



**Office of the Chief Executive**  
735 Randolph Street, Suite 1900  
Detroit, Michigan 48226

December 17, 2020

The Honorable  
Board of Directors  
Great Lakes Water Authority

Dear Chairperson Walker-Griffea and Directors:

**Regarding: CEO's Report – December 17, 2020**

In my final report for 2020, I can't help but reflect on the year, nearly now behind us. In many respects, I am ready to put this year in the do not repeat column of life and move on to what we all hope is a much better 2021. With that said, it wasn't all bad. There were in fact many good things that I want to acknowledge about 2020. I put our GLWA team and our partnerships at the top of that list.

You really see an organization's metal when challenges abound. So what makes a metal strong – 4 properties:

- Tensile strength: How well a metal resists being pulled apart. GLWA pulled together as a team and with our members in true partnership. From dealing with adversity, to protecting each other on site, the GLWA team continued to demonstrate its tensile strength through collaboration.
- Compressive strength: How well a material resists being squashed together. Each Area, Group and Team stood tall, and while working well with others, delivered on their missions even when many of their team members were working remotely, they were successful in meeting the needs of the region for the critical services we provide – made more important by the public health crisis.
- Yield strength: How well a rod or beam resists bending and permanent damage. The GLWA team pivoted (bent) where necessary, where doing our work differently made sense or was required for the overall safety of the teams, our partners and our service mission. We have learned much in the process and will apply it when the new normal is upon us – not damaged, but further improved.
- Impact strength: The ability to resist shattering upon impact. COVID-19 impacted our team members. We lost friends and family and fellow team members. We leaned on each other and took solace from each other and from others. We did not shatter. We are strong still.

I thank everyone for the tremendous efforts you made in 2020 in spite of the challenges, the concerns and fear and sadness. You are the strongest – Titanium in my book.

For everyone reading my final report of the year, I have one wish for everyone. Happy Healthy Holidays! I look forward to 2021 with hopefulness and anticipation of a better year for all.

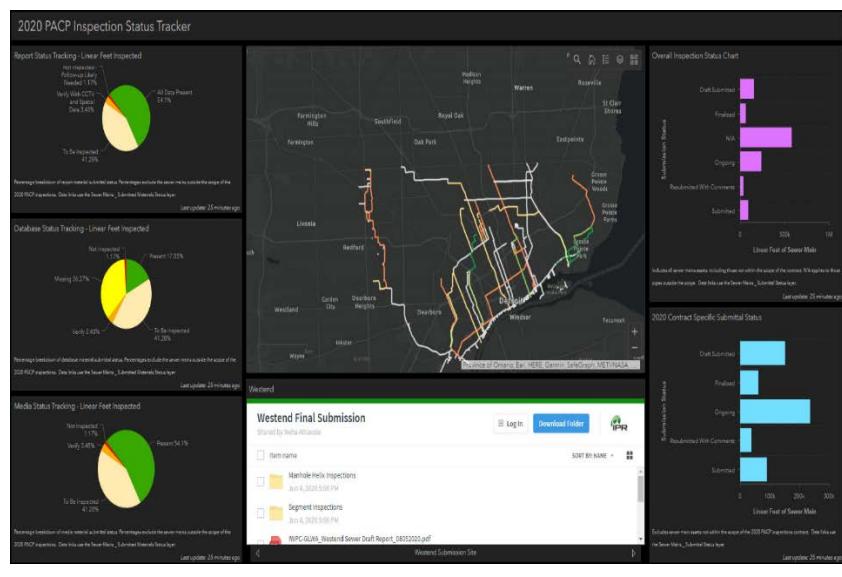
## **PLANNING SERVICES**

### ***Asset Management (AMG)***

The water and wastewater asset management plans continue to progress as planned. It is anticipated that the wastewater plan will roll out in the second quarter of calendar year 2021 and the water plan will roll out in the third quarter.

The linear system integrity program contract including scope, schedule and budget continues to be negotiated with the potential consultant. Because the program requires complete synchronization between GLWA service areas and groups, discussions are occurring internally to ensure alignment of program expectations to ensure successful completion for both the water transmission main and sewer interceptor systems.

The Asset Management Group has recently created a 2020 Pipeline Assessment Certification Program (PACP) inspection status tracker dashboard for tracking sewer interceptor inspection status. The dashboard tracks the overall inspection completion as well as the status of submitted materials from our PACP contractor. This dashboard tracks overall inspections by linear feet of inspected pipe. It also includes the deliverables for each inspection and the overall status of all inspections. Utilizing this dashboard assists GLWA in tracking the hundreds of miles of inspections throughout the various stages of completion. This ensures that all data is accounted for and quality control can be managed. This is a helpful and easy to view tool for communicating overall status with multiple internal groups and the PACP contractor.



### ***Capital Improvement Planning (CIP)***

The CIP group has received one question and one comment from the CIP Draft No. 1. The question was regarding current and projected spending for three meter replacement projects. The comment was asking us to consider adding the previous two fiscal year spend totals in the document. We are working on addressing these questions/comments and the addition of the financial chapter (Chapter 5) before finalizing, CIP Discussion Draft No. 2. We continue coordinating and collaborating with the multiple CIP delivery business units impacted by the recommended organizational restructuring.

## **PLANNING SERVICES** (continued)

The AECOM team continues to provide staff augmentation to GLWA to assist with the delivery of projects while the CIP group keeps its focus on moving forward long-term improvements to the delivery process.

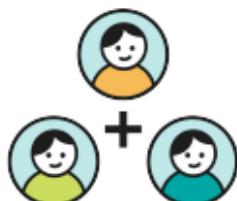
### ***Systems Planning***

Member Outreach meetings will continue to be virtual through March 2021. The Member Outreach team continues to discuss what the Member Outreach Program might look like when it is safe to return to in-person meetings, understanding members have expressed the desire for hybrid meetings, where some might be in the room, while others are still participating virtually. We look forward to continuing the discussion with members in the new year! Be sure to check out the [Guide to Virtual Meetings](#) by Bridgeport Consulting to ensure your virtual meetings are effective!



The final One Water Partnership meeting of 2020 was hosted on December 11, 2020. We wrapped up the year with a debrief on the 2020 Scorecard results and the co-chair election. The GLWA Public Affairs Team presented on their activities this year. Member Partners benefitted from the many efforts of the team.

The 2021 One Water Partnership dates will be:



The second Technology Approval Group (TAG) Workshop is set to be hosted on January 26, 2021. This workshop will focus on wastewater technologies and is open to all GLWA Team Members and Member Communities. An agenda for the day will be made available soon, and participants are encouraged to join whichever sessions interest them most, they are not required to participate in the full day.

## **PLANNING SERVICES** (continued)

TAG is a technology vetting initiative that will enable each community to evaluate emerging technologies, identify pilot opportunities, and engage in collaborative research through a series of workshops and a technology portal. Please note that TAG is only open to Member Communities and GLWA team members. Don't forget to use the TAG Technology Portal, email [outreach@glwater.org](mailto:outreach@glwater.org) for more details.

Upcoming TAG Workshops:

- January 26, 2021 – Wastewater Focused
- April 29, 2021 – Water/Wastewater Focused

At their final meeting in 2020, the Communication & Education Work Group debriefed an event that occurred in Westland and Garden City this past July. GLWA shared the background of what occurred, lessons learned and the steps GLWA will take moving forward. First, GLWA will institute an internal process for a written action plan before actions are taken in the field. Second, GLWA will confirm interconnections and valve positions between member partners when operating GLWA system valves at meter/service locations. And third, GLWA will work with member partners to ensure that everyone is aware of the planned activities and aware of and using the incident command system.

The first two FY2020 Charges Rollout meetings took place in November. The CIP Rollout Meeting occurred on November 10, 2020 and the Units of Service Rollout Meeting occurred on November 19, 2020. A huge thank you to all participants that were engaged in those meetings. All meeting materials can be found on the Member Outreach Portal. Join us on Thursday, January 7, 2021 and Thursday, January 21, 2021 to learn about the GLWA's proposed budget, revenue requirements and service charges for Fiscal Year 2022. Meeting notices will be sent out soon. Email [outreach@glwater.org](mailto:outreach@glwater.org) for more details.



and Annette DeMaria of Alliance of Rouge Communities on the WWMP's regional water quality monitoring program, and how the Watershed Hub is working to implement and improve it.

## **PLANNING SERVICES** (continued)

Next, Jim Wineka of Oakland County presented on efforts to align data collection and analysis with regional modeling and management needs, and Dan Gold of GLWA demonstrated the GIS map that is being developed as a central tool for the Watershed Hub. The webinar ended with breakout sessions where attendees provided feedback and guidance on how future activities can yield the greatest shared regional benefits. Future Watershed Hub webinar dates have not been finalized but webinars are anticipated to take place approximately quarterly going forward.

The Wastewater Analytics Task Force (WATF) met on December 4, 2020. The meeting began with a presentation from Jody Caldwell of GLWA and his team on GLWA's Asset Management activities. This included an update on high priority initiatives from the Strategic Asset Management Plan (SAMP) that was completed in November 2019, a status report on GLWA's Wastewater Asset Management Plan that has an anticipated rollout in the second quarter of 2021, and an overview of the System Condition Risk Enhanced Assessment Model (SCREAM) that has been a critical tool for determining asset management priorities. Attendees were given a survey of potential topics to cover at WATF meetings in 2021 and asked to provide feedback on their level of interest to help with planning for the coming year. Biren Saparia of GLWA completed the meeting with a presentation on the annual CSO discharge data for the system in 2020. The next WATF meeting is scheduled for February 11, 2021.

November 2020 Member Outreach Meeting Attendance	
Meeting	# Attended
Wastewater Analytics Task Force (September 6)	34
Charges Rollout #1: CIP (November 10)	123
Communication & Education Work Group (November 18)	30
Charges Rollout #2: Units of Service (November 19)	83
Watershed Hub Webinar (November 20)	111
Wastewater Analytics Task Force (December 4)	36

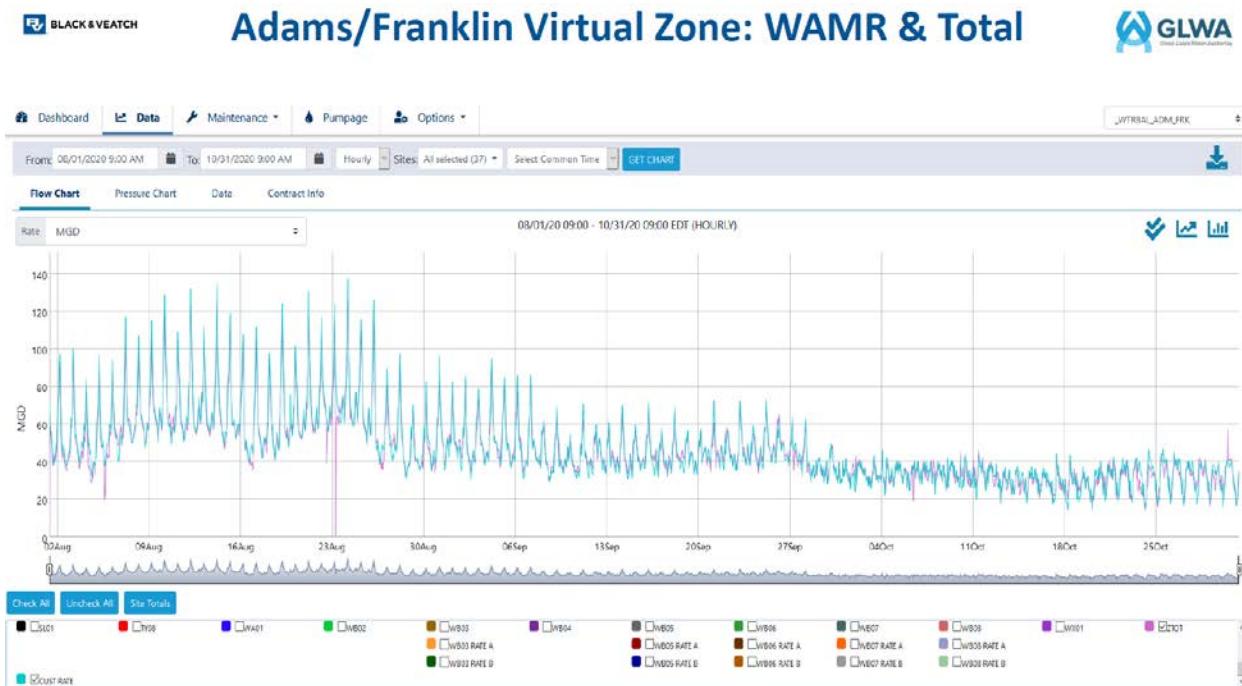
## ***Systems Analytics and Meter Operations (SAMO)***

At the December 8, 2020, Analytical Work Group (AWG) meeting, the Units of Service and System Water Audit project team provided an update on the status of the Phase 3 tasks, followed by an in-depth review of Task 2, Transmission System Analysis. Work for this task involved finalizing the review and analysis of the virtual zones that have been setup in the Wholesale Automatic Meter Reading (WAMR) system. In this analysis, the input volume from pump stations is compared to the sum of consumption through the downstream WAMR meters, in each zone. This analysis helps identify water loss through the transmission mains in the zone.

Key Takeaways:

- Virtual Zones provide valuable tools for Transmission System Analysis
- No significant transmission main losses have been identified so far

## **PLANNING SERVICES** (continued)



Example: Adams and Franklin Pump Stations – Virtual Zone

The Group continues to make progress working on the wholesale water meter pit rehabilitation and meter replacement program. The scope of work includes construction work at 50-meter pits with metering and/or meter pit condition concerns with a scheduled target completion of September 2021. Last month, coordination meetings were held with the City of Bloomfield Hills, Bloomfield Township, City of Farmington Hills, City of Inkster, Orion Township, and City of Pontiac. The planned work has been completed at 27 of the meter pit locations and is underway at another 11 locations.

The Group continues its progress working on the sewer meter upgrade/replacement program. Currently the group is working on the following meters:

- WM-S-1 serves Southeast Macomb Sanitary District;
  - WC-S-1, WC-S-2, and WC-S-3 serve Wayne County's Rouge Valley System.

The design engineering work has been completed, a Part 41 permit from EGLE has been obtained and the construction work has started at WM-S-1.

## **WASTEWATER OPERATING SERVICES**

## *Wastewater Operations*

Water Resource Recovery Facility (WRRF) operations were in-compliance with the Water Quality Standards for the month of November 2020.

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

### ***Maintenance***

The Dewatering Team at the WRRF has recently completed installation of several isolation valves on the Screened Final Effluent (SFE) inlet lines to the thickeners in Complex A. The WRRF uses SFE as part of the thickening process of wastewater sludge. These new valves will provide convenient isolation of any downstream valves without having to shut the water off to the entire area as done previously for any valve repairs. This upgrade allows for expedient repairs without stopping the dewatering process.



Newly installed SFE isolation gate valve



Newly installed SFE isolation plug valve

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

The GLWA Operations Team at the WRRF is responsible for monitoring and controlling plant processes to ensure compliance and the efficient treatment of wastewater. The Plant Technicians at the WRRF rely on the Ovation Distributed Control System to monitor and control the plant processes.

The Ovation Enterprise Data Solution (EDS) is a system which provides secure remote access for monitoring the process. The EDS duplicates each of the graphic screens on the Ovation system and provides a historical database for all process values. It supports both trending and reporting of this historical data. The EDS system supports a terminal application, web portal interface, and a mobile app. The original business case use for this application was to allow management and engineering a method to securely view and analyze the WRRF processes. Once the EDS was placed in service, new and unexpected uses for the system have developed. Maintenance staff uses the mobile app to monitor systems as they repair them to verify that they are working correctly. Staff assigned to work remotely use the system remotely using their GLWA issued laptop computers.

Recently, due to the coronavirus (COVID-19) pandemic and the desire to social distance, a project was initiated at the WRRF to install the EDS Terminal application on business computers within the plant for operations staff. This project is a coordinated effort between the Process Control System Team (PCS) Team at the WRRF and IT staff at the plant. The PCS developed an installation procedure to facilitate adding a large group of users in a cost-effective manner.

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

### ***Laboratory***

The recent fire suppression system inspection identified some deficiencies that has caused a delay for moving into the new laboratory areas on the second floor of the WRRF. Systems were retested and passed on December 6, 2020. The Certificate of Occupancy is expected by December 11, 2020. Additionally, the laboratory instrument installations were delayed until December 14, 2020 due to COVID-19 outbreaks within vendor organizations.

GLWA is in receipt of the sample results from EGLE completed during the CSI (on-site surveillance) audit conducted on September 25, 2020. All results were determined to be in acceptable ranges.

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

We have now received and acknowledged 66 (88%) executed agreements as of November 30, 2020 in response to the presentations that were made to introduce the Pretreatment Rules to the communities and requesting a community resolution adopting them.

The compliance date for the federal Dental Discharge Category has passed, however we continue to receive reports. We have received 770 (59%) reports or responses as of November 30, 2020. Currently, staff is contacting outstanding facilities. We will finalize our report and notify any non-compliant users after January 1, 2021.

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

#### ***Design Engineering***

The contract has been awarded for the Replacement of Bar Rack and Grit Collection System at Pump Station No. 2 (CIP 211005).

Construction document preparation for Complex B TWAS Header Reconfiguration is complete. The Design Team met with operators and maintenance staff in late November 2020 to discuss reconfiguration details and future operating strategies. We are readying for advertisement by mid-December 2020 and bid by mid-January 2021.

The Complex II Ash Piping System Improvements Job Order Contract (JOC) is complete. A meeting with Plant staff took place in late-November 2020. Minor updates are needed. Advertisement by late December 2020 is anticipated.

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

### *Construction Engineering*

Relocation of the Analytical Lab Operations to the GLWA Water Resource Recovery Facility project (Contract No. 1803776) was awarded to Commercial Contracting Corporation with a start work date of September 9, 2019. The revised substantial completion date of the project is November 30, 2020, and the revised final completion date is May 30, 2021.

The contract has experienced about three months of delay as some vendors and manufacturers were shut down due to the pandemic and were not able to deliver goods as scheduled. Change Order No.1 was issued extending the contract by three months. As of November 2020, the Contract is 96% complete. The Contractor is working on punch-list items and needs to complete fire alarm testing before the area can be occupied.



**BOD lab**

**Solids lab**

**Oil and Grease lab**

### *CSO Control Program*

The CSO team is working to finalize the basis of design for the St. Aubin Disinfection and Screening Improvements project (CIP 260617) and have an RFP for design services ready in the first quarter of 2021.

The Baby Creek Roof Replacement (CIP 260620) bids were advertised in November 2020.

The basis of design work is approximately at 50% completion for the Baby Creek Outfall Improvements (CIP 277001) project. The project focus will be to establish access to the outfall for cleaning activities, remove a substantial amount of debris from near the end of the outfall, reinstate a bypass near the facility, and make a few miscellaneous improvements to the outfall and backwater gates.

Tentatively, the plan is to complete the basis of design and have a design-build RFP ready for advertisement in the first quarter of 2021. This project is complex, and the tentative timeline may adjust as necessary to allow proper completion and planning.

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

GLWA is coordinating with the City of Detroit, DWSD, and the area residents on the Task Order Engineering Services (TOES) Conner Creek Berm Project. The basis of design was completed at the end of November 2020 with input from the City and DWSD on the improvements and approach to the project.

The CSO Team has the following RFPs in development:

- Engineering and CAD Standards Development – focused at developing 2D and 3D CAD Standards for GLWA, standardizing some Division 1 and other specifications, creating an engineering guideline manual, and website development for the sharing of this information with GLWA vendors. The standards will be coordinated with some that have already been developed by the GLWA Water Engineering Team.
- Virtual Tour Scanning Ad-Hoc Services – focused at creating virtual tours (or digital twins) of GLWA facilities in Matterport or laser scans of GLWA facilities.
- Pilot Netting Facilities (Design & Construction Administration (CA)/Construction Engineering (CE)) – focused at designing the first pilot netting facilities at GLWA outfalls along the Detroit River.
- Leib Facility Improvements (Design & CA/CE) – focused at making improvements noted in the CSO Facilities Assessment and required and in accordance with the Wastewater Master Plan project to increase flow to the facility (Meldrum Diversion).
- Oakwood Facility Improvements (Design & CA/CE) – similarly focused on improvements to the Leib Facility.

GLWA's draft CIP identifies relative timelines for some of these RFPs while others are identified in the upcoming procurements document published by the GLWA Procurement team.

The Long Term CSO Control Plan (LTCP) project kicked off at the beginning of December 2020 with the LimnoTech Team. This project will complete the LTCP and submit it to EGLE by May of 2023. The project aims to remedy high priority non-core untreated CSO outfalls identified on GLWA/DWSD's NPDES permit. This project will define what will be done to accomplish this and will lay out a schedule based on affordability.

The Multidisciplinary Facility Assessment (MFA) review was completed last month, and we are working to assess the asset condition report and schedule replacement plan (SRP) tool developed for this project in November and early December 2020. The SRP and MFA will be utilized in conjunction with one another to help program out the 20-year CIP for the CSO facilities. This will help to ensure those items in the CIP are prioritized by those items with highest risk to lowest risk.

## **WATER OPERATIONS**

### ***Water Works Park Treatment Plant***

#### ***Solitax Pilot Turbidity Analyzer***

Aluminum sulfate is applied to the raw water entering the water plant to remove the water particles through coagulation, flocculation, and sedimentation. Because the river water turbidity can vary, the current practice of hourly grab samples may not give a full picture of the turbidity before the water is sent to the filter where the water effluent must satisfy the compliance with drinking water regulatory requirements. Currently, GLWA is participating in two national programs to improve water quality and safety: 1) the Area Wide Optimization Program (AWOP) and, 2) the Partnership for Safe Water. The main goals of the two programs are to reduce settled and filter turbidity. To protect against contamination risks, optimally, turbidity must be measured continuously so that the treatment process can be changed accordingly.

On November 9, 2020, Water Works Park received an online turbidimeter – Solitax Low Range Demo Turbidity Unit. The Instrumentation Team at Water Works Park installed the Solitax low range turbidity unit at the northwest side sedimentation basin SED-BASIN-1A, as part of a 60-day pilot program. The Solitax sensor is mounted where the turbidity is caught directly in the trough before the water enters the settled water effluent channel where the process water is combined.

The Solitax Turbidity Sensors is an immersion sensor that measures a turbidity range of 0.001 to 4000 nephelometric turbidity units (NTU). The accuracy and reliability of the instrument will be tested before making an investment of five additional units, with the goal to optimize the sedimentation process in our plant. The sensor is self-cleaning that prevent biological growth and interference of gas bubbles. The unit will provide an isolated reading of the NTU from this single basin. Water Works Wok Park has six sedimentation basins, and currently, the turbidity of individual basins is not measured.

The new instrument, when installed at all basins, will give an indication of the performance of each basin and appropriate treatment correction can be made at the basin.



*Settled Water Turbidity Reading*



*Solitax Turbidity Sensor*

## **WATER OPERATIONS** (continued)

### ***Springwells Water Treatment Plant***

#### ***Steam Heating System Successfully Started Up***

The steam heating system at Springwells was successfully started up at the beginning of this month. This was the result of close coordination with plant operations, maintenance, and contractors.

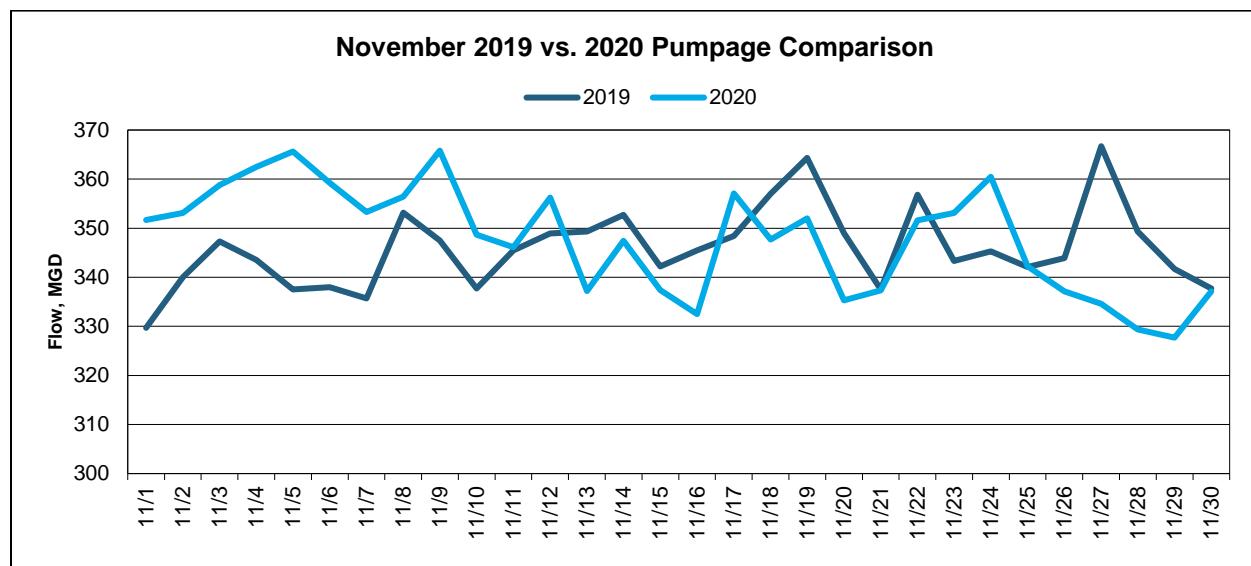


Over the course of the summer, Contract CON-252 “Springwells Steam, Condensate Return, and Compressed Air Improvements” demolished existing piping and radiators for the heating system in the Turbine House and Pump House. New piping, radiators, valves, condensate pumps, and pressure reducing stations were installed with final painting and insulation occurring in time for the system start up.

As the system was brought online, monitoring and tuning of the new equipment was done by the contractor, and existing equipment was watched over by plant staff to check for problems. The result is a system that provides heating throughout the plant with greater efficiency due to thermostatic control valves, better insulation, and reduced leakage.

### ***Systems Control Center (SCC)***

November 2020 pumpage comparison was 0.5% higher than November 2019



## **WATER OPERATIONS** (continued)

### ***Engineering***

#### ***Active Project Spotlight - 1803621 Wick Road 48" Transmission Main***

To date, the contractor has installed roughly 12,000 linear feet of the 16,000 linear feet of 48-inch PCCP water transmission main. Included in this installation are five 48-inch gate valves and vaults, four of which have been installed. The contractor is currently flushing and pressure testing the main which has been installed. They have begun pavement restoration. Winter season work will include the installation of interconnects and valves with the existing system and the potential to install the remaining 4,000 linear feet of pipe premised on weather.



*Pictured left to right:*

1. *New valve installed in vault*
2. *Prepping for re pavement*
3. *Site work for road pavement in progress*
4. *Transmission main*

## **INFORMATION TECHNOLOGY**

Jeff Small and the IT Group have won the 2020 Midwest Special Districts Leadership award, which is sponsored by Government Technology. This award recognizes CIO Small for his outstanding leadership during the onset of the COVID-19 pandemic.

When the pandemic started, the IT Group immediately adopted a philosophy that emphasized the need to keep team members productive in all cases and swiftly enacted needed hardware, network, and application changes that enabled as many team members as possible to work from home, in order to keep all team members safe. As a result, GLWA team members working from home continue to be highly productive while staying safe, and GLWA is successfully pushing forward important strategic projects.

In the past month, the IT Security team has proactively blocked or thwarted 16,370 spam messages, 7,966 spoofed messages and 24 viruses. Additionally, 1,191 phishing attempts have been caught and 150 malware attempts have been blocked.

The IT Security team has noticed a significant increase in spoofed messages, malware attempts and phishing attempts. Although this is reason for heightened awareness, it is expected during the holiday season.

## **INFORMATION TECHNOLOGY** (continued)

The IT Infrastructure team has successfully completed Phase 1 of the Datacenter Modernization refresh program. The completion of Phase 1 adds performance, stability, and capacity for GLWA end users and also lays the foundation for the rest of the Program.

The IT Customer Service Delivery Team completed an upgrade to the KACE Ticketing system. The upgrade changed the look and feel of the self-service dashboard for the end user allowing easier ticket creation and navigation. The upgrade also increased functionality for all IT teams allowing easier ticket acceptance and management.

The screenshot shows the GLWA IT Service Portal interface. At the top, there's a navigation bar with links for Home, Downloads, My Devices, IT Service Desk, Knowledge Base, and Download History. Below this is a main content area titled "Need Help?" with tabs for AMSO, IT Service Desk, and Print Shop. Under "IT Service Desk", there are links for New Ticket... and Print Shop. A sub-section titled "Process" includes a link to Business Intelligence Server Access. At the bottom, there's a table listing a single ticket: TICK#86391 (Routine Incident (Break)) from can not connect to vpn, submitted by Donna Harris-Morris from Water Resource Recovery Facility, with a status of New and an owner of Unsigned. The table has columns for Number, Priority, Ticket Type, Brief Title, Submitter, Ticket Location, Status, and Owner. Below the table are buttons for New, Choose Action, Advanced Search, and Custom View. At the bottom right of the table area, there's a red circle around a button labeled "Take this ticket".

The IT Enterprise Asset Management Systems Team along with Enterprise Asset Management Group, Finance, Water and Wastewater Operations Areas have completed interviews and software demonstrations in early September for the new Enterprise Asset Management (EAM) system. Next steps of vendor evaluation continue with an award now expected by the end of the year.

The IT Enterprise Asset Management Systems Team along with IT Business Productivity Team and Water Operations Area are in the process of replacing legacy water quality applications that were almost 20 years old. The replacement of the first of three applications, Customer Complaints, was completed using SharePoint for the data entry/database and PowerBI for reporting.

The screenshot shows the "One Water Connect" customer complaint form. The top navigation bar includes links for BROWSE and PAGE. On the left, there's a sidebar with options: Add New Complaint, Complaint Search, Complaint Export, Sample Export, Add New Town, Update Town, and Reports. The main form area is titled "WQP-Customer Complaint" and "Complainant Information". It contains fields for Town Name (Detroit), Complaint Date, Reported By, Reporting Office, and a "Save" and "Cancel" button. Below this is a section for "Complainant Personal Information" with fields for Name, Phone, Address, City (Detroit), State (MI), Zip, and Business Name.

## **INFORMATION TECHNOLOGY** (continued)

Customer Complaints application tracks water quality complaints and related follow-up testing and reporting. Contractor Management is the next application to be replaced with this newer technology.

The IT Business Productivity Systems (BPS) Team is contributing to the implementations of and significant enhancements to at least 9 (nine) software systems that are used throughout GLWA, including Microsoft Teams, DocuSign, and systems that enable streamlined financial reporting. The BPS Team is also in the process of strengthening and streamlining the steps for its reviews of user access for the systems that it supports, including the addition of an OD team member to its Service Delivery queue in order to improve response times for providing access to GLWA's Learning Management System.

Also, the IT BPS Team worked with the Executive Leadership Team to improve GLWA's daily screening of team members at the Central Services Facility for COVID-19, which uses Smartsheet as a survey tool. The enhanced Smartsheet is expected to be rolled out to other GLWA-sites in December.

Currently, the IT PMO is managing 23 active projects and is processing 8 project requests.

## **PUBLIC AFFAIRS**

### *Virus Detection Project Phase Three Update*

Public Affairs partnered with DWSD and MSU to issue a news release update on the third phase of virus detection research, which uses samples of untreated sewage as one of several methods to detect virus outbreaks, including COVID-19. The press release details the expansion of the project into nine additional zip codes in which detections would occur. GLWA, DWSD and MSU have been at the forefront of U.S. wastewater utilities using the sewer system to help identify virus outbreaks.

Energy, Research and Innovation Director Dr. John Norton participated in a virtual media briefing and was prominently featured in the resulting media coverage, including a package on WDIV-TV, Channel 4 in Detroit. Watch that story by clicking [HERE](#).

## **PUBLIC AFFAIRS** (continued)

### *Regional Operating Plan Video*

The Public Affairs team has just put the finishing touches on a video project explaining the Regional Operating Plan (ROP), which is an essential element of the WWMP. The ROP video's target audience is our member partners, elected officials and regional stakeholders. It explains exactly why the ROP is important for our region and our member partner communities in easy-to-understand language and uses a traffic analogy and animations created in-house to visually explain how our current system operates and how the ROP will improve the operations of our combined sewer system.



Watch the video by clicking [HERE](#)

### *Holiday Safety Communications*

Public Affairs partnered with Enterprise Risk Management, Information Technology and Security and Integrity to develop special safety communications for December focused on how to stay safe while still enjoying the holidays. The communications cover safety information related to online shopping, home decorations, holiday travel, winter weather tips and safe toys and gifts.

### *Giving Back This Holiday Season*

GLWA is, once again, teaming up with The Children's Center of Detroit (TCC) to support its annual Holiday Shop Program through online donations. The Holiday Shop is just one of TCC's many programs that support families throughout Wayne, Oakland and Macomb counties. The Holiday Shop provides an opportunity for eligible parents to "shop" for holiday gifts for their children free of charge.

Due to coronavirus (COVID-19) pandemic restrictions, GLWA's normal in-person participation in the Holiday Shop was not possible. Therefore, GLWA moved all giving to TCC's virtual giving platform on their website.

Although GLWA's giving window has closed, you can still donate by clicking [HERE](#).

## **SECURITY AND INTEGRITY**

The Hazmat Unit coordinated and completed a total of 148.5 hours of training during the month. GLWA's Fusion Center staff trained 168 hours during the month.

Security and Integrity continues participating in the Emergency Operations Center's ongoing COVID-19 Pandemic briefings.

Security and Integrity participated in the Urban Areas Security Initiative (UASI) Critical Infrastructure Protection Workgroup with DTE, Consumers Energy and state officials.

## **ORGANIZATIONAL DEVELOPMENT**



The deadline to apply for the *Futures for Frontliners* scholarship is December 31, 2020. GLWA will celebrate our team members who have been accepted into the Futures for Frontliners scholarship program with a congratulatory letter from CEO Sue McCormick. Team members should email a copy of their acceptance email to [performance@glwater.org](mailto:performance@glwater.org).

To find out more about this scholarship program, visit the *Futures for Frontliners* Community College Frequently Asked Questions page:

[https://www.michigan.gov/frontliners/0,9886,7-412-101948\\_100634--,00.html](https://www.michigan.gov/frontliners/0,9886,7-412-101948_100634--,00.html).

### ***Apprenticeships***

As essential workers, our EICT-E and Maintenance Technician Apprentices continue to work alongside their Journey Workers and continue to take their Related Training Instruction with our educational partners. In September, the apprenticeship team began sharing the EICT-E apprentices' bi-weekly class training notes with the operations' team leaders and journey workers. The apprenticeship team received positive feedback from operations on this new development. Team leaders and journey workers are discussing and demonstrating class concepts, which enhances the apprentices' learning.

### ***Progression***

The 2020 Progression Cycle launched on November 18, 2020. The completion of the Progression Assessment is required for team members who have not completed the required job classification levels as designated in the job description.

## **ORGANIZATIONAL DEVELOPMENT** (continued)

Team members who wish to pursue the optional job classification level may elect to participate in the Progression Cycle. Of the 107 team members who have completed the highest required level of their job classification, 38.3 percent (41) of the team members chose to participate in the 2020 Progression Cycle to pursue the optional level.

Two weeks into the progression cycle, eight percent (30) of the progression assessments have been completed.

### ***Manufacturing Day***

GLWA received a Certificate of Appreciation for GLWA's participation in the 2020 Wayne County's Virtual Manufacturing Day in October. GLWA's pre-work, video, and live presentations were highly rated by the students and teachers.

### ***Staffing***

The table below provides a breakdown of GLWA Team Members since the last CEO report:

Number of New Hires	13
Number of Separations	5
Total Staffing - Regular FTEs (YTD)	1033

### ***Benefits/Wellness***

Virtual Open Enrollment for 2021 Benefits concluded successfully November 20, 2020.

Auto Insurance Reform – As team members auto insurance policies renew, they are requesting documentation to confirm GLWA medical plans meet the standard for qualified health coverage according to Michigan's no-fault law. To date, 146 qualified health coverage letters have been requested and provided to GLWA team members to assist them to obtain savings under the new law.

Employee Assistance Program – To date, 129 team members have been provided onsite grief counselling services.

### ***Training***

During the month of **November 2020**, **108** GLWA team members completed **8** safety classes and **3** non-safety classes for a total of **76.5** hours of instructor-led training; **11** GLWA team members and **1** member partner completed **9** online 360 Water Report courses.

## **FINANCIAL SERVICES AREA**

### ***December 2020 Special Audit Committee Recap***

GLWA held a special Audit Committee meeting on Friday, December 4, 2020 with the sole purpose of discussing the FY 2020 audited financial statement draft. GLWA Audit Committee binders are publicly available at [www.glwater.org](http://www.glwater.org). The FY 2020 audited financial statement draft discussion included the following highlights.

- ✓ A ‘clean’ audit opinion by the external financial audit firm, indicating the GLWA financial statements are again presented fairly and free of material misstatement.
- ✓ No material weaknesses or significant deficiencies noted in GLWA internal controls associated with financial systems and procedures.
- ✓ Solid FY 2020 key performance results for both the Water and Sewer funds including increases in debt service coverage ratios, stable revenues ending within 0.5% of budget, and controlled operations and maintenance expenses ending within 0.78% of budget.
- ✓ Confirmation of the maturing FSA monthly close and financial reporting processes which allowed for effective communication of changes and updates throughout the year demonstrated by limited variation in yearend financial results.

### ***Federal Emergency Management Agency (FEMA) Reimbursement Guidance Video***



The FSA team is developing several training videos through a new initiative called FSA Knowledge Share. We are proud to announce that our first training video is publicly accessible through YouTube via this link: [Reimbursement from FEMA: COVID-19 Related Purchases](#). The video provides important guidance for GLWA team members managing GLWA COVID-related costs to help ensure allowable expenses can be reimbursed through FEMA. The PowerPoint presentation is also available internally for GLWA team members on One Water Connect via this link: [Reimbursement from FEMA COVID-19 Related Purchases Presentation](#).

For further information on GLWA FEMA reimbursement efforts, please contact FSA Special Projects Director, Susan Kopinski ([susan.kopinski@glwater.org](mailto:susan.kopinski@glwater.org)).

## **FINANCIAL SERVICES AREA** (continued)

### ***FSA All-Hands Meeting***

FSA continues to support communication and connections between team members through regular group meetings. At the most recent November 23 All-Hands meeting, GLWA managers shared their thanks for the outstanding team members that support FSA every day and provided reminders on recent COVID communications.



### ***GLWA Business Inclusion and Diversity (B.I.D.) Program Forthcoming in 2021***

As a regional water authority, GLWA is committed to fostering the success of small, women-owned, and minority-owned businesses as well as those that operate from economically disadvantaged locations within the GLWA Service Area. We are therefore pleased to announce that in November 2020, the Board of Directors approved a Procurement Policy amendment related to GLWA's Business Inclusion and Diversity (B.I.D) Program forthcoming in 2021.

The B.I.D. Program will provide business opportunities to vendors who honor the values of inclusion and diversity in selecting their business partners. For solicitations budgeted at \$1 million or more, vendors will be required to submit a Business Inclusion and Diversity Plan that addresses their efforts to include Minority-owned Business Enterprise (MBE), Woman-owned Business Enterprise (WBE), Small Business Enterprise (SBE), and Socially and Economically Disadvantaged Business Enterprise (DBE) subcontractors.

This, in turn, will enable small and disadvantaged businesses within GLWA's service area to effectively compete in the solicitation process and to do business with GLWA. Over the long-term, this allows GLWA to expand its pool of skilled resources, support economic development throughout the region, and provide competitive pricing in its procurements.

## **FINANCIAL SERVICES AREA** (continued)

The FSA team embraced social distancing requirements on the recent Thanksgiving holiday to gather for a virtual Lion's Tailgate. FSA team members and family enjoyed the opportunity to engage and share hometown Lion optimism.



ZOOM in with us for a Virtual FSA Tailgate and camaraderie!

Detroit Lions vs. Houston Texans  
Thursday, November 26<sup>th</sup>  
Zoom Tailgating at 11:30 am  
(one hour before game time) until whenever

Tune in and out at your leisure with your GLWA Family to see who's hangin' out and join in the fun.

It's a family thing! Bedhead-no prob!

There will be games, prizes, fun and much, much more!  
Let's See those Little Fans when you hear the Lion King  
Listen for the Roar and be the first to enter "ROAR" in the chat for a prize  
Lions Trivia \* Best Lion's Den \* Best Tailgating Dish  
Best FSA football pass picture or video (of yourself or family)  
Best Super Fan Outfit - Bring your football to play virtual catch  
Zoom Meeting passcode will be emailed on Wednesday at 9 am (Call Phyl, Liz, or Nickie if you do not receive it)



**GO LIONS!**

## ***Procurement Pipeline***

The December 2020 Procurement Pipeline editions will be issued this week and will be posted on our website as well as emailed to all vendors in the Bonfire database.

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

Respectfully submitted,

Sue F. McCormick  
Chief Executive Officer

SFM/dlr

Attachments (1)



## Office of the General Counsel

735 Randolph Street, Suite 1900  
Detroit, Michigan 48226

### Office of the General Counsel – December, 2020

- **COVID-19:** The Office supports GLWA's response to the COVID-19 pandemic, including participating in GLWA's COVID-19 Task Force, review of COVID-19 related laws, rules and public health orders.
- **NPDES ACO Dismissal:** The Office assisted in preparing documents to have the ACO dismissed.
- **Legislative Updates:** The Office reviewed and commented on EPA proposed Rule 40 CFR Part 139. This rule is the Vessel Incidental Discharge National Standards of Performance. This includes, but is not limited to ballast water, but rather the whole spectrum of discharges that come from larger non-recreational, non-military boats/ships. 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 and attend webinars on the subject. The Office is also monitoring a bio-solids bill and water assistance bills.
- **Gordie Howe International Bridge:** GLWA submitted its relocation reimbursement request to MDOT. MDOT is conducting a site visit to the new IWC space in Mid-December.
- **Trenton Water Main:** The Office is negotiating the transfer of the 24-inch water main to GLWA. GLWA retained a survey company to survey the entire easement area for the transfer documents.
- **Water Contract Negotiations:** GLWA will attempt to secure long term contracts with all communities that are not on the model contract. Recent activities:
  1. The contract negotiation team concluded its annual fall water contract exceedance review process and successfully negotiated contract amendments with Harrison Twp., New Haven and Shelby Twp. The Dearborn Heights exceedance was the result of a main break and thus did not require an amendment to its contract. The foregoing resolutions were all approved by the OWP's Analytical Work Group on October 29, 2020. Contract amendments have been provided to the affected member partners and approvals by the respective communities are scheduled to occur prior to January 8, 2021.
  2. The team successfully concluded its annual review process with Bruce Twp. A contract amendment is expected to be approved by the Township prior to January 8, 2021.
  3. The team successfully concluded its out-of-sequence reopen meeting with Grosse Pointe Woods and the city is expected to approve the proposed amendment prior to January 8, 2021.
  4. The team continues to meet with the City of Rochester Hills, which is exploring the possibility of becoming a direct GLWA customer for a portion of its retail system (most recent meeting September 22, 2020).

5. The team continues to negotiate the terms of a model contract with St. Clair County/Greenwood Twp. and DTE (most recent meeting September 29, 2020).
  6. The team continues to negotiate the terms of a model contract with Grosse Pointe Park (meetings September 16 and October 20).
- ***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.
  - ***Record Retention Policy:*** The Office is drafting a record retention policy for GLWA.
  - ***Industrial Pretreatment Program:*** The Office continues to work with the Industrial Waste Control (“IWC”) Group and external stakeholders on finalizing and implementing an updated IPP. To date, 83% of the communities have passed a concurring resolution. The Office is also providing assistance on PFAS and PFOS matters.
  - ***Lead and Copper:*** The Office provided support to GLWA’s Water Supply Advisory Council. The last meeting was scheduled on December 2, 2020.
  - ***Real Estate:*** The Office is negotiating easements related to support the 14 Mile Road redundancy project, Baby Creek CSO infrastructure improvement project. The Office is negotiating the acquisition of property for the Newburgh and Ypsilanti pump stations. The Office presented the potential purchase of additional land adjacent to the Conner Creek Pumping Station to the Full Board in November. The office is negotiating easements related to 96” watermain relocation.
  - ***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.
  - ***Civil Litigation and Arbitrations:*** The Office continues to vigorously defend actions against GLWA, including a class action lawsuit regarding IWC charges. GLWA filed a lawsuit against Highland Park for unpaid water, sewer and IWC invoices. Due to the COVID-19 pandemic, the Courts have not resumed civil jury trials, however, GLWA continues to pursue opportunities to settle cases.
  - ***Labor Relations:*** The Office continues to provide legal advice to Organizational Development on labor relations and employment matters.
  - ***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. The Office is part of a cross-functional team working to complete significant revisions to the GLWA construction contract, including consideration of using an entirely new contract format.
  - ***Awards:*** Sarah Ahn, Assistant General Counsel, was named to Michigan Lawyers Weekly 2020 Up and Coming Lawyers list. She was the municipal attorney recognized on the list.

- **Statistics:**

	#
Contracts approved as to form:	20
Contracts drafted or revised:	53
Subpoenas/Information requests received:	1
Subpoenas/Information responded to:	2