

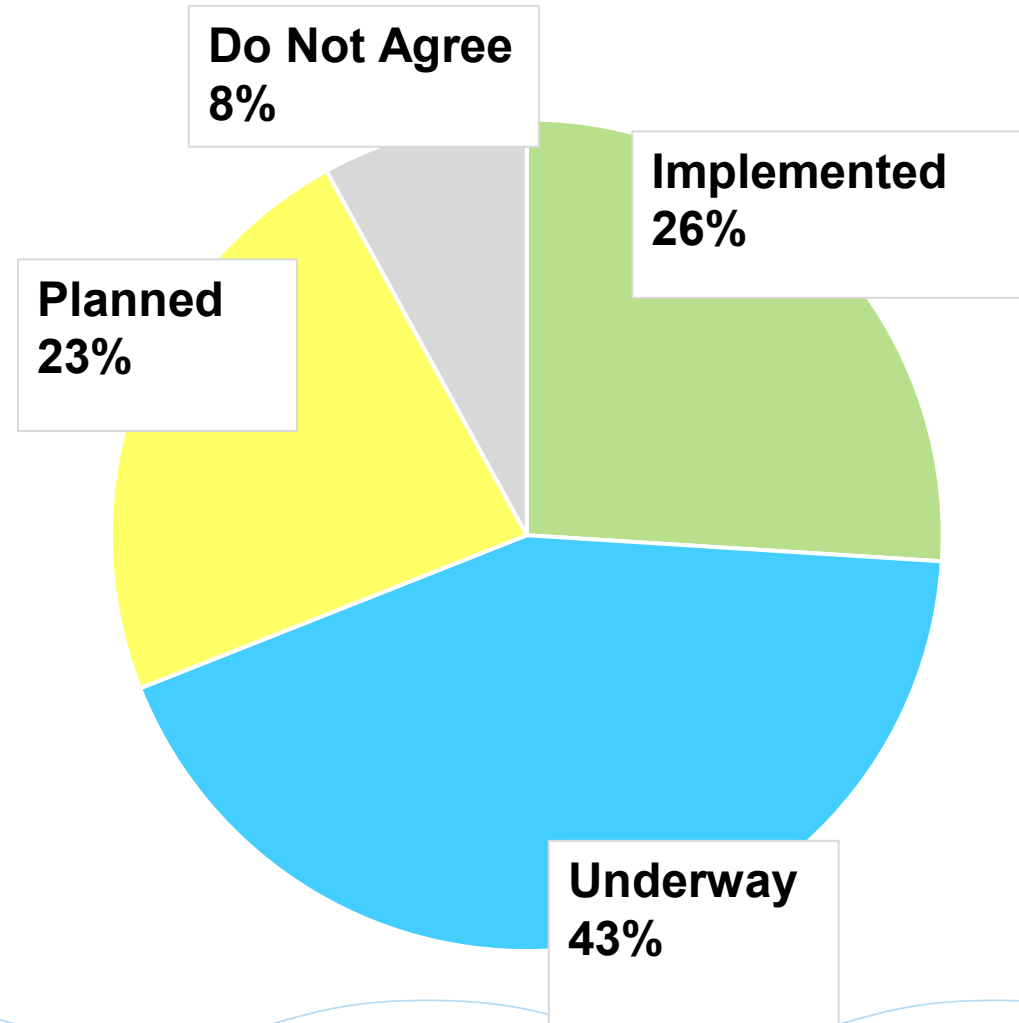
Austin Water External Review Implementation Progress Report

Austin Water Oversight Committee | May 24, 2023



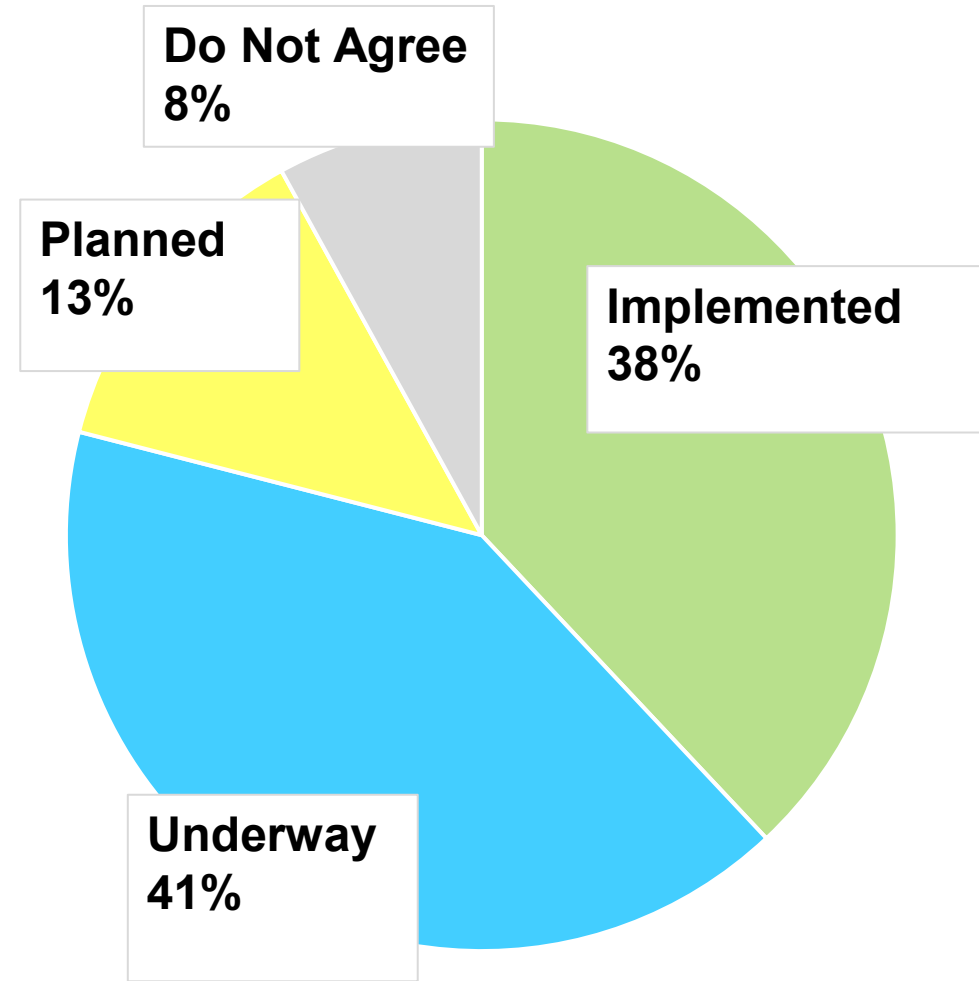
Implementation Progress - March

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



Implementation Progress - May

- 💧 20 Implemented Recommendations
- 💧 22 Recommendations Underway
- 💧 7 Recommendations Planned
- 💧 4 Recommendations Do Not Agree



Progress Highlights Implemented

💧 Employee & Leadership Development

- Communicate significant HR decisions to operations staff.
- Continue to recruit and retain a skilled workforce, prioritizing vacant positions.

💧 Emergency Management

- Communicate roles and responsibilities prior to events and immediately upon activation for incidents.

💧 Operations & Engineering

- Establish a consistent backwash procedure and develop readily accessible Standard Operating Procedures.

Progress Highlights Implemented

💧 Public Information

- Notify the City Manager of crises and move forward with public communications.

💧 Situational Awareness

- Improve communications between pumping and plant operations regarding flow changes.

💧 SOPs & Training

- Improve communication between pumping and plant operations to balance load variations.

Progress Highlights Underway

💧 Operations & Engineering

- Verify operational range of responses via stress testing and condition assessments.
- Conduct a seasonal backwash evaluation and implement a routine filter media monitoring program.
- Review staffing needs for system flow changes.

💧 Public Information

- Enhance understanding of the CIP process throughout the organization.

💧 SOPs & Training

- Teach all Operations & Maintenance staff how to access Standard Operating Procedures.

Hiring Events & Promotion



AUSTIN WATER IS HIRING

Drop by and meet your new teammates at the **AW Technical Sessions**

WED • APRIL 12	THU • APRIL 13	FRI • APRIL 14
2:30-3:00 pm Odor & Corrosion Control JOHN MITCHELL AW Engineer C RODE MORA AW Engineer C	9:00-9:30 am Water Resources HELEN GERLACH AW Engineer B 1:45-2:15 pm Asset Management LAUREN KING AW Supervising Engineer	8:30-9:00 am Asset Management MARTIN TOWER AW Managing Engineer 9:40-10:10 am MRROC REBECCA VENTO AW Supervising Engineer CHARLES CELAURO AW Managing Engineer
4:05-4:35 pm Biosolids JOHN MITCHELL AW Engineer C	3:20-3:50 pm Asset Management BRENT BASSETT AW Supervising Engineer	10:20-10:50 am Wastewater Collection REBEKAH PEPPER AW Engineer A 10:55-11:25 am Utility Management MATTHEW SARAGOSA AW Business Process Consultant
4:40-5:10 pm Water Conservation KEVIN KLUGE AW Division Manager Water Conservation		

Austin WATER
austinwater.org

RECRUITING EVENT

Albert R. Davis
Water Treatment Plant

3500 West 35th St.
Austin, TX 78703

APRIL 22, 2023
9AM - 1PM

- Hired 214 this FY, on pace to exceed FY22 record recruitment of 300 hires
- Open house recruiting events at Davis & Ullrich Water Treatment Plants
- Advertisements in Community Impact
- Social media promotions
- Partnered with HRD on Get Hired! campaign
- Participated in City of Austin Career Expo
- Marketed at Texas Water conference



Staff Engagement & Retention



- ◆ Retention stipend for all staff with more than 1 year of AW service
- ◆ New hire retention bonus
- ◆ Safety incentive pay
- ◆ License stipend incentive pay
- ◆ Straight time pay for certain exempt staff for after-hours emergency response
- ◆ Job title and pay grade reviews
- ◆ Staff zoning analysis

On-Going Projects Reporting

💧 **Water Forward and Long-Range Planning – Annual Updates**

- 2.5-2 Water quality considerations
- 2.8-3 Enhanced water supply to South pressure zones

💧 **My ATX Water Implementation – Semi-Annual Updates**

- 2.4-4 Hire staff to handle concerns through the customer portal

💧 **Capital Improvement Projects – Council Approval and Annual Updates**

- 2.6-4 Ullrich Water Treatment Plant centrifuge replacement
- 2.6-10 Ullrich Water Treatment Plant conversion

💧 **Emergency Management and Planning – Annual Updates**

- 2.7-3 Identify scenarios for emergency response planning

💧 **Recruitment, Retention, and Training – Semi-Annual Updates**

An aerial photograph of a wastewater treatment plant. In the foreground, there are several large, rectangular concrete basins. A blue semi-transparent overlay covers the middle section of the image, containing the word "Questions" in white. In the background, there is a dense green forest, a few small buildings, and a distant city skyline under a cloudy sky.

Questions

