

Public Utility Interdivisional Team Plan
Lead Director: Brandy Wreath
4th Quarter FY 2018
Final Report on Initial Strategic Plan

Summary of Implementation of Strategies:

Strategy #	Implementation Strategy and Response	Team Responsibility	Target Completion Date of Strategy Steps	Status
	Goal 1: Invest in Our Workforce			
PU1.1	Each employee to provide or assist in providing one training session per year to benefit the inter-divisional team.	Susan Harwell	Annual- 12-31 to track PMP deadline.	PUD had 54 training sessions during fourth quarter of FY18. This is in the PMP for all employees to maintain the focus and drive behaviors. Most training has been open to all inter-divisional team members.
PU1.2	Develop and update quality measurement process and tracker.	Susan Harwell Melissa Mussyal Debbie Prater PUD Management Team	Programs are in place for applicable job families.	The data from this process was utilized in the 2017 PMP grading process. PUD will continue adding to PMPs for all employees to maintain the focus and drive behaviors. Compliance group works with management to complete trackers. PUD as a whole has improved overall performance and has a group of employees maintaining 100% accuracy on all duties. PUD is also adding tracking to all remaining job families within PUD.
	Goal 2: Communicate in All Directions			
PU2.1	Inter-divisional training quarterly for better communication strategies and improved communications quality.	Brandy Wreath PUD Management Team	Quarterly-Hold quarterly training sessions.	PUD held 42 sessions in the fourth quarter. These sessions have covered utility basics, finance, accounting, customer service excellence, effective email writing, and computer skills.

PU2.2	Hold quarterly inter-divisional meetings to review progress in strategic plan implementation and discuss other matters of mutual concern.	Brandy Wreath Susan Harwell to track	Quarterly-Hold Quarterly Meetings	PUD has utilized the agency strategic plan process to meet with inter-divisional team members. This has been a productive use of time given numerous overlapping assignments. Meetings have resulted in joint safety programs between PUD and Oil and Gas.
PU2.3	Inter-divisional reporting for success stories, best practices, and upcoming major issues.	PUD Management Team	Monthly-Utilize Cause Report to update on all activities.	PUD continues to monitor and report to the public on all PUD-related Commission actions. These reports are posted to the OCC webpage for viewing and are checked for accuracy by PUD Compliance. http://www.occeweb.com/pu/PUD%20Reports%20Page/pudreports.html PUD will begin utilizing GovDelivery to broadcast updates.
PU2.4	Conduct educational sessions on important issues for stakeholders.	Maura Shortt Kim Dobbins PUD Management Susan Harwell to track	Ongoing-Hold topic specific training. Track via Outlook.	PUD has maintained the expanded outreach to hospitals and elderly care facilities via the CS group. This is in addition to the training provided through the OUSF E-rate group. As of December 2017, training was offered in every county within Oklahoma. The OUSF Outreach has been expanded to partner better with OMES in development of statewide contracts that may impacts schools and hospitals.
	Goal 3: Innovate for the Future			
PU3.1	Increase accuracy of Cause Report to assist the Commissioners and Public. Includes timeliness and data accuracy.	Melissa Mussyal Janice Lisko Debbie Prater	Reduce reporting errors and meet a 95% accuracy rating.	PUD Compliance continues to track and monitor errors and report results to Management team for coaching. PUD has seen consistent improvements by this process and will continue to examine new ways to improve accuracy in more process areas. Monthly exception reports have shown a high percentage of employees with 100% accuracy.
PU3.2	Work with Stars (formerly called Iron Data) to improve reporting, maximize efficiency, and eliminate redundant processes.	Teena May	Monthly-Meet with PUD Management and IT to work on	PUD continues to work with OMES to work on outstanding issues. The current process has a statement of work to improve the CS database to perform critical functions to replace the STARS program. PUD is also working on bridge applications to continue efficient processing. Also participating in the “My Consultants” project to assist the entire agency.

			issues as they arise.	
PU3.3	Integrate system for Utilities and Oil and Gas Producers owning power lines to coordinate with Utilities and Regulators.	Jason Chaplin Dennis Eppley	Ongoing- Expand mapping and safety functions.	<p>PUD's usage of advanced technology has increased effectiveness and public awareness. Recent activities have resulted in positive feedback to the agency.</p> <p>Enforcement officers have been able to assist with disaster recovery, ice storms, and cotton gin fires in addition to daily duties. PUD has also used their drone to assist the OGCD in responding to environmental cleanups. This assistance has resulted in direct expense avoidance.</p> <p>PUD is working with OMES personnel to continue efforts on the system upgrades.</p>
	Goal 4: Maximize Efficiency			
PU4.1	Reduce filing errors through meeting internal review deadlines. Track and develop improvement goal from baselines.	PUD Management	FY18- Meet internal audit program deadlines 75% of the time. Identify circumstances and bottlenecks that result in missed deadlines.	PUD continues to improve the process related to internal reviews. All statutory deadlines were met 100%. Compliance is also tracking and working with Management on timeliness through the Quality Tracking Program and the PMP process.
PU4.2	Update and maintain desk routines/workbooks/audit programs.	Melissa Mussyal	Monthly- Change management team to review proposals monthly and implement.	<p>The Change Management team continues to process dozens of change suggestions each month.</p> <p>The PUD 360 review shows that the team has overwhelmingly found the program to be beneficial.</p>

PU4.3	Expand change management team focus to all of PUD inter-divisional team.	Melissa Mussyal	January 2018- Have standards and tracking tools in place for entire inter-divisional team.	PUD is working with team-members to identify the best format to implement.
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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

Performance Measure #	Performance Measure	Target	1st Quarter 2018	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018
PU1.1	Percent of employees conducting training	75% Annual Total	25%	54%	58%	93%

Goal 2: Communicate in all Directions

Performance Measure #	Performance Measure	Target	1st Quarter 2018	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018
PU2.1/2.4	Number of educational sessions with stakeholders and Inter-Divisional Team	30 per quarter	64	57	44	42

Goal 3: Innovate for the Future

Performance Measure #	Performance Measure	Target	1st Quarter 2018	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018
PU3.1	Reduce Cause Report Errors to benefit all stakeholders. Started at approximately 75%	95% Accuracy Rate	91.3%	96%	96%	97%

Goal 4: Maximize Efficiency

Performance Measure #	Performance Measure	Target	1st Quarter 2018	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018
PU4.1	Meet internal review deadlines	75%	72%	73%	88%	94%