



**Office of the Chief Executive**

735 Randolph Street, Suite 1900

Detroit, Michigan 48226

May 22, 2019

The Honorable  
Board of Directors  
Great Lakes Water Authority

Dear Chairman Baker and Directors:

**Regarding: CEO's Report – May, 2019**

During the past month, our region has seen a series of wet weather events that have impacted our system and our communities. The recent series of rain events were compounded by extraordinarily high water levels in our lakes and the Detroit River. In Detroit's Jefferson-Chalmers community, water from the river breached the sea wall and required the placements of sand bags to raise the wall and limit the river waters from flooding the community. This also led to river water being pumped directly into the system by various members of that community. Jefferson-Chalmers was not the only community impacted by the high river levels as Dearborn Heights also faced significant issues. At the Board's May 8, 2019 meeting, our Chief Operating Officer for Wastewater Services, Navid Mehran updated the Board on the systems operations and reported that the system functioned well despite these extraordinary events. Thank you to the GLWA Team Members for their hard work during these events. Still, while the recent events have been handled by the system's capacities, they point out opportunities to update and expand our emergency operations planning to consider events of this nature.

Two events, one now an established tradition and one establishing a new tradition were held this last month.

The first event was GLWA's Annual Science Fair Awards. Our judges select water related projects submitted to the Science and Engineering Fair of Metropolitan Detroit for special recognition. In this, our 24<sup>th</sup> year, the projects were impressive and ranged from long term water quality monitoring in local watersheds to evaluating emerging water treatment technology. Encouraging and recognizing the student interest in water and demonstrating the career opportunities in the public water sector, are two key interest GLWA has in this event.

The second event was GLWA's inaugural Team Member and Family Open House and Tour at Water Works Park. For a first-year event, team member response was tremendous. With over 100 volunteers and over 230 attendees, the event was a success by every measure. This event celebrates Team GLWA and familiarizes their friends and families with GLWA's role in the region and our facilities. With the positive feedback received from attendees and suggestions for the next open house, we will look to expand activities and grow the event in 2020.

## PLANNING SERVICES

The Asset Management Group hosted the Blue Ribbon Panel on May 13-15 as part of the contracted services related to the Strategic Asset Management Plan (SAMP, CS-198) project. As described in the previous CEO report, the panel consisted of asset management experts from six different organizations around the world who provided their knowledge, insight and sustainable practices related to asset management. The event was a major success for both GLWA and for the many leading practitioners from around world that shared best practices and insightful lessons learned on their asset management journey.



A tremendous thank you goes to the individuals and organizations identified below for their participation and contributions provided that will help to shape GLWA's asset management strategy, maturity and direction. Also, thank you team members for your participation and many, many good questions and comments at the event!

Name	Organization	Location
Darrin Francom	Central Arizona Project	Arizona
Brian Buzard	Central Arizona Project	Arizona
Matthew Ries	DC Water	Washington DC
Leisa Thompson	Metropolitan Council of Environmental Services	Minneapolis, Minnesota
Sam Paske	Metropolitan Council of Environmental Services	Minneapolis, Minnesota
Ed Morris	TEAM 2100 Environment Agency	United Kingdom
Andrew Pearce	UK Environmental Agency	United Kingdom
Keith Haslett	United Utilities	United Kingdom
Phil White	United Utilities	United Kingdom
Shane Morgan	Watercare	Auckland, New Zealand

Besides the great effort in hosting and participating in the Blue Ribbon Panel, many team members within GLWA have also contributed their time and effort in the formation of the Strategic Asset Management Plan (SAMP). Their participation, hard work and dedication displayed within the functional teams is very much appreciated and will ensure the SAMPs success and sustainability into the future. Many key decisions and contributions have been made and are currently in the process of being made with the consensus of those involved. The development of the asset management roadmap and implementation plan is currently beginning. The SAMP is still on pace to be substantially completed in July 2019 with anticipated roll-out this fall.

## **PLANNING SERVICES** (continued)

### ***CIP***

The CIP Group continued to move through its development schedule by conducting a foundational meeting with key team members in the Financial Services Area. The goal of the meeting was to level-set with our Financial partners prior to roll-out of this year's CIP development process and training of our engineering staff. We look forward to the improvement and development of this year's plan through a series of activities like this one.

With the approval of the Capital Program Delivery Contract CS-272, the CIP Group is busy planning a series of internal meetings where AECOM will introduce their project and task leads, discuss the work plan, expectations and framework to get the project off to a solid start. A special thanks to our partners in the Financial Services Area who worked diligently with the CIP Group to bring this important project forward from concept to reality.

### ***Systems Planning***

The Water Management Best Practices Work Group is planning a best practices workshop for the region, with an emergency preparedness focus. Last year, this group planned a successful Water Storage Best Practices Workshop that was held in May 2018. The purpose of this year's workshop will be to build a shared understanding among GLWA's member partners of emergency preparedness best practices, opportunities and resources. The workshop is scheduled for September 16<sup>th</sup>, with exact time and location to be determined. The agenda is being refined and we are working to obtain Continuing Education Credits (CECs) to increase participation and benefit to our member partners. Make sure to save the date and stay tuned for more details!



GLWA participated in the SEMCOG University Workshop on April 17<sup>th</sup> regarding the Regional One Water Public Education Campaign that GLWA's Public Affairs has been working on with SEMCOG and the Cranbrook Freshwater Forum. The workshop was focused on how to increase public understanding of One Water: the interrelationship of drinking water, wastewater, and stormwater. The messages in the campaign will stress the importance of supporting these essential water infrastructure systems and everyday water actions people can take to "keep it fresh" and "keep it flowing." At this workshop, local governments and partner agencies learned more about the campaign and how to promote its important messages in their own communities with free giveaways, media content, and community outreach. Madison Merzlyakov shared the various content previously developed working in collaboration with our member partners through the Public Education, Communication and Water Quality Work Groups for educating the public around water and wastewater services in the region. The public education campaign will run from June 1-9, 2019, during the Great Lakes and Fresh Water Week. For more information, [click here](#) to see SEMCOG's presentation. For questions regarding the campaign, please contact Katherine Grantham at [grantham@semcog.org](mailto:grantham@semcog.org).

## PLANNING SERVICES (continued)

The Water Analytical Work Group met at Westland's City Hall Ballroom on April 23<sup>rd</sup> to discuss the Units of Service and System Water Audit Next Steps. Chandan Sood, System Analytics and Meter Operations Manager shared the key differences between the draft and final phase two report, as well as what data gaps and recommendations were identified by Black & Veatch. Mr. Sood also touched on the units of service mid-term recommendations for Detroit, Dearborn and Highland Park. Biren Saparia, Manager of Systems Control Center shared an update regarding the Adams Road Pump Station pilot project that is focused on real-time pumping energy optimization. He also reported out to the group on GLWA's 2018 pressure compliance. Public Finance Manager, Jon Wheatley, shared the maximum day and peak hour data from 2010-2018 for the system, as well as for each individual member partner. This had been a long-standing request of the group, and the data will now be shared each year with the work group, and the data has been saved on the Member Outreach Portal.

The Water Quality Work Group hosted WebEx meeting on May 9<sup>th</sup> had over 30 participants. The WebEx format worked well for this meeting as it was mostly a report out to members from GLWA. Randal Brown, General Counsel shared a status update regarding the Lead and Copper Rule legal challenge. Cheryl Porter, Chief Operating Officer of Water and Field Services shared a sampling update, as well as an update regarding the Unregulated Contaminant Monitoring Rule (UCMR), giving background about the rule, and what to expect in terms of compounds being monitored, and the timeframe. GLWA began sampling in April 2019, which will continue through September 2020. The group also reviewed a draft flier regarding PFAS that GLWA and members can share with their residents. All documentation is being posted on the Member Outreach Portal.

Madison Merzlyakov, Member Outreach Coordinator for the Water Quality Work Group shared that the Member Outreach Team is considering combining the Water Quality, Public Education and Communications work groups. Over the past year, we have observed that the work groups have similar content, participation and purpose. This change will reduce the number of meetings and increase efficiency of the time required by participants. The group agreed to hold one combined meeting later this year as a test before a final determination to combine the groups is made.

**New!**

Planning is underway for the June 20<sup>th</sup> One Water Partnership Meeting taking place at Summit on the Park in Canton Township, with a co-chair meeting scheduled for May 30<sup>th</sup> to finalize the agenda and discuss ongoing initiatives. With the approval of the [new One Water Partnership Bylaws](#) in March, there are co-chair positions now vacant and a co-chair election will take place at the meeting. We ask that Member Partners come prepared to vote on behalf of their community should a vote be required. An update on the Wastewater Master Plan effort will also be shared at the meeting.

Don't forget to RSVP online and download the meeting notice by [clicking here](#). Please RSVP by June 3<sup>rd</sup>. An agenda will be shared with all membership once it has been finalized.

**PLANNING SERVICES** (continued)

April Member Outreach Meeting Attendance	
Meeting	# Attended
Sewer SHAREs (4/5)	25
Water Management Best Practices Work Group (4/10)	16
Wastewater Master Plan Steering Team (4/17)	34
Sewer SHAREs (4/17)	30
Water Analytical Work Group (4/23)	37

The West Side Modeling and Monitoring team provided an update to the Wastewater Analytic Task Force on May 3, 2019. Dye test results for five meters were reviewed and the group agreed to accept the results.

The April Wastewater Master Plan Steering Team meeting provided a sneak-peak into alternatives and recommendations expected later this year. For the Water Resource Recovery Facility (WRRF), the master plan will lay out the 40-year roadmap; the capital improvement plan (CIP), asset management plan, and research and development initiatives. Among other items, a few things being considered at the WRRF include:

- ◆ More efficient removal of phosphorus,
- ◆ Process optimization to reduce ferric chloride use,
- ◆ Grit removal and handling
- ◆ A third pump station

For the wastewater collection system, an overview of the six alternatives under consideration were shared. Each of the alternatives builds on each other:

1. Existing System Conditions
2. Future System Conditions
3. Non-structural Optimization (maximizing use of existing system)
4. Committed Projects (projects by GLWA and regional partners)
5. Optimize Existing Overflow Facilities
6. Plan of Record (building on anticipated future conditions)

## **PLANNING SERVICES** (continued)

The Wastewater Master Plan team will meet with members of watershed groups in May to talk about synergies between the WWMP and watershed group programs and a water quality monitoring program. We will discuss how we can work together to improve water quality. Watershed groups participating in the meeting include the Clinton River Watershed Council, Friends of the Rouge, and Alliance of Rouge Communities.

The Sewer SHAREs and Charges Methodology teams have combined to form one Sewer SHAREs group. The Sewer SHAREs group spent a considerable amount of time analyzing wastewater system components to determine how peak flows might be considered. CDM Smith shared their approach to analyzing flows in the D+ areas of the system, including Detroit, Highland Park, and Dearborn. In late April and early May, Bart Foster from the Foster Group introduced a potential new concept for considering peak flows in future charges. The group will continue to explore this concept in the coming months.

## **WASTEWATER OPERATING SERVICES**

### ***Wastewater Operations***

Water Resource Recovery Facility (WRRF) operations were in compliance with the Water Quality Standards for the month of April 2019 with only one exception. On April 28, fecal coliform bacteria at the Baby Creek Combine Sewer Overflow (CSO) Screening and Disinfection facility exceeded the permitted limit. Additionally, on May 1<sup>st</sup>, 2019 operations activated its bypass gates for the Baby Creek facility to manage the incoming flow and maintaining the hydraulic grade line below critical levels.

On April 23, 2019 Majid Khan, Director of Operations attended a meeting with Senator Bumstead's Director of Staff in Lansing along with Michigan Water Environment Association (MWEA) in efforts to collaborate, and seek the Senator's support to revise the language of his proposed Biosolid bill. The proposed bill as drafted could negatively impact the land application process for Michigan.

### ***Process Control Center (PCC)***

The PCC Group has completed work on the following projects among others:

- Fiber Optic relocation and testing in Complex A.
- Updated the firewall software.
- Updated FTService platform for Asset Centre upgrade.

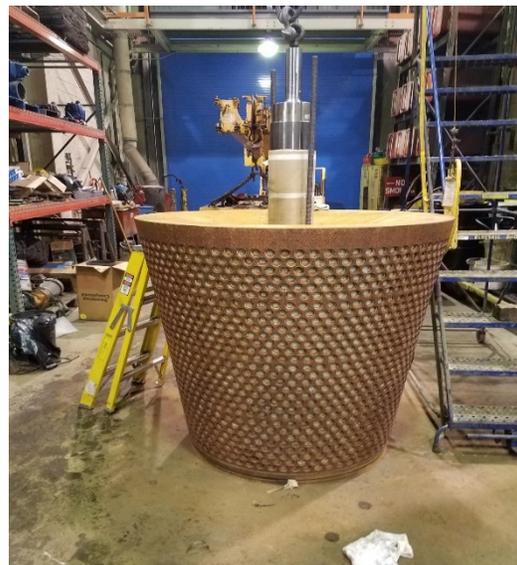
**WASTEWATER OPERATING SERVICES** (continued)

This month the WRRF Maintenance Team would like to showcase the work being performed by the Secondary Team. A 72-inch by 48-inch reducer was replaced on the B-14 clarifier pipe that leads from the aeration deck to the main clarifier due to the old one rusting out.



*New reducing being installed.*

Also, the Secondary Team removed and repaired the #7 screened final effluent (SFE) strainer. The strainer housing located in the basement of the SFE building is shown on the left. The strainer that was repaired is shown on the right.



## **WASTEWATER OPERATING SERVICES** (continued)

### ***Industrial Waste Control (IWC)***

Though GLWA completed its responsibilities as directed by the MDEQ (now MDEGLE – Michigan Department of Environment, Great Lakes, and Energy) in March 2019, IWC has continued to pursue PFAS reduction and elimination efforts with our industrial users. We had a conference status call with MDEGLE to update the status of our continuing efforts.

At the end of March 2019, there were four industrial users without sample data due to a lack of discharge during the past nine months because of business interruptions or closure actions. We had committed to MDEGLE that we would continue to track the facilities' operations and obtain samples when possible. We were able to collect a sample from one of the four sources during April 2019.

Since March 31, 2019, we received Best Management Plans (BMP) from forty-seven identified sources, and we are reviewing the submittals. In order for us to accept a BMP, we have to convert the document(s) into an enforceable document, either a Wastewater Discharge Permit or Compliance Agreement. As of April 30, 2019, 15 BMP submissions have been approved (final enforceable document achieved) with an additional 16 pending executions in May 2019. Fifteen additional BMPs remain under review.

### ***Engineering & Construction***

#### ***Construction Engineering***

The Dewatering Complex II Roof Replacement project at WRRF was awarded to Schreiber Corporation for \$1,188,000. The new roof system will address several leaks and provide a durable, high-performance flexible membrane coating designed for industrial facilities. Also included in this project is a new perimeter walkway, access stairs, and refurbished support steel for HVAC equipment.

Project challenges include working around existing HVAC equipment and high-voltage electrical gear which must remain in service during construction. The primary sludge dewatering equipment for the incineration process is located below this roof, with six units required to remain in service at all times to meet the requirements of wet-weather sludge production.

Construction on the Rehabilitation of Rectangular Primary Clarifiers Project, the Sludge Conveyance Improvements Project, and the River Rouge Outfall Project are progressing. Construction of the Aeration System Improvements Project is nearing completion and is scheduled to be closed out in June.

## **WASTEWATER OPERATING SERVICES** (continued)

*Dewatering Complex II roof membrane base layer. The top coat will be applied once the main layer is fully complete.*



### ***CSO Control Program Team***

The design project for flow meter replacement at the Conner Creek retention treatment basin (RTB) is continuing forward. We recently conducted a 50% workshop and are expecting to have 95% of the plans in May. This project will enable us to improve the flow metering and operations of the Conner Creek RTB.

A kickoff of the Baby Creek reliability centered maintenance project was held last month for the chemical feed system. A workshop with the project team has been scheduled. We are also working on a project for the St. Aubin chemical feed system to make it more reliable and to right-size it to allow for better operational flexibility. We anticipate the work on the chemical feed systems at Baby Creek and St. Aubin to continue through the summer.

The Seven Mile roof replacement and Puritan-Fenkell and Seven Mile CSO RTB instrumentation improvements projects are currently advertised. Walk-throughs for each project have been held. A Conner Creek gate seal project is currently underway also.

The CSO Team continues to work to update our assets in our computerized maintenance management system (CMMS) and Oracle Work and Asset Management (WAM) system to make the assets easier to find in WAM so that work orders can be written to the right assets. We are currently working to develop a report around work orders, requisitions, and stock check outs to begin to ensure that all expenses against our assets (including parts and other contracted labor/services) are tracked.

This, along with hours-tracking and continued efforts to have all costs roll into our assets, should more accurately assess life cycle costs. As data in WAM improves, we will develop more reliable life cycle costing for our assets to enhance saving opportunities.

## **WATER OPERATIONS**

### **Water Administration**

On May 7, 2019, GLWA held its Annual Science and Engineering Fair Award Ceremony at Water Works Park Water Treatment Plant. GLWA acknowledges Metro Detroit area students who have submitted science projects to the Science and Engineering Fair of Metro Detroit, and have a relationship to the drinking water or wastewater industry. The projects are judged by GLWA team members each year, and awards are given to the top three submissions in each of two categories, Junior (grades 7 and 8) and Senior (grades 9 - 12) levels.

This year's winners had various submissions including: PFAS testing, storm water run-off testing of nitrogen compounds and phosphates, asphalt water run-off, and pollution effects on invertebrate life in our rivers, lakes, and streams.

GLWA judges included the following team members:

- Water Quality - Patrick Williford
- Water Works Park - Yao Kouassi, Wajid Khan, Abul Ahmed, and Jessica Vachon
- Water Operations - Balvinder Sehgal
- Water Resource Recovery Facility - Michael Jurban
- Public Affairs - Debbie Frazier, facilitator and organizer for 2019

The winners were awarded a trophy and gift card amongst other GLWA memorabilia and treated to lunch. The students their parent and teachers toured the Water Works Park Treatment Plant hosted by Plant Manager, Andrae Savage.

### **Water Quality**

The Microbiological Methods for Drinking Water Operators class was held at Water Works Park taught by GLWA's Water Quality Manager, Mary Lynn Semegen. This is a certified Michigan Department of Environmental Quality class with thirty-seven participants in attendance.

The class reviews basic bacteriology concepts, the revised total coliform rule, sampling and analysis requirements, and current certified methods for the analysis of total coliform, fecal coliform, and E. coli in drinking water. In addition, it covers the heterotrophic plate count bacteria methods and laboratory quality assurance and quality control for microbiology needed to maintain laboratory certification.

Class participants who already have a license obtain 0.6 technical CECs (continuing education credits) towards their license recertification. This class is held twice per year in the Spring and Fall, about one month prior to the licensing exam.

## WATER OPERATIONS (continued)

### Lake Huron Treatment Plant

The Lake Huron team stepped up to a challenge during basin cleaning operations. An 8-inch sludge pump stopped working, halting the basin cleaning activity. The maintenance and operations teams assembled a 6-inch pump attached to a hundred feet of hose dropped it into the sludge pit (Lagoon #1) to continue the basin cleaning activity. Commitment to our members and focusing on team work to continue operations made it possible. Basin cleaning is back on schedule and the plant will be ready for the higher summer demand season.



*Hose dumping into Lagoon #1*



*New 6-inch pump*

### Water Operations

Bruce Adams, Fred Collins, Benoy Elias, Joseph Haffey, Jason Hammond, Michael Hayden, William Henry, Jeffrey Jones, Wajid Khan, Yao Kouassi, Lawanda Rouse, and Tamika Winston attended the 27<sup>th</sup> Annual Michigan Public Service Institute (MPSI) training April 7-12, 2019 in Mt. Pleasant, Michigan. MPSI Director Lewis “Lew” Bender led the conference which was centered around “Delivering Service Excellence.”



*Spring 2019 MPSI Participants*

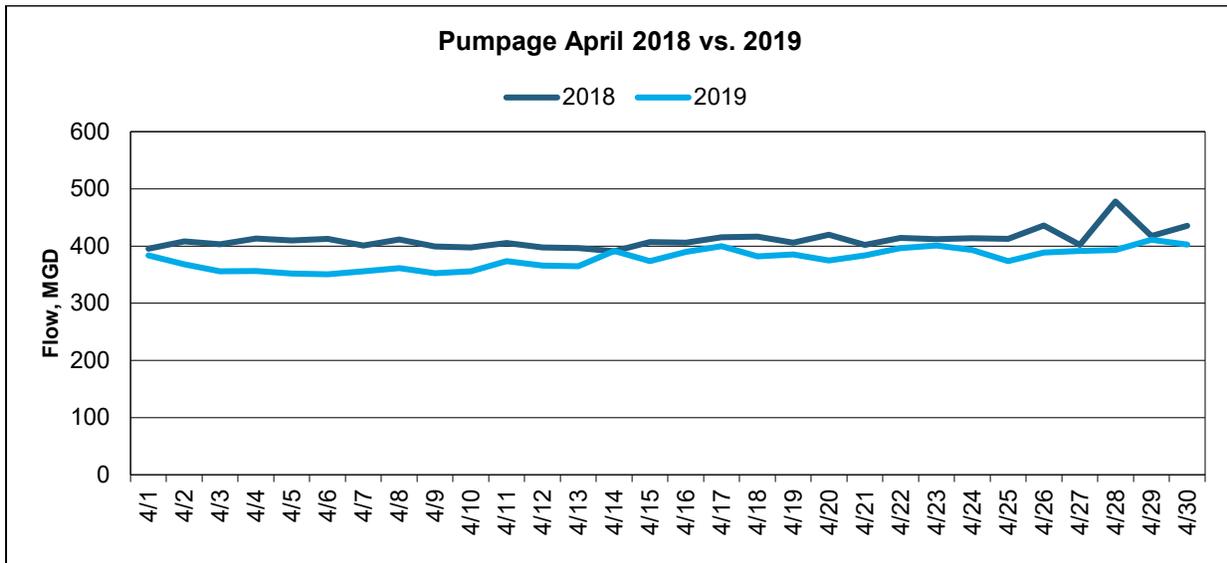
Participants will receive up to 3.2 CECs for each hour of instruction from the Michigan Department of Environment, Great Lakes, and Energy.

## **WATER OPERATIONS** (continued)

### **Systems Control Center**

#### *April 2019 Pumpage*

April 2019 pumpage was 7% lower than April 2018



### **OSISoft Pi World Conference Presentation**

GLWA utilizes OSISoft PI software for process data warehousing and analysis of the process data. Systems Control Center staff, Betty Thomas and Ahmad Abdallah, presented how GLWA leverages PI at the PI Users Conference in San Francisco, California. The title of the presentation was “Real-time GIS Data for Optimized Operations.”

### **INFORMATION TECHNOLOGY**

The IT Security and Risk Management team has eliminated over 90% of the vulnerabilities on GLWA’s internet-facing systems over the past two months. This means that for the systems that are reachable from the public internet, the attack surface has been reduced dramatically. We continue to remediate vulnerabilities both on internet-facing and internal GLWA systems.

On May 14<sup>th</sup>, Microsoft released a patch for a high-risk vulnerability that applies to Windows XP workstations, Windows 7 workstations, Windows 2003 servers, and Windows 2008 servers. As of May 17<sup>th</sup>, the GLWA IT team has patched all of the workstations and servers in question and will be running daily scans to identify any additional systems that come onto the network, that need to be patched.

## **INFORMATION TECHNOLOGY** (continued)

The GLWA IT team has decommissioned over 30 obsolete Windows and Linux servers within the last three months. This has reduced the amount of maintenance overhead that is required to maintain our network infrastructure and has also given us the additional capacity, as new servers/applications are needed.

The Business Productivity Systems team, along with the Finance team, is near completion of the Integrated Payables Project. The project is now known as *GLWA Direct to You* and allows Comerica to make payments on GLWA's behalf to our vendors while providing safety and security around the handling and processing of ACH transactions. The Finance team will no longer be printing paper checks for the vast majority of their payments and will provide greater vendor satisfaction with quicker payments.

The IT Service Delivery team is kicking off a project to install new PCs at all the GLWA Water Plants. Each plant will have a new kiosk installed containing a new workstation area with a hotel type cubicle, new chairs, new PCs, and new monitors. This will allow team members that do not readily have access to a personal computer, the opportunity to visit any one of the kiosks at any one of the plants and connect to the network to complete Security Mentor training, Performance/Progression Reviews, check their email, or access One Water Connect (OWC), to name a few.

The IT Enterprise Asset Management Systems team along with Water and Wastewater Areas have completed the Ovation-WAM Interface project which establishes a read-only interface from GLWA's equipment operations data to WAM's run-time module. This interface allows for preventive maintenance work orders to be triggered from an asset's run-time rather than calendar-based scheduling only. Currently, primarily pumps have been configured using this interface so that maintenance activities can be optimized for these assets.

Currently, the IT PMO is managing 24 active projects and is processing six project requests.

## **PUBLIC AFFAIRS**

Public Affairs is excited to announce that beginning May 13th, GLWA is launching its first brand awareness campaign in southeast Michigan!

The purpose of the campaign is three-fold: 1) to raise overall awareness of, and building trust in, GLWA; 2) to reinforce that GLWA is the provider of choice in southeast Michigan ensuring the delivery of water of unquestionable quality and effective and efficient sewer services to the region; and, most importantly, 3) to highlight the fact that our skilled and talented team members are the reason for the ongoing, outstanding quality of these services.

**PUBLIC AFFAIRS** (continued)

Running for five months (mid-May through mid-October), the brand awareness campaign will have digital (across a wide variety of websites based on a series of key words), social media (Facebook and Twitter) and radio (WWJ-AM950, WOMC and WMXD) components.

The campaign takes two different creative tracks. The first is, "We are GLWA," which puts front-and-center, six GLWA team members - three from Water and Field Services and three from Wastewater Operations, and gives the end consumer a look into GLWA.

The team members are:

- Wanda Brown, Conner Creek CSO; Frank Czyz, WRRF; Pawan Kapila, Southwest Water Treatment Facility; Karone Law, Springwells Water Treatment Facility; Katherine Miracle, Field Services, Water; and Zanetta Stewart, WRRF.



**PUBLIC AFFAIRS** (continued)

The second creative track is, "At Home with GLWA." This track focuses on the benefit of GLWA's services to the end consumer and uses lifestyle imagery to convey this message.



On Saturday, May 11, 2019 from 10:00 a.m. to 3:00 p.m., GLWA held its inaugural Team Member and Family Open House and Tour at Water Works Park in conjunction with national drinking water week. More than 230 team members and their family members took guided tours of the plant, and were able to play a variety of fun and educational games in a large tent on the WWP grounds. Games included, "The Price Right," which asked people to guess the cost of everyday household items that were all the equivalent of one gallon. The twist was that we included a gallon of GLWA treated drinking water (which is comparatively VERY low). There was also a "What to Throw Where" game that asked people where they should throw a variety of items – into the recycle bin, the trash, the toilet or the sink.

Also in conjunction with Drinking Water Week, Public Affairs, working with FleishmanHillard, pitched local TV stations the opportunity to learn how GLWA produces the high quality water that it distributes throughout the region. WXYZ-TV 7 joined Cheryl Porter, COO-Water and Field Services for the tour and produced an excellent on-air segment walking their viewers through the treatment process. They also had an article on their website that went into more detail on the process. Since the segment aired on Sunday, May 12, GLWA has shared it on our website, with member partners and on our social media channels.

## **ORGANIZATIONAL DEVELOPMENT**

### ***Recruiting and Career Pathways***

Organizational Development (OD) will soon be rolling out a Recruitment Policy that will serve as a guideline to assist OD and hiring managers as a part of our mission toward continuous improvement. This process will assist in reducing the time it takes to identify and onboard qualified candidates.

Another process improvement includes the launch of an electronic Exit Interview Survey. While there is still a benefit to meeting with exiting team members to answer questions and obtain organization property; using an online survey after a team member has separated provides additional benefits. The survey allows to collect, identify and act on trend data, and are likely to get more honest feedback.

On March 28<sup>th</sup>, the news reported that the closure of Detroit Renewable Energy (DRE) will affect 164 employees. On May 1st, GLWA OD Recruitment held a private Recruitment Event for DRE. Twenty-three (23) people attended the event. Everyone who attended had at least one interview with a representative from OD or a hiring manager. A cross-section from the organization assisted in putting the event together. Luther Blackburn conducted a tour of WRRF. Since the event, several offers have been accepted or are pending.

We received feedback from DRE's Human Resources that the event was a morale booster for the participants and requested to share the details of the event in a presentation they are making to the Detroit City Council.

We have continued to receive resumes from applicants. GLWA Recruiters attended a separate DRE Employment Event on Thursday, May 9<sup>th</sup> at the Coleman A. Young Municipal Center in Detroit.

#### **May and June Recruitment Events:**

- May 9<sup>th</sup>: Focus Hope Reverse Job Fair Interviews
- May 16<sup>th</sup>: GLWA 4th Annual Vendor Outreach - Doing Business with GLWA event at Laurel Manor in Livonia.
- June 7<sup>th</sup>: Councilman James Tate has a segment for his District 1 Satellite Hours called 1st Fridays in which he focuses on individuals with interesting jobs. On June 7<sup>th</sup>, they will be featuring Terry Daniel, Director Water Operations to talk about careers in the Water Treatment Plant. The meeting will be held from 11:00 a.m. -1:00 p.m. at the Motor City Java House located at 17336 Lasher Road, Detroit. GLWA OD Recruitment will have a table to talk about all of our open positions.

## **ORGANIZATIONAL DEVELOPMENT** (continued)

### ***Benefits & Wellness***

#### Benefits Strategic Planning (April 2019)

- A reviewed key finding from the Willis Towers Watson Best Practice Survey and The Lockton Global Benefits Forum confirmed that our Strategic Planning for benefits is solid. Both confirmed that the strategies presented for consideration or that have been implemented over the past year at GLWA are not only in line with best practices, but that we are focused on strategies, that if implemented, will put us ahead of competing employers in the following categories:
  - Benefit strategy and planning
  - Employee engagement and experience
  - Financial management
  - Pharmacy management
  - Employee financial, social and emotional wellbeing
  
- OD will be launching a survey to gauge team members' perception on GLWA benefits. We will be able to measure our team members' satisfaction towards current benefits and how these fit their needs and identify where benefit education may be warranted. The survey will also allow us to gather data on usage and interest in Wellness activities to optimize their experience and to improve OD's communication with our team members and their covered family members.

May 15<sup>th</sup> – GLWA Savings Center updated website launched. The new site offers simple search, and other common e-commerce features along with familiar tools for discovering discounts and special offers.

May 29<sup>th</sup> – GLWA Rides the Grand Prix with Slow Roll Detroit (Cadillac Square Meetup) – [www.slowroll.bike](http://www.slowroll.bike)

### ***Training***

Between January 1, 2019, and April 30, 2019, GLWA:

- Provided over 9,558 hours of training and development.
- Provided training and development to 1,288 GLWA team members (more than two courses per team member).
- Facilitated 65 courses, in Safety, Water Operations, Wastewater Operations, and Technology.

**ORGANIZATIONAL DEVELOPMENT** (continued)

***Staffing***

Since the last CEO report, four (4) new contractors have become GLWA team members. The table below provides a breakdown of GLWA Team Members to date:

Total Staffing - Regular FTEs	1016
Number of Hires - 2019 YTD	88
Total Number of Contractors (FTEs)	139

**LEGAL**

General Counsel's May Report is an attachment to the Chief Executive Officer's Report.

Respectfully submitted,



Sue F. McCormick  
Chief Executive Officer

SFM/dlr

Attachments



## Office of the General Counsel

735 Randolph Street, Suite 1900  
Detroit, Michigan 48226

### Office of the General Counsel – May, 2019

- ***NPDES Permit Renewal and ACO Dismissal:*** The Office continues to support this initiative and has retained an expert to assist in this endeavor. The Office prepared and submitted the renewal application for the Permit and materials on financial capability. GLWA received the draft Permit and provided comments to the MDEGLE. A Public Hearing on the permit occurred April 18, 2019.
- ***Legislative Updates:*** The Office continues to support HB 4806 which contains amendments to the exception to governmental immunity, regarding liability for sewer back up claims. GLWA continues to cooperate with member partners on the Lead and Copper Rules as well as attend webinars on the subject. The Office is also monitoring a bio-solids bill.
- ***Gordie Howe International Bridge:*** The IWC program vacated 303 Livernois and relocated to WWRF, however, GLWA's reimbursable relocation costs remain an open item.
- ***Trenton Water Main:*** The Office is negotiating the transfer of the 24-inch water main to GLWA.
- ***Water Contract Negotiations:*** The Office continues discussions with the City of Dearborn on a model contract. The most recent meeting occurred on May 10, 2019. A follow-up meeting is being scheduled.
- ***Environmental and Workplace Safety Compliance:*** The Office continues to work with the COO and team leaders from both the water and sewer systems to comply with regulations and to respond to any alleged violations. The Office is also assisting on GLWA's property remediation efforts.
- ***Record Retention Policy:*** The Office is drafting a record retention policy for GLWA.
- ***Industrial Pretreatment Program:*** The Office continued to work with the Industrial Waste Control ("IWC") Team and external stakeholders on finalizing and implementing an updated IPP and overseeing the current program. The Office is also coordinating the transfer of a portion of GLWA's IPP to the Oakland County Water Resource Commissioner ("OCWRC").
- ***Detroit River Interceptor:*** The Office is supporting operations by drafting access agreements and easements for improvements to the Interceptor.

- **Member Outreach:** The Office continues to be an active participant in Member Outreach sessions.
- **Main Relocations:** The Office continues to support water operations in its discussions with community stakeholders regarding water main relocations.
- **Third Feed to WRRF:** The Office continues to work with DTE and Conrail to identify the most cost-effective method to construct and operate a third feed to WRRF. The closing date is May 24th. GLWA has orders granting possession of all easements necessary for the project. The Agreements between DTE and GLWA are fully executed.
- **Civil Litigation:** The Office continues to vigorously defend actions against GLWA, including a recently filed class action lawsuit regarding IWC charges. GLWA continues to pursue its action against Highland Park for the collection of unpaid water and sewer invoices. In the past month, GLWA was named as defendant in one lawsuit. GLWA is a plaintiff in the lawsuit against the State related to the Lead and Copper Rules. The State’s Motion for Summary Disposition Hearing is scheduled for May 24th.
- **Labor Relations:** The Office continues to provide legal advice to Organizational Development on labor relations and employment matters.
- **Trademark:** The Office submitted a trademark for the One Water Institute. The trademark was published.
- **Arbitration:** The City and GLWA will conduct an expedited arbitration pursuant to the Leases and the Water and Sewer Services Agreement related to GLWA’s water usage at one of the Leased Facilities. The arbitrators, including the neutral has been identified.
- **Procurement:** The Office continues to assist GLWA’s Procurement Team negotiate contracts, change orders and amendments and interpret contractual provisions. The Office is also assisting with the Procurement Policy's Procedures and updating GLWA’s template contracts.

- **Past Month’s Statistics:**

Contracts reviewed as to form:	38
Contracts drafted or revised:	67
Subpoenas/Information requests received:	3
Subpoenas/Information responded to:	2