



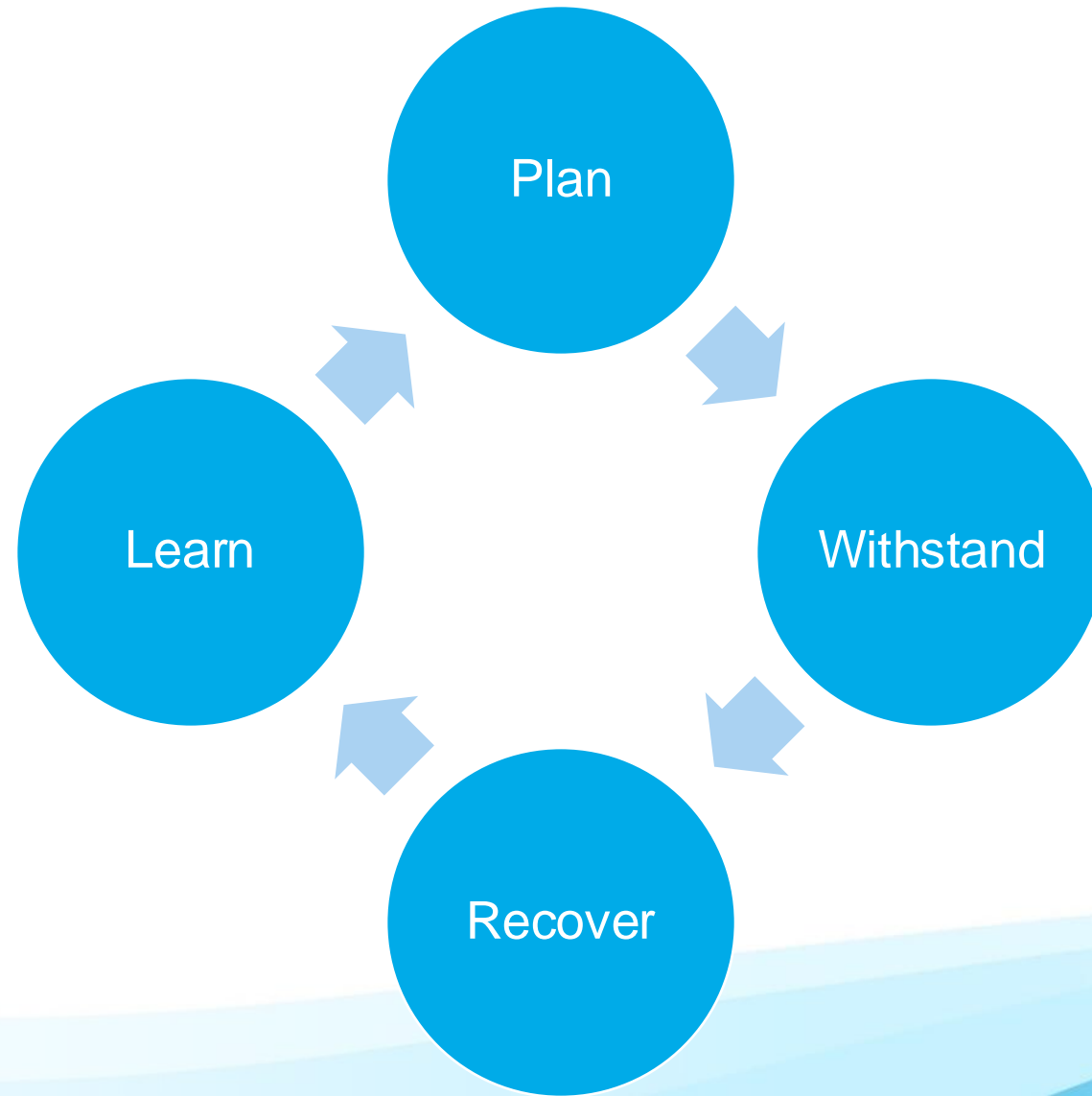
Update to the GLWA Board System Resiliency – On the Job Training Efforts

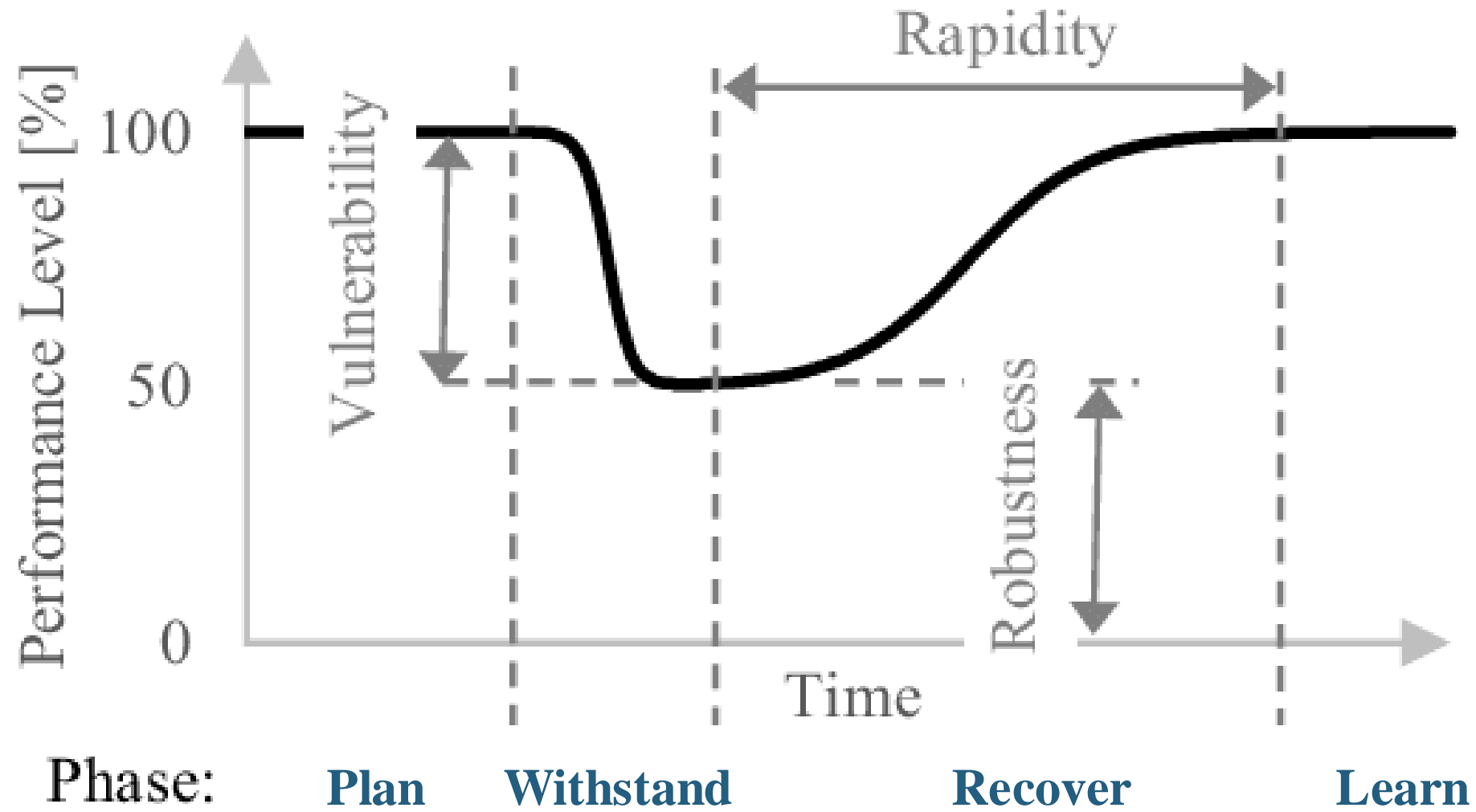
July 24, 2024 | Todd King, System Resiliency

A dynamic splash of water in shades of blue, with bubbles and ripples, creating a sense of movement and freshness. The water is captured in mid-splash, with droplets and air bubbles visible throughout the frame.

How can we make GLWA more resilient?

What is resiliency?





Overarching framework: 3 pillars

People

- Created Office of Resiliency – 4 senior, director/officer level staff with direct line reporting to CEO
- Empaneled Resiliency Council of executive level staff and developed a charter to guide efforts
- Partnering with Organization Development for On the Job Training

Assets

- Assessing Linear Systems to optimize repair, rehabilitate, replace strategy for water transmission and combined sewer conveyance systems
- Developing quantitative reliability assessment of electrical system to focus electrical system improvements

Operations

- Improving and developing realtime dashboards driven off SCADA to business side
- Installing advanced power quality meters on all key facilities and major equipment to baseline performance and establish operational efficiency goals

Systems Resiliency Team



Systems



Biren Saparia

Operations



Tom Hall

Energy



Mini Panicker

How to effectively and efficiently pass knowledge to the next generation?



Standard operating procedures



Operations and maintenance manuals



Apprenticeships



On the job training



Mentoring

How to Perform a Checkup on a Pump Station

With Director Operations and Resiliency

Tom Hall

and Charlie Fleetham

Project Innovations, Inc.



Introduction to the GLWA Water System

————— with —————

Todd King
Systems
Resiliency Officer

Biren Sapia
Director, Systems
Control Center

and Charlie Fleetham
Project Innovations, Inc.



Available to all interested GLWA staff

One Water Connect

CEO's Corner



- **CEO Update**
- **Latest CEO Report**

Quick Links

- Workday
- 1-2-3 Come Work With Me referral form
- IT Service Desk Ticket
- IT Service Desk Software
- IT Service Announcements
- Request an IT Project
- Request an AMSO Project
- Subscribe Board & Committee Agendas
- Brand Style Guide
- Ceridian Dayforce (View Only)
- Cornerstone (LMS/Performance)
- Facilities Maintenance Request Form
- GLWA Savings Center
- Job Postings
- Local Weather
- Office 365 E-mail
- One Water Institute (OWI)
- Precipitation Chart
- Printer Logic
- Pumpage Chart
- Smartsheet
- Templates
- WAM Production
- WAMR Portal



GLWA Wins Second Emmy Award

GLWA Calendar

July 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
30	1	2	3	4 Independence Day
7	8	9	10 11:00 am GLWA AMLT Meeting	11
14	15	16	17	18
21	22	23	24 1:00 pm CAN	25


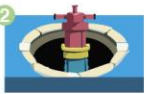


Resiliency Home

- News and Announcements
- Forms
- Policies
- Procedures
- Documents
- Reports
- Staff Info



Internal Video Training Collection

Welcome to GLWA's Internal Training Video Collection. Here you can acquire knowledge of many aspects of the GLWA system. You can go behind the scenes and learn about features, stories, problems, and solutions you may not been aware of, in a easy-to-comprehend video set, covering ten important focus areas within the GLWA system. You can select any topic, from broad overviews to specific issues. And you're encouraged to explore, discover, and return again to learn more about how the Great Lakes Water Authority operates and functions, all from an insider's point of view.

 How to perform a Pump Station Checkup	 The Mystery of the Hidden Check Valve	 Introduction to the GLWA Water System
 Introduction to East Side Wastewater Dry Weather Flow		

Dashboard Links

- Water Booster Station - Equipment Status Report
- Sewer Lift Station - Equipment Status Report
- Water Treatment Plant - Equipment Status Report

Resiliency - Home



Todd King
Systems Resiliency Officer
P: 313-267-1382
M: 313-999-0289
todd.king@glwater.org

Thomas Hall
Director - Operations and Resiliency
P: 313-267-3693
M: 313-999-1455
todd.king@glwater.org

Mini Panicker
Director - Energy and Resiliency
P: 313-267-8996
M: 313-400-6837
todd.king@glwater.org

Biren Saparia
Director - Systems and Resiliency
P: 313-267-8997
M: 313-999-0235
todd.king@glwater.org

Progress to date

- 💧 Have developed 4 videos
 - 💧 3 water, 1 wastewater
- 💧 5th Wastewater video in production
- 💧 Minimal cost and minimal time impacts to GLWA staff
- 💧 Working with OD to develop into part of a training curriculum

Developed “Resiliency Challenge”

- 💧 Table top exercise to review emergency operations
- 💧 Piloted with Water Transmission
- 💧 Used as diagnostic for ensuring adequacy of contingency planning for LSIP
- 💧 Improving readiness to address disruptions

Next steps

- 💧 Continue developing videos on specific topic for water and wastewater operations and maintenance
- 💧 Working with OD to integrate into the learning modules of Workday
 - 💧 Allow for training, tracking, and testing
 - 💧 Leaders can easily assign and track progress
- 💧 Launch Guided Mentoring and Coaching program with subject matter experts

A dynamic background image featuring a large, energetic splash of water in shades of blue. The water is captured mid-motion, with numerous droplets and bubbles visible, creating a sense of movement and freshness. The splash is centered horizontally and occupies the upper half of the frame.

Thank you, questions?