



BAYWORK HR IN THE TIME OF COVID-19 BAYWORK TRAINING BUFFET

MICHELLE GALLARDO, HR & RISK SUPERVISOR
DUBLIN SAN RAMON SERVICES DISTRICT
TUESDAY, NOVEMBER 17, 2020



**Dublin San Ramon
Services District**

Water, wastewater, recycled water



Independent

Enterprise

Community
Services

Special
District

WHAT IS DUBLIN SAN RAMON SERVICES DISTRICT?

WHAT WE DO



WATER

TOTAL CUSTOMERS:
89,200 in Dublin and
Dougherty Valley



**WASTEWATER
COLLECTIONS &
TREATMENT**

TOTAL CUSTOMERS:
163,400 in Dublin,
San Ramon, Pleasanton



**RECYCLED
WATER**

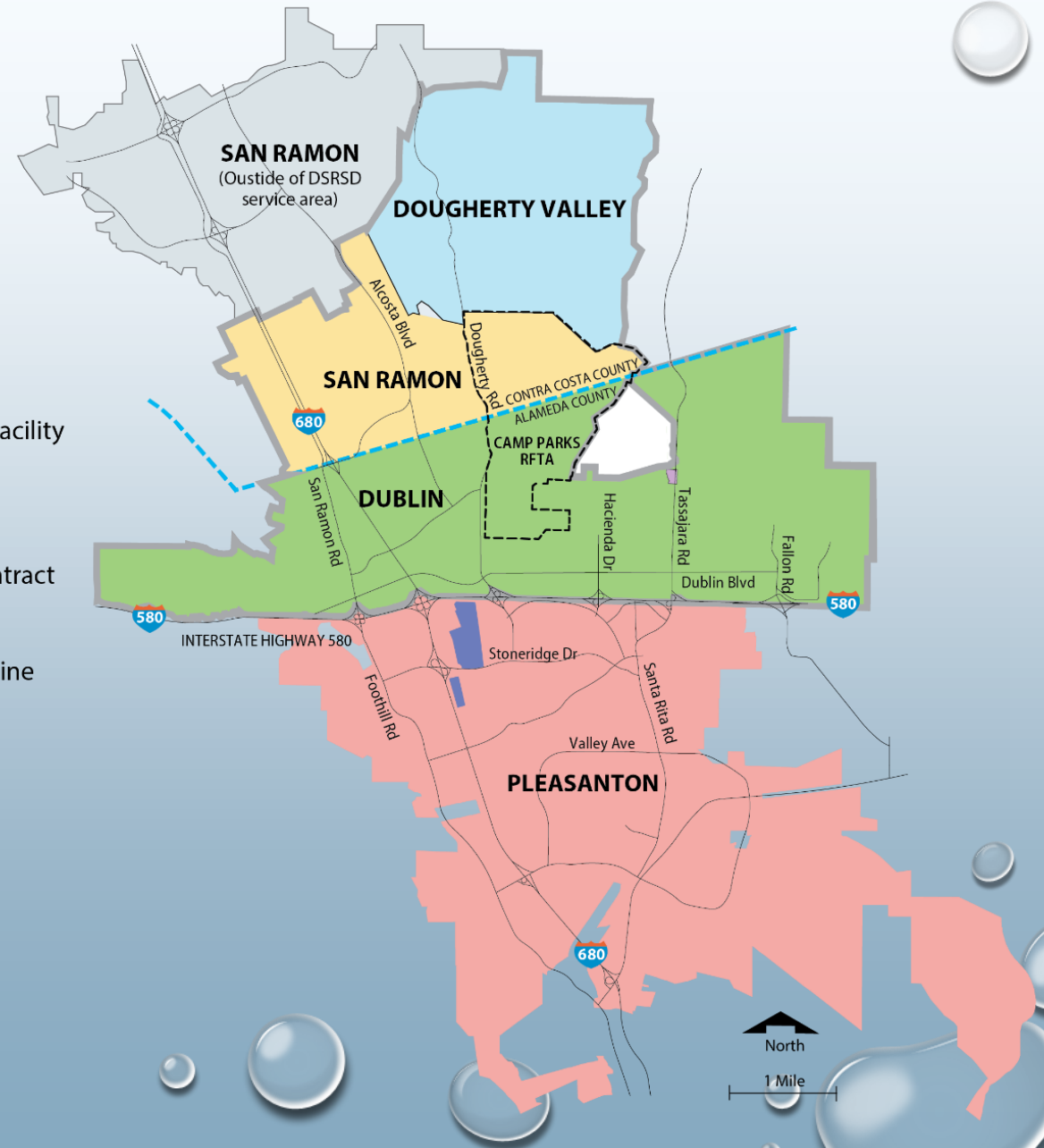
**RECYCLED WATER
IRRIGATION ACCOUNTS:**
469

AREAS WE SERVE

Total water and wastewater customers served: 188,000

Map Legend

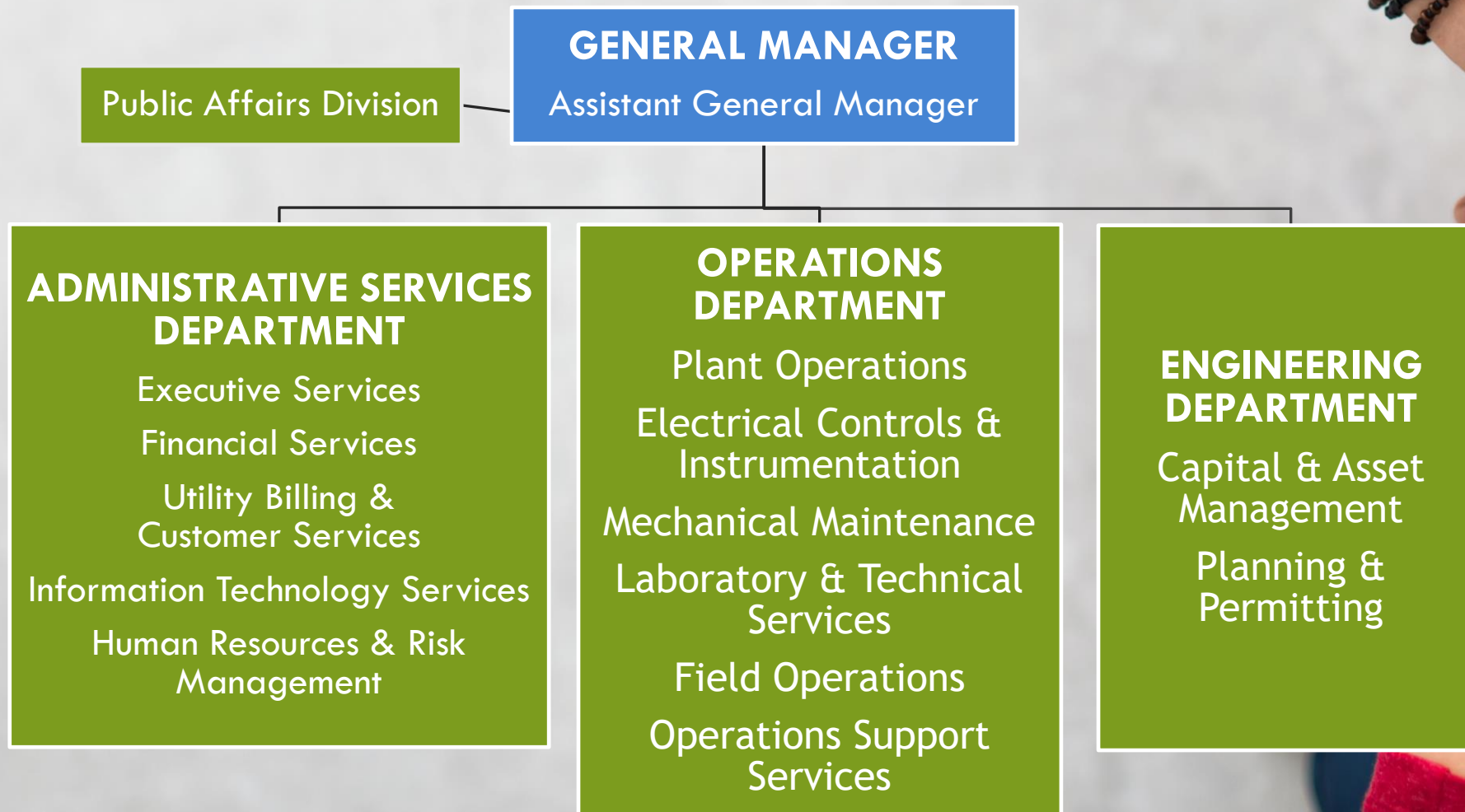
- DSRSD Regional Wastewater Treatment Facility
- DSRSD Water Only Service Area
- DSRSD Wastewater Only Service Area
- DSRSD Wastewater Treatment Under Contract
- DSRSD Water & Wastewater Service Area
- Alameda Contra Costa County Dividing Line
- DSRSD Boundary
- Camp Parks (Parks RFTA) Boundary



DSRSD CURRENTLY HAS 116 FULL TIME STAFF

- **We work in three main facilities:**
 - The District Office in Dublin, CA
 - The Regional Wastewater Treatment Facility in Pleasanton, CA:
 - ✓ Wastewater Treatment Plant
 - ✓ Jeffrey G. Hansen Water Recycling Plant
 - Field Operations Facility in Pleasanton, CA

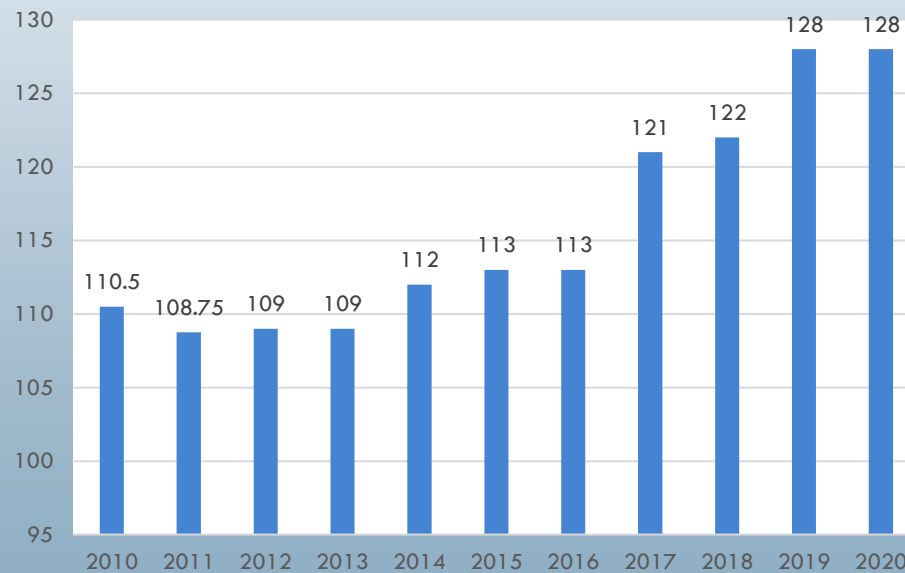




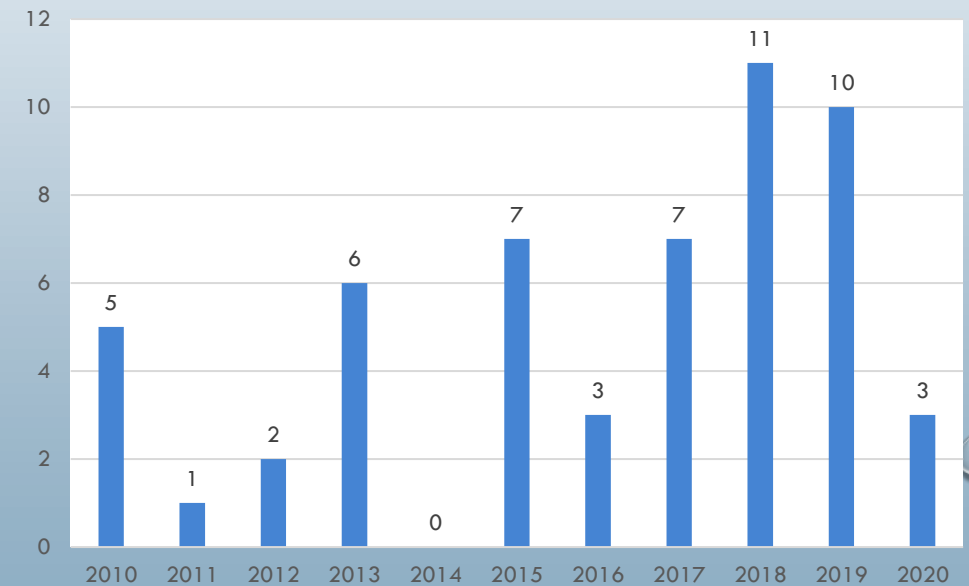
DSRSD IS HIRING!

Increase in budgeted FTE compounded by rise in retirements, and more retirements means more promotional opportunities

DSRSD Budgeted Full-Time Equivalents
2010 - Present



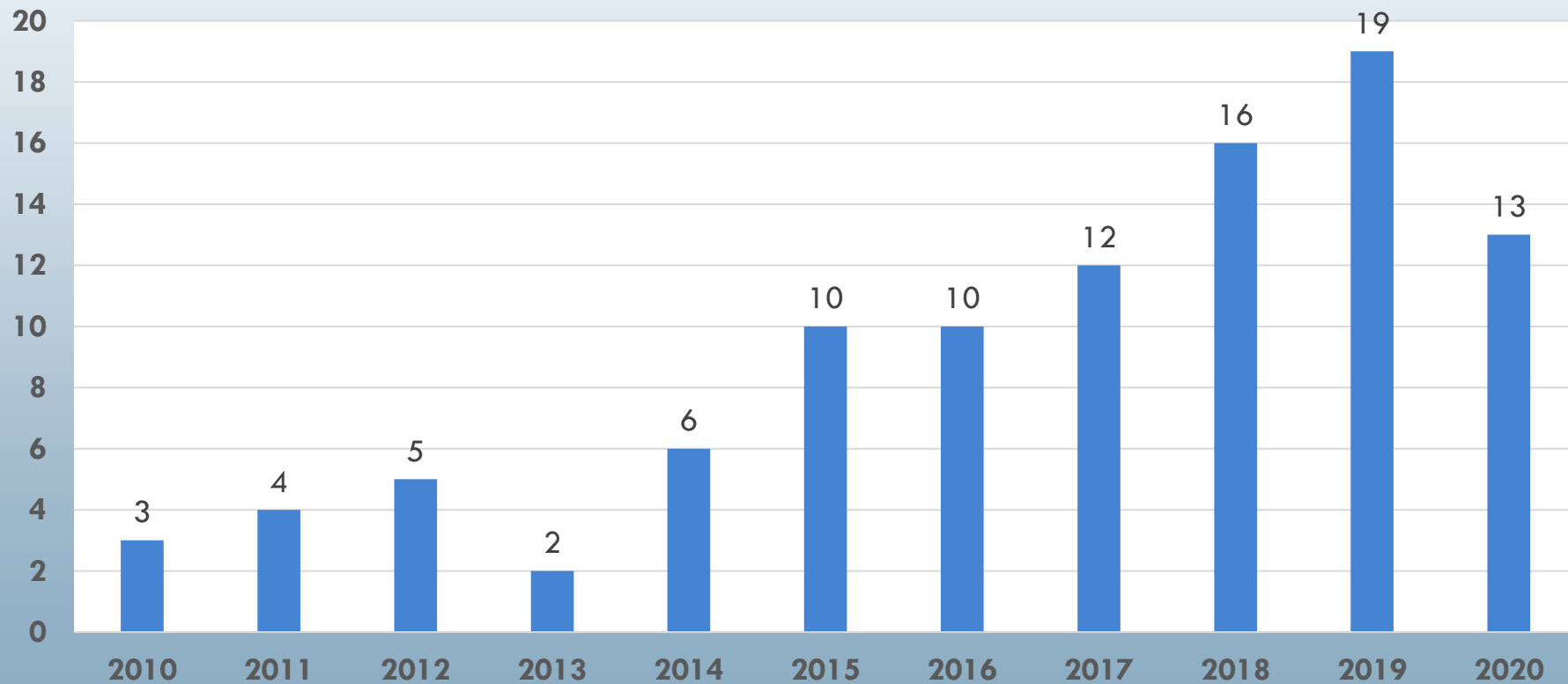
DSRSD Retirements 2010 - Present



DSRSD IS HIRING!

Recruiting top talent is critical to our District's operations

Number of DSRSD New Employees Hired 2010 - Present





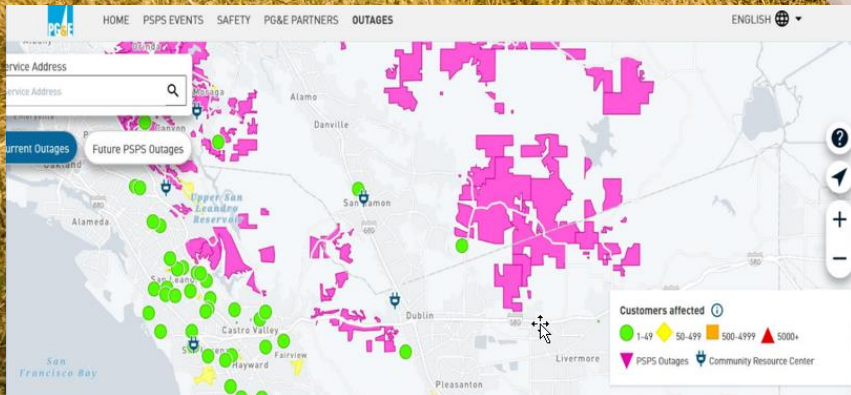
THE FLOOD
NOVEMBER 2018

PUBLIC SAFETY POWER SHUT-OFFS

NOVEMBER 2019

**PG&E is conducting
wildfire safety work in
your community.**

For more information, email us at
wildfiresafety@pge.com or visit us at
pge.com/wildfiresafety.

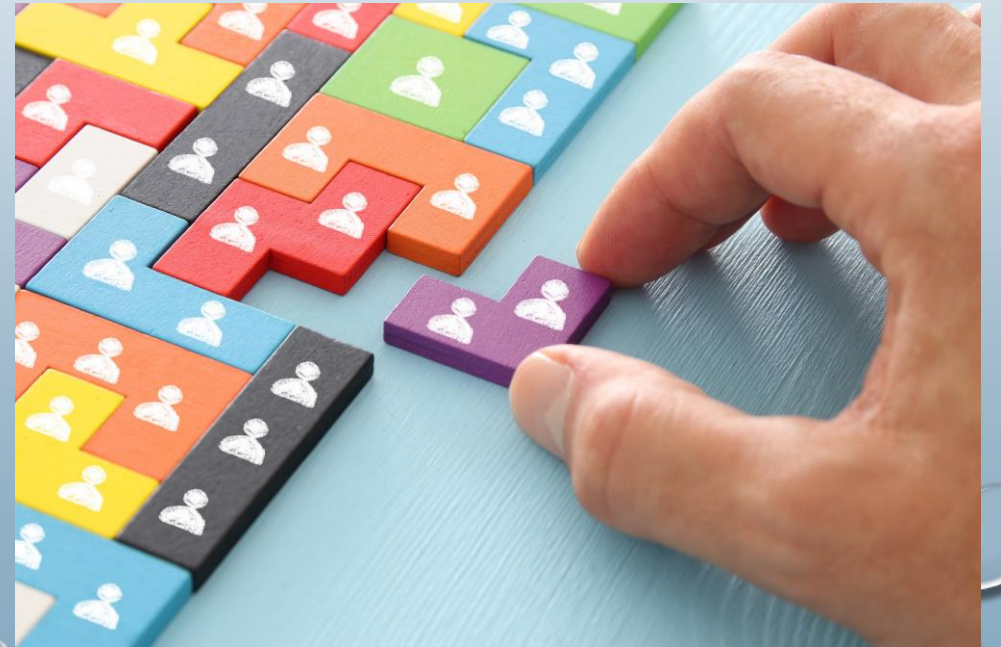


COVID-19 PANDEMIC, MARCH 2020



DSRSD EMERGENCY RESPONSE PLANNING

- **State of emergency – GM Declared all employees essential**
- **Coronavirus task force (comprised of 9 staff members)**
 - 120 action items including communications, planning, implementation of plans
 - Weekly meetings to review orders and status
- **Plans and Policies**
 - Teleworking Guidelines
 - Construction Protocols
 - Pandemic Action Plan
 - County-required Site Specific Plan
 - Exposure Control Plan



EARLY CHALLENGES

- Masks
- Shelter-in-place
(working from home)
- PPE needs and shortages
- Illnesses
- Schools and daycares closed



EARLY CHALLENGES

- Staffing (staggered schedules, social distancing, temp staff)
- Technology needs
- CDC, County, OSHA and other regulations
- Social unrest (curfews)
- Fear, uncertainty, stress (union concerns)



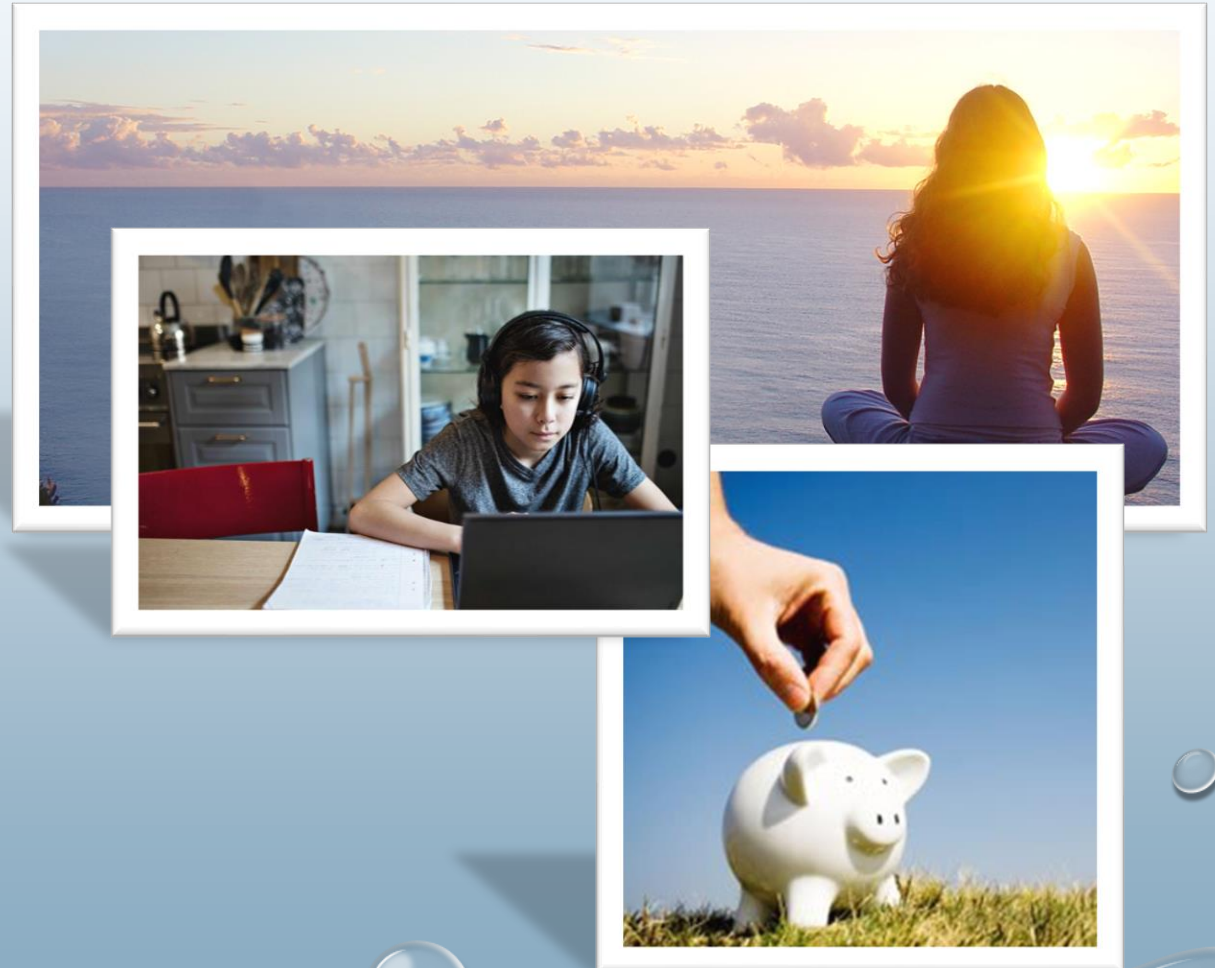
WHEN WILL THIS BE OVER?



HOW DID HUMAN RESOURCES HELP?

- **Resources and Benefits**

- Emergency Leave
- EAP Services
- Childcare Resources
- Healthcare (testing, etc.)
- Flex-Spending Accounts
- 457 Plans
- Computer Loans
- Vacation Leave
- Flu Shots



HR SUPPORT OF DISTRICT BUSINESS INITIATIVES

- **Recruitment & Selection**
 - Virtual interviews
 - Socially-distanced testing
- **Certifications (CWEA, SWRCB, etc.)**
- **New safety policies and communications**
- **Employee training**
 - Masks, safety protocols, new technology
- **Staffing**
 - Contract and temporary staff
 - Illness and leave case management and support
 - Telecommuter support (Ergo assessments, equipment)



INTERESTING OBSERVATIONS



- Interpersonal relations (“virtual” workforce, no eye contact)
- Employee Engagement
 - Virtual town hall meetings, “social” meetings, virtual celebrations
- Reduced number of employee vacations
- Move to streamline and use of technology



INTERESTING OBSERVATIONS

- Telecommuting is working out for some areas
- Confidentiality (employee illnesses, contact tracing, COVID-19 positive cases)
- Online training is not for everyone
- Virtual meeting etiquette (attire, interruptions, self-awareness)



WHAT WE ARE DOING TODAY

- Emergency teleworking guidelines – about 50% of staff
- Staggered schedules for operations staff
- Implemented on-call provisions for some operations
- Increased cleaning and sanitation for facilities, vehicles
- Participate in regular calls with County OES for updates
- Moved in-office staff to offices where possible
- Regular communications with employees, emails, website
- Working with contractors and vendors for continued services
- Learning to interact with one another in new ways!







Pre-Bid Meeting Al Fresco



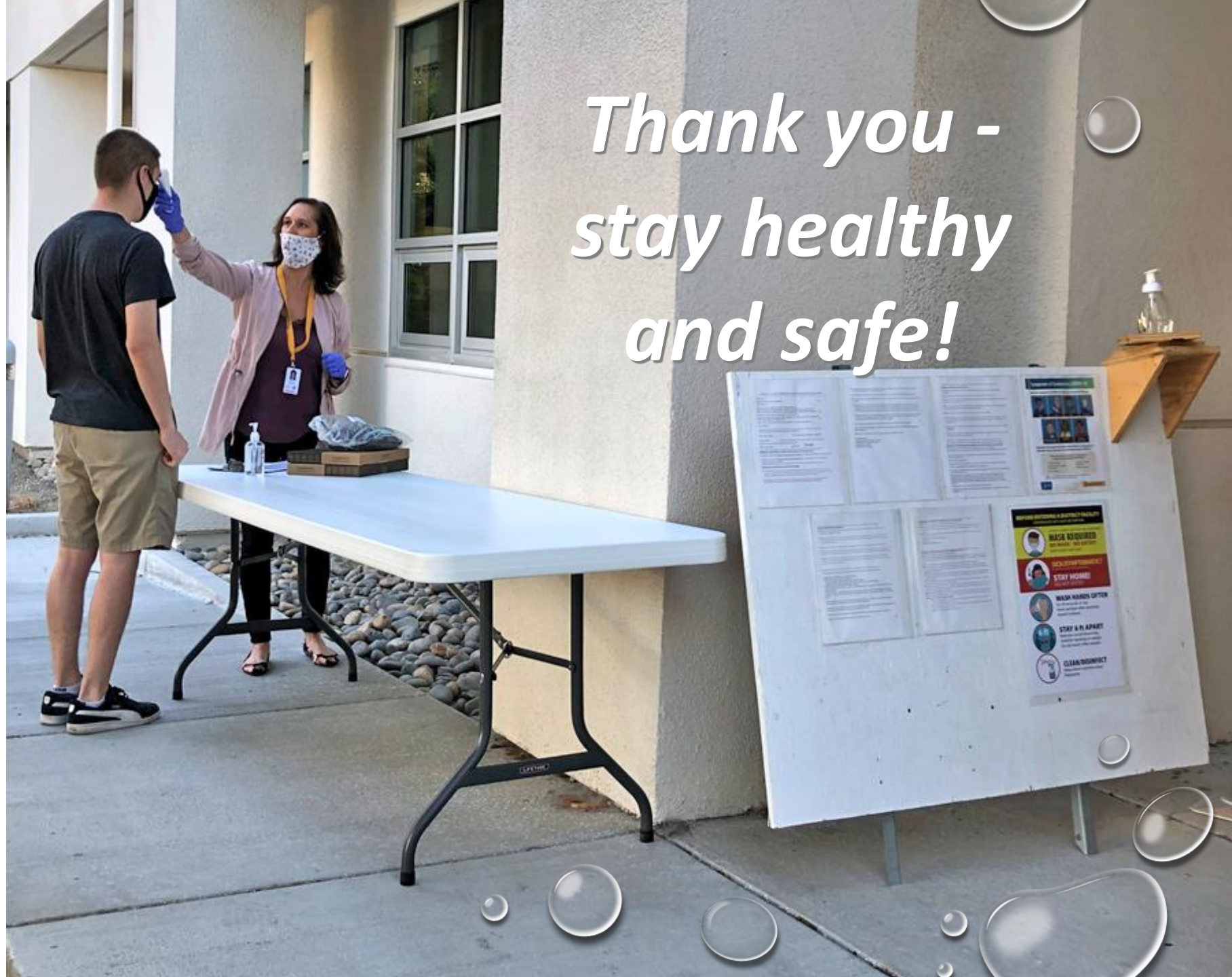




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Services District**

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Michelle Gallardo
HR & Risk Supervisor
(925) 875-2289
Gallardo@dsrsd.com



***Thank you -
stay healthy
and safe!***