

Operations and Maintenance Infoshare Group Report to BACWA Board

Committee Meeting on: 6/29/16
Executive Board Meeting Date: 7/15/16
Committee Chair: David Stoops

Committee Request for Board Action: None

14 attendees representing 7 member agencies

Highlights of New Items Discussed and Action Items

Managing your Agency's Knowledge Base - Round Table Discussion

The topic for the committee's discussion was "How to manage your agency's knowledge base, SOPs, manuals, record drawings, and other information". The discussion focused on how agencies can capture institutional knowledge on paper so it is not lost when staff retire. The key points of the discussion were as follows:

- Agencies use various databases to manage data in different disciplines, ranging from off-the-shelf to do-it-yourself systems. When choosing to purchase an off-the-shelf system, it is important to consider all costs. These systems can be expensive, and require ongoing manufacturer assistance for additional fees.
- Rotating data management staff into engineering and into the field allows them to get a better sense of the challenges faced by the staff who will be using the data.
- Some agencies get consultant support to assess asset management strategies and teach asset management to staff. Consultant support can also be used for data management.
- It is imperative to sustain a culture of sharing, rather than hoarding knowledge, to improve everyone's effectiveness.
- Requiring contractors to develop "written control narratives" in addition to O&M manuals upon design and construction of a new system can help capture how to handle "outside of the box" situations.
- Getting funding for robust document management systems is often a low priority for agencies. Funding may be easier to secure after an enforcement action.

Committee Business

An online survey was used to prioritize future meeting topics. The following topics are listed from most to least interest amongst committee members:

- How to manage your agency's knowledge base, SOPs, manuals, record drawings, and other information
- Paperless Operation & Maintenance
- Asset Management Software
- Computer Maintenance Management System
- Equipment (pumps, pipes, assets) condition assessment
- Yard piping as-built drawings and field verification
- Staff Training Best Practices - SOPs, video tape training, hands-on and refresher training, contract services
- Nutrient removal - impacts to O&M
- Succession Planning - How to hire new staff, train in-house staff, retain historical experience
- Hydrogen sulfide control
- Central repository of data
- Recycled Water - Impacts to O&M
- Alarm Notification - Best practices and software
- Impact of drought on facilities
- NFPA70 - How are agencies meeting requirements
- State Operator Advisory Committee
- Outfall condition assessment
- Peracetic acid as an alternative disinfectant - O&M issues
- Alternative compliance for chlorine residual - measuring chlorine decay in the outfall
- Instrumentation for lab analyses

Next Meeting: September 28, 2016, CCCSD