

# 2022 Austin Water External Review

Water & Wastewater Commission | April 19, 2023



# Agenda

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Austin Water Director

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- ◆ **Winter Storm Mara Summary & Lessons Learned**
- ◆ **External Review Recommendations Implementation Progress Report**
  - Overview of Implementation Status
  - Do Not Agree to Implement
  - Recommendations Implemented
  - Recommendations Underway
  - Recommendations Planned
  - Additional Items & Key Findings
- ◆ **Next Steps**

# Winter Storm Mara

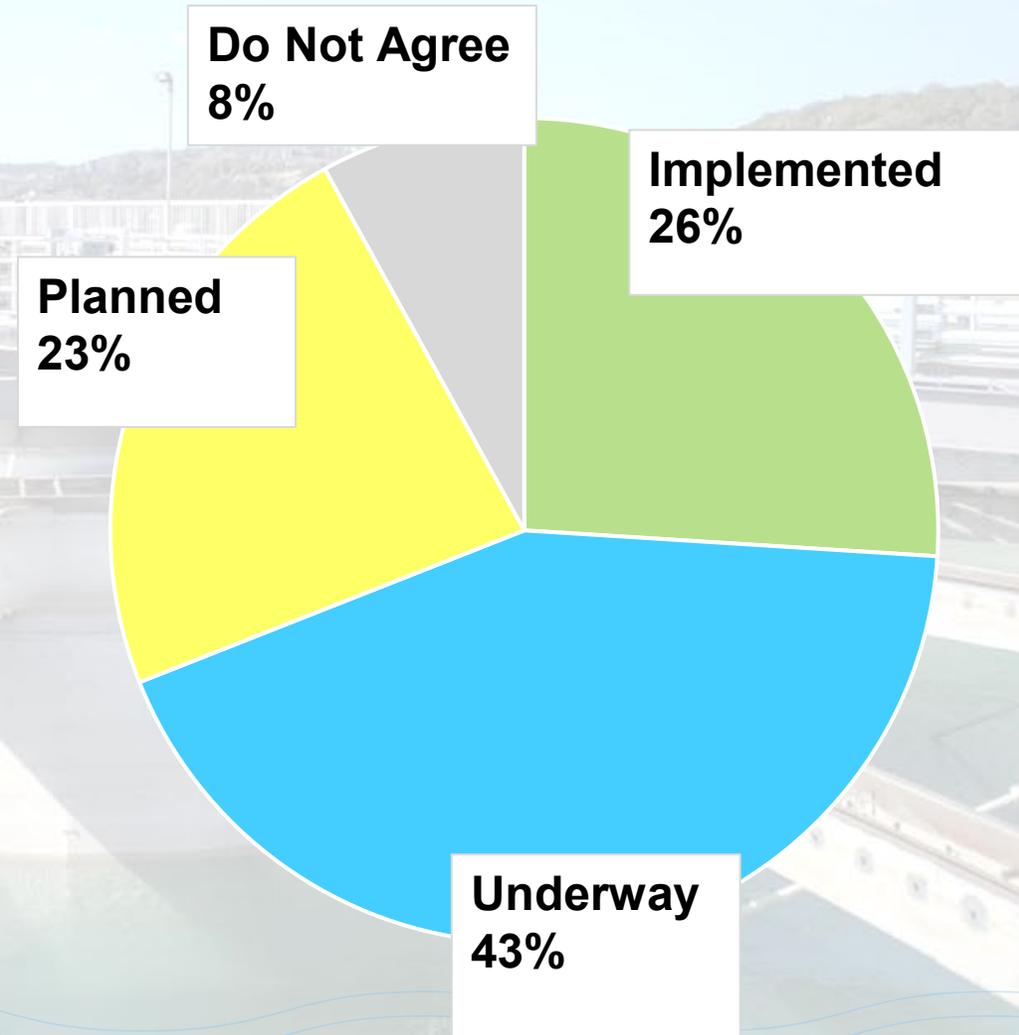
## Summary and Lessons Learned

# External Review Recommendations

## Implementation Progress Report

# Implementation Progress

- 14 Implemented Recommendations
- 23 Recommendations Underway
- 12 Recommendations Planned
- 4 Recommendations Do Not Agree



# Do Not Agree To Implement 4 Recommendations

- 💧 Greater autonomy for AW Human Resources
- 💧 AW should report directly to the City Manager (2 separate recommendations)
- 💧 Reduce span of control for AW Director and Assistant Directors

# 14 Recommendations Implemented

## 💧 Employee & Leadership Development

- Hire above entry level when a candidate is qualified

## 💧 Emergency Management

- Increase purchasing authority during emergencies

## 💧 Operations & Engineering

- Prioritize Ullrich WTP centrifuge replacement project
- Address preventative maintenance backlog
- Develop additional pathways for South pressure zone water supply

# 14 Recommendations Implemented (Cont.)

## 💧 Public Information

- Provide media training for staff
- Publish information in languages other than English

## 💧 SOPs & Training

- Incorporate new training positions for operations and maintenance staff

# 23 Recommendations Underway

## 💧 Employee & Leadership Development

- Communicate significant decisions to operations staff
- Continue to advocate for increased operator salaries
- Continue to recruit and retain a skilled workforce

## 💧 Emergency Management

- Communicate roles and responsibilities prior to events and upon activation

## 💧 Public Information

- Continue to hire staff to handle water and wastewater concerns

# 23 Recommendations Underway (cont.)

## 💧 Reporting Structure

- Establish position for a single person to be in charge of Ullrich WTP

## 💧 Situational Awareness

- Exercise VEOCI<sup>1</sup> on small, low-stakes, no consequences events
- Evaluate emergency planning and training at each plant

## 💧 SOPs & Training

- Train personnel for plant-specific knowledge
- Improve communication between Pumping and Plant Operations

<sup>1</sup>. VEOCI is Austin Water's online software platform that serves as a virtual emergency operations center.

# 16 Recommendations Planned

## 💧 Operations & Engineering

- Conduct stress testing of Ullrich WTP
- Evaluate capital projects based on condition assessments and communicate with staff

## 💧 Reporting Structure

- Review management structure to support plant operations

# Additional Items & Key Findings

- ◆ AW Power Reliability and Emergency Preparedness Plan is effective.
- ◆ The Ullrich Water Treatment Plant infrastructure is adequately designed with sufficient capacity and AW treatment processes are appropriate.
- ◆ Austin Water has taken steps to mitigate water quality risks and improve operational resiliency at its water treatment plants.
- ◆ Austin Water's emergency management structures are well thought out, suitably structured, and aligned with FEMA standards.

# Next Steps

## Quarterly Status Reports:

- 💧 Implementation operationalized by October 25, 2023

# Questions

