

DIVISION STATUS REPORT – September 16, 2020

DWSD Division	What's Going Right	Challenges
Customer Service	<ul style="list-style-type: none"> • Meeting national benchmarks 	<ul style="list-style-type: none"> • Downsizing workforce • Customer service centers closing
Human Resources	<ul style="list-style-type: none"> • Union relations; negotiations • Performance reviews • Training on new policies 	<ul style="list-style-type: none"> • Downsizing workforce for Customer Service and Security • Hiring: field service techs, vector truck drivers, engineers, mechanics
Finance	<ul style="list-style-type: none"> • CARES dollars covering residential customers 	<ul style="list-style-type: none"> • Restart Program participants not paying \$25 • Collection rate drop when CARES ends • Churches
Operations	<ul style="list-style-type: none"> • New meter interface installation (Itron project) kicking off • Productivity up/hitting targets • Restorations – backlog down • DFD ISO – hydrants 	<ul style="list-style-type: none"> • Need drivers for vector trucks • Non-revenue water = 58 mg/day • Meter installations behind schedule (good problem) • Need diesel mechanics
Capital Improvement Plan	<ul style="list-style-type: none"> • On target – working through winter • DPSCD partnership – job skills • Oakman GSI going well 	<ul style="list-style-type: none"> • Private green infrastructure projects slow • Vacation days for Inspectors • Recruiting high quality engineers and professionals
Information Technology	<ul style="list-style-type: none"> • Able to track productivity • Moving staff to work from home – seamless • Updated IVR, can handle double the transactions/month • Public meetings run smoothly • Contactless customer service initiatives moving forward 	<ul style="list-style-type: none"> • EnQuesta upgrade off track • Replacement of Call Center software off track • Solving problems for employees working from home
Legal	<ul style="list-style-type: none"> • 80% new policies complete • Suing commercial customers 	<ul style="list-style-type: none"> • Drainage lawsuits