WORKFORCE INNOVATIONS: OPTIMIZING USE OF STAFFING AVAILABLE
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 CAVEeman 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

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<th>IMPLEMENTED</th>
<th>IN PROCESS</th>
<th>POTENTIAL</th>
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### WORKFORCE INNOVATIONS

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<th>Increased Use of Technology</th>
<th>Modification of Work Processes and Classifications</th>
<th>Inter-Agency Agreements</th>
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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
Senior operator Jeff Sorrick uses a handheld data-entry device to input data on the Sunnyvale (California) Water Pollution Control Plant.
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?
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)
DALY CITY: Combination of Water and Wastewater Treatment Classifications
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?
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
What innovations have you tried?

What other innovations have you heard about?

What other ideas do you think should be investigated?