

APPENDIX O

DISTRIBUTION OPERATIONS TRAINING NEEDS



Distribution Operations Training Needs

Based on Industry Practices and
interviews with Water Service Center
personnel

Core Functions that benefit from structured training

- Maintains and install water mains and related items
- Provides healthy and palatable water to customers
- Represent Flint Water because of frequent customer interaction potential
- Fields and answers customer service complaints

Training modules to strengthen core functions

- Introduction to Flint Water System
- Overview of Distribution System functions
- Training leading to Distribution System Operator Certification
- Safety Training
- Customer Service Representative Training
- Heavy Equipment Operation Training

Introduction to Flint Water System

- Introduces basic water treatment processes
- Describes treatment at GLWSA Port Huron WTP
- Discusses additional treatment (phosphate and chlorine) at Flint WTP
- Describes Flint distribution system
- 60 original slides, 90 minute training

Overview of Distribution Systems

- One hour training
- Core is AWWA DVD “WSO Maintaining Distribution and Storage Systems”
- Overview that focuses on
 - Water quality
 - Distribution hydraulics
 - Physical Installation
 - System Security

Distribution Operator Training

- Core is AWWA's Water System Operator (WSO) Water Distribution Grades 1, 2, 3 and 4
- Training in line with national (and Michigan) Operator Certification tests and licenses
- 37 chapters, requiring at least that many weeks to complete the training
- Suggest providing the opportunity for motivated operators
- Will be available as an app in march 2018

Safety Training

- 45 to 60 minutes per week
- Based on AWWA's Let's Talk Safety 2018 Book and DVDs
- Each week a new safety topic is discussed
- DVDs allow for self instruction
- Includes common topics based on water utility experiences

Customer Service Representative Training

- Three day training based on AWWA Customer Service Certificate Program
- Each day covers separate topic: Customer Relationship Building, The Business of Customer Service and Water Industry Operations
- AWWA supplies materials and employees facilitate and complete the course at their location

Heavy equipment operation training

- AWWA Safety First: Heavy Equipment Yard Practices DVD for one hour training
- One day training at local heavy equipment operator school
- Provide hands on training in controlled environment with equipment used regularly