

Using a cell phone while driving is prohibited

Distracted driving concerns prompt cell phone policy

The utility would like to help ensure the safety of employees driving SPRWS-owned vehicles and other drivers on roadways. Since a very large percentage of accidents nationwide have been shown to be associated with the use of electronic devices while driving, the use of cell phones or other electronic instruments while driving an SPRWS-owned vehicle is prohibited.

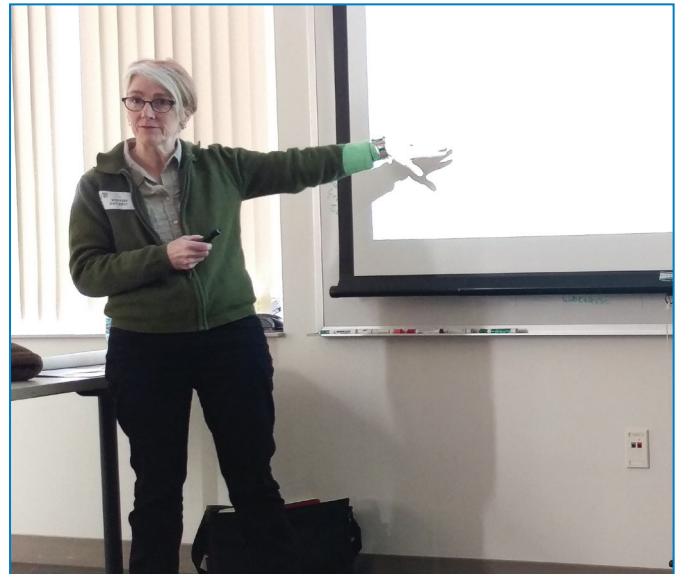
Driving requires the full attention of the operator of the vehicle, and the use of electronic instruments while driving is a distraction which greatly increases the chances of having an accident. According to SPRWS policy, drivers who receive calls or texts are not allowed to take them in any form unless they are off of the roadway and the vehicle is parked. The use of a laptop while driving is prohibited.

The city of Saint Paul's policy on cell phone use generally also forbids use of a cell phone while driving. SPRWS's Fleet Management policy forbids the use of cell phones or other electronic instruments while driving.

Anyone not complying with this policy is subject to discipline. Anyone having an accident while using an electronic device will have that accident judged to be a serious accident by our Accident Review Board. Additionally, any discipline therefore resulting from such an accident shall be on the more severe side of the actions corresponding to an accident as described in the Vehicle Accident Review Policy.

This information can be found on Waternet under the Driving and Cell Phone Use SOP found under Administration-Utility Wide.

CMMS-TASS user training



Claire Simonson from the office of financial services conducts part one of CMMS-TASS integration training on Feb. 27 in the Jim Haugen training room. Improvements to the system will allow users to put in changes such as vacation, holidays, comp time, overtime, and sick time in one place –CMMS. No more dual entry into both CMMS and TASS. Part two, hands on training, will take place the week or so before we go-live with the interface on April 15. TASS is still used to punch and out. CMMS will be off-line on March 7 for the technical upgrades. Users will be able to see the some changes to CMMS beginning on March 8. Users are reminded to update CMMS daily.

Transfer or reduction to stores assistant position sought

The utility is looking to hire a stores assistant for work in the warehouse. Before moving forward with outside candidates, the utility would like to see if any city employees are interested in a transfer or reduction to the stores assistant position. To be qualified for a transfer or reduction to this position, you must currently hold a title that has a maximum rate of pay that is higher than the maximum rate of pay for a stores assistant (\$24.06).

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Customer survey shows SPRWS doing a good job overall

Saint Paul Regional Water Services commissioned a customer survey that took place in the fall of 2016. About 400 water utility customers were interviewed in a phone survey that included both cell and land line phones.

Many of things we asked about were personal to the customer. We asked what they thought of everything from our performance as a whole utility, to individual experiences with our staff.

The results indicate that an overwhelming majority of customers find SPRWS doing a good or excellent job, with water quality and water value also ranking very high.

Customers rate the overall performance of the utility to be good or excellent, at 87 percent, while 89 percent also believe that we do a good or excellent job of ensuring safe, reliable drinking water.

Most, 75 percent, think that there are convenient payment options available, and 75 percent think that the water bill is clear and easy to understand.

Only about a third called us for any reason (29 percent) and only 10 percent contacted us with a complaint. Of those, 77 percent said they were either very, mostly or somewhat satisfied with the outcome of their experience with us. Only two percent said the reason they called was not resolved.

Few people knew much about lead in drinking water. (Only 22 percent knew they could call to find out if they had a lead service line, 18 percent said they knew we provided free lead testing of drinking water, and only 17 percent knew if they have a lead service line.) However, 57 percent would like more information on lead in drinking water.

Most drink water straight from the tap (59 percent), although 26 percent drink filtered water and 11 percent drink bottled water. For those who use filtered or bottled water, 40 percent said it was because it tasted better, 25 percent thought it was safer, 17 percent said it was for convenience, and 6 percent thought it costs less than tap water.

In regards to keeping customers informed about changes in rates and services, 63 percent said we did a good or excellent job. Sixty-seven percent thought we did good or excellent informing them of construction or emergency water shut down that impacted water service.

Overall, the majority of indicators show that our customers think that we are doing a good or excellent job in meeting our mission of providing them with quality water and services at a reasonable price.

A copy of the survey results is available on Water-net. A copy was also emailed to employees.

Stores assistant sought

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A stores assistant performs clerical and manual work involving the ordering, receiving, picking up, delivering, storing, and issuing of materials, equipment, and supplies. For a full description of the job, go to <https://tinyurl.com/hczslrs>.

A high school diploma or general education development (GED) Certificate and two (2) years of experience as an office assistant II or equivalent is required.

Must possess and maintain a valid Minnesota class D driver's license, or equivalent out-of-state driver's license.

If you are interested or have any questions, please contact Racquel Vaske at 266-6815 by the end of day Wednesday, March 8, to determine if you are qualified for a transfer/reduction

If there are no transfer or reduction applicants, the utility will continue this process and work with human resources to post the opening.

How to access your email in Outlook from outside the office

Ever been waiting for an important email, but you are in training off-site all day?

Know there is something happening at work tomorrow, but just can't remember what it is?

You can access your Outlook email account from anywhere there is an Internet connection.

Go to <http://www.outlook.com/stpaul.gov>.

Log in using your work email address.

Then type in the same password you use to access your PC every morning.

If you are on a public PC, like those in the library, please be sure to log out when you are done.