day-to-day operations.
  - On-site lead identification checklist.
  - Updated training on new records policies on the retention and sharing of digital information and on the digital submission procedures.
- **Timeline:** February 2026-July 2026