

DEPARTMENT ANNUAL UPDATE

Public Utilities Department

Human Resources Board
November 4, 2024

MISSION STATEMENT

The City of Riverside Public Utilities Department is committed to providing the highest quality water and electric services while maintaining the lowest possible rates to benefit the community.

ORGANIZATION CHART



DEPARTMENT OVERVIEW

Electric

1. 112,751 metered customers
2. Owns, maintains and operates:
 - a. 99 circuit miles of transmission lines
 - b. 1,355 circuit miles of distribution lines
 - c. 16 substations
 - d. 3 power generating plants totaling 262 megawatts

DEPARTMENT OVERVIEW

Water

1. 66,441 metered customers
2. Owns, maintains and operates:
 - a. 993 miles of pipeline ranging from 2 inches to 72 inches in diameter
 - b. 53 domestic wells
 - c. 16 active reservoirs with a capacity of 109 million gallons
 - d. 14 miles of canals

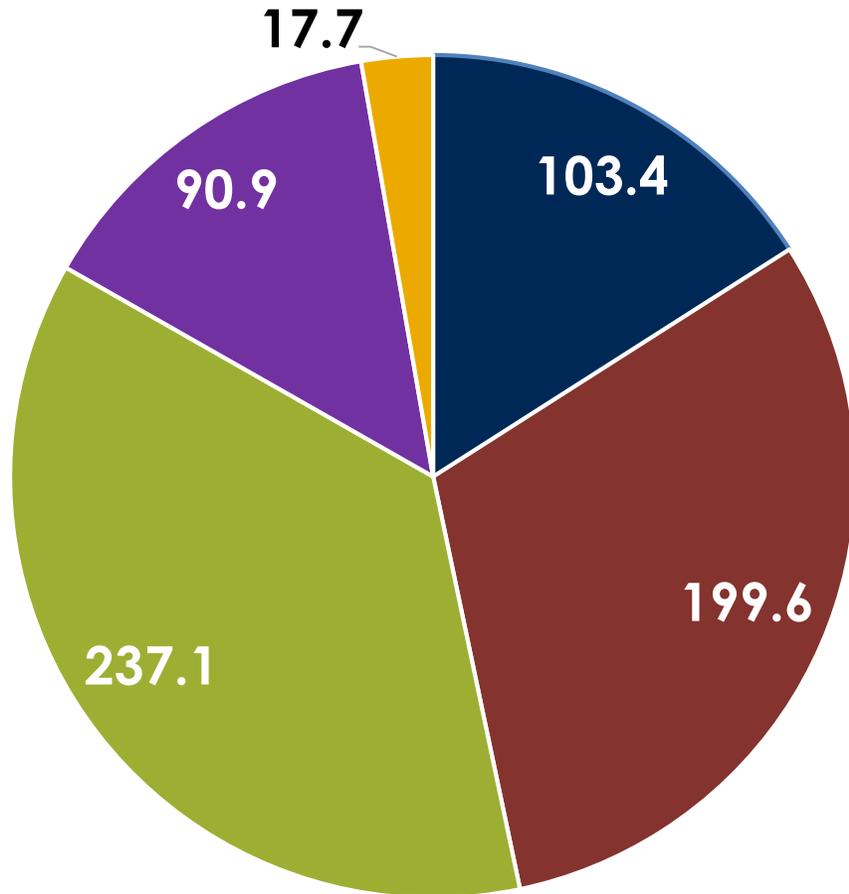
LOCATIONS

1. Mission Square (145 FTEs)
2. Orange Square (110 FTEs)
3. Gateway (50 FTEs)
4. Utilities Operations Center (264 FTEs)
5. Poe Building (39 FTEs)
6. Casa Blanca Resource Center (10 FTEs)
7. Riverside Energy Resource Center (17 FTEs)
8. Clearwater Cogeneration Power Plant (5 FTEs)



FISCAL YEAR 2024/25 BUDGET SUMMARY

(in millions)



■ Personnel, \$103.4

■ Non-Personnel, \$199.6

■ Power Supply, \$237.1

■ Capital Improvement Projects, \$90.9

■ Public Benefits, Water Conservation, \$17.7

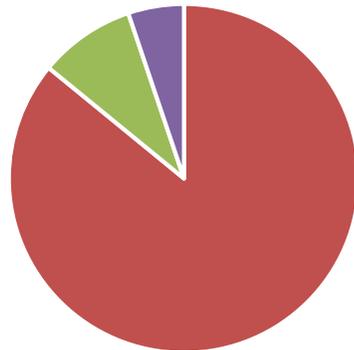
Total Budget \$648.7

EMPLOYEE STATISTICS

Positions	
Filled	550 FTE
Under Recruitment	57 FTE
Vacant	33 FTE
Total	640 FTE

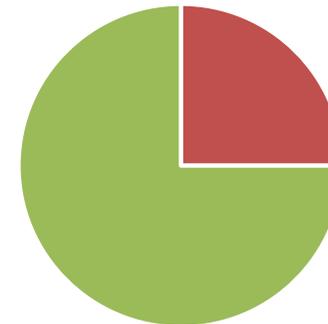
Temporary Staff	
Temp Staff	2 FTE
CA Fellows	6 FTE
Total	8 FTE

2024-25 Approved FTEs



■ Filled ■ Under Recruitment ■ Vacant

Temporary Staff

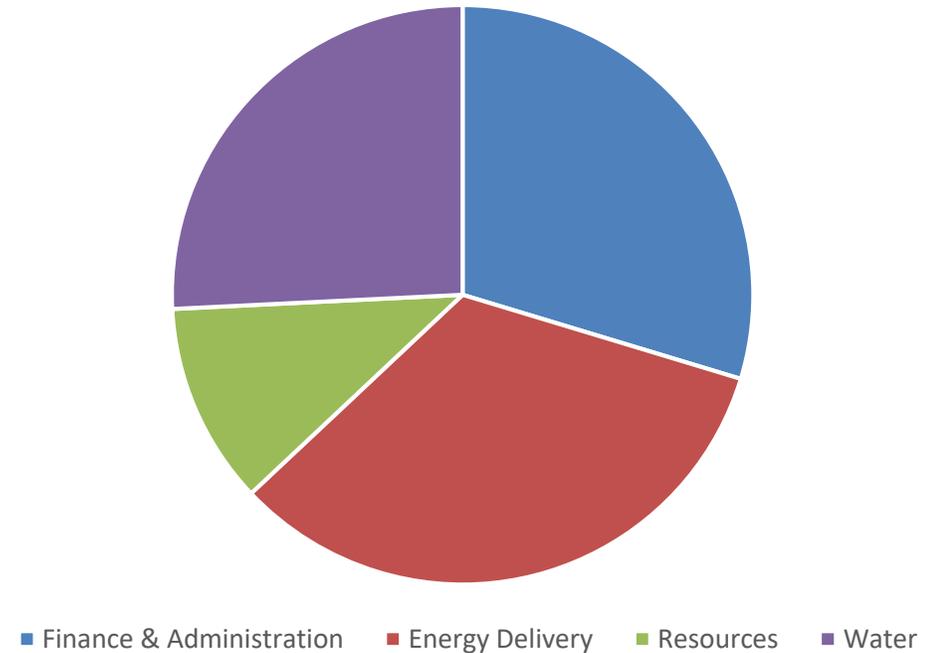


■ Temp Staff ■ CA Fellows

FUNDED POSITIONS BY DIVISION

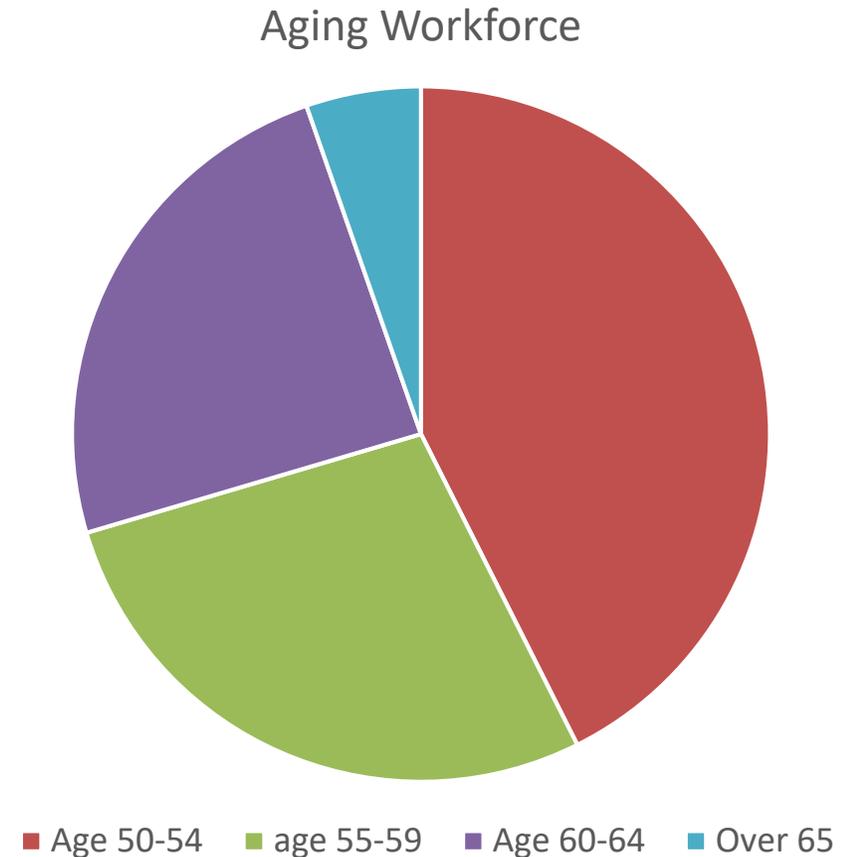
Funded Positions by Division	
Finance & Administration	190 FTE
Energy Delivery	213 FTE
Resources	72 FTE
Water	165 FTE
Total	640 FTE

Funded Positions by Division



AGING WORKFORCE

Aging Workforce	
Age 50 – 54	72 FTE
Age 55 - 59	47 FTE
Age 60 - 64	41 FTE
Over 65	9 FTE
TOTAL	169 FTE



NEW HIRE, PROMOTION & TRANSFER STATISTICS

	2024*	2023	2022
Appointments (new employees to the City)	41.0	67.0	36.0
Promotions	34.5	69.0	18.0
Transfer – External	3.0	3.0	2.0
Transfer – Internal	0.0	3.0	0.0
Total Hired	78.5	142.0	56.0

* Calendar Year- 2024 as of July 31, 2024.

DEVELOPMENT/TRAINING

Employees receive the following training/development:

- Career Growth
- Cross Training within Department
- Equipment Operating
- Personnel Procedures
- Professional Licenses/Certifications
- Regulatory Requirements
- Supervisory
- Safety

HUMAN RESOURCES INTEGRATION

1. Recruitment
2. EPIC Training
3. Foundations of Supervisors Training
4. Foreman Academy Program - RPU Only

RECRUITMENT/PROMOTIONAL OPPORTUNITIES

Riverside Public Utilities adheres to the

Human Resources Policy and Procedure Manual, Policy I-1 “Requesting and Recruiting for Personnel” to recruit and/or promote from a diverse and highly qualified applicant pool

EPIC TRAINING CATALOG



5 CCT CERTIFICATE POSSIBILITIES

Cross-Cutting Thread	Community Trust	Equity	Fiscal Responsibility	Innovation	Sustainability and Resiliency
Core Courses	Mastering Emotional Intelligence	Building a Diverse and Inclusive Culture	Embracing Continuous Improvement	Embracing Continuous Improvement	Thriving with Resilience and GRIT
	Everything Starts with Trust	Navigating Personality Styles at Work	Learning to Think Outside the Box	Collaboration Unleashed	Learning to Think Outside the Box
	The Art of Effective Communication	Confidently Manage Conflict	The Art of Effective Communication	Thriving with Resilience and GRIT	Building a Diverse and Inclusive Culture
	Collaboration Unleashed	Everything Starts with Trust	Polishing Your Presentation & Writing Skills	Learning to Think Outside the Box	Polishing Your Presentation & Writing Skills
Envision Riverside 2025	A "crash course" introducing and aligning employees to the City of Riverside's Cross Cutting Threads, Strategic Plan and Strategic Priorities, Priority Based Budgeting, Triple Bottom Line, and Diversity, Equity & Inclusion with the purpose of building awareness and understanding how they can contribute to achieving these goals.				
Specialty Courses	In partnership with City Subject Matter Experts, custom designed specialty courses introducing participants to each of the cross-cutting threads with the purpose of building awareness and understanding how they can contribute to achieving these goals.				
	Community Trust	Equity	Fiscal Responsibility	Innovation	Sustainability and Resiliency

EPIC Training Catalog is being updated

| ENERGY | LIFE



EPIC TRAINING

RPU Participation

1. 81 unique employees = 34% of citywide total
2. 185 employee training “seats” = 37% of citywide total
3. 959 employee training hours

FOUNDATIONS OF SUPERVISION

Year-long program

88 hours of training each =
880 employee training hours total

May 2024 Graduation

10 RPU participants (34% of cohort)

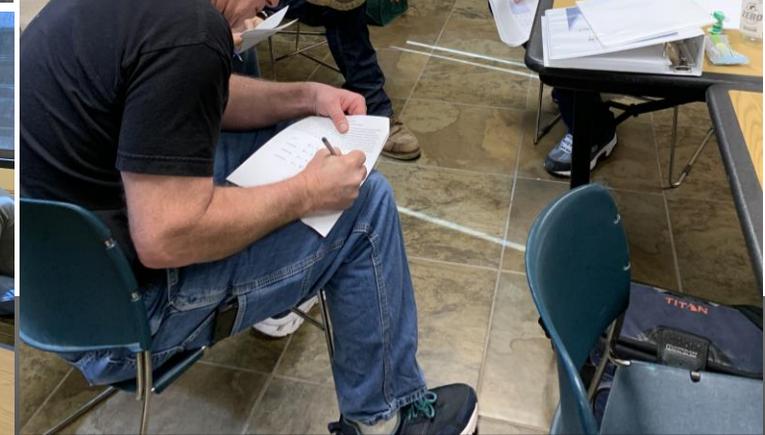
Shelly Almgren
Christiane Amat
Kristina Bernal
Jonathan Cody
Andrew Galvan
Genie Lee
Nicholas Marelli
Ryan McManus
Tiffany Slaton
Gregg Tobler



FOREMAN ACADEMY

RPU Only Program

- Approved by the Board of Public Utilities on November 13, 2023 and City Council on November 28, 2023
- 2 Cohorts – 27 participants
- 5 Workshops held so far
 - February – May, 2024



EMPLOYEE RECOGNITION AND MORALE

1. Employee Service Awards – annually
2. Employee Safety Fair – annually in June
3. Customer Service Week – annually in October
4. New Employees
 - a. Coffee Connection – New Employees/Executive Staff
5. Open Door Policy with all Executive Staff

Employee Service Awards



2024 SAFETY FAIR

June is recognized nationally as Safety Month



- RPU Safety hosted a Safety Fair, June 27 with over 20 vendors displaying safety tools, innovation, and safety material to over 300 RPU employees who attended the event.
- Each week there was a highlighted topic of Safety Engagement, Roadway Safety, Slips/Trips/Falls, and Risk Reduction.

SAFETY TRAINING 2024

TRAINING COURSE	# OF EMPLOYEES WHO HAVE COMPLETED TRAINING
Active Shooter	214
Aerial Lift	33
Ammonia Awareness	18
Behind the Wheel	11
Bloodborne Pathogens	527
Bucket Truck	28
Confined Space Awareness	33
Cyber security Awareness	26
Defensive Driving (Smith System)	144
Dog Bite Awareness	121
Eye Protection	90
Fire Extinguisher	511
Foot Protection	32
Hazwoper	40
Heat Illness	538
Ladder Training	97
Medic First Aid/CPR/AED	165
Office Ergonomics	92
OSHA 10	28
OSHA 30	9
Pipe Handling	90
Pole Top Rescue	25
RPU Safety Leadership Training	55
Slips, Trips and Falls	128
Spill Prevention Control and Measure	32
Traffic Control Awareness	96
Vault Rescue	25
Workplace Violence	546
Grand Total	3,754

CUSTOMER SERVICE WEEK



CUSTOMER SERVICE WEEK
ABOVE & BEYOND

**Customer Service Appreciation Week:
October 7-11, 2024**

Get ready to celebrate Customer Service Week! A week full of exciting activities and unforgettable moments awaits you. Check out the schedule below and gear up for the festivities!

 SILLY SOCKS MONDAY, OCT. 7, 2024 Kickstart the Fun with Silly Socks!	 SPIRIT DAY TUESDAY, OCT. 8, 2024 Suit Up In Your Favorite Superhero Gear!	 RISING STAR WEDNESDAY, OCT. 9, 2024 Showcase a Star! Contact: DPalatto@RiversideCA.gov
 ROCK ART THURSDAY, OCT. 10, 2024 Join us for a Rock Painting Session at City Hall between 11 a.m. - 1 p.m.	 CLOSE OUT FRIDAY, OCT. 11, 2024 Final Round of Applause!	

 CITY OF RIVERSIDE | For questions please contact, Alma Franco | AFRanco@RiversideCA.gov



COMMUNITY AWARENESS



STEM PULL - Bourns Tech Center

Earth & Insect Fair



Alvord Unified School District Resource Fair

22nd Annual Backpack Giveaway & Resource Fair Bordwell Park



ISSUES/CHALLENGES

1. Aging Workforce/Succession Planning
2. New Technologies which require RPU to offer advanced training opportunities
3. Need to develop change management strategy for employees as RPU faces dynamic and transformative changes in the utility industry

HR ASSISTANCE

1. Talent Management System
2. Continued Collaboration on Safety Awareness and Training
3. Continued Recruitment Response with HR Staff
4. Workforce Development