

Pittsburgh Water and Sewer Authority

NACWA 2013 Summer Conference

July 16, 2013



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PEER
PERFORMANCE
SOLUTIONS

Challenges

- Authority/City
- History/Lawsuits
- Bad Press
- Demographics
- Debt Structure
- COAs
- Elections/Transitions

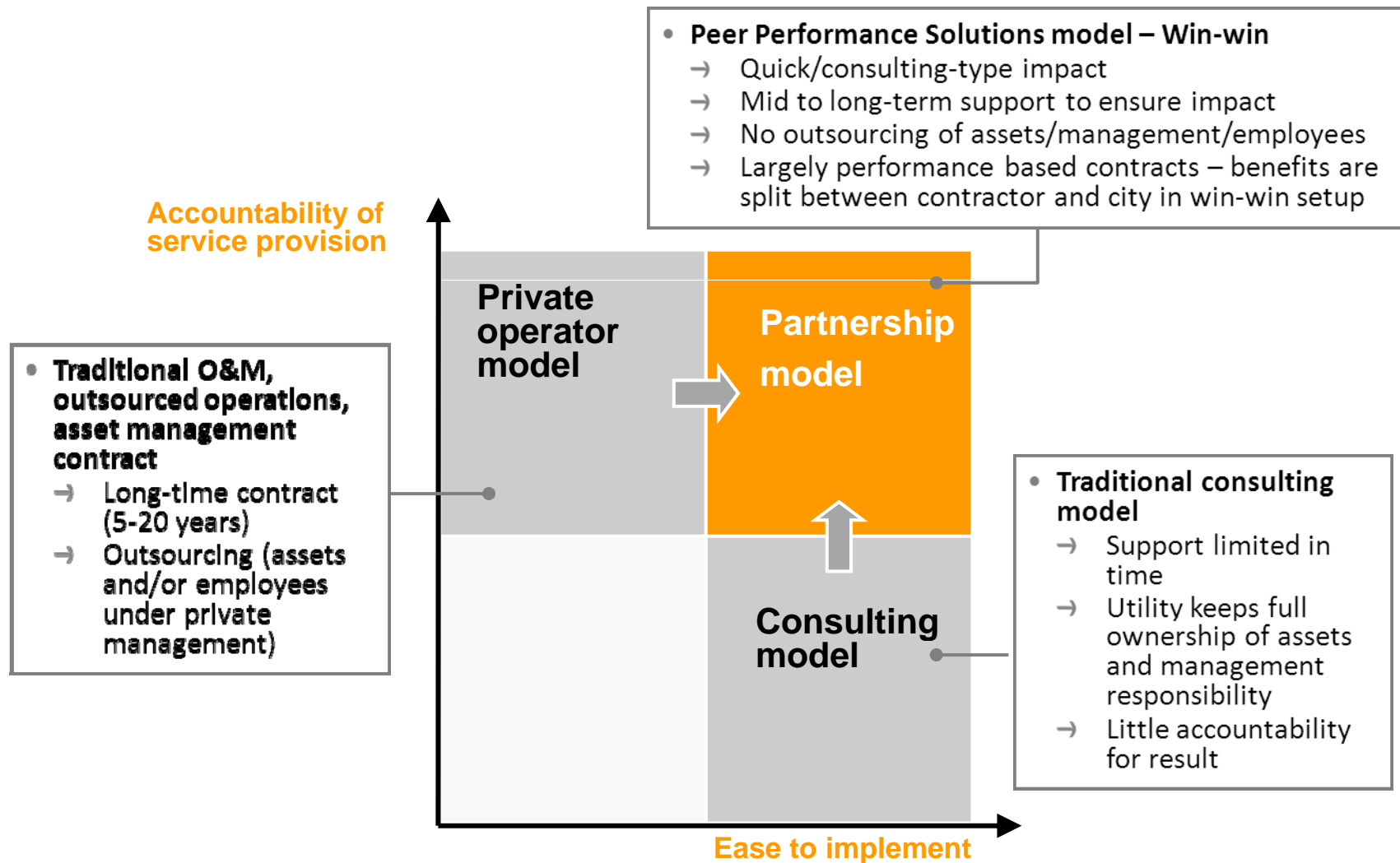


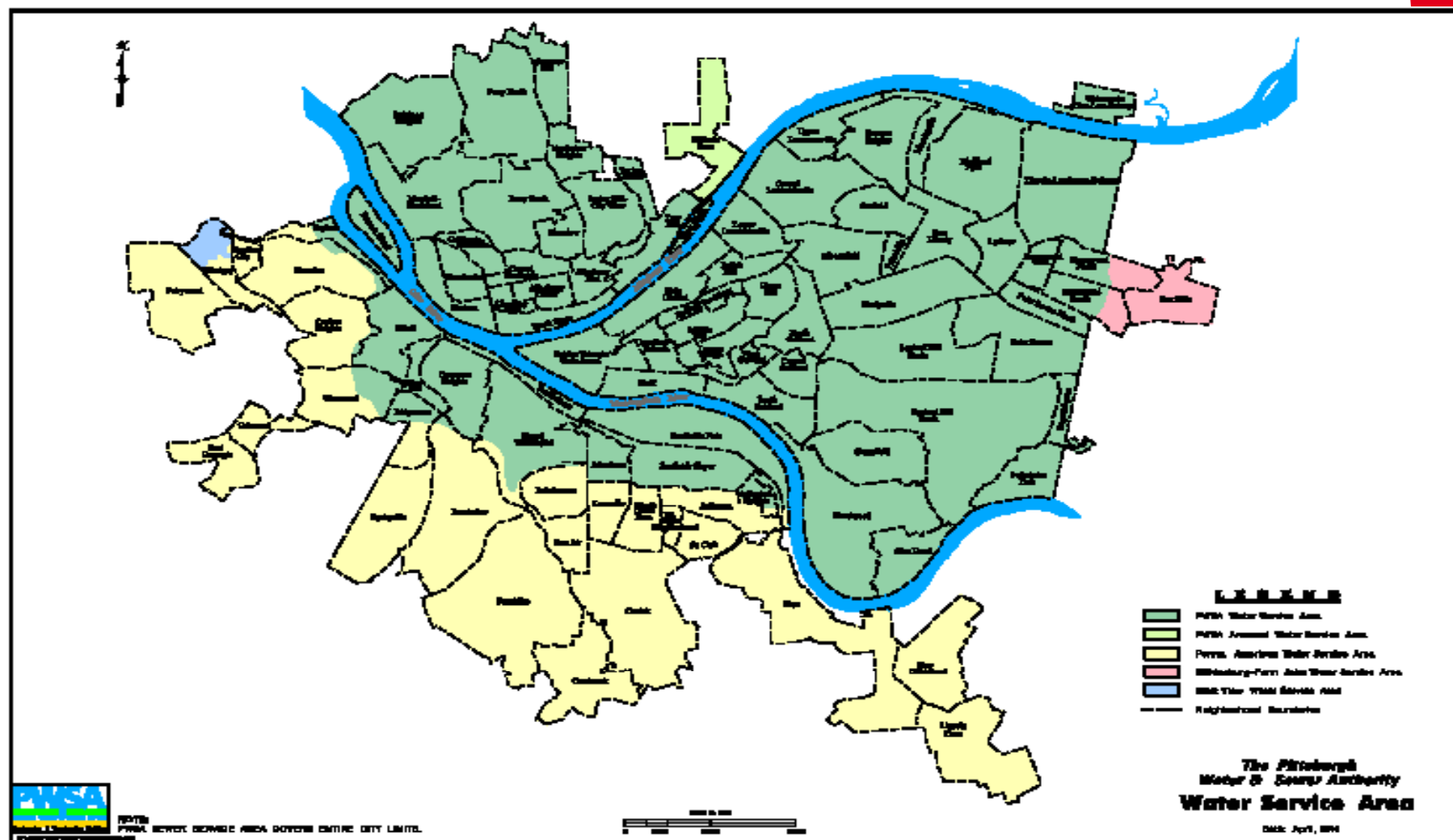
Benefits

- Cultural Shift
- Quality
- Cost
- Recruitment/Hiring



A New Form of Partnership



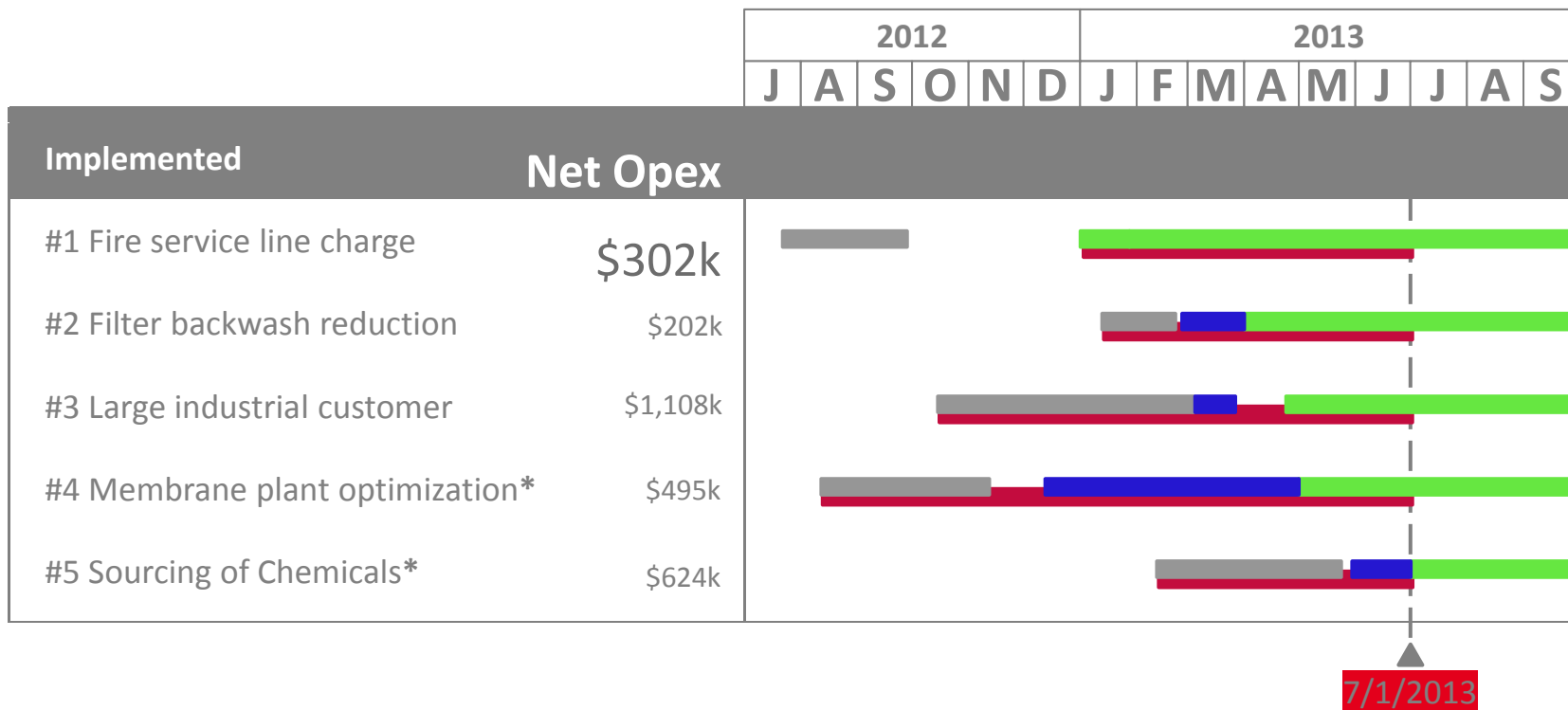


The Peer Performance Solutions (PPS) Team





OpEx Implementation Schedules



Note:

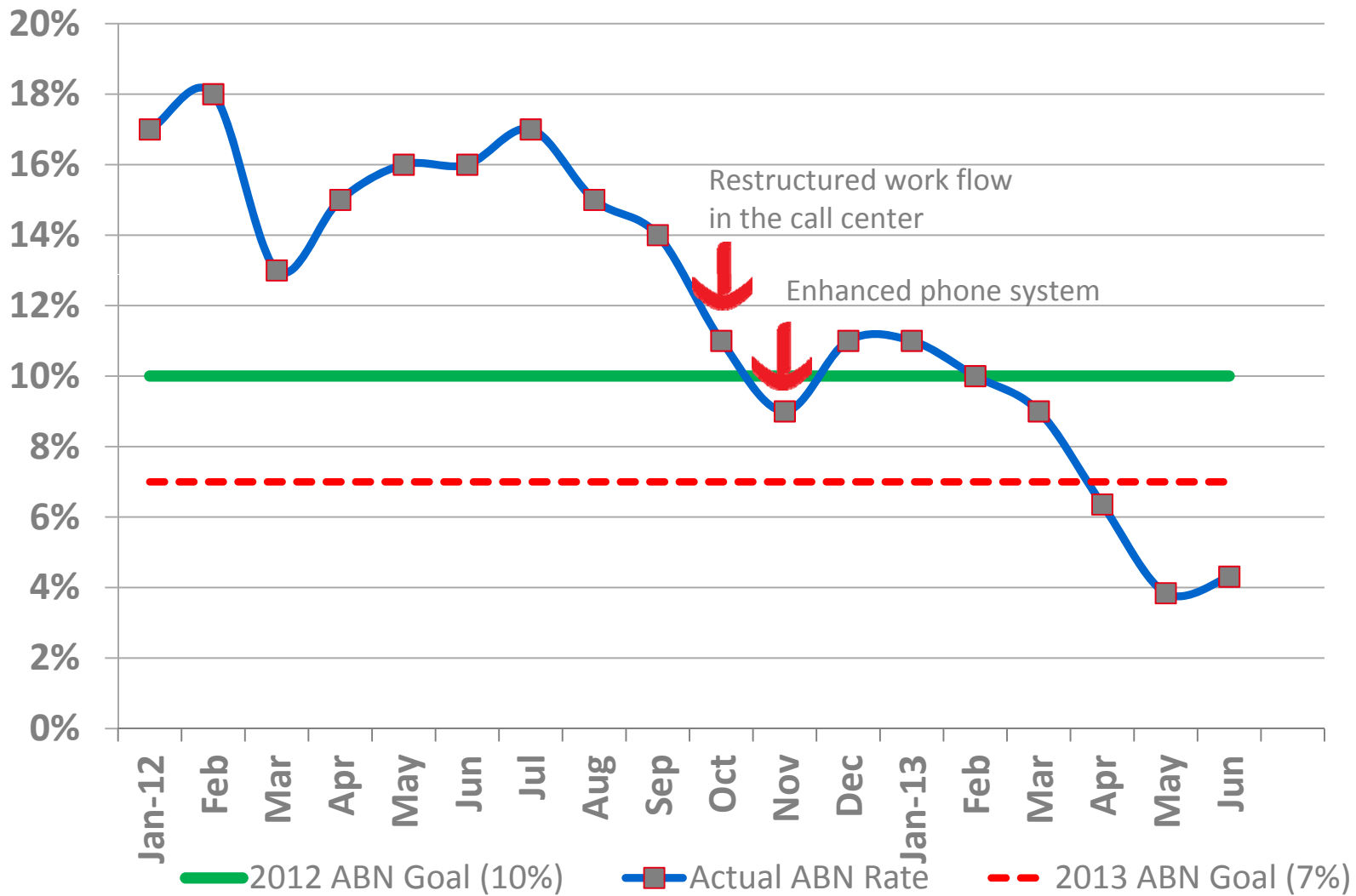
* Net OpEx \$ amounts have been adjusted based on actual.

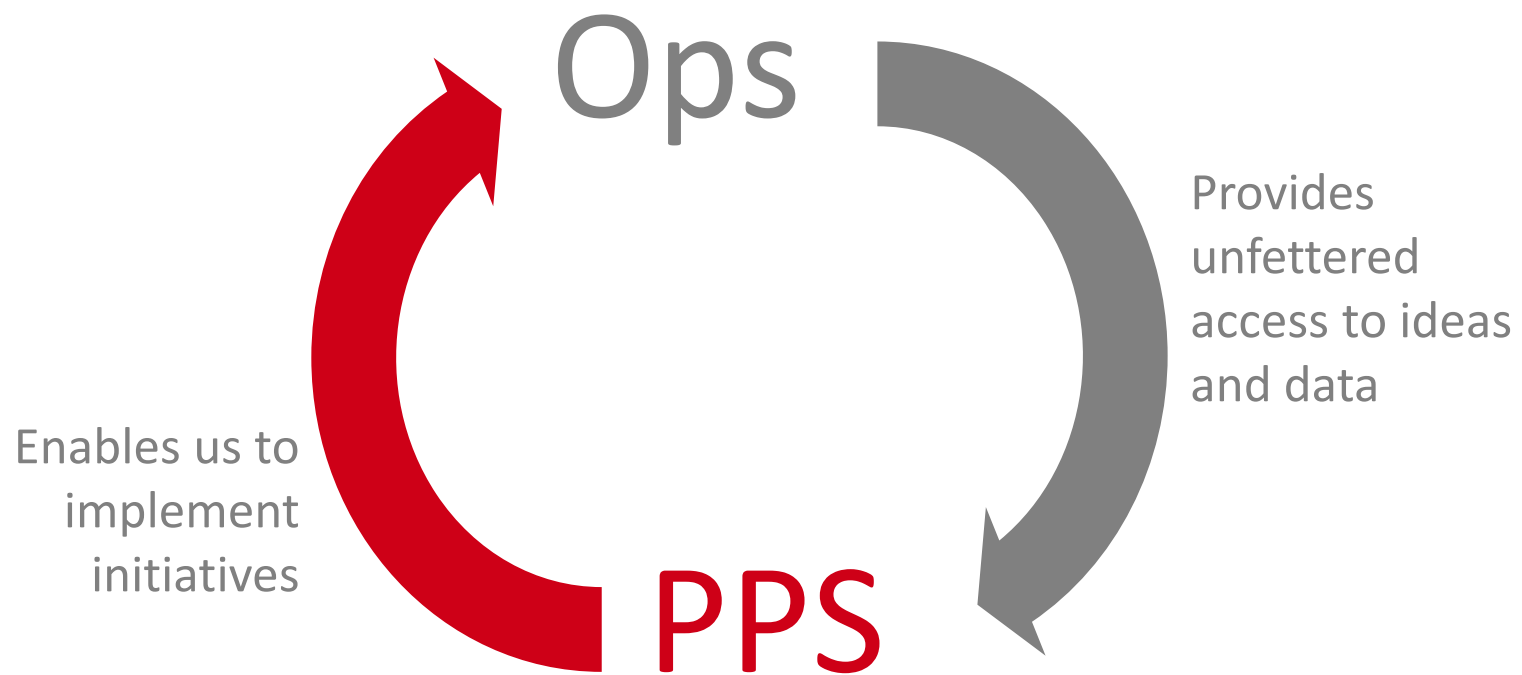


Key Performance Indicators (KPI's)

	Description	Actions
#1	Customer Service	Enhance functionality of phone system; optimize Customer Service staff performance; and implement metrics
#2	Communication	Enhance PWSA Website and implement Community Outreach Program
#3	Safety	Generate current statistics; establish safety program baseline; initiate training; and conduct facility inspections
#4	Compliance	Develop Process Control Management Plan (PCMP); update Lab QA/QC Program; evaluate current level of telemetry/automation; initiate use of compliance metrics; and determine system storage
#5	Capital Projects	Identify critical assets; evaluate condition of assets; improve tracking of Major Projects; and establish roles and responsibilities
#6	Finance	Develop a department-level budget process; and develop a monthly financial report and feedback process
#7	Leadership & Training	Perform organizational assessment and develop Training Program

2012-2013 Abandonment Rate





PWISA

