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CITY CLERK

City of Seattle
Notice of Appointment

Name: *Sarah L. Miller*		☒ **Executive Appointment** ☐ **Reappointment** ☐ **Legislative Appointment** ☐ **Agency Appointment** ☐ **PDA Council** ☐ **PDA Constituency**
Residential Neighborhood: *Shoreline*	**Zip Code:** *98155*	**Contact Phone No.:** *(206) 386-1313*
Appointed to: *Joint Apprenticeship Training Committee*		**Date of Appointment:** *January 1, 2013*
Authority (Ord., Res.): Ordinance 107790, Resolution 16820		**Term of Office:** **From:** *Confirmation* **To:** *January 1, 2016*

Background:

Sarah Miller is the Director of the Drainage & Wastewater Operations Division, in the Field Operations & Maintenance Branch of Seattle Public Utilities. She has held that position since October 2005, and has been instrumental in the development of SPU's Drainage & Wastewater Apprenticeship Program. Sarah has been employed by the City of Seattle since September of 1986 in various capacities, both in Seattle Public Utilities and with SPU's predecessor, the Seattle Water Department. Sarah began her career in utility management as a civilian water system operator (initially starting as an apprentice) for the Department of the Army at Fort Lewis, Washington. When not working at maintaining the City's drainage and wastewater infrastructure, she enjoys other water related activities, volunteering on riparian restoration projects and whitewater kayaking.

Authorizing Signature:	**Name and Title of Officer Making Appointment:** *Mayor Mike McGinn*

COUNC CLERK

Sarah Miller

PROFILE SUMMARY:

Performance orientation • Excellent interpersonal, analytical, and organizational skills • Customer service focus • Team builder • Effective executive with the skills necessary to train, direct, and motivate staff to its fullest potential.

UTILITY EMPLOYMENT:

SEATTLE PUBLIC UTILITIES — Seattle, Washington
Drainage & Wastewater Operations Director — October 2005 - Present

- Manage and direct field operations of the Drainage and Wastewater Operations Division (125 employees, $14M operating budget, $3M capital budget); set performance expectations, goals and service objectives; involve employees in work process design to improve efficiency; implement service improvements.
- Develop and monitor budget for DWW Operations Division; adjust spending levels as necessary to remain within overall Branch budget; report to executive management on division performance to goal and to budget.
- Participate in Labor-Management Committees to develop and maintain positive working relationships with labor. Resolve employee disciplinary actions expeditiously and fairly.
- Respond to customer problems and issues to enhance the department's reputation in the most favorable way possible, while stressing consistent treatment of all customers.

Highlights:

- Envisioned, advocated for and participated in the detailed development of the Drainage & Wastewater Apprenticeship Program. This resulted in the creation of one of only two similar programs in the US, and provides the foundation for cultural change within the DWW Operations Division to one of professionalism, performance, and pride.
- Enhanced employee relations through creation of the Real Change Team, designed to identify problems and develop solutions in a way that encourages shared responsibility, accountability, and commitment across all levels of the organization.
- Improved regulatory compliance and decreased claims through improved performance on maintenance of sewer system mainlines, resulting in elimination of dry weather overflows and decreased number of sanitary sewer overflows.

SEATTLE PUBLIC UTILITIES — Seattle, Washington
Metering Division Director — April 1996 – October 2005

- Managed the Metering Division - 40 employees in Meter Reading, Meter Maintenance, Meter Automation, and Meter Capital Project Planning, $2.4M operating budget, $3.6M capital improvement budget.

SEATTLE WATER DEPARTMENT — Seattle, Washington
Project Analyst — January 1995 – April 1996

- Served as lead analyst for the Asset track of the Maintenance Management Project, which resulted in an asset criticality plan, and in implementation of Maximo Computerized Maintenance Management System

SEATTLE WATER DEPARTMENT Seattle, Washington
Chief Water Quality Inspector 1989 – January 1995

- Supervised the Water Quality Control Section, a diverse group of six employees, with program management responsibilities for cross connection control, water system construction sanitation, flushing, reservoir patrol, and water quality complaint (on-property assistance) resolution programs.

SEATTLE WATER DEPARTMENT Seattle, Washington
Water Quality Inspector and Senior Water Quality Inspector September 1986 – 1989

- Implemented the cross connection control program by performing inspections, enforcing code, and educating the public.
- Inspected new, replaced and/or repaired portions of the water supply and distribution systems to ensure sanitary construction practices are followed.
- Investigated water quality problems to ensure customer satisfaction and to monitor and protect the water quality in the City's potable water supply.
- Scheduled and monitored the activities of the field crews performing work in support of the flushing program.

DEPARTMENT OF THE ARMY Fort Lewis, Washington
Water Plant Apprentice & Operator 1980 - 1986

- Managed the water production system for a water utility serving 45,000 people, including maintenance, operations, and customer response for water quality complaints and system flushing.
- Operated one surface water supply and 10 wells, comprising four separate distribution grids. Operations included maintenance of pumping, storage, disinfection, and chemical dosing equipment.

EDUCATIONAL BACKGROUND:

SPU
Drainage & Wastewater Collection Worker Apprenticeship
Challenge Program Class of 2009
Transforming Conflict into Challenges and
Contestants into Partners - 2005
Passport 2005
Directions 2000

Cascade Center for Public Service:
Managing the Budget Process - 2006
Effective Management and Strategic Planning
In a Political Environment – 2003
Improving Operations and Customer Service – 2002
Managing People to Improve Programs – 1999
Resolving Conflict and Building Consensus – 1999

City of Seattle Prep Program (1991)

Joint Apprenticeship Training Committee (JATC)

Six members with three year terms: Per *Resolution 16820, 29680 and Ordinance 107790*

- 3 Appointments from organized labor
- 3 Appointments from City Service
- *All appointed by the Mayor and subject to confirmation by City Council*

Purpose: To formulate plans for a Program of Joint Apprenticeship Positions in City service and to advise the City Council and Civil Service Commission.

D*	G	Position No.	Name	Appointed	Term Ends	Term #	Position	Appointed By
6	F	1	Karen DeVenaro	July 2, 2012	July 1, 2015	2nd	Management	Mayor
6	M	2	Marty Yellam	July 2, 2012	July 1, 2015	2nd	Labor	Mayor
6	**F**	**3**	**Sarah Miller**	**January 1, 2013**	**January 1, 2016**	**1st**	**Management**	**Mayor**
6	M	4	Michael Vincent	January 1, 2013	January 1, 2016	1st	Management	Mayor
		5	Vacant					
		6	Vacant					
		7						
		8						
		9						

***Diversity**

	Men	Women	Vacant	Minority	(1) Asian-American	(2) African-American	(3) Hispanic Latin@	(4) Native-American	(5) Other**	(6) Caucasian
Mayor	2	2	2							4
Council										
Other Bodies										
Total	*2*	*2*	*2*							*4*

***Other includes diversity in any of the following: race, gender and/or ability*