

**Public Utility Interdivisional Team Plan**  
**Lead Director: Brandy Wreath**  
**2nd Quarter FY 2019**

**Summary of Implementation of Strategies:**

Strategy #	Implementation Strategy and Response	Team Responsibility	Target Completion Date of Strategy Steps	Status
	<b>Goal 1: Invest in Our Workforce</b>			
PU1.2.1	<p>Improve the use of PMPs which in turn could increase the opportunity for performance pay bonus.            Action:  <b>1.2.1 Clear metrics for PMP Quality and Training. Next action will be to finalize tracking systems.</b></p>	<p>PUD Managers by working group            -Employees to Drive Tracked Processes</p>	<p>Finalize QMP tracking by job families.            January 2019-in all PMPs for all analytical job families.</p>	<p>Oct-Dec 2018- Managers continue work with PMP updates.            Standard language developed for use in 2018/2019 process.</p>
PU1.6.1	<p>Compile a capital needs inventory of all facilities and annually evaluate to ensure adequate maintenance of facilities.            Action:  <b>1.6.1 Identify hazards to be mitigated with facility and equipment investments. Next action will be to develop mitigation processes.</b></p>	<p>PUD Managers by working group.            Susan Harwell to track and organize data.</p>	<p>Identify hazards and develop mitigation processes. January 2019-begin mitigation process.</p>	<p>Oct-Dec 2018- Issues and needs have been identified. Plan in place for procurement and placement of all items. Expect completion by 4<sup>th</sup> Quarter.</p>
	<b>Goal 2: Communicate in All Directions</b>			
PU2.1.1	<p>Improve communications between Programs.            Action:  <b>2.1.1 Conduct Inter-Divisional Training and information sharing sessions for critical skills.</b></p>	<p>Brandy Wreath            PUD Management Team</p>	<p>-Survey needs by division. Plan training schedule Sept 2018.            -Minimum 9 per quarter. Track via calendar 2.1.1.</p>	<p>Oct-Dec 2018- PUD held 11 sessions open to all of OCC and the Inter-divisional team.</p>

<p>PU2.3.1</p>	<p>Develop a proactive communication plan that incorporates all appropriate outreach tools and techniques to ensure coordinated and consistent communication internally and externally.</p> <p>Action:</p> <p><b>2.3.1 Proactive stakeholder outreach program.</b></p>	<p>Brandy Wreath Kim Dobbins Maura Shortt</p>	<p>-Conduct Inter-Divisional survey for key upcoming activities. Develop audience base. Plan onsite visits and meetings. September 2018 -3 Outreach sessions per Quarter. Track via calendar 2.3.1.</p>	<p>Oct-Dec 2018-</p> <p>-Conducted numerous onsite visits related to OUSF Pre-Approval, Public Safety, and Consumer Rights. 10 CS related consumer events 5 OUSF related training events. Events held across the state at numerous locations. Continue to share opportunities on the OCC website, Facebook, Instagram, and other resources. PUD developed a streamlined process for treatment of specialized applications and coordinated with J&amp;LS to operationalize the process.</p>
<p><b>Goal 3: Innovate for the Future</b></p>				
<p>PU3.1.1</p>	<p>Invest in equipment and tools (e.g., laptops, video conferencing, Smart-phone apps).</p> <p>Action:</p> <p><b>3.1.1 Identify all Emergency Equipment necessary for safety during fieldwork</b></p>	<p>Dennis Eppley Susan to track and organize data.</p>	<p>Utilize Job Family Safety Survey and meet with outside experts to determine needs.(3</p>	<p>PUD hosted meetings related to security field needs with numerous stakeholders.</p>

	<b>and onsite audits.</b>		per quarter) January 2019 -Track meetings via Calendar 3.1.1	2- Rulemaking recommendations meetings 1- Safety Equipment meeting 1- Interdivisional field training day
PU3.2.1	Improve use of existing equipment. Action: <b>3.2.1 More desk routine and audit automation through new systems (Depreciation, OUSF Entity Tracking, etc.); next action plan will be to work the statement of work (SOW) with OMES.</b>	Dennis Eppley and Glenda Buchanan	-Start with CS database interface. Merge Call Log and Complaints. September 2018 -Track meetings via Calendar 3.2.1.	-Database updates are in testing phase. -Identified issues under review -Numerous meetings have been held during the second quarter, including onsite observation'
	<b>Goal 4: Maximize Efficiency</b>			
PU4.1.1	Reduce redundant processes. Action: <b>4.1.1 Identify and reduce redundancy in PUD Inter-Divisional processes.</b>	Melissa Mussyal	-1. Monthly Inter-div meetings to discuss process updates. -2. Incorporate recommendations into PUD Manual. January 2019 -Track calendar 4.1.1.	PUD change management team has worked with the individual groups within PUD to confirm a monthly process for update submittal. PUD will schedule meetings in the 3 <sup>rd</sup> quarter with the expanded inter-divisional team.

				Current focus has been on assistance and coordination with Commissioner Offices.
PU4.6.1	<p>Apply best practices, processes, and technologies to effectively respond to citizen and consumer complaints.</p> <p>Action:</p> <p><b>4.6.1 Develop plan for all response types (Email, Social Media, Public Comments, etc.).</b></p>	Brandy Wreath Glenda Buchanan	<p>Review current templates with Inter-divisional. Identify desk routine items that would benefit from template.</p> <p>September 2018</p>	<p>PUD has continued expanding the template response initiative with the CS group.</p> <p>PUD will expand to other groups within PUD during the 3rd quarter.</p> <p>PUD has created an internal committee to review and update the PUD web pages and to provide real time information for social platform sharing.</p>

**Key Performance Measures:**

	Indicators
Green	Met Expected Target
Red	Did not Meet Expected Target
	No Projects Completed for this Time Period

**Goal 1: Invest in Our Workforce**

Perf. Measure #	Performance Measure	Target	1st Quarter FY 2019	2nd Quarter	3rd Quarter	4th Quarter
PU1.2.1	Job families percentage with complete QMP metrics developed and ready for PMP inclusion.	100%	40%	100%		

**Goal 2: Communicate in all Directions**

Perf. Measure #	Performance Measure	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
PU2.1.1	Number of educational sessions with Inter-Divisional Track Via Calendar.	9/Quarter	10	19		

**Goal 3: Innovate for the Future**

Perf. Measure #	Performance Measure	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
PU3.1.1	Percentage of job families with completed needs assessment and equipment in place.	100%	21%	68%		

**Goal 4: Maximize Efficiency**

Perf. Measure #	Performance Measure	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
PU4.1.1	Percentage of PUD manual routines with completed review and or updated.	90%	13%	99%		