



# DEPARTMENT ANNUAL UPDATE

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## Public Utilities Department

Human Resources Board  
March 4, 2019

# MISSION STATEMENT

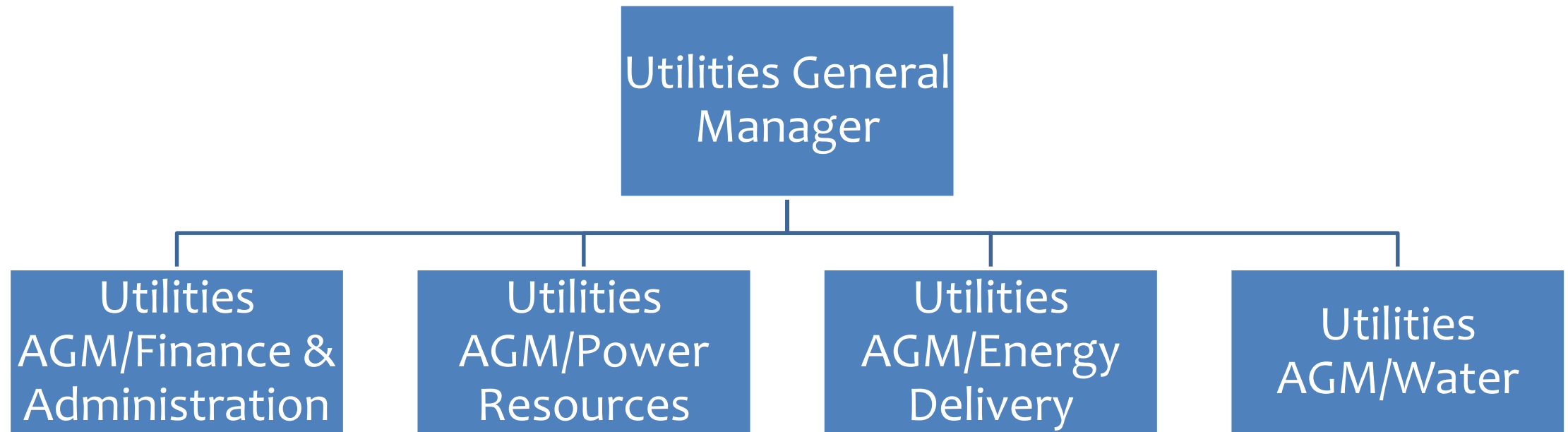
The City of Riverside Public Utilities Department is committed to providing the highest quality water and electric services while maintaining the lowest possible rates to benefit the community.

# LOCATIONS

1. Mission Square (141 FTEs)
2. Orange Square (101 FTEs)
3. Gateway (38 FTEs)
4. Utilities Operations Center (251 FTEs)
5. Poe Building (34 FTEs)
6. Casa Blanca Resource Center (8 FTEs)
7. Riverside Energy Resource Center (16 FTEs)
8. Clearwater Cogeneration Power Plant (6 FTEs)



# ORGANIZATION CHART



# DEPARTMENT OVERVIEW

## Electric

1. 109,838 metered customers
2. Owns, maintains and operates:
  - a. 99 circuit miles of transmission lines
  - b. 1,330 circuit miles of distribution lines
  - c. 14 substations
  - d. 3 power generating plants totaling 265.5 megawatts

# DEPARTMENT OVERVIEW

## Water

1. 65,640 metered customers
2. Owns, maintains and operates:
  - a. 1,005 miles of pipeline ranging from 2 inches to 72 inches in diameter
  - b. 56 domestic wells
  - c. 16 active reservoirs with a capacity of 109 million gallons
  - d. 14 miles of canals



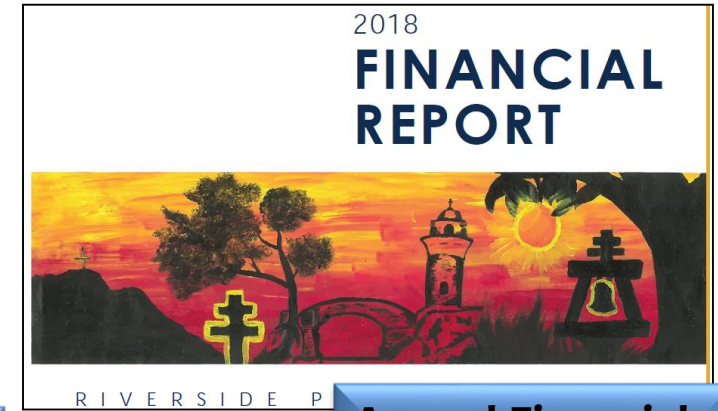
# SERVICES



**Water**



**Electricity**



**Annual Financial Reports**



**Riverside Sustainability Coalition**



**Board of Public Utilities**

# SERVICES



**Whole House  
Rebate Program**



**Energy Efficiency  
Rebate Program**



**Solar Rebate  
Program**



**SHARE Assistance  
Program**



**Water Efficiency  
Rebate Program**



# FISCAL YEAR 2018/19 BUDGET SUMMARY\*



\*in millions

\$27.89  
Administration Budget

\$1.02  
Central Stores Budget

\$385.64  
Electric Budget

\$91.86  
Water Budget

\$17.38  
Public Benefits Budget

**\$523.79**  
**Total Budget**

# RPU (FOCUS ON YOU!)



# EMPLOYEE STATISTICS

Positions	
Approved	641.90 FTE
Filled	547.25 FTE
Under Recruitment	34.50 FTE
Vacant	60.15 FTE

Filled Position Classifications	
Unrepresented	134.25 FTE
Represented	413.00 FTE

Approved Positions Type	
Full-Time	634.00 FTE
Part-Time	0.75 FTE
Temporary Non-Benefitted	2.15 FTE
Technical Intern	5.00 FTE

Temporary Agency Staffing	
Temp Staffing	2.00 FTE

# EMPLOYEE STATISTICS

Aging Workforce	
Age 50 – 54	64.00 FTE
Age 55 - 59	76.00 FTE
Age 60 - 64	40.00 FTE
Over 65	14.00 FTE
<b>TOTAL</b>	<b>194.00 FTE</b>

# NEW HIRE, PROMOTION & TRANSFER STATISTICS

	2015	2016	2017	2018
Appointments	18.50	31.50	15.50	27.75
Promotions	34.50	26.00	18.00	45.00
Transfer – External	3.00	3.00	2.00	1.00
Transfer – Internal	0.00	0.00	0.00	0.00
<b>OVERALL</b>	<b>11.05%</b>	<b>11.88%</b>	<b>5.53%</b>	<b>11.49%</b>



# HUMAN RESOURCES INTEGRATION

1. Recruitment
2. Training
3. Talent Management System

# EMPLOYEE RECOGNITION AND MORALE

1. BRAVO Cards
2. Employee Recognition Award at Board of Public Utilities meetings
3. Annual Employee Breakfast
4. Employee Survey
  - a. New Employee Welcome Program
  - b. 90-Day New Employee Survey
5. Open Door Policy With All Executive Staff

# SPECIAL EVENTS



**Employee Annual  
Breakfast**

**Bring Your Child to  
Work Day**



**Employee Service  
Awards**



# SAFETY TRAINING 2018

TRAINING	TOTAL CLASSES	Number of Employees Attended
Heat Illness	30	94
Bloodborne Pathogens	5	140
First Aid/CPR/AED	20	184
Fire Extinguishers	4	84
Defensive Driving	16	171
Behind the Wheel Defensive Driving	2	7
Hazwhoper	5	26
Field Ergonomics	4	82
Stop the Bleed	5	180
Forklift Safety	1	5
Confined Space	1	3
Active Shooter	4	71
NFPA70E	1	11
Pole Top Rescue	1	43
Dog Bite	2	38
Traffic Control	3	59

# SAFETY TOTAL INCIDENTS

TOTAL INCIDENTS	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018 TOTAL
Vehicle Incidents	9	4	4	1	18
Employee Injuries	10	10	5	7	32
Equipment Incidents	5	1	1	3	10
Near Miss	1	0	0	0	1
Ergonomic	0	0	0	0	0
<b>Total Incidents</b>	<b>25</b>	<b>15</b>	<b>10</b>	<b>11</b>	<b>61</b>

Jan-Dec 2018



# SAFETY OSHA FORM 300

OSHA FORM 300	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018 TOTAL
Deaths	0	0	0	0	0
Cases w/ days away	4	1	3	1	9
Cases w/ transfer	1	2	5	2	10
Other Cases	3	2	3	2	10
# Days Away	213	16	110	11	350
# Days Restricted Transferred	223	186	498	6	913
<b>Total all injury Illness Types</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>3</b>	<b>29</b>

Jan-Dec 2018

# SAFETY OSHA METRICS

OSHA METRICS	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018 TOTAL
OSHA Reportable Rate (8.6 Benchmark)	6.25	5.47	8.59	2.34	5.66
Days Away Rate	0.00	0.00	0.00	0.00	0.00
Days Restricted Rate	3.90	2.34	6.25	2.34	3.71
DART Rate	3.90	2.34	6.25	2.34	3.71
Vehicle Incidents/100,000 miles	2.44	1.08	1.08	0.27	1.22

Jan-Dec 2018

# SAFETY 2018



**Traffic Control  
Training**



**Safety Fair**



**Safety Always  
Matters Slogan**

# NOTABLE SUCCESSES

1. 2018 Bring Your Child to Work day with 112 children from 25 RPU families.
2. 2018 STEM PULL Academy with 70 high school students participating in several days of hands on training to learn about the utility industry.
3. 2018 Engineering Essay Contest for Riverside high school students on “How can RPU continue to provide clean, reliable drinking water as Riverside’s population grows?”
  - a. Winners to be announced on February 22, 2019

# ISSUES/CHALLENGES

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