



ITCA National Tribal Water Systems Tribal Utility Tune-Up

ITCA - by Tribes, for Tribes



**Increase Operational
Efficiency!**



**Improve Worker
Morale!**



**Maximize
Customer
Service!**

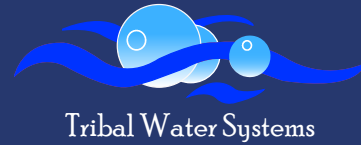


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Tribal Utility Tune-Up

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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 your workshop should be attended by all stakeholders of your utility; attendance by individuals who aren’t utility stakeholders of your utility is highly discouraged.

The Tribal Utility Tune-Up workshop model is a continuous improvement cycle of assessment, planning, implementation, measuring performance, and making adjustments over time that leads back to additional assessment in time. Therefore, utilities that have previously completed a Tribal Utility Tune-Up workshop are welcome to schedule another one.

WHO SHOULD ATTEND?

The Tribal Utility Tune-Up workshop is similar to a one day office retreat. It is ideal for utility stakeholders including administrators, planners, operators, supervisors, managers, and board members. Only stakeholders of your utility should attend your workshop.

TIME

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

LOCATION

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

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 utility’s individual strengths and weaknesses. Content of the workshop was developed, by utility managers for utility managers, as part of a multi-agency task-force lead by the U.S. Environmental Protection Agency (EPA) and U.S. Department of Agriculture (USDA) in 2007. More information can be found at <http://www.watereum.org/>.

VALUE TO YOUR TRIBAL UTILITY

Effective utility management skills could save your utility important operating

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) /continuing education credit towards

RESULTS

Based on your utility’s self-assessment, your utility can then select attributes it would like to improve upon. ITCA provides specific tools and help with development of an improvement plan that can be used to strengthen

“Valuable information to help our Community and Utility Department become stronger!”

— Yavapai-Apache Nation, 2019

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