

BOARD INFORMATION PACKET



**Board of Public Utilities
Kansas City, Kansas**

Regular Meeting of

August 21, 2024



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August 21, 2024

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Agenda Item #IV.....Approval of the Minutes of the Regular Session of August 7, 2024

Agenda Item #VI.....General Manager/Staff Reports

Regular Session

August 21, 2024 – 6:00 P.M.

- I. Call to Order
- II. Roll Call
 - _____ Mary L. Gonzales, At Large, Position 1
 - _____ Tom Groneman, District 2
 - _____ David Haley, At Large, Position 2
 - _____ Stevie A. Wakes, Sr., District 1
 - _____ Rose Mulvany Henry, At Large, Position 3
 - _____ Brett Parker, District 3
- III. Approval of Agenda
- IV. Approval of the Minutes of the Regular Session of August 7, 2024
- V. Visitor Comments
- VI. General Manager / Staff Reports
 - i. Communications Quarterly Update
 - ii. Intern Program Presentation/Scholarship Update
 - iii. Safe Water Partnership
 - iv. Miscellaneous Comments
- VII. Public Comments on Agenda Items
- VIII. Board Comments
- IX. Adjourn

REGULAR SESSION –WEDNESDAY, AUGUST 7, 2024

STATE OF KANSAS)
) SS
CITY OF KANSAS CITY)

Mr. Groneman introduced himself and the other Board members along with the General Manager, and Legal Counsel.

Roll call was taken and all Board members were present.

Item #3 – Approval of Agenda

A motion was made to approve the Agenda, by Mr. Parker, seconded by Ms. Gonzales, and unanimously carried.

Item #4– Approval of the Minutes of the Work Session of July 17, 2024:

A motion was made to approve the minutes of the Work Session of July 17, 2024, by Ms. Gonzales, seconded by Mr. Wakes, and unanimously carried.

Item #5– Approval of the Minutes of the Regular Session of July 17, 2024:

A motion was made to approve the minutes of the Regular Session of July 17, 2024, by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

Item #6– Visitors Comments

Mr. Scott Harding, 13786 Valleyview Way, Bonner Springs, spoke about assistance for senior citizens and low-income families.

Ms. Louise Lynch, KCK, stated her thoughts on a Unified Government (UG) meeting regarding the PILOT and how that could impact BPU rates.

Ms. Pamela Penn Hicks, Wyandotte County, spoke about the PILOT and the community’s need for financial relief.

Mr. Aaron Coleman, 1316 S. 32nd St., expressed his thoughts on the rates.

Ms. CeCe Harlin, Wyandotte County, spoke about legal counsel and how rates impact the community.

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his views on the UG bill items, the PILOT, and Customer Service policies.

REGULAR SESSION –WEDNESDAY, AUGUST 7, 2024

STATE OF KANSAS)
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Ms. Sarah Lynch, Wyandotte County, expressed her thoughts about the collection of the PILOT fee.

Item #7– General Manager / Staff Reports

- i. *2024 2nd Quarter Financials*: Mr. Randy Otting, Director Accounting.

A motion was made to waive the verbal presentation of the 2024 2nd Quarter Financials, with the understanding that an approval of the written financial presentation was needed, by Ms. Mulvany Henry, seconded by Ms. Gonzales.

Clarification was made and roll call was taken:

Gonzales – Yes

Groneman – No

Haley – No

Wakes – Yes

Mulvany Henry – Yes

Parker – Yes

The motion carried.

A motion was made to approve the 2024 2nd Quarter Financials as presented in written form, by Ms. Mulvany Henry, seconded by Mr. Parker, and unanimously carried.

- ii. *Customer Service Quarterly Update*: Ms. Abbey Frye, Chief Administrative Officer, gave the Board an update on the Customer Service department which included, metrics regarding the in-person lobby appointments, customer data information, and the new customer service representative scorecards. (See attached PowerPoint.)

Ms. Frye responded to questions and comments from the Board.

REGULAR SESSION –WEDNESDAY, AUGUST 7, 2024

STATE OF KANSAS)
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iii. *Human Resources Quarterly Update:* Mr. Dennis Dumovich, Director of Human Resources, Ms. Ashley Culp, HR Manager, Ms. Karen Johnson-Phillips, HR Spec-Employee Relations, Ms. Bonnie Blosser, Benefits Specialist, and Mr. Jeff Wry, Safety/Security Manager, provided the Board an update on various Human Resource topics. They presented accomplishments and future strategies for recruitment, employee relations, benefits and compensation, training, and work safety and security. (See attached PowerPoint.)

Mr. Dumovich, Mr. Wry, and Mr. Johnson responded to questions and comments from the Board.

iv. *Miscellaneous Comments:* Mr. Johnson asked the Board to provide their availability to meet with CBIZ regarding the General Manager (GM) search.

Item #8– Public Comments on Agenda Items

Mr. Johnson asked if there were any visitors who wished to address the Board on the agenda items presented.

Ms. Carolyn Wright, 4th and Troup, spoke about the local schools that were included in the recruitment presentation.

Ms. Louise Lynch, expressed her thoughts on the Customer Service scorecard process, the in-person lobby appointments, and recruitment efforts.

Mr. Scott Harding, spoke about the number of recruitments made through Kansas City Kansas Community College and referenced local unions that could help with training.

Ms. Pamela Penn Hicks, commented on the education level of children from the community and their ability to be recruited by BPU.

Mr. Ty Gorman, 2843 Parkwood Blvd., expressed his views on outreach in the community.

Item #9– Board Comments

Ms. Mulvany Henry expressed her views on the current state of affairs and her impact as a Board member.

REGULAR SESSION –WEDNESDAY, AUGUST 7, 2024

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Ms. Gonzales shared feedback from a customer who recognized linemen Trenton, Justin, Joe and Austin for their work after a recent storm. She said she was glad to hear more about the Culture Club and thanked staff for their presentations.

Mr. Parker thanked staff for their presentations and community members for their engagement and advocacy.

Mr. Wakes echoed previous comments and said he would like to see improved communication between BPU and the UG. He thanked community members for their comments, clarified BPU is an agent of the UG, and expressed his views on in-person customer service.

Mr. Haley echoed thanks to community participants and staff for their presentations. He expressed his thoughts about the lobby, customer service, and future budget decisions.

Mr. Groneman thanked staff for their presentations, constituents who expressed their comments, and fellow Board members for their time and considerations. He said he would likely join the September 4th meeting remotely.

Item 9 – Adjourn

At 8:07 PM a motion to adjourn was made by Mr. Parker, seconded by Mr. Wakes, and unanimously carried.

ATTEST:

APPROVED:

Secretary

President



CUSTOMER SERVICE UPDATE

August 7, 2024



CUSTOMER SERVICE METRICS





In-Person Appointments

Month	Appointments	Completed	Canceled
April	40	12	28
May	42	15	27
June	41	17	24
Total	123	44	79





Customer Service - Accounts

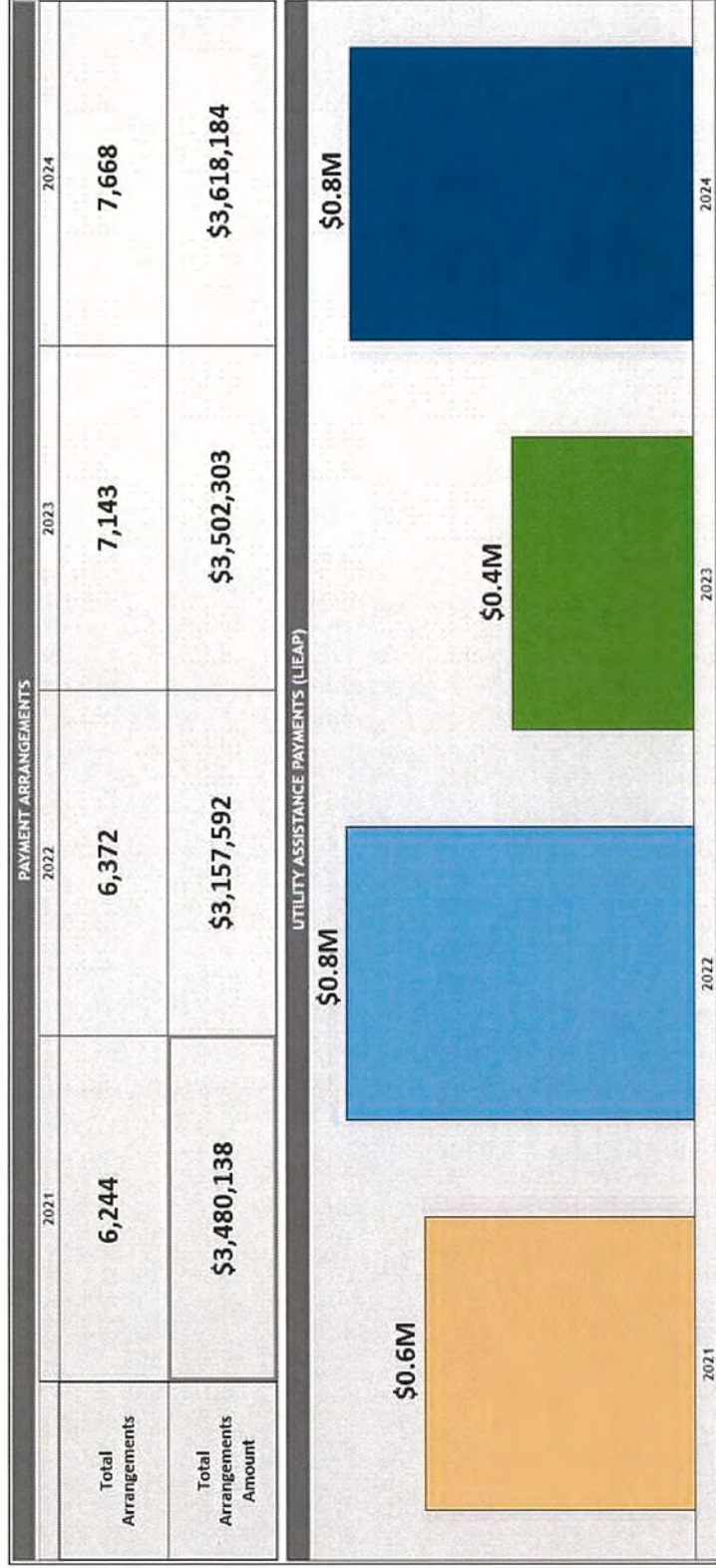


*Paperless Billing Accounts in 2024 include customers already on paperless billing when registered for MyMeter





Customer Service - Financial





CUSTOMER SERVICE SCORECARDS





CSR Scorecard

Avg. Handle Time (AHT)	Avg. Talk Time (ATT)	After Call Work (ACW)	Avg. Hold Time	Avg. Calls per Hour (agent)	Avg. Calls per Hour (Center)	Call Rate	Occupancy Rate	QA Score	Overall
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Formulas:

$$AHT = ATT + ACW + Hold Time$$

$$Call Rate = Average Calls per Hour (agent) / Average Calls per Hour (center)$$

$$Occupancy Rate = Total Talk Time + Total Hold Time + After Call Work / Total Time Ready and Available to Take Calls$$





Customer Relations Scorecard

Calls Offered	Calls Handled	Abandonment Rate	Call Back in Que (CBIQ)	Avg. Speed of Answer (ASA)	Avg. Handle Time (AHT)	Avg. Talk Time (ATT)	After Call Work (ACW)	Avg. Hold Time	Occupancy Rate
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Formulas:

Abandonment Rate = (Calls Offered - Calls Handled - CBIQ) / Calls Offered

AHT = ATT + ACW + Hold Time

Occupancy Rate = Total Talk Time + Total Hold Time + After Call Work / Total Time Ready and Available to Take Calls





Customer Service Scorecards

- Purpose & Value
 - Call Center Standards/Best Practice
 - Track trends
 - Identify areas of improvement and show progress
 - Recognize accomplishments
 - Improve Customer Experience





Customer Relations Scorecard

Month	Calls Offered	Calls Handled	Abandonment Rate	Call Back in Que (CBIQ) / VM	Avg. Speed of Answer (ASA)	Avg. Handle Time (AHT)	Avg. Talk Time (ATT)	After Call Work (ACW)	Avg. Hold Time	Occupancy Rate
JAN	17,371	5,919	24%	7,362	852	349	312	8	29	84%
FEB	14,630	6,527	18%	5,444	633	364	325	8	31	88%
MAR	12,892	6,658	11%	4,802	291	368	333	7	28	82%
APR	14,130	7,853	11%	4,769	215	375	344	7	24	75%
MAY	16,864	8,949	21%	4,345	202	376	347	7	22	81%
JUN	11,960	8,660	8%	2,390	134	365	332	7	26	76%

ASA, AHT, ATT, ACW, & Hold Time measured in seconds



Customer Service

QUESTIONS?





BPU Human Resources Strategies & Accomplishments

August 7, 2024



Agenda

- HR Responsibilities
- Functional Updates
- Future Strategies
- Questions





HR Areas of Responsibility

- Employment/Talent/Recruiting
- Employee/Labor Relations
- Benefits & Compensation
- Training
- Safety/Workers Compensation & Security





Talent/Recruiting

Strategy: Continue to hire quality candidates; Increase participation of Hispanic, African American and Women; Reduce time to fill vacancies.

Goals: Participate in Wy Co HS career fairs; participate in Neighborhood Association meetings; Implement intern and scholarship programs; participate in college career fairs that target our needs; Rebrand recruiting materials; automate applicant tracking system.





Recruiting Accomplishments

- In order to draw in local, diverse candidates, in 2024 HR continued its community outreach by participating in events like El Centro Inc.'s Career Day, Turner & Piper HS Career Days, Hazel Grove Elementary Career Day, KCKCC Career Fairs, and Donnelly College Career Fair.
- One returning intern and four new interns joined the engineering and environmental departments for the 2024 summer internship program. This program allows the BPU to develop and attract talent in hard-to-fill technical positions like engineers & IT professionals.
- Some technical jobs in the metro market have a lower than ideal proportion of qualified, diverse candidates like Journey Level Line Workers. The BPU (Electric Ops & HR) established a Pre-Apprentice Line Worker program to develop local and diverse candidates in order to increase the diversity of the Journey Level Line Worker at BPU.
- For the academic year 2024-2025, BPU offered four scholarships in STEM related majors to local students who are also customers.





Future Recruiting Strategy

- HR has started a recruitment rebranding project after partnering with an external study into recruiting process. Our goal is to attract the best talent in the market.
- Together with IT, HR has begun developing system improvements that will be applied steadily in 2024 to enhance the applicant experience by making it easier and better informing them of the benefits of working at the BPU. These improvements were identified during a review of the application system's current process and capabilities in the first half of 2024.





Training and Development

Strategy: Provide quality, cost-effective training and development opportunities that enhances the BPU talent.

Goals: Evaluate and implement 2024 survey recommendations

Accomplishments:

Supervisor Training

- 2023 Supervisor series implemented; over six different sessions
- MARC Training - Labor Relations Supervisor Training
 - 4 supervisor sessions and 1 executive session, 85% of the BPU’s supervisors are trained, 2 more training sessions remain for 2024. Also includes union stewards.
- Interview Training
- Reach360 Supervisor Online Learning Portal (launching 8/14/2024)





Training and Development

Accomplishments:

- Six different sessions of individual contributor employee trainings in 2023
- Succession Planning
 - Executive plans in started in 2023, continue development in implementation in 2024
 - Director plans in started in 2024





Employee Relations

- **Strategy:** Continue to improve on creating a positive and trusting work environment by open communication, consistency, transparency and addressing employee concerns as they arise.
- **Goals:** Using the survey data from 2024 to create better employee engagement; Provide a supportive atmosphere; Investigate and mediate grievances and differences; Develop a trusting environment with all employees.
- **Accomplishments:** Implemented the top requests from the 2020 & 2022 Employee Survey: better communication mediums, training programs, benefits education, etc.; MARC training and other employee training has helped with communication and keeping the grievances and complaints to a minimum; Created the Culture Club which is a group of bargaining and non-bargaining employees working together to improve the morale of the employees.





Benefits

Strategy: Continue to Improve Communication & Understanding of BPU Benefit Plans While Saving cost.

Goals: Utilize multiple mediums to communicate to team; Make open enrollment automated & easy; Implement cost saving ideas to plans with little impact to employees; Improve understanding of health and retirement plans.

Accomplishments: Send monthly benefit emails, texts, BPU Central updates; Created BPU benefits microsite; updated PeopleSoft for much simpler open enrollment; Conducted four Retirement seminars for Tier I & II employees; Made multiple pharmacy benefit changes that saved \$ and impacted few employees; Increased BPU pharmacy rebates by \$300,000 - \$400,000 per quarter.





Safety/Work Comp & Security

Strategy: To provide a safe and secure environment in which all BPU employees can work.

Goals: Expand and enhance the security console room to provide better and more efficient 24/7 coverage for BPU facilities thru the use of technology; continue to reduce safety hazards and improve PPE usage to avoid serious injuries; continue to gather employee safety suggestions to create safer working conditions; with increased threats to power & water facilities we will enhance electronic surveillance at power substations and pump stations.





Work Comp & Security Accomplishments

- Improved security technology to provide better coverage and save budget.
- Gaining the confidence of our employees to improve our safety culture through safety committees in all operational areas.
- Improved the injury reporting process and investigation procedures to result in corrective actions to avoid future similar injuries.
- Improved our employee training and safety team involvement in all facilities.
- Build our employee relationships so that everyone feels like they are an intricate part of the company by being visible and providing support in the field and listening to PPE requests and delivering.
- Starting facility tours for all new hires so they get the basic understanding of how BPU works and the unique benefits we are able to provide to our community.



Future Strategies

- Improve Employee Engagement by implementing recent survey recommendations and other best practices.
- Enhance diversity education and candidate sourcing by hiring a professional HR position focused on this issue.
- Partner with operations teams to better secure substations and water pumping stations by upgrading security technology.
- Partner with IT to improve employee self-service technology for easier and more access for employees to make personal changes and eliminate many paper processes.





QUESTIONS?



Partnership for Safe Water Presentation

August 21, 2024





Partnership for Safe Water Member Organizations

- Established in 1995 to address Cryptosporidium concerns
 - Milwaukee, Wisconsin, 400,000 people infected and 100 people died.





The Partnership Program

- The Partnership is a voluntary effort between seven drinking water organizations, and more than 250 water treatment utilities and 150 distribution systems.
- The goal of the Partnership is to provide a new measure of public health protection to millions by implementing prevention programs where legislation or regulation does not exist. The preventative measures are based around treatment plant optimizing treatment plant performance and distribution system operation.

The Result of the Partnership Program

- The result is the production and delivery of superior quality water to all users, regulatory requirements for surface water filtration plants and drinking water distribution systems are becoming increasingly stringent. Accordingly, the Partnership program provides operators, field staff, managers and administrators with tools to assess the performance of treatment plants and distribution systems and develop plans to improve performance beyond even proposed regulatory levels.



The Partnership for Safe Water: Treatment Systems

- Roughly 265 drinking water facilities across the country are working at optimizing their treatment processes to provide safer water.
- Treatment Program
 - Four Phases:
 - Phase I Commitment
 - Phase II Baseline Data Collection
 - Phase III Self Assessment (Directors Award)
 - Phase IV Optimized Systems (President's Award)
- BPU is a Recipient of the 15-year Directors Award.
- Only 4 Utilities awarded at this status in 2024.
- 2025 will be the Thirtieth Year of the Program.

Why is Optimization So Important

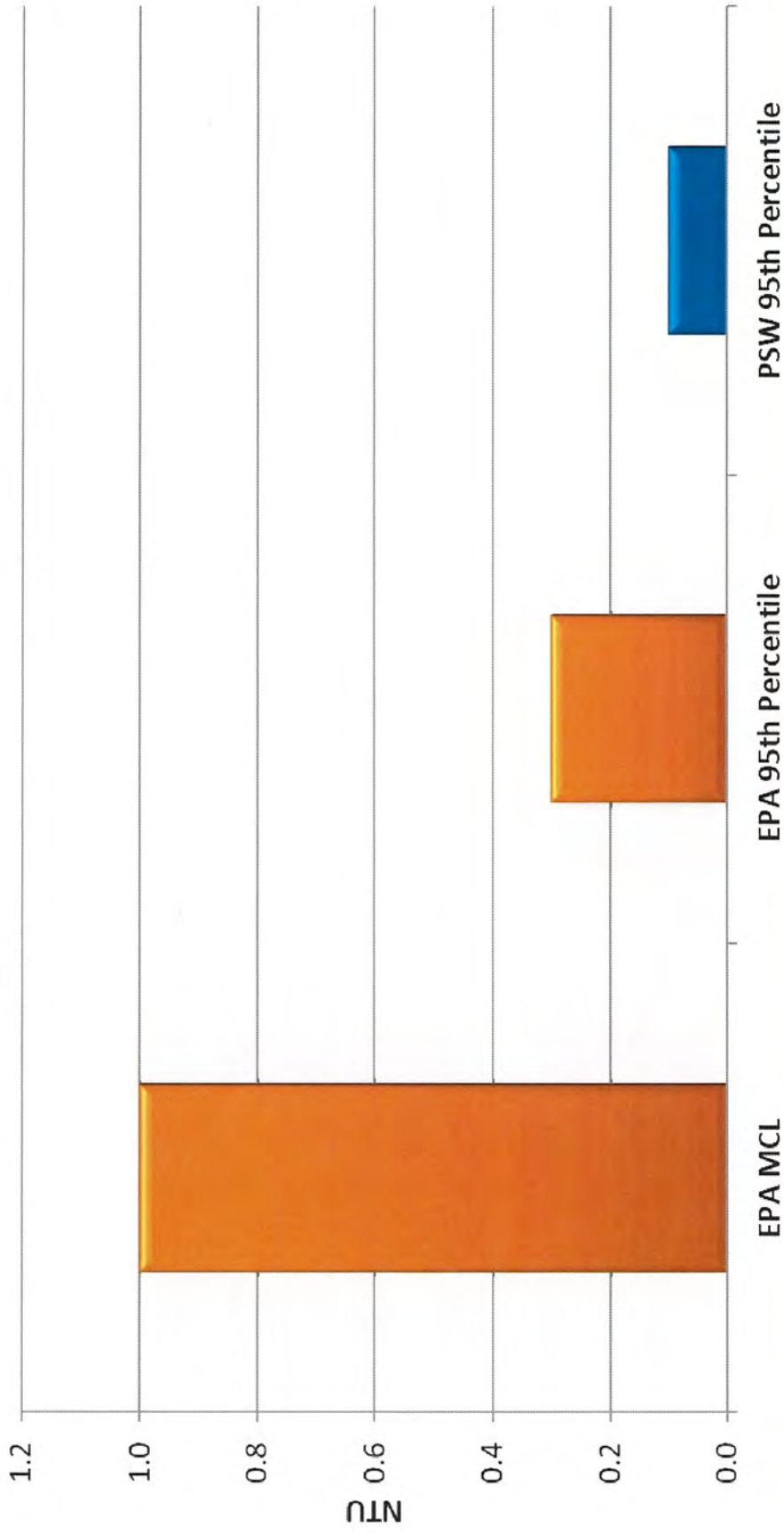
- Improved water quality leaving the plant.
 - Provides improved public health protection
- Teamwork and communication among plant employees.
 - Treatment Plant operators and Supervisors understand how the treatment plant works.
 - Provides consistent treatment parameters so everyone maintains the same filter operations.
 - It helps keep us ahead of future regulations that may impact the utility.
- Provides positive recognition and good public relations.
- Increased confidence with our regulators during sanitary survey inspections.

Treatment Program

- Focuses primarily on surface water treatment plants or Ground Water Under the Influence with Filtration.
- Applies the multiple barrier approach for turbidity reduction <0.1 NTU.
- Optimize all unit processes for particulate removal.
 - Raw Water Turbidity Management
 - Settled Water Turbidity Management
 - Filtered Water Turbidity Management and Optimization
 - Combined Clearwell Management

Surface Water Treatment Rule - Turbidity Regulations

EPA and PSW Turbidity Requirements





What's Involved for Phase III Once a Utility Joins the Partnership

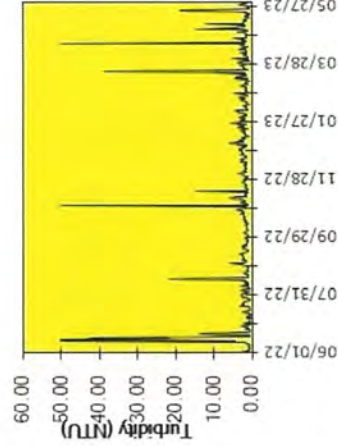
- Commitment
 - Utilities plan to participate, apply, and submit fees.
- Baseline Data Collection
 - Utilities provide baseline data, establish current performance goals so future performance goals can be quantified.
- Self - Assessment
 - Utilities complete a comprehensive treatment plant system self-assessment and provide a completion report, reviewed by industry experts, to become eligible for the Director's Award.
- Optimized
 - In this optional phase, utilities achieve Presidents or Excellence level awards upon submission of additional data reports demonstrating optimized performance.

Phase III Data Points for Raw Water Turbidity

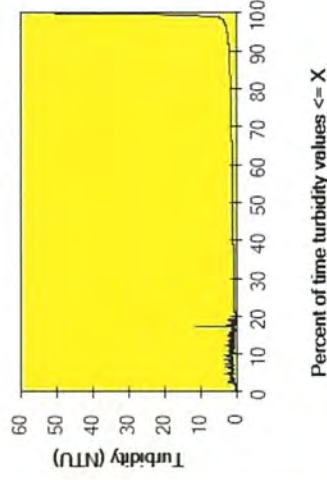
Raw June 2022 to May 2023

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Percentile	Yearly	1.11	1.28	1.26	1.30	1.09	1.03	1.06	0.73												
50	1.07	1.41	1.41	1.49	1.30	1.09	1.03	1.06	0.73												
75	1.48	1.76	1.76	1.49	1.63	1.44	1.50	1.36	1.18												
90	1.97	2.25	2.25	2.00	2.36	1.94	1.84	1.85	1.70												
95	2.51	2.56	2.56	2.39	2.83	2.47	2.22	2.11	2.31												
96	2.68	2.60	2.60	2.64	3.04	2.60	2.31	2.44	2.90												
97	2.93	2.62	2.62	2.79	3.44	3.08	2.92	2.85	3.47												
98	3.41	2.68	2.68	3.53	3.61	3.29	3.54	3.14	3.88												
99	5.68	2.94	2.94	7.54	4.28	3.77	4.96	4.66	12.42												
Avg	1.39	1.49	1.49	1.38	1.44	1.25	1.42	1.45	1.13												
Min	0.23	0.31	0.31	0.58	0.43	0.50	0.54	0.51	0.23												
Max	50.02	50.02	50.02	50.02	5.81	4.80	39.13	50.02	18.85												
RSD	193.6%	300.2%	300.2%	21.80	4.11	50.02	3.61	5.81	18.85												
		41.7%	38.3%	222.4%	54.2%	54.0%	202.7%	254.1%	171.8%												

Raw June 2022 to May 2023



Probability Distribution of All Data



Print Page

Start Year: 2022
 Month: 6
 Day: 1
 365 = Total Days
 12.00 = Total Months

Utility Name: Kansas City Kansas Board of Public Utilities
 Plant Name: Nearman Water Treatment Plant
 Plant Street Address: 4301 Bremner Rd.
 Plant City, State, Zip: Kansas City, Kansas 66104
 Plant Contact Name: Steven Nirschl
 Plant Phone: 913-573-9271
 Plant E-mail Address: snirschl@bpu.com

Phase III Data Points for Settled Water Turbidity

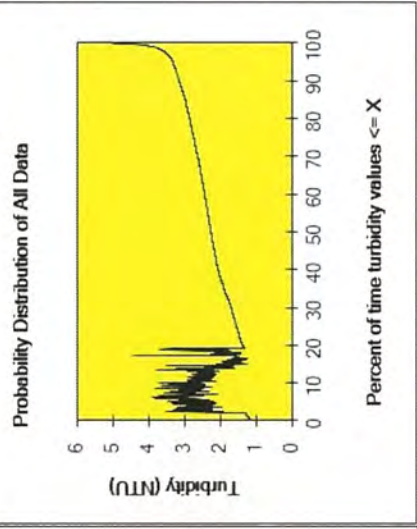
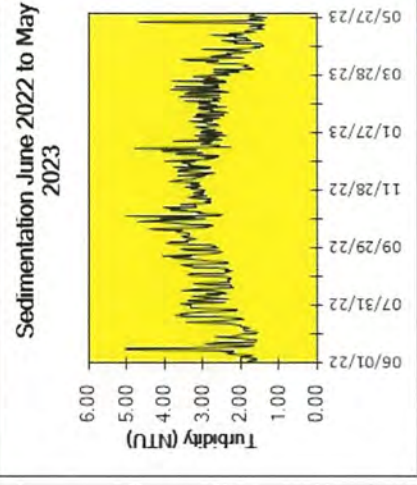
Sedimentation June 2022 to May 2

Percentile	Yearly	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
50	2.40	1.70	1.97	2.28	2.43	3.08	2.79	2.85	2.52	2.46	2.40	1.77	1.48
75	2.83	1.97	2.85	2.64	3.07	3.33	2.97	3.02	2.74	2.64	2.57	2.05	1.65
90	3.19	2.35	3.24	3.16	3.30	3.65	3.17	3.31	3.00	2.85	2.79	2.37	1.86
95	3.36	2.94	3.34	3.21	3.36	3.89	3.39	3.52	3.18	3.01	2.96	2.62	2.13
96	3.44	3.23	3.37	3.23	3.42	3.94	3.49	3.57	3.26	3.08	3.21	2.77	2.15
97	3.54	3.40	3.42	3.24	3.48	4.00	3.55	3.61	3.49	3.12	3.37	2.86	2.34
98	3.65	3.88	3.48	3.30	3.55	4.05	3.80	3.68	3.69	3.15	3.49	3.01	2.47
99	3.86	4.53	3.51	3.38	3.61	4.21	4.13	3.83	3.81	3.21	3.73	3.34	2.88
Avg	2.41	1.87	2.24	2.42	2.63	3.10	2.82	2.87	2.58	2.49	2.45	1.83	1.55
Min	1.11	1.35	1.36	1.88	1.97	2.35	2.05	1.91	1.95	2.03	1.87	1.12	1.11
Max	5.00	5.00	3.71	3.56	4.07	4.71	5.00	3.97	4.77	3.35	3.84	3.51	4.67
RSD	25.6%	31.0%	27.9%	16.5%	17.9%	13.7%	13.6%	11.4%	14.5%	10.7%	13.4%	23.8%	24.7%

Return to Quick Reference Menu

Save File for AWWA

Exit Data Collection Software



Print Page

Utility Name: Kansas City Kansas Board of Public Utilities
 Plant Name: Nearman Water Treatment Plant
 Plant Street Address: 4301 Brenner Rd
 Plant City, State, Zip: Kansas City, Kansas 66104
 Plant Contact Name: Steven Nirschl
 Plant Phone: 913-573-9271
 Plant E-mail Address: snirschl@bpu.com

Start Year: 2022
 Month: 6
 Day: 1

365 = Total Days
 12.00 = Total Months

Phase III Data Points for Finished Water Turbidity

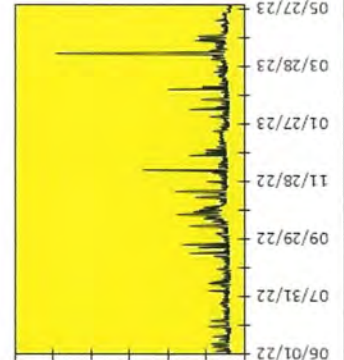
Finished June 2022 to May 2023

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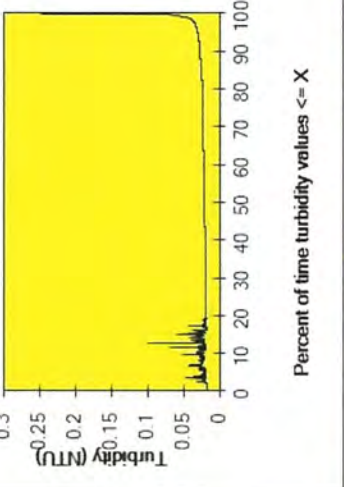
Exit Data Collection Software

Percentile	Yearly	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
50	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02
75	0.02	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.03	0.02	0.02	0.03	0.02
90	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.02	0.03	0.03	0.02
95	0.03	0.02	0.02	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.03
96	0.03	0.02	0.03	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.03
97	0.03	0.03	0.03	0.03	0.03	0.05	0.03	0.03	0.03	0.03	0.03	0.04	0.03
98	0.04	0.04	0.03	0.03	0.03	0.05	0.04	0.04	0.03	0.03	0.03	0.05	0.03
99	0.05	0.04	0.03	0.04	0.06	0.07	0.05	0.05	0.03	0.05	0.04	0.06	0.03
Avg	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02
Min	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02
Max	0.25	0.05	0.04	0.05	0.08	0.09	0.09	0.13	0.04	0.07	0.10	0.25	0.04
RSD	35.1%	19.8%	12.4%	18.2%	32.2%	32.8%	27.3%	38.4%	15.5%	25.8%	28.5%	63.5%	15.2%




Finished June 2022 to May 2023

Turbidity (NTU) vs. Date (06/01/22 to 05/27/23)



Probability Distribution of All Data

Turbidity (NTU) vs. Percent of time turbidity values <= X



Print Page

Start Year:

Month:

Day:

365 = Total Days
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Plant E-mail Address: snirschl@bpu.com



Phase III Narrative Report for Partnership Year

- Overview of treatment challenges during the past partnership year.
- The Partnership year is June of 22 to May of 23.
- Staffing challenges.
- Treatment Challenges, did you have any violations, did you meet your stated goals, how did treatment do compared to prior year.
- Did you make any new treatment process changes.
- Current Operational Goals.
- New Goals for next year.



Current Partnership Performance Enhancing Goals

- Enhance our training program for incoming operators and develop continued training for operators.
- Implement a new operator's schedule that works towards a two operator per shift that reduces sleep issues due to long term shift work.
- Develop daily, weekly, monthly, and quarterly checklists to help operators continue training of infrequent task.
- Ensure plant is operational 24/7 with no interruptions of treatment processes.
- Ensure all plant regulatory requirements are met without any treatment violations.



Operational Goals for Partnership Year

- Achieve individual filter effluent "in service" turbidities at or below 0.10 NTU for the 99th percentile in each month.
- Achieve average monthly filter influent turbidities at or below 2.0 NTU.
- Achieve annual monthly raw water turbidity at or below 1.75 NTU.
- Achieve average monthly raw water turbidities from November thru April at or below 2.20 NTU.
- Maintain status of no regulatory compliance for treatment violations.
- Continue to evaluate and possibly submit criteria for the Partnership Presidential Award.



Questions

Thank You



