

**Steering Team
Madison Water Utility
Report to the Water Board
Tuesday, November 24, 2009**

STEERING TEAM MEMBERS: Robin Piper, Janet Czerwonka, Glenn Puntney, J J Larson, Don Smith, Dan Rodefeld, Joel Hughes, Klare Leskinen, Adam Wiederhoeft; Tom Heikkinen, General Manager, Karl van Lith, Advisor.

PRESENTERS: Joel Hughes

ACCOMPLISHMENTS:

Two new Steering Team members were welcomed: J.J. Larson, Equipment Operator 1, Operations Center and Klare Leskinen, Administrative Clerk 1, meter shop. An orientation explaining the meeting ground rules was held.

Joel Hughes and Glenn Puntney were the co-chairs for the September 17 potluck, a pig roast, which was held at the Op Center. After discussion, it was decided the Steering Team should continue sponsoring the potlucks and a calendar for 2010 was established. The next potluck is December 10 at Olin Avenue. Aileen Seymour and Autumn Bradley O-Rell will co-chair.

After discussion, the Steering Team decided to change the format of the monthly all employee meetings. Beginning with the September meeting, the employee meetings will start with peer recognition and an open discussion period. The time for the reports given by department managers was shortened. The consensus is that everyone seemed to like the new meeting format. Comments included that employees felt they were able to voice their concerns; they were more comfortable and able to speak out; some missed the departmental reports

New Employee Orientation Design Team -- A checklist has been developed, listing the information a new employee to the Utility would require within their first days on the job. Managers will be responsible for completion of the checklist with all new employees; the checklist form will be available in WU Common. The signed, completed document will be placed in the employee's personnel file.

4-10 Hour Days – The thirteen employees who participated in the 4-10 Hour Day pilot program and the seven supervisors involved were surveyed. At both September employee meetings, the same survey was handed out for other interested employees to complete. The Steering Team tabulated and studied the results. A recommendation to management was presented at the November 19 group management meeting.

Water Utility Intranet website - Web design has been completed. Gail Gawenda, PIO, is working on populating the web pages, which should be completed soon. The site is password protected and only available to Utility employees.

Meter Madness was held on Thursday September 24th, at the Kalahari Resort in Wisconsin Dells, Wisconsin, during the WWA Annual Conference and Exposition. Congratulations to Kara Jefferis who took third place and brought back a huge trophy!

The Steering Team met with the Management Group on November 19. The results of the Employee Survey, the IC plan, and the 4-10 survey were presented.