



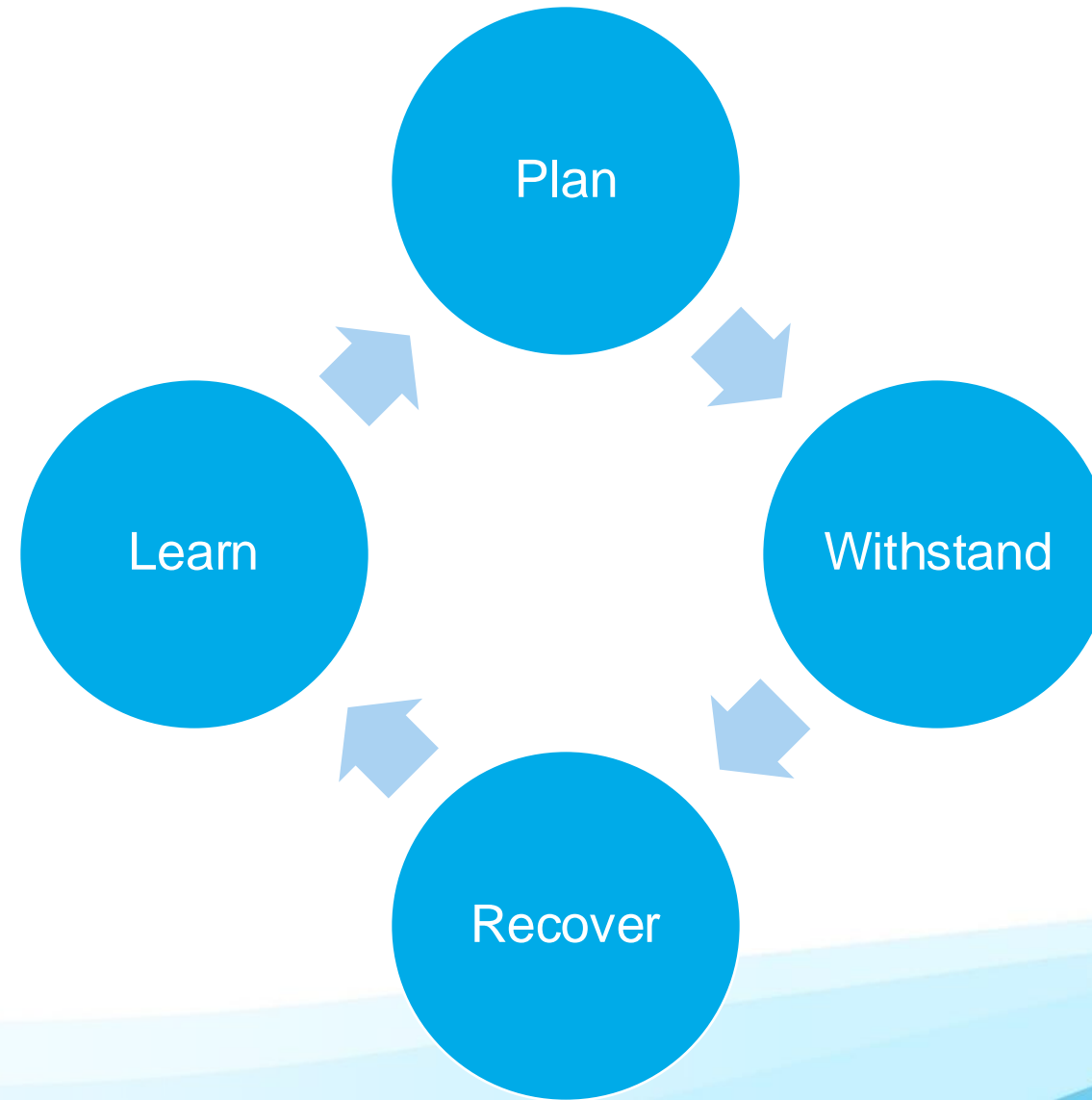
# Update to the GLWA Board System Resiliency – On the Job Training Efforts

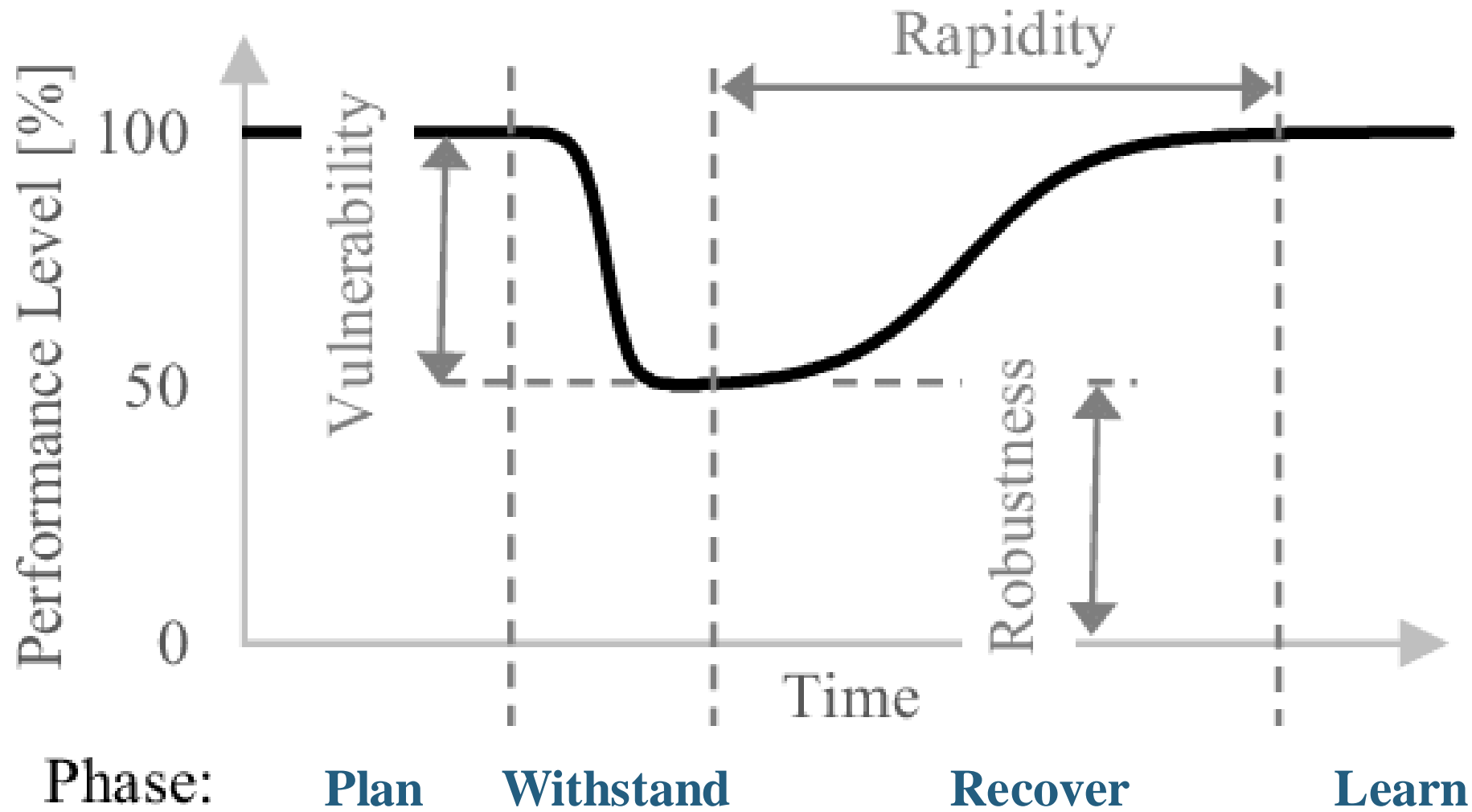
July 24, 2024 | Todd King, System Resiliency

A dynamic splash of blue water with bubbles and ripples, set against a light blue background. The water is captured in motion, creating a sense of energy and freshness.

**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

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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

**TEAM MEMBER OPEN HOUSE**  
[Click here to register!](#)


[Click here to download the TAP IN Toolkit](#)

Get data into a format for xgboost in R? - Stack Overflow

[Resiliency - Home](#)

## ONE WATER CONNECT

BROWSE PAGE

## GLWA Calendar

July 2024


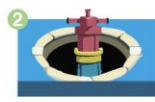


SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
30	1	2	3	4 Independence
7	8	9	10 11:00 am GL 1:00 pm CAN	11 1:00 pm AMLT Meet
14	15	16	17	18
21	22	23	24 1:00 pm CAN	25

- [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 be 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.

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

## Dashboard Links

- [Water Booster Station - Equipment Status Report](#)
- [Sewer Lift Station - Equipment Status Report](#)
- [Water Treatment Plant - Equipment Status Report](#)



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# Progress to date

- ◆ Have developed 4 videos
  - ◆ 3 water, 1 wastewater
- ◆ 5<sup>th</sup> 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

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Thank you, questions?