



# 2020 Progress Report

Launched in 2012, the One Water Partnership realizes Louisville Mayor Greg Fischer's vision of identifying money-saving efficiencies through shared processes, contracts, and labor. One Water nets millions annually in benefits to the community.

In 2020, One Water proved vital for Louisville Water and MSD in addressing the COVID-19 pandemic. The partners shared ideas, best practices, and resources to continue providing safe water and wastewater for the community.

One Water also started to pivot and focus on future opportunities in areas of revenue growth and efficiencies through such initiatives as regionalization, advanced technology, and new business opportunities. Highlights include:

- Created a Fleet Advisory Team to share best practices with other public sector organizations
- Formed the One Water Economic Development Team to identify opportunities for Louisville Water and MSD to work together on economic development
- Contracted to study billing services efforts
- Continued to partner in job fairs and other recruitment activities
- Established new financial reporting for One Water reimbursements
- Began converting customers to monthly billing
- Used buying power to negotiate better rates for employee ancillary benefits (dental, vision, life/disability) \*combined 3 yr. Savings: \$391,000
- Teamed up to share Information Technology Disaster Recovery/Offsite Backup space to safeguard operations \*combined 3 yr. savings: \$207,000

## One Water Partnership Board

The Board meets quarterly and includes members of both Louisville Water's Board of Water Works and MSD's Board, as well as an executive member of Louisville Metro.

**Board members:** JT Sims – Chair (Louisville MSD Board Member), William E. Summers, IV – Vice-Chair (Board of Water Works Member), Ellen Hesen (Deputy Mayor, Louisville Metro), Marita Willis (Louisville MSD Board Member), Dr. Sharon Kerrick (Board of Water Works Chair)

The One Water Advisory Council meets twice a month. It includes Louisville Water and MSD Executive Leadership Team members plus other employees from both Louisville Water and MSD. The OWAC encourages peer-to-peer relationships and continuous knowledge sharing.

### Goals

- Improve every customer experience
- Sustain partnership/ Partner for progress
- Drive revenue growth
- Create efficiencies

### Vision

Work together to provide customers with the best water-related products and services



## 2020 Value



### Shared Processes

- Billing and Collections
- Employee training records
- Concrete Interlocal agreement
- Fleet management system
- GPS (Global Positioning System)
- Customer service performance measures
- Fleet performance measures
- Drops of Kindness Program (includes Metro COVID-19 Relief)

### Cooperative Contracts

- Utility locating service
- Fleet parts
- Office supplies
- Benefits broker services
- Pre-employment and drug alcohol contract
- Occupational medical services
- Cyber security awareness training
- IT shared software sourcing and Shared Data Center for Disaster Recovery
- Billing Services Feasibility study
- Fleet rental services with Enterprise
- Paving restoration
- Key Access System
- Waste disposal
- Auto body and frame repairs
- Procurement sourcing software
- Rubber Tracks
- HR ancillary benefits
- Towing services
- Goodyear tires
- Assetworks Fleet Focus System
- Vehicle spring and brake repairs
- Payment Assistance Pilot

### Shared Labor

- Call Center (Director, Manager, Call Quality)
- Fleet Services (Director, Administrator)
- Information Technology (CIO)
- Procurement (Chief Procurement Officer, Buyer)
- One Water (Chief Innovation Officer, Project Liaison Director)
- Communications (VP Strategic Communications)
- Water Quality (Director)

### Partnerships & Teamwork

- Water quality
- Emergency Operations Support
- Louisville Water Foundation
- Memberships and training
- Project management
- Development projects
- Government relations
- Bill re-design
- MSD Credit Union
- HR outreach efforts (job fairs, workforce collaboration, recruitment sources)
- Water Equity Taskforce

### Knowledge Sharing

- Coordinated messaging for economic development
- Regionalization efforts
- Workforce development
- Team collaboration
- Peer-to-peer interaction on projects
- Tours and job shadowing
- Training plan for mechanics
- Operational needs
- HR best practices (compensation/policies/procedures)
- COVID-19 response measures