



# Phoenix Water

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Water Utility Resilience Forum

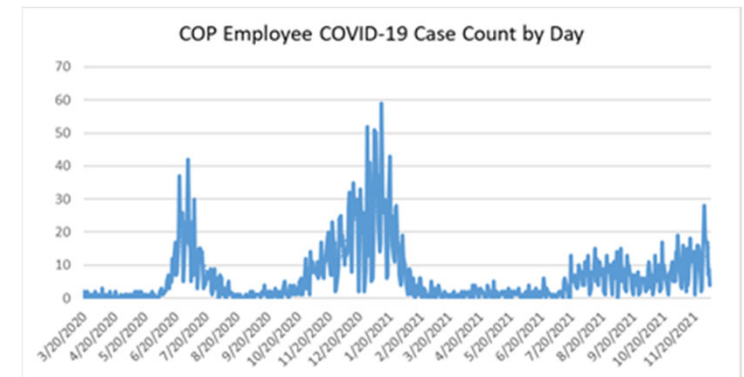
Miami, FL

December 15, 2021



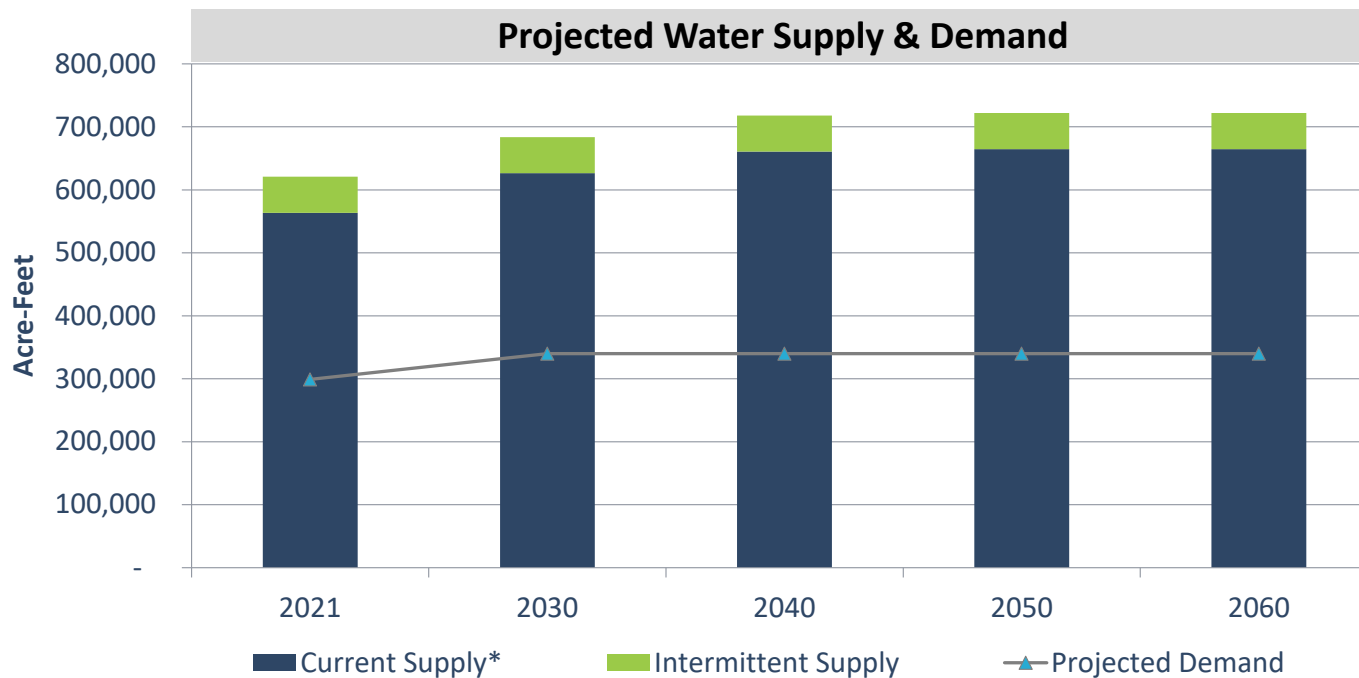
# Phoenix Water Overview

- ~440,000 accounts serving
  - Water: 1.7M people
  - Wastewater: 2.5M people
- City of Phoenix: 15,000 employees, represented workforce
  - 8 Labor units
  - 7493 fully vaccinated
- Phoenix Water: 1500 employees
  - 3 Labor units





# Water Resource Resilience



- Strong water planning results in excess supply, which is needed with drought conditions persisting in CA
- Demand declining because of conservation practices and increased efficiencies

# R2W Approach



- **Phase 1 – Began March 29, 2021**
  - *Optional*
  - *25% Capacity*
  - *85% of employees eligible for vaccine*
- **Phase 2 – Began June 7, 2021**
  - *Department Directed*
  - *50% Capacity*
  - *100% of employees eligible for vaccine*

**[Phase 2 Extended]**

**[Hiring Incentives Initiated – December 2021]**

- **NEW Phase 2B – January 18, 2022?**
  - *Department Directed*
  - *50-80% Capacity*
  - *Ongoing teleworking program implemented*
  - *'Premium Pay' Bonuses up to \$2,000 for vaccination and workplace schedule*
- **Phase 3 – ??**
  - *Ongoing Strategy*
    - *Up to 100% capacity where needed*
  - *Monitor and adjust ongoing telework schedules*



# re·sil·ience

/rēˈzilyəns/

noun

1. the capacity to recover quickly from difficulties; toughness.  
"the often remarkable resilience of so many British institutions"
2. the ability of a substance or object to spring back into shape; elasticity.  
"nylon is excellent in wearability and resilience"

**PHX**  
WATER  
SMART

## Best workforce changes to come out of the pandemic:

- Core Mission focus
- Temporary workforce stability
- Development of in-house ADEQ testing for Operators
- Greater management acceptance of teleworking
- Extraordinary employee performance
- More Labor engagement
- Hiring and referral incentives
- Update of EUM-based Business Plan
  - Employee Leadership and Development (Phoenix: Ensure Ample Talent)

## Ongoing workforce issues:

- Constant change
- Very real concerns for employee wellbeing – physical and mental
  - Anxiety
  - Burnout
- Loss of Collaboration
- Social awkwardness
- More Labor engagement
- Employee divide
- Current high internal churn and hiring inequities
- Inability to fill positions even after multiple recruitments

**City of Phoenix**