

Forward

Chief Engineer's Viewpoint

The HRSD Engineering Division was created in 1987 to better manage the growing infrastructure needs of the organization. Since the inception of the Engineering Division, it has been our goal to rely on both the region's consulting and contracting community to provide the support needed to complement and supplement the capabilities of HRSD staff.

As an extension of our staff, we expect consultants to work collaboratively to find the best solution to a problem or issue. We expect our consultants to be technically competent and strive for innovative solutions. However, a great project is only possible if we also have competent contractors to implement the design intent and to use best construction practices. Thus, the blending of design and construction requires a team approach and a mindset of collaboration. On large projects, we often use a formal partnering process to assure project success, which is built on the foundational areas of content, procedures, and relationships. Partnering strives to build an environment of trust and mutual respect between all parties. Although we limit our use of formal partnering, the concepts inherent in this approach are applied to all projects. An important component in any relationship is trust, and the components of trust are reliability, competence, sincerity, and care. Trust is built on a foundation of integrity, communication, and a clear understanding of the expectations and needs of all team members. These concepts are not new and can be easily forgotten when difficult challenges arise during project delivery.

We expect the project team to deliver a quality project. We define quality as consistently meeting or exceeding customer expectations. A quality project must strike a balance between budget, schedule, and cost, and open, honest, and effective communication are key ingredients to achieve this balance. We expect our staff, and therefore our consultants/contractors, to keep HRSD's Vision in mind as we plan, design, and construct projects. This Vision is: "Our communities will have clean waterways and reliable water resources for generations to come."

At the end of the day, we are a team and we win or lose together. As such, we should look to find ways to meet the goals of each respective team member while delivering on the infrastructure needs of HRSD. The ratepayers of HRSD expect that we will do these things, and we must deliver!