

WORKFORCE SUSTAINABILITY

JAY KRAUSS, GENERAL MANAGER



PRESENTATION OUTLINE

- **DOCUMENT KNOWLEDGE BASE**
- **HORIZONTAL VS VERTICAL KNOWLEDGE**
- **BENCH DEPTH**
- **RECOGNIZE VULNERABILITIES**
- **FINAL THOUGHTS**

SUCCESSION PLANNING = SUSTAINABLE STAFFING

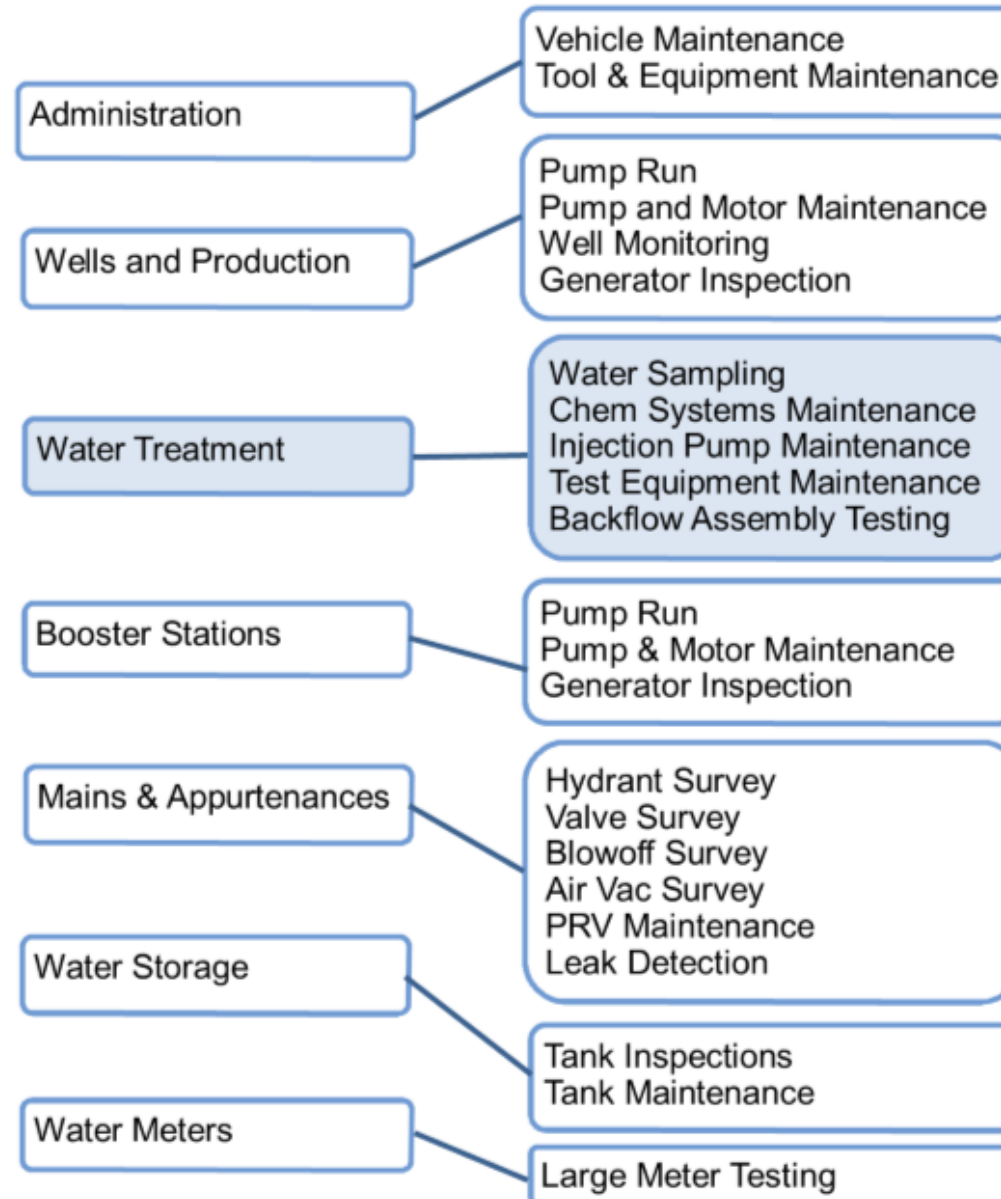
Why:

- **Public Services**
- **Complex Systems to Sustain**

DOCUMENT KNOWLEDGE BASE

- **Asset Registry**
- **Operation Procedures**

Water Business Functions and Preventative Maintenance Programs





Water Treatment

Description:

The Water Treatment function includes monitoring and maintaining chemical disinfection to provide safe drinking water. Maintain data for the District's annual drinking water compliance reports to the Departments of Ecology and Health (DOE and DOH).

Annual Maintenance Programs:

- Water Sampling
- Chem Systems Maintenance
- Injection Pump Maintenance
- Test Equipment Maintenance
- Backflow Assembly Testing

Water Treatment Preventative Maintenance

Bacteriological Samples

Weekly

Program Description

Routine collection of bacteriological (Bac T) water samples by District water technicians for compliance with federal and state drinking water regulations in accordance with the Districts Coliform Monitoring Plan.

- Drinking water systems conduct total coliform monitoring with the objective of evaluating microbial water quality to ensure water provided to consumers is free of disease-causing organisms. Regular samples taken at designated sampling sites to represent the whole water system each week helps the District maintain current levels of service by ensuring the water is safe.
- In addition to required water samples the District periodically takes investigative Bac T samples for well startups, main breaks and other situations the District determines would be beneficial to take a sample and ensure the safety of the water.

Measurement

Weekly samples are site specific and progress/completion is tracked through work orders issued each month.

Program Outcomes

Performing routine water samples in line the Districts Coliform Monitoring Plan:

- Ensures compliance with federal and state regulatory agencies.
- Maintains the safety of the District's water and supports public health and safety.

HORIZONTAL VS. VERTICAL KNOWLEDGE

MANY VS. FEW OR ONLY ONE

- **Tools**
 - **Use Technology**
 - **Empower Staff**

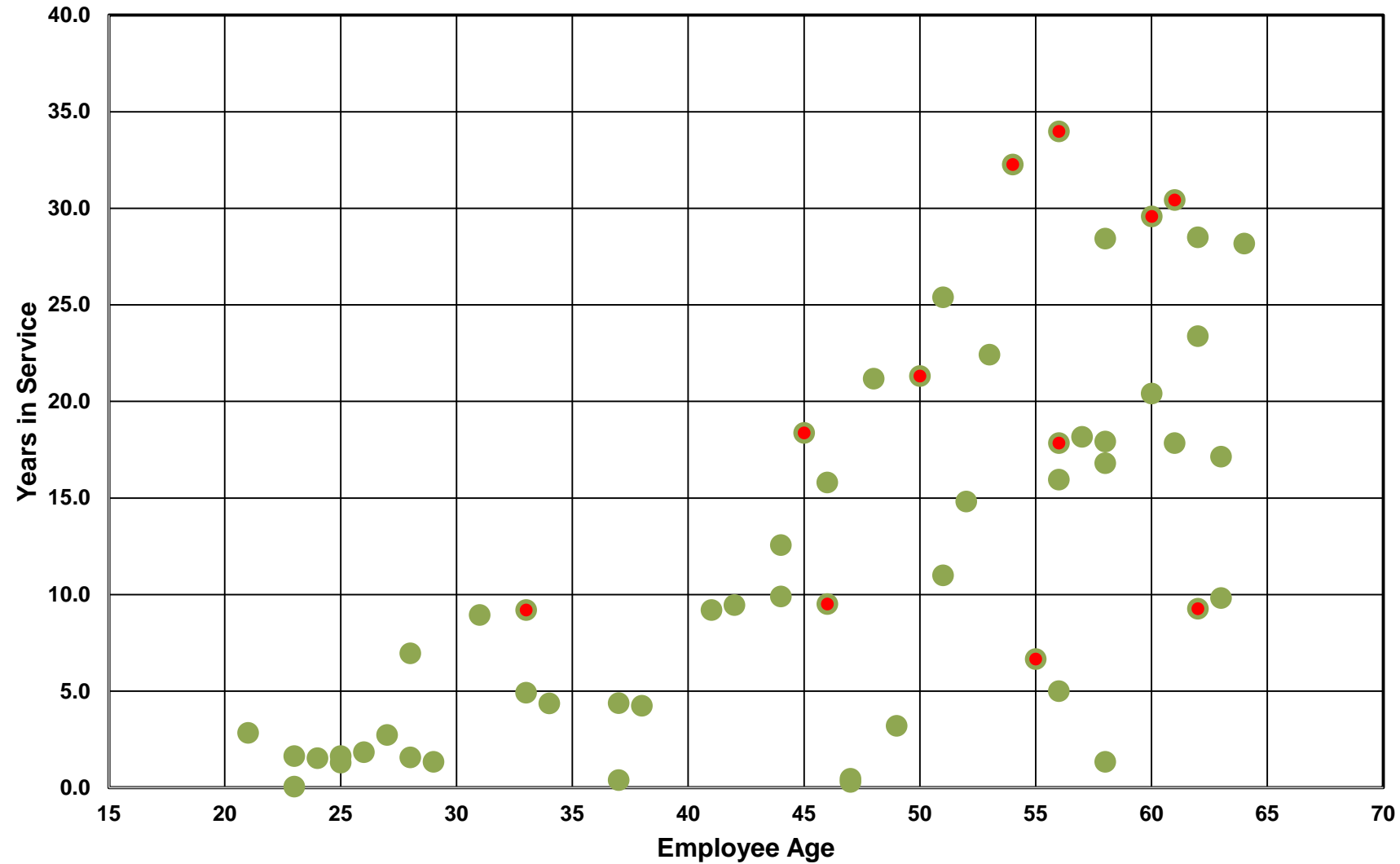
BENCH DEPTH

- **UNIQUE POSITIONS VS. BLENDED ROLES**
 - **One deep positions = vulnerabilities**
 - **Don't result in staff development**
- **LEADERSHIP DEVELOPMENT**
- **EXPECT TO TRAIN**

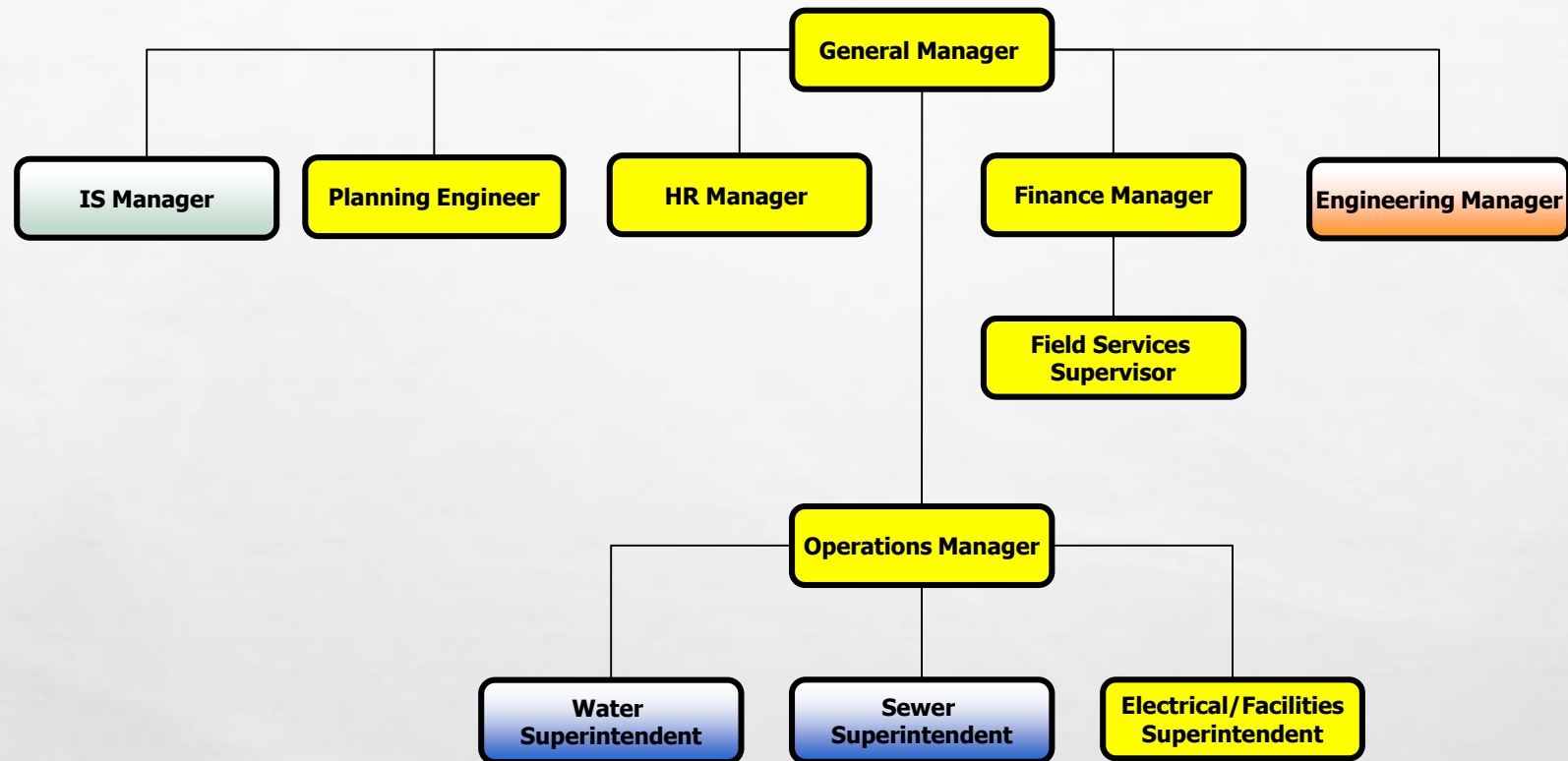
RECOGNIZE VULNERABILITIES

- **LABOR MARKET CONSIDERATIONS**
 - **Wages and Benefit Competitiveness**
 - **Geography**
 - **Organizational Culture and Identity**
- **RETIREMENT WINDOWS**

Years in Service by Employee Age



MANAGEMENT & MID MANAGEMENT



FINAL THOUGHTS

- **NO ONE SIZE FITS ALL**
- **USE TECHNOLOGY**
- **DOCUMENT BUSINESS PRACTICES**
- **HORIZONTAL KNOWLEDGE & BENCH DEPTH**
- **STAY COMPETITIVE**
- **WATCH YOUR BLIND SPOTS**

DISCUSSION

