

## **WATER BUREAU MANAGEMENT TEAM (MT) MEETING – September 18, 2018**

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### **SUMMARY**

**Attendees:** Administrators and Group Directors: Mike Stuhr, Gabriel Solmer, Kathy Koch, Cecelia Huynh, Ty Kovatch, and Edward Campbell. Water Bureau Staff: Jodie Inman (for Teresa Elliott), Yone Akagi (for Chris Wanner), Susan Bailey, Tony Andersen, Jan Warner, Valerie Joerger, Jaymee Cuti, Jennifer Eichler, Emily Jennings, and Patty Burk.

Agenda:

- ❖ Isaac Smith Award
- ❖ PIO Update
- ❖ Strategic Business Plan
- ❖ Budget – Citywide budget process changes & water program descriptions
- ❖ Maintenance & Construction and Customer Service Budget Presentations
- ❖ Information Sharing
- ❖ Future Agenda Items

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**Isaac Smith Award:** Mike Stuhr presented Jennifer Eichler, Senior Risk Specialist, with the 2018 Isaac Smith award. Jennifer was nominated by Maintenance and Construction Director Ty Kovatch and was unanimously selected for the award by the Management Team. Jennifer was recognized for her outstanding and exceptional work for the Water Bureau Safety Group. Mike read the award inscription: “Jennifer goes above and beyond as a routine in the Water Bureau’s Safety Group. Her efforts are key to our endeavor to establish the most robust, sophisticated Safety Program in the history of the Water Bureau. The dedication and commitment she demonstrates every day in service to the safety and well-being of our employees is truly worthy of our highest honor.”

Management Team members thanked Jennifer for her outstanding work. Many members of the Maintenance and Construction Group were in attendance to show their support and to congratulate Jennifer on her award.

**PIO Update:** Jaymee Cuti announced that she is leaving the Water Bureau to join the communications team at FEMA. Jaymee thanked the Management Team for their guidance and encouragement over the years. Jaymee noted working with the Water Bureau guided Jaymee to a passion for crisis communications and emergency management.

MT members extended well wishes and thanks for Jaymee’s dedication and exemplary work with the bureau.

**Strategic Business Plan:** Gabe mentioned that the Strategic Business Plan Team participated in a Risk Scoring Workshop on September 11 to evaluate and revisit/rescore risks and see how the risk scores averaged. During the workshop the group created a list of considerations/advice for Management Team members as they begin the process of selecting the risks to develop mitigation strategies for. Gabe reviewed the outcome of the discussion which included the groups thoughts on what to consider when choosing risks; how to use the risk tolerance line;

level of concentration on external and internal risks, or both; and additional thoughts to be considered.

Eddie noted that the top 33 risks will be the focus of the MT's discussion on which risks to develop mitigation strategies for. Eddie, Gabe and Emily developed draft criteria for selecting risks for mitigation. Eddie noted that the basic criteria must be attainable; cost effective; measurable/demonstrable; championed (by someone in the bureau willing to lead the implementation); and aligned with the bureau's mission/vision/values. Secondary criteria included balance across functions and across attainability of easy, medium and hard.

MT members discussed the draft criteria as outlined. It was suggested that balance across internal and external risks should be added to the secondary criteria. In addition, it was thought that the higher consequence risks should be addressed/considered/weighted as part of the secondary criteria review.

MT members supported the basic and secondary criteria process developed. Eddie advised that next week, MT members will begin applying the criteria to the risks and discuss the number of risks that can be taken on and that mitigation strategies can be developed for. It was noted that it will be important to be able to explain why certain risks were selected over other risks.

**Budget – Citywide budget process changes & water program descriptions:** Cecelia mentioned that Elizabeth Hilt is leaving the bureau to go to the Bureau of Housing and as a result, Jan Warner and Valerie Joerger will lead the bureau's FY 2019/20 budget development. Cecelia noted that the City Budget Office (CBO) is instituting new processes for FY 2019/20 budget development and created a budget process change crosswalk document which was distributed to MT members. Cecelia reviewed the document and described how the changes would affect the development of the bureau's budget.

Cecelia noted that with this new process, the CBO is now requiring program information at the 6-digit functional area level which for the bureau is the 22 water subprogram level. Cecelia distributed the current narratives for the bureau's 22 water subprograms along with performance measures for each program. Cecelia asked MT members to review, edit, revise, add to the descriptions and provide needed performance measures.

Cecelia distributed and reviewed the FY 2019/20 bureau budget development calendar. Of note, group budget will be due the week of October 8, budget week begins October 29 and it is anticipated that the bureau's budget request and 5-year financial and CIP plans are due to the City Budget Office on January 28.

### **Budget Presentations:**

**Maintenance and Construction Group:** Ty reviewed the Maintenance and Construction (M&C) Group FY 2019/20 budget development work plan. Ty explained that M&C is divided into seven geographical districts each responsible for all distribution system work within their defined area of responsibility, as well as their relative proportion of the overall goals. For the current FY 2018/19, M&Cs broad performance goals include installation/renewal of 275 hydrants;

installation/renewal of 1350 services; installation/replacement of 350 valves; maintaining under 42 out of service hydrants citywide; inspection of 2500 hydrants; installation of 92% or more services on time per ordinance; and restoration of job sites in a timely manner as a routine. Ty explained the various groups within M&C and their roles/responsibilities. Ty also explained recent reallocations, hopes and dreams for the group, and potential new unfunded mandates that may be coming down the pike. Ty distributed copies of the M&C budget workplan.

Customer Service Group: Kathy reviewed the Customer Service Group FY 2019/20 budget development work plan. Kathy described the various groups within Customer Service, the number of FTE in each group, and the group roles/responsibilities along with performance measures for the group. Kathy also explained how staff could be reallocated to accomplish the work plan and potential new unfunded mandates that could be coming. Kathy shared hopes and dreams for the Customer Service Group including implementation of an automated meter reading system; exploring options for replacement or interface between systems for work order management; a single location for all of the Customer Service Group; enhancements to the Avaya phone system; and mobile solutions for service orders. Kathy distributed copies of the Customer Service Group budget workplan.

### **Information Sharing:**

#### Gabriel Solmer:

- ❖ Gabe mentioned that she recently met with Commissioner Fritz and staff. Gabe advised that Commissioner Fritz has not yet signed over any delegation of authority and for the next two weeks would like to review all employee discipline and travel/training paperwork. Gabe and Mike will meet with Commissioner Fritz every Monday and with the Commissioner's staff every Thursday.

#### Susan Bailey:

- ❖ Susan has received the list of computer replacements for the 3<sup>rd</sup> and 4<sup>th</sup> floors of the 400 building and will distribute the list to Group Directors in the 400 building.

### **Future Agenda Items:**

- ❖ Work Group Budget Presentations
  - Operations – September 25
  - Administration and Engineering – October 2
- ❖ Budget Discussion – Unfunded Mandates – October 9
- ❖ Budget Discussion – Hopes and Dreams – October 16
- ❖ Budget Week – October 29 – November 2

The next Management Team meeting is Tuesday, September 25, 2018 at 10:00 a.m. at the 400 Building, Bull Run Conference Room.