

**WORKFORCE INNOVATIONS:  
OPTIMIZING USE OF STAFFING  
AVAILABLE**

**BAYWORK**

# BAYWORK ROADMAP

STRATEGY 1: Get enough of the right people in mission critical categories

STRATEGY 2: Give staff the information they need to do quality work

STRATEGY 3: **Modify work processes to optimize available staffing**

STRATEGY 4: Maximize cost-effectiveness of workforce development investments through collaboration

# **SURVEY OF WORKPLACE INNOVATIONS**

Increased Use of Technology

Modification of Work Processes and/or Job  
Classifications

Interagency Agreements and other  
Administrative Changes

# Feedback from North Coast County Water District on pilot-testing of survey form:

**“SO EASY A CAVEMAN  
CAN DO IT”**

# **STRATEGY 3 SURVEY**

Distributed to water and  
wastewater utilities in 6  
counties

15 agencies responded, with  
information on 25 innovations

# WORK INNOVATIONS

IMPLEMENTED	IN PROCESS	POTENTIAL
21	2	2

# Survey Findings

<b>WORKFORCE INNOVATIONS</b>			
<b>Increased Use of Technology</b>	<b>Modification of Work Processes and Classifications</b>	<b>Inter-Agency Agreements</b>	<b>Other</b>
<b>14</b>	<b>12</b>	<b>7</b>	<b>4</b>

# SESSION 1



# INCREASED USE OF INFORMATION TECHNOLOGY

- Contra Costa Water District
- San Francisco Public Utilities Commission
- Union Sanitary District
- East Bay Municipal Utilities District
- San Jose/Santa Clara Water Pollution Control Plant
- Foster City/Estero Municipal Utility District
- North Marin Water District
- City of Pittsburg Water Utilities
- City of Sunnyvale Water Pollution Control Plant
- San Jose Water
- Santa Clara Valley Water District

# EXAMPLES OF INCREASED USE OF INFORMATION TECHNOLOGY

- Geographic Information Systems
- Web portal with information from diverse databases
- Wiki software as a knowledge management tool
- Rugged laptops permanently mounted in the service vehicles of craft workers
- Use of handheld devices to enter, access, and update work order information
- Use of handheld devices to enter condition assessment data
- Automated meter reading

# **INCREASED USE OF TECHNOLOGY**

What innovations have you tried?

What other innovations have you heard about?

What other ideas do you think should be investigated?

# SESSION 2

# **MODIFICATION OF WORK PROCESSES AND CLASSIFICATIONS**

- Contra Costa Water District
- Ross Valley Sanitary District
- San Francisco Public Utilities Commission
- East Bay Municipal Utilities District
- Foster City/Estero Municipal Improvement District
- City of Daly City
- North Marin Water District
- San Jose Water
- Santa Clara Valley Water District
- San Leandro Water Pollution Control Plant (potential)

# EXAMPLES OF MODIFIED WORK PROCESSES AND CLASSIFICATIONS

- Re-evaluate classifications when position vacated
- Add on-call person
- Modify in-house training program to begin at higher classification level to save training time
- Require operators to complete training requirements within specified time period
- Operator internships
- Combine water and wastewater treatment classifications
- 2-person preventive maintenance work teams (potential)

# **MODIFICATION OF PROCESSES AND CLASSIFICATIONS**

What innovations have you tried?

What other innovations have you heard about?

What other ideas do you think should be investigated?

# SESSION 3



# INTERAGENCY AGREEMENTS AND OTHER INNOVATIONS

- San Francisco Public Utilities Commission
- East Bay Municipal Utilities District
- Foster City/Estero Municipal District
- North Coast County Water District
- North Marin Water District
- Santa Clara Valley Water District
- City of San Leandro
- Multi-Agency (potential)

# EXAMPLES OF INTERAGENCY AGREEMENTS AND OTHER INNOVATIONS

- Ability to reduce total size of work force due to consolidation of responsibilities
- Creation of a learning community
- Quality improvement processes
- Providing maintenance work for a business based on a contractual agreement
- Use of multi-site capable staff to respond to needs of facilities managed by multiple organizations (potential)

# North Coast County Water District's Learning Community Approach

- Employee and Agency Development
- Community Building & Partnership
- Cost Effectiveness – It's basically FREE!
- Ease and Convenience

# **INTERAGENCY AGREEMENTS AND OTHER INNOVATIONS**

What innovations have you tried?

What other innovations have you heard about?

What other ideas do you think should be investigated?