

RIVERSIDE PUBLIC UTILITIES

Board Memorandum

BOARD OF PUBLIC UTILITIES

DATE: SEPTEMBER 27, 2021

SUBJECT: UPDATE ON SERVICE LEVEL AGREEMENT BETWEEN PUBLIC UTILITIES DEPARTMENT AND THE HUMAN RESOURCES DEPARTMENT

ISSUE:

Receive an update on the Service Level Agreement between the Public Utilities Department and the Human Resources Department.

RECOMMENDATION:

That the Board of Public Utilities receive an update on the Service Level Agreement between the Public Utilities Department and the Human Resources Department.

BACKGROUND:

In 2018, the Public Utilities Department entered into a Service Level Agreement with the Human Resources Department to create operational improvements and efficiencies for core services provided by the Human Resources Department.

DISCUSSION:

The attached presentation provides an update on the goals as outlined in the updated Service Level Agreement between the Public Utilities Department and the Human Resources Department.

STRATEGIC PLAN ALIGNMENT:

The Service Level Agreement between the Public Utilities Department and the Human Resources Department meets Strategic Priority 8 High Performing Government and Goal 5.1 to attract, develop, engage and retain a diverse and highly skilled workforce across the entire city organization.

This agreement aligns with the five Cross-Cutting Threads:

1. Community Trust – The service level agreement is transparent and discussed openly in a public forum to ensure the community's trust is upheld.

2. Equity – The Human Resources Department provides support and direction to Public Utilities to ensure all personnel related actions are addressed in an equitable manner.
3. Fiscal Responsibility – The service level agreement brings economies of scale to the Public Utilities Department thus minimizing operational costs to rate payers.
4. Innovation – The service level agreement has been adapted over time to best meet the current and future needs of the Public Utilities Department.
5. Sustainability & Resiliency – The agreement allows Human Resources to ensure the Public Utilities Department attracts and retains a diverse highly skilled workforce that will continue to contribute to the City's sustainability and resiliency goals.

FISCAL IMPACT:

There is no fiscal impact associated with this update.

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Approved by:	Al Zelinka, FAICP, City Manager
Approved as to form:	Phaedra A. Norton, City Attorney

Certifies availability of funds:	Edward Enriquez, Chief Financial Officer/City Treasurer
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Attachment:	Presentation
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