



APPROVED 9-12-18

MINUTES
City of Tacoma
Public Utility Board Study Session
August 22, 2018
3:00 p.m.

Mr. Jones called the Public Utility Board study session to order at 3:00 p.m. at the Public Utilities Administration Building.

Present: Mark Patterson, Karen Larkin (arrived 4:30), Bryan Flint, Woodrow E. Jones, Jr., Christine Cooley

Board Members welcomed new TPU Director, Jackie Flowers, and introductions were made.

Customer Service: 2019/2020 Budget

Steve Hatcher, Customer Services Manager, began by sharing the mission and vision of Customer Service which are “We engage customers through exceptional customer service and customer-focused solutions” and “To be known for excellence in our service to Customers’, respectively. Mr. Hatcher reviewed Customer Services’ strategic goals and services provided as background to the budget overview. Enhancing low-income assistance effectiveness and Advanced Meter Infrastructure (AMI) preparations prior to deployment are strong backdrops to the budget. Budget drivers are: staffing cost increases due to general wage and benefit assumptions; increasing the number of personnel assigned to support the expansion of low-income assistance programs; increasing in licensing/maintenance costs associated with software and customer-facing self-service systems; implementing a request for proposal in preparation of the customer interaction center replacement project scheduled for the 2021/2022 biennium; and executing a contract with an external call center to add complementary staffing to support the operation of the Customer Service contact center. Mr. Hatcher then detailed expenses and staffing for the proposed budget.

TPU Workforce Connect Project Technology Project

Daniel Key, IT Director, and Joe Tellez, Power Section Manager, jointly made the presentation. Mr. Tellez made introductory remarks. Mr. Key described Workforce Connect as an enterprise mobile workforce management system that optimizes work from within or from one core utility systems such as SAP and outage management and supports complex workflows and resources. The current mobile workforce

management system was implemented over 15 years ago and is at the end of life. Opportunities to automate additional manual field work processes are hampered by our current solution. Growing field asset data and location information needs from the users are difficult to accommodate. Mr. Tellez the provided an overview of strategic and business drivers and industry direction. Common industry benefits include increased field technician productivity, satisfaction ratings, and a decrease in service order close times, technician windshield time, customer completes and estimated restoration times. Project objectives are to replace the legacy mobile workforce management solution with a modern enterprise solution, expand the initial user base from 200 to 500+, and increase business functionality. Carol Powers, Professional Engineer, and Ellaine Hoff, Power Supervisor, described benefits to Water and Power, respectively. Mr. Key shared that staff engaged with a consultant to facilitate the vendor selection process. Clevest Mobile Work Management was selected through a competitive RFP process. The RFP scoring results, Clevest contract agreement, and program budget were then detailed. This item will come before the Board for consideration at the evening meeting. An informational session with the City Council is planned. Project initiation is planned for Q4 2018.

Tacoma Water: Water Resource Planning: Water System Plan; Integrated Resource plan

Heather Pennington, Deputy Water Superintendent, made introductory remarks and described the 2018 Water System Plan, which integrates the watershed management plan, integrated resource plan, conservation plan and goal, and water shortage response plan in one place. Glen George, Sr. Principal Engineer, provided an overview of existing sources which are the Green River system and groundwater supply. Mr. George then provided an overview of the modeling results that included performance of existing sources, impacts of climate change, resource adequacy standard, future scenario evaluation, and firm yield vs demand forecast. Chris McMeen, Deputy Water Superintendent, reviewed potential solutions for the most stressed modeling scenarios and additional considerations such as fish passage, groundwater resources in an urban environment, and water rights. Adam Gravely, attorney for Van Ness Feldman, then reviewed Green River water rights. Mr. Gravely reviewed first and second diversion water rights, types of water rights (permits, certificates, claims), and the Department of Ecology water right permit process. Mr. Gravely concluded by reviewing the 2003 municipal water law, restrictions and factors as to beneficial use of the Green River water, and an overview of the Second Supply partnership agreement.

Miscellaneous

Alan Matheson, Assistant Rail Superintendent, informed the Board that the BNSF is ready to implement Positive Train Control (PTC) on segments Tacoma Rail is going to traverse. Software license maintenance and support agreement to support PTC will come to the Board for consideration at its September 12 meeting. Funds are budgeted and rates have been adjusted to accommodate the expenditures.

Executive Session

Board Member Flint moved to convene an executive session at 5:30 for 45 minutes for the purposes of discussing pending and potential litigation per RCW 42.30.110(1)(i); seconded by Ms. Larkin. Voice vote was taken and carried. The executive session was adjourned at 6:04 p.m.

Adjournment

The study session was adjourned at 6:04 p.m. until the next regularly scheduled study session on Wednesday, September 12, 2018 at 3:00 p.m.

Approved:

Approved:

Woodrow E. Jones, Jr., Chair

Bryan Flint, Secretary