

**CBU Labor-Management Committee Quarterly Report
to the Utilities Service Board
Presented August 9, 2004**

The LMC last reported to the Utilities Service Board on March 22, 2004, presenting the LMC's "Second Activities Report" covering the period October 2002 through December 2003. The members represented here tonight would like to update the USB on LMC activities since March.

Automated External Defibrillators (AEDs)

In March, Brian Wilson from Risk Management purchased four defibrillators for Utilities. One was placed at each wastewater treatment plant, one at Monroe, and the fourth will stay at the North Morton office. Training for the AEDs began in March and sessions continue to be offered. The LMC would like to thank Brian for his diligent efforts to make the plants safer places to work.

Survey

The LMC conducted its third plant employee survey in April. Despite some lingering concerns, the overall survey results can be described as mostly good. For example, nearly eighty percent of the responses to questions about relationships between workers and managers and questions about problem solving through teamwork were positive. Also, both positive and negative responses were generally distributed between the two treatment plants.

The most frequently cited accomplishments of the LMC during the last year predominately related to people getting along and working together better. There were also numerous references to improvements in operations and the physical condition of the plants. Interestingly, when asked about issues or problems that should be addressed by the LMC in coming year, the same issues arose, interpersonal relations and continued improvements in operations.

As always, the LMC will carefully consider the survey results in setting its goals and developing activities for the future.

OPS32

In May, three computerized operations management systems were installed at Dillman Road. Former CBU intern, Brian Kleinman, met extensively with employees from Dillman and ITS to familiarize them with the system. The OPS32 system allows operators to enter their daily data into a database each night. This data is then used by the plant manager to produce compliance reports for IDEM and the EPA. The system will save the plant manager time producing reports, and will establish a database that will allow the plant to review statistics over time. Despite a few initial glitches, Steve Drake believes the system is running well.

National Labor/Management Conference

Because of the positive experience of LMC members in 2003, five LMC members attended the June National Labor/Management Conference in Chicago, IL this year. LMC attendees included Harold Crittenden, Steve Drake, Tim Erwin, John Langley, and Elissa Gutt (CBU Intern). The Federal Mediation and Conciliation Service (FMCS) organized the conference, the twelfth annual of its kind.

The theme of this year's conference was "Challenges and Opportunities for a Changing Global Economy." Of particular interest to our LMC were sessions on managing change in the workplace, organizational strategies, conflict resolution, trust building, and problem identification and solving. Despite the differences between LMCs represented at the conference, many of the issues of interest and concern were similar. Our LMC members are working on ways to share what was learned at the conference with plant employees to build a better workplace.

Training Opportunities

Given the ongoing interest in training activities, especially after the March LMC retreat, the Training Subcommittee was reinstated. Managers and employees from both plants are on the subcommittee. They hope to identify the types of training employees seek and provide such opportunities. The LMC believes that actively trained employees benefit the city. Employees have expressed interest in computer skills, operations and process skills, lab operations, team building and other types of training.

Standard Operating Procedures (SOPs)

At the request of the LMC, Elissa Gutt was assigned to compiling SOPs for both the plants, a project that the LMC was committed to complete since its inception. With the help of plant employees, the SOPs for Blucher are in their final review and the Dillman SOPs are nearly complete. The SOPs will provide new and existing employees with a consistent source of information about plant operations.

LMC Members

The LMC would like to thank Rose Harden, Sharon Taylor and Tim Erwin for their commitment to the LMC during their time on the Committee. The LMC welcomes Terry Jo Fluke and Jason Cox to the Committee.

Harold Crittenden
LMC Executive Council (Temporary)

Danny McConnell
LMC Executive Council