

CBU Labor-Management Committee Quarterly Report to the Utilities Service Board Presented November 15, 2004

The LMC last reported to the Utilities Service Board on August 9, 2004, presenting an LMC Quarterly Report covering the period April 2004 through August 2004. The members represented here tonight would like to update the USB on LMC activities since August.

Benchmarking

In August 2003, City of Bloomington Utilities participated in a nationwide survey of water and wastewater utilities to evaluate performance against similar utilities. The survey was conducted by Qualserve, a joint project of the American Water Works Association and the Water Environment Federation designed to help utilities improve their performance. In December 2003, Qualserve provided Bloomington with a report which ranked CBU by various parameters, both financial and operational. The LMC is exploring contracting with Malcolm Pirnie, and their consulting arm Red Oak Consulting, to distill the Qualserve report into useful and practical information. Once complete, the LMC will report the results to the USB.

Standard Operating Procedures (SOPs)

The work on SOPs is nearing completion. The SOPs will provide new and existing employees with a consistent source of information about plant operations. As such, the information included in the SOPs will be updated as operations at the plants change over time. The LMC has been committed to producing SOPs since its inception in 2001.

Training Opportunities

Because of ongoing interest in expanding employee training opportunities, at the end of August, the Training Subcommittee began discussing a program for regular, general training to be offered to employees. The subcommittee decided to start monthly events. LMC meetings would be separate from these events, so employees would be more likely to attend. The topics covered will by and large be those identified by employees in the July 2004 training questionnaire, including safety, computer skills, wastewater operations, etc.

The first LMC-sponsored training event was held on September 22 at Dillman Road. Twelve people attended the event. Brian Wilson, Director of Safety and Training, conducted a session on unexpected plant safety scenarios. The event was very well-received.

The LMC will sponsor training events every second Wednesday of the month alternating between Blucher Poole and Dillman Road plants. The LMC continues to believe that

actively trained employees benefit the city. Labor and management satisfaction with plant practices, including training, is critical to the well-being of the LMC and CBU.

Training Event Schedule:

2004

Blucher: October 27 – Plant Safety (Brian Wilson)

Dillman: November 10 – Electrical Safety (Steve Drake)

Blucher: December 8 – Team Building Exercises (Lisa-Marie Napoli of CJAM)

2005

Dillman: January 12 – Pumps Training (Terry Jo Fluke)

Blucher: February 9 – Lab Training, Operational Control (Jason Cox)

Dillman: March 9 – Lab Training (Craig Abbott or Doug Steury)

The LMC would like to thank Brian Wilson for his contributions to LMC training. The LMC is pleased that Brian has been able to secure general contact hours from these events for employees towards their certifications.

LMC Members

The LMC would like to welcome Tony Walden, newly elected Blucher Poole Shop Steward, to the Committee. Tony has previously served on the LMC.

Jason Cox
LMC Executive Council

Danny McConnell
LMC Executive Council