

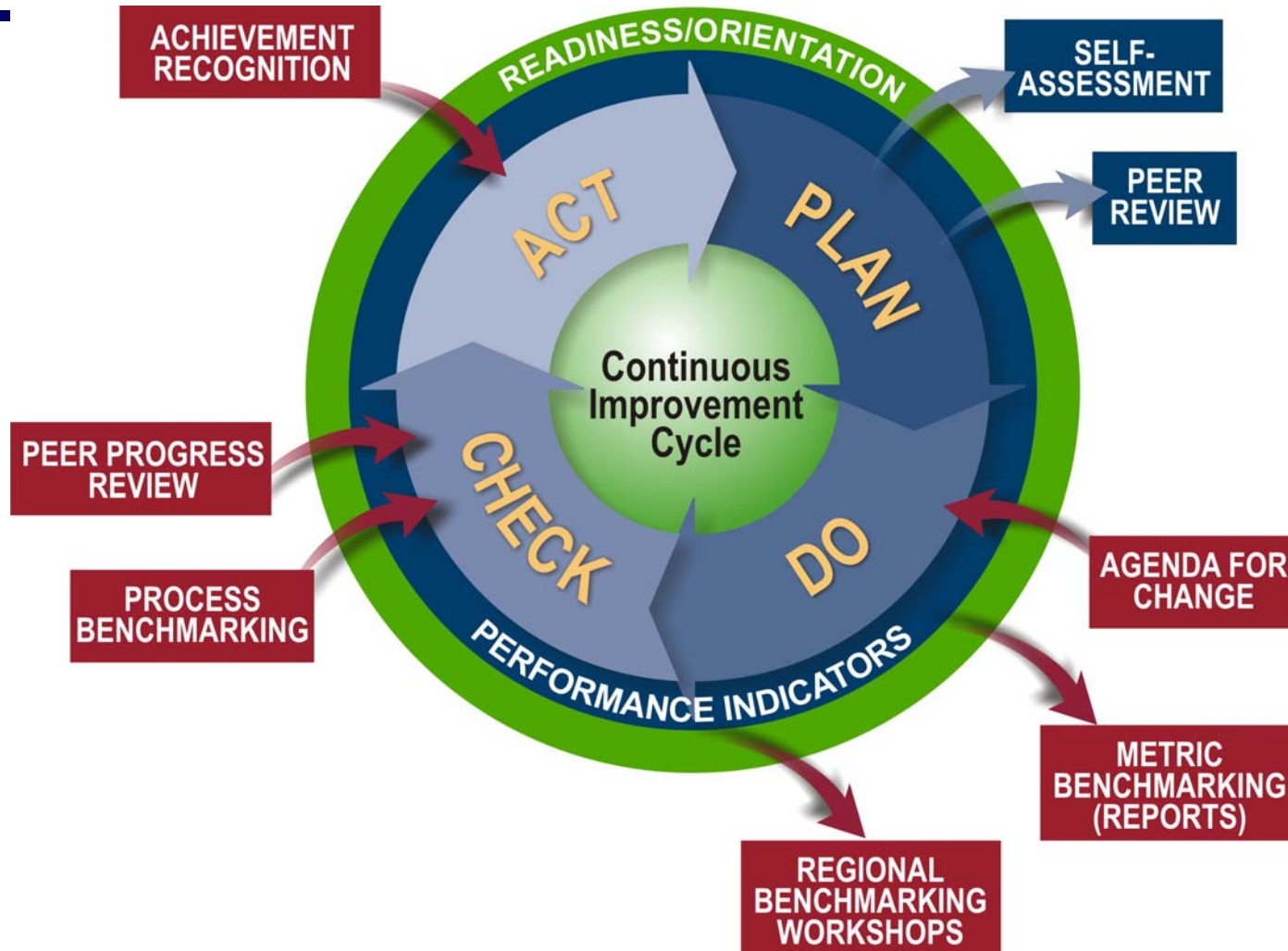


QUALSERVE

Charlotte County Utilities Water

**QualServe Peer Review Presentation of Findings to the
Charlotte County Board of Commissioners
May 25, 2010**

QualServe

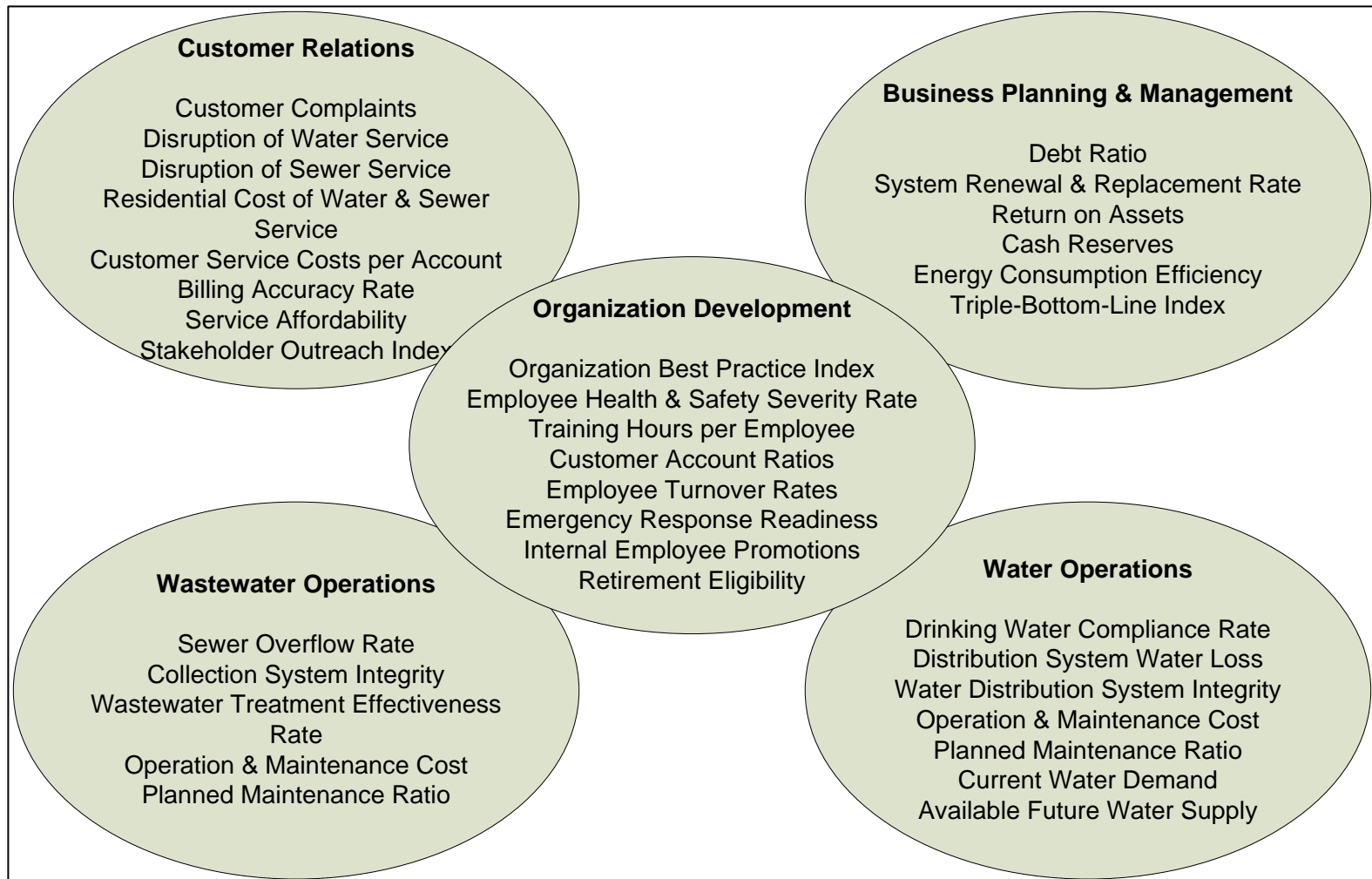


QualServe

- **137 utilities have done the Self-Assessment Survey and Peer Review**
- **54% have also done a Benchmarking Survey**
- **26% have also done Benchmarking Workshop**
- **25% have also done the Partnership for Safe Water**

Scope of Peer Review

Business Areas



Peer Review

***Review of commercial,
professional efficiency and
competency by others in the
same occupation***

Peers

- **Senior level water/wastewater professional**
- **Experienced in one or more of the 5 business areas**
- **Team players**
- **Committed to continuous improvement**
- **24 hours of intensive training**
- **Work for food – not paid for services**

Peer Review Team

➤ **Ed Kerwin – Peer Team Lead**

- Executive Director – Orange Water & Sewer Authority
- 36 years experience
- 4 Peer Reviews

➤ **Raynetta Grant**

- Water Resource Director – City of Titusville
- 25 years experience
- 4 Peer Reviews

➤ **Burr Koepsel**

- Director of Operations – Central Lake County JAWA
- 26 years experience
- 4 Peer Reviews

Definitions

- **Review – unbiased observation & reporting**
- **Opportunities – best-in-class performance suggestions**
- **Control – most opportunities require buy-in & support**
- **Organizational Structure – outside scope of the review**
(geography, topology, soil composition, economics, size, customer base, governance, etc.)

Key Findings - Strengths

- **Financial management**
- **Utility benefit package**
- **Training**
- **Computerization**
- **Positive relationship with regulators; good stewards**
- **Continually seeks ways to improve performance**
- **Employees can-do attitude**
- **Employees take care and pride in work**
- **Cross-training & flexible workforce**

Key Findings - Opportunities

- **Recognize and award employees**
- **Develop performance measures and benchmarks**
- **Customer outreach**
- **Skill-based pay**
- **GIS**
- **Computerization**
- **Communications & teamwork**
- **Comprehensive asset management**
- **Permanent Director**

Comparison to Other Utilities

➤ Strengths

- Financial Management
- Training
- Employees take care & pride in work

➤ Opportunities

- Computerization
- Communications & Teamwork
- Comprehensive Asset Management

Comparison to Other Utilities

➤ Focus Areas

- **Public Outreach & Communications**
 - To all stakeholders
 - Open channels
- **Strategic Planning**
 - Culturally imbedded
 - Living document

Next Steps

- CCU and the QualServe process
 - Benchmarking Survey
 - Following in 3,6, and 12 months
 - Contact Peers over next 3 months
 - Other activities – Improvement Plan

