

Board Update Meeting Summary | Tuesday April 25, 2016

This summary may not include all agenda items and is not considered minutes of the meeting. For complete meeting agenda, click [here](#).

Employee Recognition:

General Manager Girish Balachandran recognized Summer Ayala, Supervising Engineering Technician, Efren Mejia, Principal Engineer, Matthew Bates, Senior Water Engineer, Chris Gross, Water Engineer, and Kaylee LaFace Engineering Aide for their contributions to streamlining customer service process improvements that will reduce time for permitting processes.

Board of Public Utilities approves Consent Calendar Item without comment as listed below:

- Conduit and cable replacement on Cedarhill Drive for \$119,000, Workorder No. 1604376

Board received and filed an Organizational Assessment from Hometown Connections

Tim Blodgett from Hometown Connections, a subsidiary of the American Public Power Association provided a presentation that illustrated their assessment of RPU in 12 key areas. He explained that the approach for an organizational check-up is to ensure that the whole utility has the right processes and initiatives in place to support strong customer service and seek continuous improvement. The feedback from this organization allows for RPU to compare itself to others and seek out best practices alignment across the industry. The summary results showed that RPU compared favorably compared to other utilities overall with weaknesses in operational technology and workforce development, which are areas that will be addressed through the Utility 2.0 Strategic Plan. The strongest areas were customer outreach/communications and power supply planning. The full power point for this presentation, with more detailed explanations of the assessment can be found [here](#).

Board received and filed a status report on the Northside Specific Plan – related to RPU property holdings

Director of Community and Economic Development Rafael Guzman introduced his staff that has worked on the Northside Specific Plan. CEDD Director Rafael Guzman and City Planner Ted White provided an updated timeline for the outreach related to preparing the RFQ/RFP for finding a consultant to develop the plan. Several community meetings have been conducted and other outreach opportunities through neighborhood events and committees that work on the Riverside Restorative Growthprint have presented opportunities for input. A list of attributes for consultant qualifications has been developed. The selection process and timeline was explained. Anticipated Specific Plan process commencement will be in late August 2016 with the contract award to be brought back to the Board on June 27, 2106.

General Manager's Report:

- 4/26, 5/5/2016 – Budget Hearings with City Council
- 5/4 – City Sponsorship Policy – Governmental Affairs Committee
- 5/12 - Utility Transformer Art Unveiling
- 5/23 – Board Meeting - Annual Summer Outlook (including Aliso Canyon Status Report)

Board requests for future updates: none