



**MONTGOMERY**  
C O U N T Y

**ENVIRONMENTAL SERVICES**

**THANK YOU!**

**Recognizing Our Wonderful Water Workers**

# MCOFuture Focus: Sharing Success

Too often, public agencies focus exclusively on external communication and forget to share our the success of our employees with other staff.

Our employees do great work, and we want to share their success with you. We have made employee engagement and internal communication efforts a part of our department's strategic plan.

**Mission**



# A Winter Like No Other



*This photo of a main break repair was taken on Jan. 17, 2018, when the high temperature was just 17° F.*

Between Dec. 1, 2017 and Feb. 7, 2018, our field crews repaired twice as many main breaks compared to the previous year (**219** this winter versus **102** last winter).

The bulk of this work occurred in just 3 weeks.

**Our staff repaired 120 breaks in just 10 days.**



# Creative Collaboration



Sewer/Water Workers teamed up with Inspectors to respond to large number of leak investigations and make repairs as quickly as possible.

Our wellfield staff and dispatch did a great job handling calls.

Our customer relations examiner even helped with boil notices.



# Leaders at Every Level



**Leadership:** Employees displayed creative ingenuity, worked extra hours, and lent each other a hand wherever possible.

**Customer Service:** We did “wet” repairs to minimize boil advisories, meaning employees had to work in wetter conditions in the frigid weather. We only had 14 boil advisories during this period.





**Thank you...  
For keeping  
the water  
flowing!**

