

# The Metropolitan Water District of Southern California

# Agenda

The mission of the Metropolitan Water District of Southern California is to provide its service area with adequate and reliable supplies of high-quality water to meet present and future needs in an environmentally and economically responsible way.

## OPE Committee

B. Pressman, Chair  
G. Bryant, Vice Chair  
L. Ackerman  
B. Dennstedt  
C. Douglas  
D. Erdman  
S. Faessel  
M. Katz  
J. Lewitt  
J. McMillan  
M. Ramos  
N. Sutley

## **Organization, Personnel, and Effectiveness Committee - Final**

Meeting with Board of Directors \*

**May 12, 2025**

**12:30 p.m.**

## Monday, May 12, 2025 Meeting Schedule

09:00 a.m. EOT  
11:00 a.m. LEG  
12:00 p.m. Break  
12:30 p.m. OPE  
01:30 p.m. OWA

**Written public comments received by 5:00 p.m. the business day before the meeting is scheduled will be posted under the Submitted Items and Responses tab available here: <https://mwdh2o.legistar.com/Legislation.aspx>.**

**The listen-only phone line is available at 1-877-853-5257; enter meeting ID: 862 4397 5848.**

**Members of the public may present their comments to the Board on matters within their jurisdiction as listed on the agenda via teleconference and in-person. To provide public comment by teleconference dial 1-833-548-0276 and enter meeting ID: 815 2066 4276 or to join by computer [click here](#).**

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MWD Headquarters Building • 700 N. Alameda Street • Los Angeles, CA 90012

Teleconference Locations:

Springhill Suites at the Dunes • 215 10th Street • Marina, CA 93933

3008 W. 82nd Place • Inglewood, CA 90305

Hotel Pacific • 300 Pacific Street • Monterey, CA 93940

400 Cannery Row • Monterey, CA 93940

2 Mineral King • Irvine, CA 92602

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\* The Metropolitan Water District's meeting of this Committee is noticed as a joint committee meeting with the Board of Directors for the purpose of compliance with the Brown Act. Members of the Board who are not assigned to this Committee may participate as members of the Board, whether or not a quorum of the Board is present. In order to preserve the function of the committee as advisory to the Board, members of the Board who are not assigned to this Committee will not vote on matters before this Committee.

- 1. Opportunity for members of the public to address the committee on matters within the committee's jurisdiction (As required by Gov. Code Section 54954.3(a))**

**\*\* CONSENT CALENDAR ITEMS -- ACTION \*\***

**2. CONSENT CALENDAR OTHER ITEMS - ACTION**

- A. Approval of the Minutes of the Organization, Personnel, and Effectiveness Committee for April 7, 2025 [21-4531](#)

**Attachments:** [05122025 OPE 2A \(04072025\) Minutes](#)

**3. CONSENT CALENDAR ITEMS - ACTION**

NONE

**\*\* END OF CONSENT CALENDAR ITEMS \*\***

**4. OTHER BOARD ITEMS - ACTION**

NONE

**5. BOARD INFORMATION ITEMS**

- 9-3 Recurrent Category E Employment Work Schedule Pilot Program Status Update and Next Steps [21-4486](#)

**Attachments:** [05132025 OPE 9-3 B-L](#)  
[05132025 OPE 9-3 Presentation](#)

**6. COMMITTEE ITEMS**

- a. Human Resources Overview [21-4532](#)

**Attachments:** [05122025 OPE 6a Presentation](#)

- b. Quarterly Update on 2024 Workplace Assessment [21-4533](#)

**Attachments:** [05122025 OPE 6b Presentation](#)

**7. MANAGEMENT ANNOUNCEMENTS AND HIGHLIGHTS**

- a. Human Resources activities [21-4534](#)  
Safety, Security, and Protection activities

**Attachments:** [05122025 OPE 7a Human Resources Activities](#)  
[05122025 OPE 7a Safety, Security, and Protection Activities](#)

**8. FOLLOW-UP ITEMS**

NONE

## **9. FUTURE AGENDA ITEMS**

## **10. ADJOURNMENT**

**NOTE:** This committee reviews items and makes a recommendation for final action to the full Board of Directors. Final action will be taken by the Board of Directors. Committee agendas may be obtained on Metropolitan's Web site <https://mwdh2o.legistar.com/Calendar.aspx>. This committee will not take any final action that is binding on the Board, even when a quorum of the Board is present.

Writings relating to open session agenda items distributed to Directors less than 72 hours prior to a regular meeting are available for public inspection at Metropolitan's Headquarters Building and on Metropolitan's Web site <https://mwdh2o.legistar.com/Calendar.aspx>.

Requests for a disability-related modification or accommodation, including auxiliary aids or services, in order to attend or participate in a meeting should be made to the Board Executive Secretary in advance of the meeting to ensure availability of the requested service or accommodation.

**THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA**

**MINUTES**

**ORGANIZATION, PERSONNEL AND EFFECTIVENESS COMMITTEE**

**April 7, 2025**

Chair Pressman called the meeting to order at 1:03 p.m.

Members present: Directors Ackerman, Bryant, Cordero, Dennstedt (teleconference posted location), Douglas (teleconference posted location), Erdman, Faessel, Katz, Lewitt, McMillan, Pressman, and Ramos.

Members absent: Sutley

Other Board Members present: Armstrong, Camacho, Fellow, Garza, Goldberg, Lefevre (teleconference posted location), McCoy, Miller, Seckel, and Shepherd.

Committee Staff present: Barriga, Kasaine, Rubin, Upadhyay, and Vidal.

**1. OPPORTUNITY FOR MEMBERS OF THE PUBLIC TO ADDRESS THE COMMITTEE ON MATTERS WITHIN THE COMMITTEE’S JURISDICTION**

None

**CONSENT CALENDAR ITEMS — ACTION**

**2. CONSENT CALENDAR ITEMS – ACTION**

None

**3. CONSENT CALENDAR ITEMS – ACTION**

**7-10** Subject: Approve the Metropolitan Water District of Southern California’s salary schedules pursuant to CalPERS regulations; the General Manager has determined that the proposed action is exempt otherwise not subject to CEQA

Presented by: Brandon Patrick, Unit Manager Class Comp & Recruitment

Motion: Approve the attached salary schedule

The following Directors made comments or asked questions:

1. Ramos

Motion by Director Erdman, seconded by Director Faessel, to approve consent calendar items 7-10.

The vote was:

Ayes: Directors: Bryant, Ackerman, Douglas, Erdman, Faessel, Katz, Lewitt, McMillian, Pressman, and Sutley.

Noes: None

Abstentions: None

Absent: Directors Dennstedt, and Sutley

The motion passed by a vote of 10 ayes, 0 noes, 0 abstention, and 2 absent.

#### **END OF CONSENT CALENDAR ITEMS**

#### **4. OTHER BOARD ITEMS – ACTION**

None

#### **5. BOARD INFORMATION ITEMS**

None

## 6. COMMITTEE ITEMS

- a. Subject: Health and Safety Program Quarterly Update  
Presented by: Gonzalo Barriga, Safety, Security and Protection officer  
Ofelia Perez

Mr. Barriga gave an overview of the health and safety program, purpose of presentation was to provide an update on safety metrics, initiatives and regulatory changes.

The following directors made comments or had questions.

1. Pressman
2. Lewitt
3. Faessel
4. Miller

Staff responded to the Director's questions and comments

- b. Subject: Employee Inspection Trips  
Presented by: Eric Bachmann, Organization, Development and Training  
Manager

Bachmann presented an overview of the inspection trips that began in April, the different facilities employees will be able to tour and engage with each other during the trips. Each trip will include 22 employees at a time.

The following directors made comments or had questions.

1. Katz
2. Lewitt
3. Faessel
4. Miller

Staff responded to the Director's comments and questions.

- c. Subject: Tuition Reimbursement  
Presented by: Eric Bachmann, Organization, Development and Training Manager

Mr. Bachmann gave an overview of the tuition reimbursement program, its guidelines, and requirements. Currently, there are 117 employees enrolled. Eric gave a breakdown of statistics by certifications, representation, and bargaining units.

The following directors made comments or had questions.

1. Katz
2. Armstrong
3. Bryant
4. Lewitt

Staff responded to the Director's comments and questions

- d. Subject: Organization, Personnel, and Effectiveness Update on Vacancies  
AB2651  
Presented by: Brandon Patrick, Unit Manager, Class Comp and Recruitment

Mr. Patrick gave an overview of a new law, Assembly Bill 2561, bill was approved 2024 and went into effect 2025. The purpose is to address staffing shortages, promote transparency, improve recruitment and retention efforts, and ensure that recognized employee organizations have a platform to voice concerns. Requirements are to present at least once a year to the board of directors.

The following directors made comments or had questions.

1. Faessel

Staff responded to the Director's comments and questions.

- e. Subject: Discuss the department Head 360 Evaluation Process and timeline for fiscal year 2024/2025 (Added subject 4/1/2025)  
  
Presented by: Adan Ortega Jr, Chair of the Board  
Eleanor Allen

Chair Ortega introduced the item and the guest speaker, Eleanor Allen. Ms. Allen gave an overview and timeline of the department head evaluation process. This will begin in April 2025 and conclude in July 2025.

- f. Subject: Update on labor negotiations. [Conference with Labor Negotiators; to be heard in closed session pursuant to Gov. Code 54957.6. Metropolitan representatives: Katano Kasaine, Assistant General Manager, Chief Financial Officer, Adam Benson, Finance Group Manager, and Gifty J. Beets, Human Resources Section Manager of Labor Relations. Employee Organization(s): The Employees Association of The Metropolitan Water District of Southern California/AFSCME Local 1902; the Management and Professional Employees Associations MAPA/AFSCME Chapter 1001; the Supervisors Association; and the Association of Confidential Employees.] [UPDATED SUBJECT on 4/1/2025]

Presented by: Gifty beets, Human Resources Section Manager

Item was discussed in closed session. No action was taken.

**7. MANAGMENT ANNOUNCEMENTS AND HIGHLIGHTS**

- a. Human Resources Activities  
Safety, Security and Protection Activities

Reports are posted online.

**8. FOLLOW-UP ITEMS**

None

**9. FUTURE AGENDA ITEMS**

None

**10. ADJOURNMENT**

Meeting adjourned at 2:06 PM

Barry Pressman  
Chair





- **Board of Directors**

- Organization, Personnel and Effectiveness***

5/13/2025 Board Meeting

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9-3

## **Subject**

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Recurrent Category E Employment Work Schedule Pilot Program Status Update and Next Steps

## **Executive Summary**

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For over 40 years, Operations and Maintenance (O&M) Assistants have been employed on an as-needed basis to maintain Metropolitan's desert infrastructure. Often referred to as "recurrent employees," O&M Assistants provide as-needed services, including lodging and dining services, at remote Metropolitan facilities. Currently, recurrent employees are not permanent Metropolitan employees.

Over the last several years, challenges have arisen surrounding the stability of work hours and scheduling for recurrent employees. In 2022, Metropolitan, in conjunction with impacted recurrent employees and their bargaining unit, began a pilot program where potential reforms were explored and trialed. The pilot program has been a success.

This item provides the Committee with an overview of the challenges addressed in the pilot program, successes of the program, and the development of a forthcoming recommendation to convert recurrent employees based at the Gene Pumping Plant from on-call/as-needed to permanent, regular part-time employees.

## **Fiscal Impact**

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Approval of this pilot program on a permanent basis will enhance management's ability to forecast program costs and resource requirements. It will also result in wage stabilization for the employees through standardized scheduled hours. Staff will seek board approval to increase the number of permanent positions by up to 17 (8.5 Full-Time Equivalent positions) with a corresponding reduction in recurrent positions. The annual budgeted cost of converting the recurrent positions to permanent part-time status is approximately \$296,000 in Fiscal Year 2024/25, which will be managed through existing appropriations in the current budget cycle. The cost of the new program will be fully incorporated into the next biennium budget.

## **Applicable Policy**

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Administrative Code 6200

American Federation of State, County, and Municipal Employees (MOU) and Side Letter on Recurrent Pilot Program

## **Related Board Action(s)/Future Action(s)**

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At a future meeting, staff will seek board approval to increase the number of permanent positions by up to 17 (8.5 Full-Time Equivalent positions) with a corresponding reduction in recurrent positions.

## Details and Background

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### Background

In the winter of 2022, the Office of the General Manager collaborated with Human Resources, Diversity Equity and Inclusion, Water Supply Operations, Equal Employment Opportunity, and AFSCME Local 1902 to identify potential solutions to the stability of work hours and scheduling for the recurrents.

On June 7, 2023, a memorandum of understanding (MOU) side letter was entered into between Metropolitan and AFSCME Local 1902 to initiate a pilot program to assess potential program reforms. The voluntary pilot program was the result of multiple employee town hall meetings with O&M Assistants, individual and group interviews throughout the Water System Operations chain of command, including the Assistant General Manager, and input from union representatives. In all, over forty employees and managers provided input in developing the pilot program. Under the pilot program, voluntary participants (Category E employees) were guaranteed at least two (2) working days per week, with shifts being 10 hours in duration (20 hours per work week) with called-out worksite assignments.

The pilot program has been in operation for eighteen months and allowed management to more accurately forecast and address future business needs based on new data collection methods (utilization of new scheduling application using MS Shifts) and to test variable scenarios to meet changing business needs. As a result of multiple benefits identified in the pilot (outlined below), staff will be creating a report to recommend conversion from the pilot program to a regular part-time team structure. The program has demonstrated significant success, with employee complaints related to the administration of the program being reduced by over ninety percent. At the same time, the program has earned broad-based support among management.

### Key Findings

#### Scheduling and Work Hours:

Newly established work schedules of twenty hours per week guarantee hours for employees, allow managers greater ability to address and optimize tasks, increase ability to forecast potential labor shortages, and to cross-train employees. This new scheduling format also addressed employee concerns for scheduling school, second jobs, childcare, and home life.

#### Worksite Assignments:

The new scheduling of the pilot program provided management the opportunity to reconstitute more of the duties listed in the classification, providing for much-needed additional resources to support Desert Operations at the pump plants, warehouse, aqueduct maintenance and shutdowns. These additional duties also provide more opportunities for cross-training and career development for the recurrent employees.

#### Positive Feedback:


Complaints were reduced by ninety percent, including concerns regarding recurrent employees working outside of their job classification and fairness. Managers now have a centralized scheduling system to review and approve work assignments.

#### Service Demand:

The pilot program addressed unmet service requests from plant managers by reestablishing a complete list of work duties in concurrence with standing job descriptions, previously scaled back during the COVID-19 pandemic. New data collection allowed managers to spot demand trends and emerging business needs with enough time to adjust resources.

Recommendation:

Staff is developing a recommendation to convert recurrent O&M Assistant positions based at Gene Pumping Plant from recurrent status to regular part-time status. This recommendation will also include two regular part-time Chief Cook positions. Salary grades, base salary, and management would remain at current levels. A complete analysis will be presented to the Board for consideration at a future meeting.

  
\_\_\_\_\_  
JR Rhoads  
Conveyance and Distribution Group  
Manager

5/7/2025  
Date

  
\_\_\_\_\_  
Deven Upadhyay  
General Manager

5/7/2025  
Date

Ref# hr12707345

# Organization, Personnel & Effectiveness Committee



Recurrent, Category E employment  
work schedule pilot program status  
update and next steps

Item #9-3

May 13, 2025

# Item 9-3

## Recurrent pilot program status update

### Subject

Recurrent, Category E Employment Work Schedule Pilot Program  
Status Update and Next Steps

### Purpose

Provides information relevant to the Board for future approval to  
convert recurrent staff from Category E to regular part-time positions

### Next Steps

Presentation by staff on organizational and administrative code  
updates needed to enable conversion of program participants from  
Category E to regular part-time positions

# Challenges

## Prior Approach

- Staff concerns
  - Work schedules under 20 hours jeopardized benefits
  - Program was inconsistent with AFSCME Local 1902 MOU
- Business needs
  - Inconsistent work schedules often made it challenging to complete time-sensitive work in kitchens and lodges
  - Job duties and certifications required were unclear due to supporting job duties for two distinctly different work areas

# Program Development

## Recurrent Pilot Program

- Management partnered with AFSCME Local 1902 to develop a pilot program to address staff concerns and business needs
- The voluntary pilot program began in June of 2023.
- Split the Guest Services Team into two teams
  - Guest Services Team and Facility Support Team
  - Operations and Maintenance Assistants were moved to the Facility Support Team
  - Two new district temp Chief Cooks support kitchen duties on Guest Services Team
  - Each team functioned independently with less competing priorities

### SIDELETTER OF AGREEMENT

#### RE: RECURRENT CATEGORY WORK SCHEDULE PILOT

Between the AFSCME Local 1902 and Metropolitan Water District of Southern California

This sideletter memorializes the parties mutual agreement to create a work schedule pilot program with guaranteed minimum work days/hours for employees within Category E employment ("recurrent") as defined in §4.11.1.E. of the AFSCME Local 1902 ("AFSCME") memorandum of understanding ("MOU") with the Metropolitan Water District of Southern California ("District"). The terms of agreement reached between the parties will not change any currently negotiated provisions of the MOU, Operating Policy, Recurrent Holiday Leave agreement, including benefits, retirement, and other terms and conditions of employment except where noted in the agreement below.

The purpose of the program is to meet the business needs of the District while also providing a transparent, objective, and fair scheduling process for the Category E employees. The information collected will assist in determining if a permanent program can be created to address the needs of employees and the District moving forward.

Further, as participants in the pilot program, all participants shall receive priority for available work, ahead of employees not in the pilot program.

# Recurrent Pilot Program

Program Design  
Limited term pilot  
to provide feedback  
on best path  
forward



- Work schedule
  - Guaranteed two, 10-hour days per week with a consistent schedule of workdays
  - Optional third day per week
- Work assignments
  - Time-sensitive work remained with Guest Services Team
  - Flexible work provided by the new Facility Support Team
    - Wider range of job duties available while remaining within job classification



**Key Findings**  
*Positive feedback  
from staff and  
management*

**Predictable  
Schedule**

Employee complaints related to  
schedule and staffing decreased by  
over 90%

**Consistent Staffing**

Provides greater ability to complete  
time-sensitive work tasks

**Clear Job Duties**

Separation of job duties between two  
teams provides recurrents with more  
potential job duties

**Win-Win**

Better supports operations and  
provides opportunity for cross-training  
and career development

# Future Board Actions

- Staff will return to recommend conversion of recurrent staff to regular part-time for the Board's review & approval.
- The annual budgeted cost of converting the recurrent positions to permanent part-time status is approximately \$296,000 in Fiscal Year 2024/25, which would be managed through existing appropriations in the current budget cycle.
- The cost of the new program would be fully incorporated into the next biennium budget.





Organization, Personnel & Effectiveness

# Human Resources Overview

Committee Meeting

Item 6a

May 12, 2025

Item 6a  
HR Overview

Subject

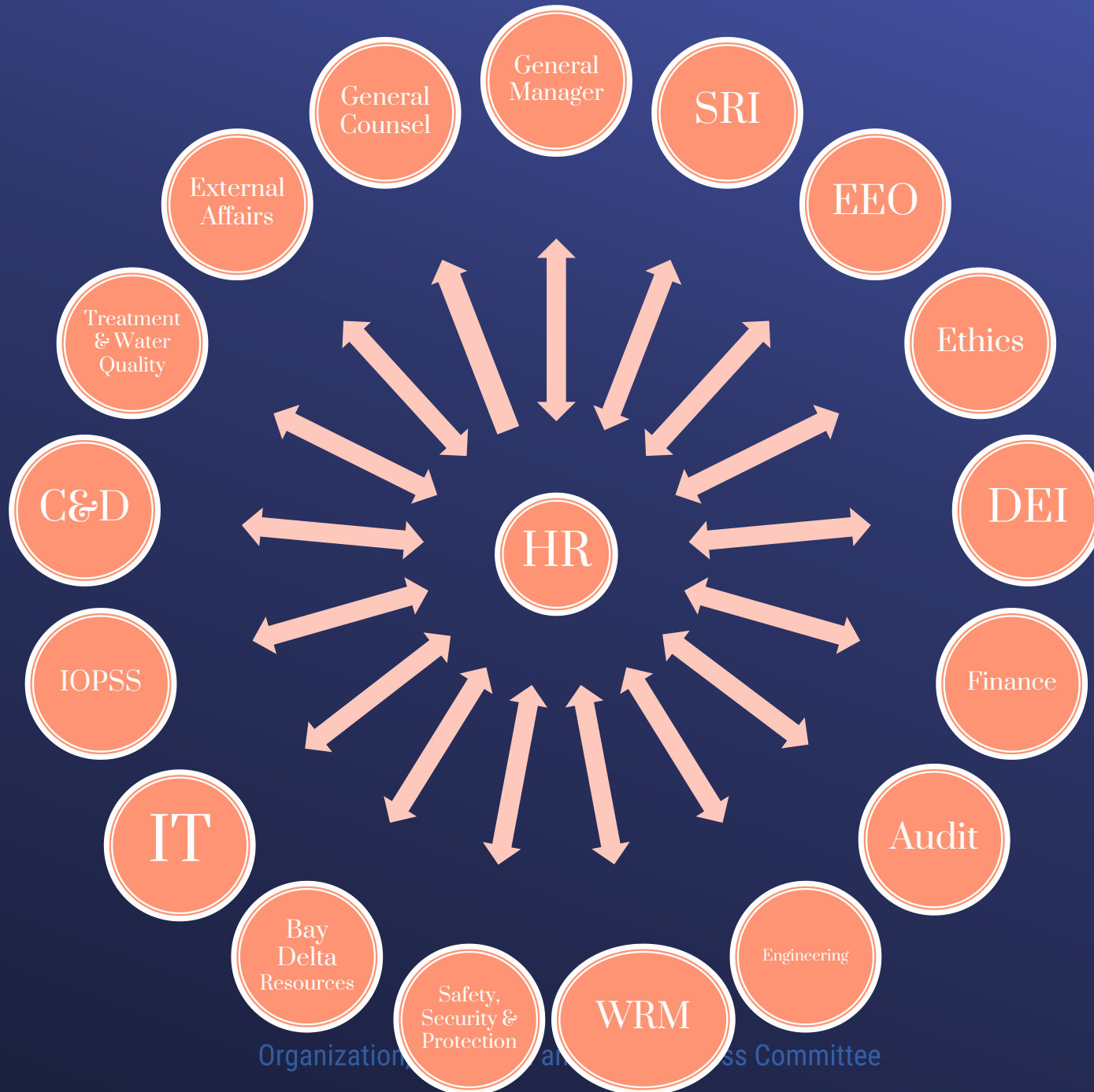
High-Level Overview of HR Operations

Purpose

Informational

# What Guides HR's Work?

- Federal Laws: ADA, FEHA, FMLA, FLSA, DOT
- State Law:
  - MMBA (Meyers-Milias-Brown Act) establishes the collective bargaining framework for local government agencies in California
  - PERB (Public Employees Relations Board): Administers and enforces the MMBA and other public sector labor laws
  - PERL (Public Employees' Retirement Law) governs administration of employee retirement and health benefits through CalPERS
- MWD:
  - Admin Code
  - Bargaining Unit MOU's
  - Policies and Procedures
- Best Practices



# Human Resources Group (47)





# Filling a Vacancy: Roles in Recruitment



# Recruitment & Selection

- Recruitment: 185+ per year (full-time)
  - 100+ separations per year
  - Each vacancy results in 1.8 recruitments.
  - Additional work: 107 placements per year (District & Agency Temp)

# Class & Compensation

- All classifications have formal job descriptions.
- Revisions to classifications or duties are typically subject to meet-and-confer obligations with the appropriate bargaining unit.
- Ongoing classification and compensation studies are underway with AFSCME, ACE, and SA.
- Compensation is reviewed periodically using benchmark data, as outlined in the Administrative Code.
- Employees may request Job Audits if they believe they are working outside their assigned classification.

# Organizational Learning & Development

- New Employee Orientation: (100+ employees onboarded annually)
- Annual Workplace Assessment
- Ongoing training and support for employees
  - Leadership development
  - Skill building: (500+ employees monthly)
  - Tuition reimbursement: 100+ participants annually
  - Coaching
  - Mentorship
  - Employee recognition: new system in process & luncheon
  - Address one-off training needs: 17 off-site days in 6 months

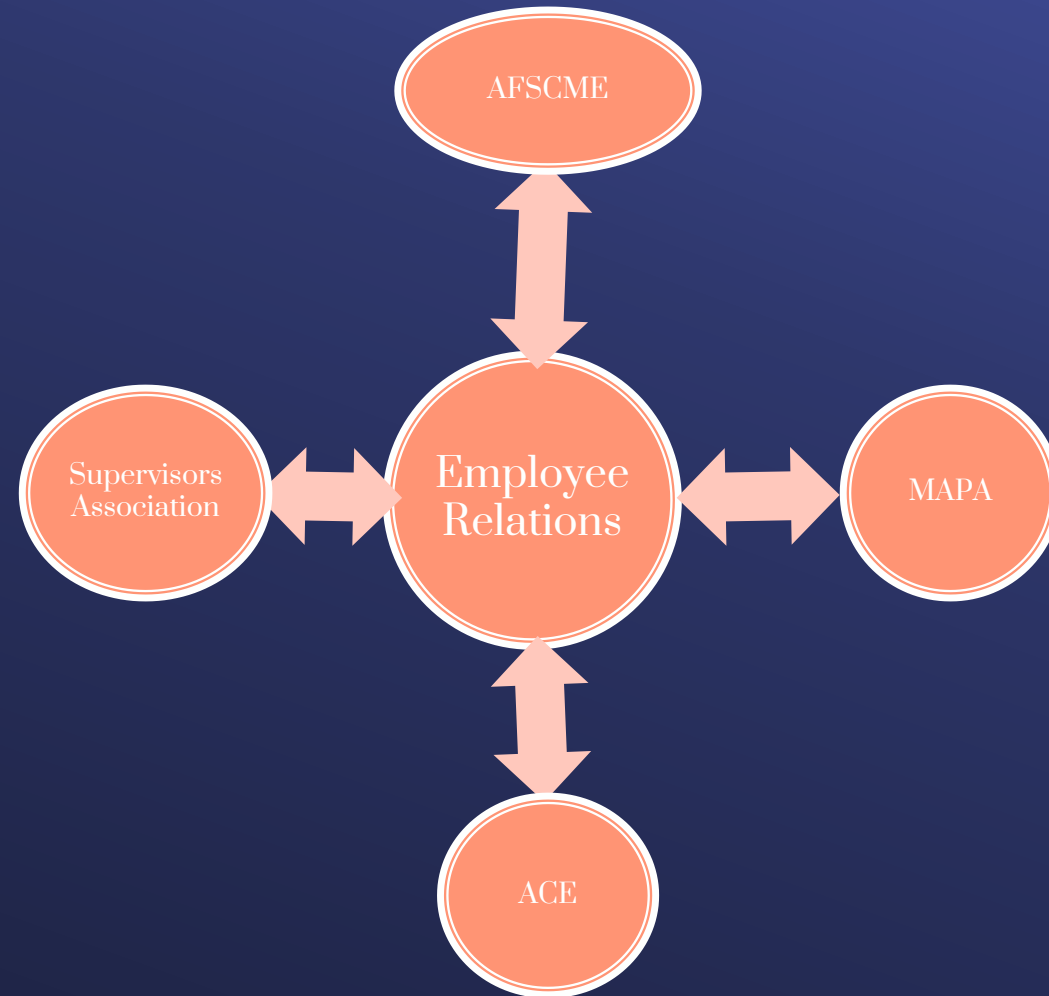
# Benefits

- Employee Health & Voluntary Benefits
- Disability and Life Claims
- Deferred Compensation
- Financial Education
- Protected Leaves
- Negotiated Leaves
- Lactation Program
- Retirement Consulting

# Workers' Comp. / Medical / Accommodations

- New Hire Medical Exams
- Medical Screening and Ongoing Testing
- DOT (CDL, etc.)
- Workers' Compensation Administration
- ADA / FEHA Accommodations Process

# Bargaining Units



# Employee Relations

- Workplace Guidance & Support
- Disciplinary Process Coordination
- Labor Relations Strategy & Compliance
  - MOU's
- Relationship Management
- Requests for Information (RFI's)
- Crisis Assistance



Questions?



# Organization, Personnel & Effectiveness Committee



## Quarterly Update on 2024 Workplace Assessment

Item 6b

May 12, 2025



May 12, 2025

# Quarterly Update on 2024 Workplace Assessment

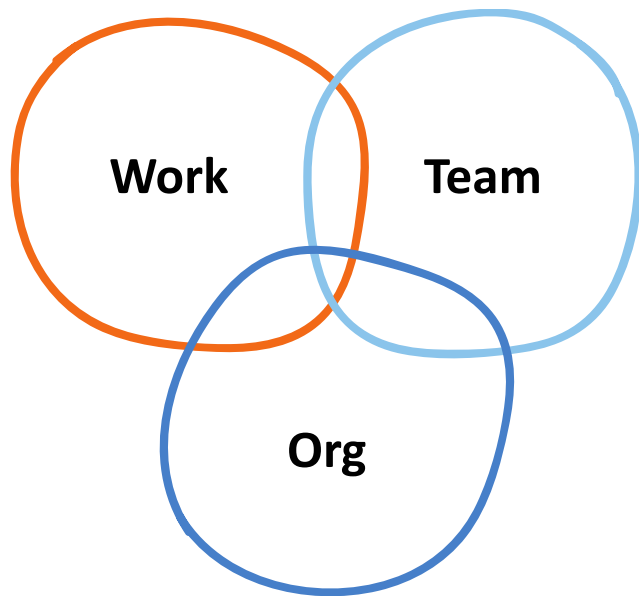
Prepared by



Organization, Personnel and Effectiveness

# Understanding Employee Engagement:

This annual survey coupled with action planning throughout the year can help us stay on top of the most critical employee feedback around their engagement.



Employee engagement is the strength of mental and emotional connection employees feel toward the work they do, their teams, and the overall organization.

## Highly Engaged workplaces have:

- Lower absenteeism
- More productivity
- Lower turnover
- Higher customer satisfaction
- Greater employee satisfaction

## Highly Engaged employees:

- Go out of their way to overachieve and help others
- Are proud to work for you
- Actively promote your organization
- Are committed to your overall goals
- Stay working for you in good and challenging times
- Feel inspired by their work

# Group Level Deep Dive Conversations (*In Progress*)

- **MWD partnered with Quantum Workplace to provide Groups with strategic level conversations focused on their 2024 Engagement results and future Engagement survey results:**
  - Presentations will be created for Groups providing insight into current Engagement results, key opportunities, and strategic recommendations
  - Each Group will have the opportunity to meet with a Quantum Workplace Senior Insights Analyst (Aaron Brown) to talk through their specific results and opportunities
  - Similar presentations will be provided after the 2025 Engagement survey
  
- **What will be covered during each presentation?**
  - Comparison of group results to MWD overall (overall favorability, response rate, question level comparisons)
  - High Impact opportunities per group (which questions correlate most strongly to overall Engagement?)
  - Reinforce MWD's overall strategic recommendations plus provide each group with at least 1-2 unique opportunities specific to their feedback

# Group Level: Tips for Taking Action

## Top-down efforts should be coupled with local-level efforts

- Leaders should focus on organization-wide opportunities or systemic barriers that cannot be adequately solved by locations
- Locations should focus on 1-2 High Impact Items in their control that team members are excited to work on.

## Set clear expectations for next steps and hold leaders accountable for taking action

- Ensure that everyone inside of the organization understands what's expected and what role they play.

## Remember everyone plays a role in engagement

- While roles might look different between executives, managers, individual contributors, and HR – everyone plays a part.

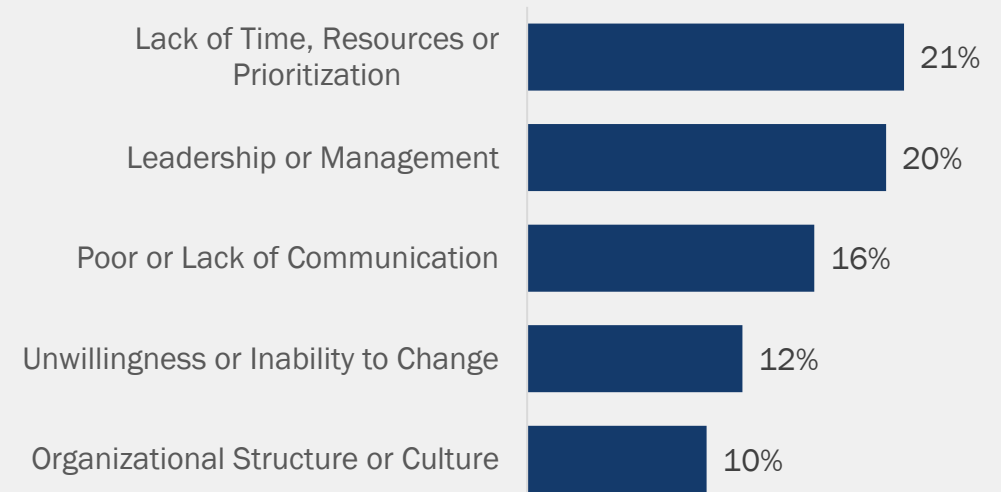
## Communicate about engagement throughout the year

- Communicate when changes, decisions, or progress are a result of feedback collected in the survey.



## Research Findings

### Top barriers to taking effective post-survey action:



Identifying barriers to effective action ensures focusing on overcoming challenges and optimizing the effectiveness of your employee listening strategy.

# 2025 Employee Engagement Survey (*Planning Stages*)

## Previous 2024 Employee Engagement Survey Timeline

### 2024 MWD Employee Engagement Survey

Confidential Survey | 49 Questions

[Save as Question Template](#)

[Preview](#)

### About This Survey

On behalf of Metropolitan Water District of Southern California we are pleased to invite you to take the Metropolitan Water District of Southern California Engagement Survey. This confidential survey is your opportunity to help shape the future of Metropolitan Water District of Southern California by sharing your own experience in the organization.

By participating in this survey, you are helping your organization build upon strengths and identify opportunities for improvement. Your honest feedback is critical and appreciated.

### Survey Timeline

Invitation	Aug 27, 2024 1:00 PM
Reminder	Aug 29, 2024 8:30 AM
Reminder	Sep 3, 2024 8:30 AM
Reminder	Sep 5, 2024 8:30 AM
Survey Close	Sep 18, 2024 11:45 PM



# 2025 Employee Engagement Survey (*Planning Stages*)

## > **Key Survey Milestones:**

- **Official implementation kick-off call between MWD and Quantum Workplace (~6-8 weeks prior to launch)**
- **Finalize key decisions (~2 weeks prior to launch)**
  - Survey Invite and Reminder Text
  - Employee Roster (who will be invited, decision on preloaded demographics, etc.)
  - Survey Content Edits (previous survey consisted of 40 scaled questions, 1 single-choice Burnout question, and 8 open-ended comment questions)
    - Potential edit already discussed: provide a definition for “executive leaders”
- **Announce and Promote Survey Internally (~2-3 weeks leading up to launch and throughout the open period)**
- **Official Invite and Reminder Messages from Quantum Workplace (Day of launch and throughout open period)**

## > **Key Survey Deliverables:**

- **2025 Employee Engagement Executive Presentation**
- **2025 Group Level Presentations / Consultation**

# Update: Solutions Focused Initiatives

- **Employee Inspection Trips:** Trips began in April and help employees connect with other employees and better understand the complexity of MWD operations.
- **Desert Employee Appreciation:** April 9, 2025 at Iron Mountain
- **New Hire Training:** Hiring Manager Guide developed to support managers onboarding newly hired or promoted employees from the time they are hired through the end of probation. Immediately developing employee goals drives the initial training plan, reducing the focus of on-the-job training, increases focus on structured proactive training and helps address a core area of focus for employees.
- **Recruitment Timelines:** Process improvements have been identified and are in the process of being deployed Districtwide that will decrease time to fill and assist with tracking future opportunities for improvement. Clearer timelines are projected to also decrease the need for temporary staff.
- **Performance Evaluation Form:** The evaluation template was digitized with integrated workflow and reporting, streamlining the administration of the annual evaluation process and ensures timely feedback.

# Launch of “Process Matters” Initiative (*April 2025*)

- **What is Process Matters?** A 90-day initiative led by SRI and directed by the General Manager where staff can contribute their ideas on how we can improve our processes and deliver better service within our organization, for our member agencies and our ratepayers.
- **Who can contribute?** Individuals or teams submitted ideas for consideration.
- **How will it benefit MWD?** With employee first-hand experience, they are in a unique position to identify areas where we can streamline operations, reduce delays, and create a smoother and more efficient work environment for everyone.

A large rectangular box with a diagonal orange and white striped pattern. The word "Questions?" is centered within this box in a bold, dark brown font.

**Questions?**





## Group

- **Human Resources Activities Report**

### Summary

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This report provides a summary of the Human Resources Group activities for April 2025.

### Purpose

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Informational

### Detailed Report

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## HR Priorities

### **Partner with Metropolitan leadership to support learning, development, and adaptive workforce planning initiatives.**

The Organizational Development & Training worked with External Affairs to re-launch Employee Inspection Trips. The first of five two-day trips left from Weymouth (following a plant and Water Quality Lab tour), then stopped at Diamond Valley Lake, Gene Camp, Intake, and Cooper Basin.

Four hundred eighty-seven (487) employees attended virtual and in-person trainings on topics ranging from Trust Foundations, Implementing Mindfulness, Negotiation Skills, Advanced Outlook, Excel Pivot Tables, Communication Strategies, and Drug & Alcohol Awareness. LinkedIn Learning, MWD’s e-learning platform, was accessed for topics like Increasing Career Visibility, Improving Your Listening Skills, Leadership Mindset, Project Management Foundations, Winning Support, and Building Stronger Work Relationships.

The Recruitment Unit filled 15 positions in the month of April. There are an additional 45 recruitments in the final stages of the recruitment process. Twenty-seven (27) new staffing requisitions were received, resulting in 179 positions being recruited for. Staff continues to work with All-Star Talent in an outreach campaign targeted towards hard-to-fill positions in the Desert, Environmental Planning, and Information Technology. This effort is aimed at making qualified candidates aware of the exciting opportunities available at Metropolitan. In addition, staff continues to make site visits which have included Jensen, Diamond Valley Lake, Lake Mathews, La Verne, and Carson Reuse Facility.

## HR Core Business: Provide Excellent Human Resources Services

### **Objective #1: Administer all HR services with efficiency and a focus on customer service excellence, consistency, and flexibility.**

The Business Support Team planned, organized, and coordinated a “Building Resiliency” wellness webinar. The live webcast was held April 30, 2025, and hosted by Kaiser Permanente. The webinar provided employees with the opportunity to identify how stress affects both the body and mind. Employees were invited to explore what resiliency means and create a realistic action plan to respond more healthily to everyday challenges.

Date of Report: [Type Date Here]

Board Report Human Resources Activities Report

HR Metrics	June 2024	April 2025	Prior Month March 2025
<b>Headcount</b>			
<b>Regular Employees</b>	1,810	1,806	1,803
<b>Temporary Employees</b>	52	42	39
<b>Interns</b>	2	1	1
<b>Recurrents</b>	17	14	14
<b>Annuitants</b>	23	18	18

Board Report Human Resources Activities Report

	April 2025	March 2025
<b>Number of Recruitments in Progress</b> (includes temps and Intern positions)	179	167
<b>Number of New Staffing Requisitions</b>	27	17
	April 2025	March 2025
<b>Number of Job Audit Requests in Progress</b>	15	15
<b>Number of Completed/Closed Job Audits</b>	2	6
<b>Number of New Job Audit Requests</b>	2	1

Transactions Current Month and Fiscal YTD (includes current month)			
External Hires	FY 23/24 Totals	April 2025	FISCAL YTD
Regular Employees	105	6	77
Temporary Employees	61	9	38
Interns	3	0	3
<b>Internal Promotions</b>	<b>80</b>	<b>2</b>	<b>65</b>
<b>Management Requested Promotions</b>	<b>172</b>	<b>12</b>	<b>120</b>
<b>Retirements/Separations (regular employees)</b>	<b>71</b>	<b>3</b>	<b>83</b>
<b>Employee-Requested Transfers</b>	<b>14</b>	<b>3</b>	<b>14</b>

**Departures**

Last	First Name	Classification	Eff Date	Reason	Group
Drooks	Philip	Pr Engineering Technician	2/22/2025	Retirement	Engineering Services Group
Lalla	Lori	Executive Office Manager	3/8/2025	Retirement	Office of The General Manager
Hill	Jeffrey	O&M Tech IV	3/14/2025	Retirement	Conveyance & Distribution Group





## Office of Safety, Security, and Protection (OSSP)

### • OSSP Monthly Activities for April 2025

#### Summary

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This monthly report provides a summary of OSSP activities for April 2025 in the following key areas:

- Security and Emergency Management
  - Security and Emergency Response
  - Emergency Management Program Update
- Safety, Regulatory, and Training (SRT)
  - Health and Safety Programs
  - Environmental Programs
  - Apprenticeship Programs
  - Safety and Technical Training Programs

#### Purpose

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Informational

#### Attachments

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**Attachment 1: Detailed Report – OSSP Monthly Activities for April 2025**

## Key Activities Report for April 2025

### Project Highlights

#### Security and Emergency Management

#### Security and Emergency Response

Metropolitan Security Management began the first-ever robotic security guard perimeter patrols at the Jensen Water Treatment Plant as part of an ongoing effort to examine state-of-the-art methods to enhance security at Metropolitan's facilities. The pilot project involves the Boston Dynamics robot which is operated by Asylon, through Securitas contract guard services, as an innovative patrolling asset that provides superior mobility, autonomy, and advanced sensors capabilities while potentially lowering costs. Some advantages include:

- **Enhanced Mobility and Versatility:** The robotic security guard moves easily across uneven terrain, including stairs, grass, gravel, and even obstacles. Its four-legged design provides stability and allows it to maintain balance, even when moving at 3 mph across challenging landscapes.
- **24/7 Surveillance:** The robot can operate continuously without fatigue, ensuring that security is maintained around the clock. It patrols large areas of the plant and recharges automatically.
- **Semi-Autonomous Movement:** With integrated sensors and AI, the robot can navigate predetermined routes, avoiding obstacles, and adjusts its path as necessary with little human intervention.
- **Real-Time Data Transmission:** The quadruped security robot can stream live video and data back to Metropolitan Security, allowing for real-time monitoring.
- **Advanced Sensors:** The robot is equipped with thermal cameras, night vision, and other sensors that enable it to detect threats in various conditions, day or night.
- **Object and Intruder Detection:** Equipped with AI and computer vision, the robotic guard can identify unusual activities, such as intruders, unauthorized vehicles, or equipment tampering.
- **Remote Operation:** The robot is remotely controlled by human operators, allowing it to respond quickly to emerging threats or situations that require a physical presence.
- **Patrolling Hazardous Areas:** The robot can navigate fire-prone zones and could eventually be set up to even detect hazardous chemicals or respond to environmental hazards.
- **Reduced Labor Costs:** While the initial investment in a robotic security guard can be high, over time, it may reduce the need for human security personnel and lower labor-related expenses.
- **Reduced Carbon Footprint:** The deployment of robotic security patrols can significantly reduce the frequency and duration of internal combustion engine patrols. This shift not only lowers our carbon emissions but also supports Metropolitan's sustainability goals and reinforces our role as an active contributor to climate change initiatives.
- **Deterrence Effect:** The visible presence of the robotic security guard has been proven as a deterrent for potential intruders or criminals in other local third-party case studies evaluated by MWD Security.
- **Smart Security Integration:** The robot will eventually fully integrate with facility cameras, sensors, alarms, and access control systems. This will create a more cohesive, automated security system that can react to events and provide comprehensive monitoring.
- **Public Perception and Modernization:** The use of advanced technology like robotic security guards can enhance the perception of Metropolitan as an organization that embraces innovation and forward-thinking.

# Office of Safety, Security & Protection



*First-ever robotic security guard actively patrols the Jensen Water Treatment Plant.*

## **Domestic Security Alliance Council**

Metropolitan’s Security and Emergency Management Unit (SEMU) continues to strengthen strategic partnerships with local, state, and federal agencies to support and advance Metropolitan’s security priorities.

On March 25, SEMU managers—leveraging their longstanding relationships with the Federal Bureau of Investigation—were invited to brief the Domestic Security Alliance Council (DSAC). The DSAC includes security and emergency management leaders from Fortune 1000 companies across the greater Los Angeles area.

During the session, SEMU presented an overview of Metropolitan’s critical infrastructure, discussed key security needs, and highlighted the importance of collaboration during emergencies.

This initiative is part of a broader effort to position Metropolitan as a leading critical infrastructure entity in Southern California and to elevate its profile within regional and national security networks.

# Office of Safety, Security & Protection

## Emergency Management Program Update

Staff focused on the following activities:

- Trained field staff on the use of the Incident Command System to manage local emergencies.
- Held seminars in March and April for Incident Command Posts at Skinner, Headquarters, Jensen, and the Desert Region.
- Reached out to member agencies during the monthly Member Agency Response System radio test.
- Coordinated with other utilities by hosting the California Utilities Emergency Association Quarterly Board of Directors Meeting at the Union Station Headquarters building.
- Helped facilitate a tour of the Eaton Fire burn scar for guests from outside water agencies participating in a workshop presented by the Sustainability, Resiliency, and Innovation Office.



*Gene Camp aerial picture. EM staff facilitated training for Desert ICP personnel in April 2025.*

# Office of Safety, Security & Protection

## Project Highlights

### Safety, Regulatory, and Training

#### SRT Health and Safety Programs

Staff facilitated an X-ray safety inspection at Union Station Headquarters with the California Department of Public Health. The inspection report was received with no violations. The Safety team performed lead exposure assessments at three facilities (Lake Mathews, La Verne, and Gene); completed the annual ventilation evaluations for Weymouth and Etiwanda; and supported the Napolitano Innovation Center on job walks for various projects with LA County Sanitation District.

#### SRT Environmental Programs

A large quantity of reports were submitted during this month. These included:

- Hazardous Materials Business Plan updates in the California Environmental Reporting System for 19 Metropolitan facilities
- Fuel Dispensing Reports for South Coast Air Quality Management District (SCAQMD) and Mojave Desert Air Quality Management District (MDAQMD)
- MDAQMD Comprehensive Emissions Inventory Report and San Diego Air Pollution Control District Emissions Inventory Report
- Wastewater Discharge Compliance reports for Mills and Diemer, and Annual Report for Drinking Water Discharges
- SCAQMD Health Risk Analysis for Relocation of Diemer Plant's Emergency Generator

In addition, the team completed underground storage tank testing and inspections for Diemer, Valley View Power Plant, Mills, Eagle Rock, Etiwanda, Gene, Iron Mountain, and Skinner and supported dewatering for five shutdowns.

Lastly, they coordinated with the MSU Fabrication Shop to demonstrate to the South Coast Air Quality Management District that the use of fume extractors with portable plasma arc cutting equipment would not provide benefits, and they coordinated the Certified Unified Program Agency Conference tour at Diemer.



*Fume Extractor Demonstration*

#### SRT Apprenticeship Programs

# Office of Safety, Security & Protection

SRT Apprenticeship Programs prepare apprentices to become certified mechanics and electricians responsible for maintaining Metropolitan's water treatment and distribution systems. Recruitment efforts to hire apprentices for the Desert Region continued this month. Nearly 200 applicants self-scheduled and tested at online testing centers located throughout California, Arizona, and Nevada. Top-scoring candidates moved on to interviews and will be invited to physical abilities testing in May. Final hiring is expected for late Summer.

## **SRT Safety and Technical Training Programs**

The Safety and Technical Training team began delivering the updated Lead Awareness and Worker-level training classes to include the new lead regulation updates. In addition to these training sessions, a series of toolboxes will be delivered to update the lead workers and their managers on the lead regulation changes, such as threshold limits, trigger tasks and exposures, hygiene practices, and medical testing frequency meetings.