



MATRIX REPORT IMPLEMENTATION

September 14, 2017

Public Works Commission



Background

- Presented report to City Council in February 2017
- Developed Implementation Plan with impacted Departments
 - Presented to City Manager's Office in July 2017
- Will provide period updates to the Commission



Implementation Categories

- 1) **Plan Management:** Distribution of recommendations, development of an implementation plan, and regular implementation updates.
- 2) **Financial Policy & Practices:** Review and update of financial policies, procedures, and utility billing practices.
- 3) **Comprehensive Asset Management System Implementation:** Establishment of an asset management office, completion of the asset registry, and development of policies and procedures for implementation.
- 4) **Operational Process Improvements:** Enhancement of the Department's operational programs, including the backflow program, regular maintenance programs, and meter maintenance program,
- 5) **Water Resources:** Enhancement of the City's management of water as a resource.
- 6) **Engineering:** Improvement in project management processes and procedures.
- 7) **Emergency Planning:** Completion of the City's Water Main Emergency Action Plan.



Implementation Plan

Major Category	Matrix Recommendations	City Action Items	Complete	In Process
Plan Management	5	4	2	1
Financial Policy & Practices	11	7	4	1
Comprehensive Asset Management System Implementation	69	24	1	
Operational Process Improvements	24	19	1	5
Water Resources	7	5	3	1
Engineering	13	4	0	0
Emergency Planning	2	2	0	2
Not Recommended	4	0	N/A	N/A
Total	135	65	11	10



Next 6 Months

- **Comprehensive Asset Management System Implementation**
 - Formal Role of Asset Management Office
 - Establish GIS and Infor standards for assets
 - Work with IT on Mobile solutions
- **Operational Process Improvements**
 - Finalize stuck meter process
 - Implement backflow management program
 - Complete Customer Service software evaluation
- **Water Resources**
 - Revise reporting structure



Discussion