ITCA National Tribal Water Systems

Tribal Utility Tune-up

ITCA - By Tribes, for Tribes

Increase Operational Efficiency!

Improve Worker Morale!

Inter Tribal Council of Arizona, Inc.

Tribal Water Systems

Maximize Customer Service!

The Inter Tribal Council of Arizona, Inc. is an equal opportunity provider and employer

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"It brought different departments together...built awareness of needs from administration to operators...Understanding of each other's problems, sharing thoughts, information from coworkers"
— Kickapoo Tribe in Kansas, 2017

PURPOSE:
This workshop is meant to empower your Tribal drinking water and wastewater utility by providing a detailed understanding of your program's strengths and weaknesses in order to optimize performance. This workshop is utility specific so all utility stakeholders should attend; attendance from individuals who aren't utility stakeholders is highly discouraged.

WHO SHOULD ATTEND:
Similar to a one day office retreat, it is ideal for utility stakeholders including administrators, planners, operators, supervisors, board members and management. Again, only your utility stakeholders should attend this workshop.

TIME: This one-day workshop runs from 8:30 AM to 4:30 PM with two 15 minute breaks and a working lunch provided.

LOCATION:
ITCA brings this event to your Tribal utility. The Tribal utility provides the meeting space with either a whiteboard or flip chart and a screen or projection wall for the PowerPoint presentation.

GETTING STARTED:
For additional information or to schedule a workshop for your Tribal utility please contact ITCA National Water Systems Program at (602) 258-4822.

WORKSHOP CONTENT:
Content was developed, by utility managers for utility managers, as part of multi-agency task force lead by the EPA and USDA in 2007. More information can be found at http://www.watereum.org/. This one-day workshop explores the importance of the ten attributes of effective utility management, conducts a utility self-assessment so you can determine what attributes are a priority to your utility, and explores your utilities individual strengths and weaknesses.

VALUE TO YOUR TRIBAL UTILITY:
Effective utility management skills discussed could save your utility important operating dollars, streamline processes, improve communication, increase customer satisfaction, improve worker morale, and promote the long term viability.

PROFESSIONAL DEVELOPMENT HOURS:
All participants will receive written recognition of earned training contact hours based on attendance. Training contact hours may be accepted as professional development hours (PDH) credit towards the renewal of existing operator certification.

RESULTS: Your utility can then select attributes it would like to improve upon. ITCA provides specific tools and helps with development of an improvement plan that can be used to strengthen that area of your operation.

"Wasn't boring, actually interesting and helpful...It helped me find our weaknesses...It was very informative and we will use the tools you gave us to better our new utility department."
— Winnebago Tribe, 2017

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