



# Operational Improvements and Efficiencies

## Public Utilities Department

City Council  
April 24, 2018

RiversidePublicUtilities.com



1

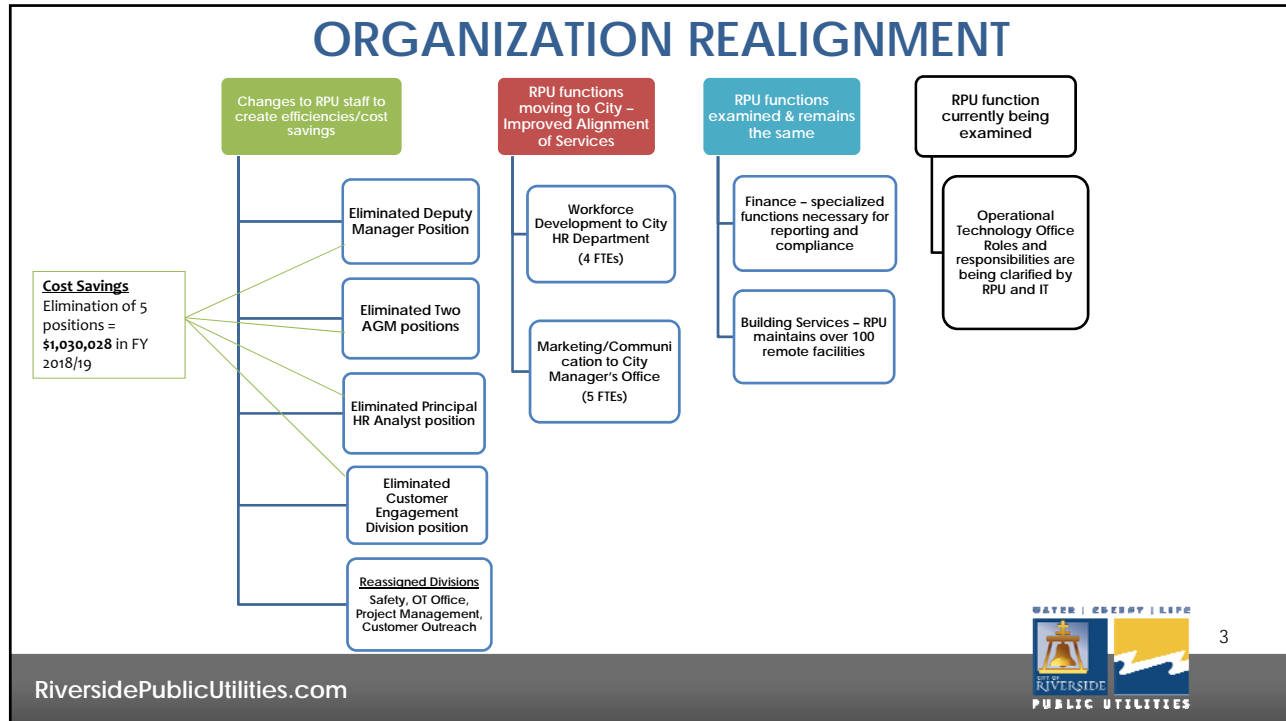
## DISCUSSION

1. RPU's electric and water rate increase proposal reflects:
  - a. Maximizing non-ratepayer revenue for savings of \$4.5 million in Fiscal Year 2018/19 (\$32.4 million over five years)
  - b. Financial savings of \$4.1 million in Fiscal Year 2018/19 (\$17.8 million over five years)
  - c. Operational efficiencies
    - 1) Staffing levels
    - 2) Alignment of non-core RPU services with other City Departments
    - 3) Operational efficiencies and overtime reduction

RiversidePublicUtilities.com



2



## COORDINATION OF CITY/RPU EFFORTS

1. 311 Call Center Coordination
  - a. 311 Call Center provides interface between constituents and operations
  - b. Opportunity to improve flow of information to reduce staff time for response and improve customer experience
2. Public Works Coordination
  - a. Coordinate projects
  - b. Utilize City (paving)
  - c. Streamline Riverside
  - d. Build Riverside

## STAFFING LEVELS & EMPLOYEE OVERTIME

1. RPU's process improvements to address and monitor overtime (OT) :
  - a. Proper staffing levels for 24/7/365 operations
  - b. Improved OT reporting for managers
  - c. Monitoring of work groups with higher OT levels
  - d. Improved benchmarking of OT budgets moving forward

RiversidePublicUtilities.com



5

## STAFFING LEVELS AND EMPLOYEE OVERTIME (cont.)

2. Results from improved processes:
  - a. 35% reduction of OT hours (2/17-2/18)
  - b. Projected savings from FY 2016/17 compared to FY 2018/19 = \$679,000
  - c. OT savings is partially offset by new positions and filling vacancies
3. Overtime is necessary, but will be managed:
  - a. 24/7/365 operation
  - b. Emergencies
  - c. High level of service

RiversidePublicUtilities.com



6

## RATE SETTING & BUDGET PROCESS

1. RPU Divisions were tasked with reviewing budgeted operating expenditures (non-personnel related):
  - a) Find savings to cover inflationary costs
  - b) Reduce discretionary costs where possible

<u>Fund</u>	<u>FY 2018/19 Savings</u>	<u>Five-Year Non-Personnel Savings</u>
Electric	\$2,715,304	\$11,710,276
Water	\$411,000	\$671,000
<b>TOTAL</b>	<b>\$3,126,304</b>	<b>\$12,381,276</b>



7

RiversidePublicUtilities.com

## Recommendation

That the City Council receive this report on the operational improvements and efficiencies that Riverside Public Utilities has implemented in the last twelve months.



8

RiversidePublicUtilities.com