



2013 - 2015
STRATEGIC PLAN

Saint Paul Regional Water Services Employees

We, the employees of the Saint Paul Regional Water Services, are committed to providing superior performance of our duties to the citizens and communities we serve.

Jeffery Abbott	Stanley Denkinger	Elena Iliarski	Mary Metcalf	Chantha Siv
Richard Abbott	James Derks	Nicholas Jaeger	Robert Meyer	Richard Smaller, Sr.
Ali Abdi	Sean Diesterhaft	Linda Jarvis	Gregory Miller	Jermaine Smith
Karl Abrahamson	James Duffy	Jeffery Johnson	David Monson	Leeann Smith
Issac Afwerke	Bradley Eilts	True Johnson	Gregory Montanari	Benjamin Sorenson
Solomon Alemu	Steven Evanson	Joshua Jonas	Mathew Morelli	Gregory Sorenson
Keith Alesso	Katherine Ferdig	Gary Kampmann	Gayle Moser	Dennis Splittstoesser
Michael Alt	Brian Finnegan	Charles Kavaloski	George Moy, Jr.	Elmer Stevenson
John Anderson	Daniel Finnegan	Bradley Kelbe	Joseph Moy	Kim Stewart
Keith Anderson	Jerri Finnegan	Jeremy Kiecker	Nicholas Munoz	Daniel Stone
Krista Anderson	Dudley Flaherty	Andrew Knuth	Richelle Nicosia	Matthew Stone
Michael Anderson	Joseph Fletcher	Michael Knutson	Timothy Niedermayer	David Strobel
Herman Audett	Mollie Gagnelius	Gregory Krey	Todd Niedermayer	Amber Sullivan
Vincent Bader	Brian Galloway	Steven Krieglmeier	Joseph Nielsen	Karen Sullivan
Timothy Bagstad	Joseph Garcia	Seneca Kruse	Ruth O'Brien	Richard Svoboda
Matthew Bailey	Connie Garrahy	Heidi Lagos	Derek Olson	Wilbert Taylor
Michael Bailey	Daniel Gatzke	Craig Landkammer	Keith Owens	Paul Thurstin
Daniel Barthol	Jeff Gehring	Brian Lanigan	Anthony Palumbo	Nathan Torgerson
Dean Bennett	Louis Germain, Jr.	Thomas Lanigan	Lorinda Petricka	Kathleen Travis
Simon Bennett	Metric Giles	Larry Larsen	Lawrence Petrie	Joseph Tronson
Allen Benson	Anthony Gillette	Kenn Larson	Lynda Preciado	William Tschida
Bruce Berg	Stephen Gleason	Kevin Larson	Elizabeth Quicksell	John Turi
Thomas Blanchard	Brian Gomez	Robert Launderville	Donald Raway	Eric Turner
Kimberly Block	Cynthia Govan	William Launderville	Richard Reese	Kou Vang
James Bode	Donald Graf, Jr.	Benjamin Lee	Kenneth Reeves	Xue Vang
Donald Bowman, Jr.	James Graupmann	Blong Lee	Richard Reeves	David Wagner
Lorrie Brown	Jennifer Guertin	Lisa Lervooog	Ronald Reeves	James Wagner
Sarah Brown	Jeremy Gulbranson	Steven Lorbach	Joshua Ritter	Jeffrey Wagner
Stephen Brown	Stephen Gutterman	Jerome Lucker	Justine Roe	Sadie Waller
James Burchard	Richard Hagel	Dolores Ludden	Katherine Rohrbacher	Jodi Wallin
Martha Burckhardt	Chad Haldorson	Jerome Ludden	Dennis Rosemark	Michael Walton
Thomas Butth	Abdelsalam Hamid	Mark Luzinski	Alexis Rossow	Larry Weber
John Byrd	Robert Hamm	James Lyons	Daniel Salinas	Marie Weinhandl
Robert Cadorette	Todd Hansford	Andrew Magdziarz	Carl Sandwick	Susan Weinke
Kristine Callinan	Brian Hanson	Tristen Magdziarz	Paula Saumweber	Jennifer Wilkins
Jacquelyn Carey	Terry Hartmann	Angelo Mancini	Bryan Schanks	Curtis Willier
Gordon Carney	Willard Hartmann, Jr.	David Marruffo	Dustin Schluessler	Curtis Wolf
Coni Cassity	Lawrence Healey	Brent Marsolek	Aaron Schmidt	Jacob Wolf
Graeme Chaple	James Hegge	Barbara Martin	John Schneider	Chad Wrightson
Che Fei Chien	Jonathon Henrickson	Jeffrey Martin	Stephen Schneider	Jeremy Wry
Donald Cheney	Sandra Hernandez	Shawn Mayer	Steve Schoenecker	Ka Xiong
Timothy Conroy	Peter Hollis	William McAllister	David Schuler	Thomas Zangs
Ramsey Coronado	Judy Howard	Bradley McCullough	Roxanne Schultz	Philip Zollinger
Louis Courneya	Lawrence Huffmyier	Rebecca McKenzie	Michael Searson	
Mark Cullen	Yvonne Hutter	Brian McLaughlin	Gary Sidebottom	
Peter Davis	Binh Huynh	James McNeely	Martin Simones	

Saint Paul Regional Water Services

Mission Statement

To provide reliable, quality water and services at a reasonable cost

Vision Statement

*To be a regional and national water industry leader
emphasizing quality product, services and cost containment.*

Statement of Values

*We commit to these values and expectations,
taking pride in what we do together and promoting
a positive image of Saint Paul Regional Water Services.*

Sense of Community

We . . .

- Show respect to other's differences, take time to learn about each other, and treat each person as a unique individual.
- Create and maintain a positive, inclusive, diverse workforce to better serve our customers.
- Approach our work and interactions in a way that promotes and supports our community.
- Communicate openly and honestly, acting in a respectful and tactful manner.

Commitment to Excellence

We . . .

- Have a shared vision of the future that gives us a clear sense of direction.
- Establish clear roles and responsibilities for all employees.
- Strive for excellence, continually improving and finding ways to be more effective and efficient.
- Keep our expertise current and willingly take on development opportunities.
- Demonstrate commitment and effort in the work that we do.

Sustainable Stewardship

We . . .

- Build trustworthy relationships, internally and externally, to achieve desired common goals.
- Protect and work to improve our water supply.
- Provide for a sustainable infrastructure ensuring reliability for future generations.
- Promote and enhance the use and respect of the environment by supporting environmental, social, and economic sustainability where possible.

Quality Customer Service

We . . .

- Put the customer first.
- Demonstrate our customer service standards of responsiveness, empathy, honesty, respectfulness, and reliability.
- Promise only what we can deliver and deliver what we promise.
- Create great customer interactions.
- Carry out our work in a professional manner.

Building for the Future

We . . .

- Promote innovation, change, and continuous improvement as we plan for the future.
- Commit to doing things effectively, making calculated decisions that result in organizational stability and desired change.
- Demonstrate adaptability and flexibility, adjusting to changing priorities and multiple demands within the organization and community.
- Exercise fiscal responsibility.

General Information

Board of Water Commissioners

Saint Paul Regional Water Services (SPRWS) is governed by a seven-member Board of Water Commissioners that sets policy and guides the future direction of the utility and its staff. The Board members are Matt Anfang, president; Amy Brendmoen, vice president; and commissioners Kathy Lantry, Chris Tolbert, James J. Bykowski, Gregory Kleindl and Will Rossbach.

Service Area

SPRWS serves 415,000 customers within a 113 square mile geographic area, which includes the cities of Arden Hills, Falcon Heights, Lauderdale, Lilydale, Little Canada, Maplewood, Mendota, Mendota Heights, Roseville, Saint Paul, and West Saint Paul. In addition, we serve selected accounts in Newport, South Saint Paul and Sunfish Lake. We also supply emergency system maintenance to the cities of Birchwood Village, Oakdale, Little Canada, and the township of White Bear.

Organization

SPRWS is administered by the General Manager, Steve Schneider, and is organized into four functional divisions: Business, Distribution, Engineering and Production.

2013-2015 SPRWS Strategic Goals

Strategic Goal #1:

Continue to improve the quality of water delivered to our customers.

- Maintain Phase III Partnership for Safe Water status and pursue Phase IV status.
- Reach Phase III Partnership for Safe Water/ distribution system.
- Continue research relationships with Water Research Foundation and University of Minnesota.
- Continue to improve water quality efforts throughout the distribution system with an increased emphasis on our construction practices.
- Evaluate improvements to limit nitrification, including: tank mixing, chemical addition, stored water capacity and operations.
- Support other agencies' efforts to protect local and upper Mississippi River watersheds.
- Develop a long term master plan for water treatment processes.

Strategic Goal #2:

Emphasize excellent customer service

- Enhance customer service training utility-wide.
- Use a variety of measures to gauge customer satisfaction.
- Expand online services.
- Analyze and optimize construction restoration processes and practices.
- Implement a comprehensive customer complaint management system.
- Improve public information, education and outreach.
- Continue to implement additional functionality of the Infinity customer information system.
- Partner with other government entities to increase communication and transfer of data.

Strategic Goal #3:

Improve asset management

- Provide sufficient capital investments for infrastructure replacement at a level that ensures replacement by the end of an asset's useful life.
- Participate in emergency management planning with other levels of government.
- Optimize the use of technology.
- Perform preventative maintenance to ensure reliability of our assets.
- Implement computerized maintenance management system workflow planning improvements utility-wide.
- Develop a department-wide master plan for asset management.

Strategic Goal #4:

Operate an efficient utility

- Continue to market water to other communities.
- Continue to refine performance measures and utilize the information to make necessary improvements.
- Improve workflow business process and access to technology and increase emphasis in field computing.
- React to economic changes to ensure continued financial stability.
- Perform water audit to account for non-revenue water.
- Staff employees at appropriate levels to allow for flexibility and efficiency.
- Promote employee knowledge through cross training and shadowing to increase flexibility and efficiency.
- Incorporate industry standards to improve operation and practices.

Strategic Goal #5:

Invest in SPRWS employees

- Attract and retain a diverse workforce to create a workplace that respects and includes differences, recognizing the unique contributions that individuals with many types of differences can make, and creating a work environment that maximizes the potential of all employees.
- Provide appropriate resources to support training initiatives.
- Develop a plan for knowledge management.
- Develop an annual planning session to review changing skill set needs.
- Develop an inventory of current employee skill sets that may be utilized within the utility.
- Create a work environment that maximizes the potential of all employees.
- Value and acknowledge employee contributions to the success of the organization.

Strategic Goal #6:

Ensure a safe and secure working environment

- Continue development of safety program to meet the recommendations of the safety audit.
- Hold employees and management accountable for safety and security.
- Plan for possible disruptions due to pandemic or other events.
- Implement to the extent feasible the recommendations of current vulnerability assessment.
- Exercise our emergency response plan and continuity of operation plan annually.
- Optimize security program.
- Foster a workplace where employees are treated with dignity, fairness and respect, ensuring that all employees work in a place free of discriminatory practices, intimidation, harassment, and violence.



