OKI GROUNDWATER COMMITTEE  
March 3, 2010 - 10:00 A.M.  
OKI Board Room  
720 East Pete Rose Way (at the corner of Eggleston Avenue)*

AGENDA

1. Welcome/Introductions

2. Announcements

3. Update on Local Groundwater Management Efforts  
   Niki Marengo, Tim McLelland, Dave Weihrauch

4. OKI Staff Updates

5. Workforce Sustainability: Finding and Keeping Good People  
   Darla Meadors, Greater Cincinnati Water Works

6. Operator Certification Update  
   Andy Bareinbrook, Ohio EPA

7. Other Business

ADJOURNMENT

** SEE the MAP and DIRECTIONS on the REVERSE HARD COPY  
(or in separate attachment to email)
Workforce Sustainability: Finding and Keeping Good People

March 3, 2010

Darla Meadors, PHR
Greater Cincinnati Water Works
darla.meadors@gcww.cincinnati-oh.gov
513-591-7966
Agenda

• Introduction
• Overview of workforce initiatives
• Succession planning - purpose, policy & procedure
• Recruiting & outreach
• Plant Operator story
• Case study in knowledge management
• Review of resource material
Key Areas for a Sustainable Workforce

- Leadership development
- Training & development
- Compensation & rewards
- Generational & cultural awareness
- Career planning and management
- Strategy & measures
Key Areas for a Sustainable Workforce

- Workforce/succession planning & continuity
- Recruiting & outreach
- Knowledge retention/management
Succession Planning:
Purpose

• Focus on critical operations positions that are normally filled from within

• Work to identify feeder roles and incumbents - prepare employees, but do not pre-select

• Build a foundation built on diversity and equal employment opportunity

• Match employees’ interests with organization’s need - make no promises
Succession Planning: Policy

Guidelines for your policy include considering positions:

- That are key to strategic goals
- That are specific to the water industry
- That have influence within the organization
- With long learning curves
- Where experiential learning is key to acquiring the knowledge

Society for Human Resource Management: http://www.shrm.org/Research/Articles/Articles/Pages/EngaginginSuccessionPlanning.aspx
Succession Planning: Procedure

- Have bi-annual scheduled meetings with Director/Division Heads to discuss succession plan
- Discuss key positions and plan to fill them. Include analysis of planned retirements, potential turnover, training, etc.
- Identify groups of potential internal candidates and discuss if there is a need to go outside the organization
- Have action plan for next 6 months. Discuss results of previous 6 months.

Society for Human Resource Management: [http://www.shrm.org/Research/Articles/Articles/Pages/EngaginginSuccessionPlanning.aspx](http://www.shrm.org/Research/Articles/Articles/Pages/EngaginginSuccessionPlanning.aspx)
Recruiting & Outreach Initiatives

- Employee referral program
- Summer intern program
- Educational tours & programs
- College & community job fairs
- Building relationship with One-Stop employment center
Recruiting & Outreach Initiatives

- Establish online web presence and online recruiting initiatives, including the ability to apply online
- Work with local colleges to establish co-op programs
- Re-evaluate required knowledge, skills, and abilities when necessary
Co-op Program

- Should be assigned to one person for oversight and management responsibility
- Co-ops want meaningful work opportunities
- Develop job-related policies
- Establish clearly defined expectations
- Give continuous feedback for continuous improvement
Internship Program Checklist

• Recruitment
• Program management
• Evaluation
GCWW’s Plant Operator Story

- A rough beginning
- A long road
- A happy ending
Entry Level Plant Operator
Required Education & Experience

- Each applicant must be a high school graduate or have passed the GED (General Education Development) test and have *either* a Class 1 Operator-in Training designation, a Class 1 Operator Water Supply Certification, or forty-eight credit hours of college level course work, of which twenty-four must be in the areas of math, physics, biology, chemistry, engineering, water or wastewater technology, or related field. One year of experience working in the field of water treatment may substitute for 24 hours of course credit.
Entry Level Plant Operator
Required Education & Experience

- Must have or obtain an Ohio EPA Class I Water Supply Certification (or Operator-In-Training designation) and have satisfactory work performance during 12 month probationary period in order to pass probation. A Plant Operator 1 possessing the required Ohio EPA Class I certification and one year satisfactory performance as a Plant Operator 1 will be promoted without exam to Plant Operator 2.
Plant Operator Open-House
WKRP: A Diverse Team

- Bryan May, Information Technology
- Darla Meadors, Business Services
- Bev Engram, Commercial Services
- Dan Campbell, Commercial Services
- Russ Tuck, Supply
- Darryl Gundrum, Distribution
- Pat Arnette, Engineering
- Ramesh Kashinkunti, Water Quality & Treatment
- Jeff Swertfeger, Water Quality & Treatment
SOP Project: Our First Deliverable

- Surveyed GCWW Managers for current practices and templates
- Researched other utilities and businesses
- Developed electronic template and library
- Developed hands-on training
  - How to identify critical/vulnerable functions
  - How to use the template/library
- Facilitated pilot training in December 2007
  - Moved from regular classroom to computer classroom
  - Trained over 80 managers/supervisor as of April 2008
Resource Material
Water Sector Workforce Sustainability Initiative

Project #4206

www.waterresearchfoundation.org
Plant Operator 1
Classification Specification

- General statement of duties
- Class characteristics
- Examples of work performed
- Knowledge, skills, & abilities
- Required education & experience
- Working conditions
This sample presentation on succession planning is intended for executives and other managers who are responsible for organizational planning. It is designed to be presented by an individual who is knowledgeable in leadership development and organizational objectives. This is a sample presentation that must be customized to include and match the employer’s own policies and practices.
One Piece of the Workforce Puzzle: Internship Programs

With today's intense recruiting environment and greater competition for talent, many employers are looking outside of their traditional recruiting channels to identify the best candidates. They are using internships to identify and attract the brightest and best students who may later become employees. Internships provide a cost-effective way of finding employees and offer students opportunities to gain valuable work experience. Internship programs can be a win-win for employers and students. They enable employers to identify potential employees and help students gain valuable work experience. Each year, more and more companies are implementing internship programs to attract and retain top talent. This trend is expected to continue as companies recognize the benefits of internships.

An Internship Program: What It Is and What It Can Do for Your Organization

An internship program is a structured, temporary work experience that provides students with hands-on training and professional development opportunities. Interns are typically placed in positions that align with their career interests and are mentored by experienced professionals. Internship programs can be tailored to meet the unique needs of the organization, and they can be a valuable tool for attracting and retaining top talent.

Why Internships Matter

Internships are important for several reasons. First, they provide students with valuable work experience that they can use to stand out in a competitive job market. Second, they allow students to explore different career paths and make informed decisions about their future. Finally, they provide employers with a low-cost way of identifying potential employees and gaining valuable insights into the skills and qualities of candidates.

The Benefits of Internship Programs

Internship programs offer a number of benefits for both students and employers. For students, internships provide opportunities to experience the realities of the workplace, build their resumes, and gain valuable skills that they can use in their future careers. For employers, internships provide a way of identifying potential employees, gaining valuable insights into candidates, and building a pipeline of top talent.

Conclusion

Internship programs are an important tool for attracting and retaining top talent. By offering valuable work experience and professional development opportunities, they enable employers to identify potential employees and help students gain valuable work experience. As more and more companies recognize the benefits of internships, it is likely that we will see continued growth in internship programs.
Standard Operating Procedure template, training & help sheets

Standard Operating Procedure (SOP) Training
A Tool to Help Meet Your Business & Workforce Needs

Mission Statement
To provide our customers with a plentiful supply of the highest quality water and outstanding services in a financially responsible manner.

Article by AWWA Young Professionals on knowledge retention
Workforce Strategies to Improve Your Organization’s Bottom Line

Recruit and retain great employees. Proven approaches you can implement now to address the gap.
Questions
Operator Certification

What you should know

Andrew Barrienbrock
Certificate Renewal Information

• 2009 renewals
  – 5133 letters sent in August 2009 (4111 processed)
  – O & M requirements (At least 50%)
  – Have you submitted your renewal forms?
Renewal Information

• Audit documentation

• Deadline (November 30, 2010)

• DMA forms “Are you a terrorist?”
Operator Responsibility

- Be Proactive
  - Maintain your contact hour records
  - Keep the Operator Certification Unit informed of address changes
  - Timeliness (1 year grace period – but can not act as Operator of Record)
## 2010 Exam Schedule

<table>
<thead>
<tr>
<th>Fall 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wastewater exam date: November 3, 2010</td>
</tr>
<tr>
<td>Applications due: <strong>August 5, 2010</strong></td>
</tr>
<tr>
<td>Water exam date: November 4, 2010</td>
</tr>
<tr>
<td>Applications due: <strong>August 6, 2010</strong></td>
</tr>
</tbody>
</table>
Exam Applications

- Problem areas
  - Inconsistent job information
  - Failure to include attachments
  - Failure to fill out boxes
Application for Water and Wastewater Certification

Failure to properly complete this application may be reason for disapproval.

EXAMINATION DATE: 5/14/08

1. Biographical Information

Social Security# or Core Person ID:

<table>
<thead>
<tr>
<th>Year</th>
<th>Exam Dates</th>
<th>Application Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>Wastewater</td>
<td>May 13</td>
</tr>
<tr>
<td></td>
<td>Water</td>
<td>May 14</td>
</tr>
<tr>
<td></td>
<td>Wastewater</td>
<td>November 5</td>
</tr>
<tr>
<td></td>
<td>Water</td>
<td>November 8</td>
</tr>
</tbody>
</table>

3. Education

a) High School Graduate or GED: Yes ☐ No ☑
b) College Graduate: Yes ☐ No ☑

If no, number of years completed: _______________

If yes, ☐ BA ☐ BS ☐ Associate Degree

Major:

Name of College:

Attach copy of college transcript or diploma

4. Training

A list of approved training courses which can be substituted for experience credit at the class II and III level can be found on the Examination Announcement.

Training will NOT be substituted for months of experience unless course completion certificate is attached.

5. Background

Have you ever been convicted of, or pleaded guilty to, a criminal charge of falsification, fraud or terrorism? ☐ Yes ☑ No

Have you ever had any Ohio operator certificates revoked or do you have a certificate under suspension? ☐ Yes ☑ No

Have you had a certificate revoked or currently suspended in any other state? ☐ Yes ☑ No

6. Valid Ohio Certificates You Currently Hold

<table>
<thead>
<tr>
<th>Class</th>
<th>Water Supply</th>
<th>Water Distribution</th>
<th>Wastewater Treatment</th>
<th>Wastewater Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circle</td>
<td>I ☐ II ☑ III ☑</td>
<td>I ☐ II ♠ III ☑</td>
<td>I ☐ II ☑ III ☑</td>
<td>I ☐ II ☑ III ☑</td>
</tr>
</tbody>
</table>

Oath

THIS APPLICATION WILL NOT BE ACCEPTED IF OATH IS OMITTED

I, the undersigned, do solemnly swear that I am the applicant, that all statements made and information contained in this application and attachments are full and correct to the best of my knowledge and belief; and that I understand any omissions or misrepresentations may result in ineligibility for the examination applied for or revocation of any certificate granted. I also consent to a thorough investigation of my employment record and other experience in related activities for the purpose of verification of my qualifications for the certificate for which I have applied, and I hereby authorize my present and previous employers to provide information concerning the employment record listed.

Signature of Applicant: ____________________________

All drinking water applications must include a completed Declaration of Material Assistance (DMA) form. Forms may be obtained on the operator certification Web site: http://www.epa.state.oh.us/ddagw/opcert.html or by calling 1-866-411-OPCT (6728). Failure to submit a completed DMA shall result in denial of the application.

Supervisor Information (print)

Current Supervisor: MATTHY VAUGH

Certification No. 10007339

Title: WATER SUPERINTENDENT

Address: 37TH STREET, EN ROUTE 44224

Bus Phone: 330-689-2911

I certify that the statements on this application are true to the best of my knowledge and belief based on my supervision of the applicant.

Signature: ____________________________

Date: 2-5-08
**Duties and Responsibilities**

Attach additional copies of this form if necessary.

Wastewater experience includes treatment and collection. Water experience includes treatment and distribution and must be obtained at a public water system. Failure to thoroughly describe water or wastewater duties may be reason for disapproval.

<table>
<thead>
<tr>
<th>Current Employment Dates</th>
<th>Experience Time*</th>
<th>Percent of Time on Wastewater Duties</th>
<th>Percent of Time on Water Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>From Month/Day/Year</td>
<td>To Month/Day/Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/23/06</td>
<td>Present</td>
<td>2 Years / Month</td>
<td>100%</td>
</tr>
</tbody>
</table>

- **Your Title**: General Laborer
- **Employer Name**: 
- **Employer Address**: 
- **Public Water System ID# (if applicable)**: 

**Duties**

- Repair and Install Water Mains and Maintain Distribution System

**Prior Employment Dates**

<table>
<thead>
<tr>
<th>From Month/Day/Year</th>
<th>To Month/Day/Year</th>
<th>Experience Time*</th>
<th>Percent of Time on Wastewater Duties</th>
<th>Percent of Time on Water Duties</th>
</tr>
</thead>
</table>

- **Your Title**: 
- **Employer Name**: 
- **Employer Address**: 
- **Public Water System ID# (if applicable)**: 

**Duties**

*If you are a full-time employee, record time in months. If you are a part-time employee, record your experience time in hours.*
Application for Water and Wastewater Certification

Failure to properly complete this application may be reason for disapproval.

EXAMINATION DATE: May 13 2008

3. Education
   a) High School graduate or GED: Yes ☐ No ☐
   b) College graduate: Yes ☐ No ☐
   If no, number of years completed: ____________________________
   If yes, ☐ BA ☐ BS ☐ Associate Degree
   Major: ____________________________
   Name of College: ____________________________
   Attach copy of college transcript or diploma

4. Training
   A list of approved training courses which can be substituted for experience credit at the class II and III level can be found on the Examination Announcement.
   Training will NOT be substituted for months of experience unless course completion certificate is attached.

5. Background
   Have you ever been convicted of, or plead guilty to, a criminal charge of falsification, fraud or terrorism? ☐ Yes ☐ No
   Have you ever had any Ohio operator certifications revoked or do you have a certification under suspension? ☐ Yes ☐ No
   Have you ever had a certificate revoked or currently suspended in any other state? ☐ Yes ☐ No

6. Valid Ohio Certificates You Currently Hold
   Water Supply ☐ I ☐ II ☐ III ☐ IV
   Water Distribution ☐ I ☐ II ☐ III ☐ IV
   Wastewater Treatment ☐ I ☐ II ☐ III ☐ IV
   Wastewater Collection ☐ I ☐ II ☐ III ☐ IV

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Supervisor Information (print)
Current Supervisor: ____________________________
Certification No.: ____________________________
Title: ____________________________
Address: ____________________________
Bus. Phone: ____________________________

I certify that the statements on this application are true to the best of my knowledge and belief based on my supervision of the applicant.

Signature: ____________________________
Date: ____________________________
Ohio’s Operator Certification Rules

- Effective Date 12-21-2006
Ohio’s New Operator Certification Rules

• 3745-7-02 Certified operators required
  – Notification of changes in ORC must be reported to the director w/in 3 days.
  – Technical supervision provisions have been eliminated.
  – Contract operators must have a contract onsite at the facility.
Are you in compliance?
Minimum Staffing Requirement Implementation

- **Water Supply** –
  - July 1, 2009 or upon plan approval

- **Wastewater Treatment** –
  - Upon renewal of NPDES (December 21, 2008)
Minimum staffing requirements

- **Class A (no treatment)** – 1 day per week for a minimum of 30 minutes per week.
- **Class A** – 2 days per week for a minimum of 1 hour per week
- **Class I** – 3 days per week for a minimum of 1.5 hours per week
- **Class II** – 5 days per week for a minimum of 20 hours per week
- **Class III & IV** – 5 days per week for a minimum of 40 hours per week
Minimum Staffing Requirements

- Reductions to minimum staffing times available for Class II and above

  • Up to 30 consecutive days with an operator of 1 classification less than the facility (no notice required)

  • >30 consecutive days with Ohio EPA approval
Record Keeping Requirements

• 3745-7-09 Recordkeeping requirements and responsibilities of a certified operator
  – Owners and operators of record shall cause to be maintained operation and maintenance records.
  
  – Records Shall:
    • Be protected from the weather
    • Guarantee authenticity and accuracy
    • Be accessible onsite for 24 hour inspection by agency or emergency response personnel
Record Keeping
Record Keeping Requirements

- 3745-7-09 Recordkeeping requirements and responsibilities of a certified operator
  - Records shall include:
    - Identification of the facility
    - Date and time of arrival and departure for the ORC and any other operator required by the rules
    - Specific O & M activities that affect quality or quantity
    - Results of tests performed and samples taken, unless documented on laboratory sheet
    - Performance of preventative maintenance and repairs or requests for repairs that affect quality or quantity
    - Identification of the persons making entry
Why should I keep records?

- Documentation of quality
- Process Control
- Collect information that will be used in the design and/or expansion of the treatment facility
- Minimize liabilities and ensure regulatory sampling and reporting requirements are met
Examples of information to include in records

- Equipment failure
- Main breaks/Sewer blockages
- Line breaks/depressurizations
- Equipment that has been rotated
- Change in alarm conditions
- Significant alarms
- Non-routine tasks
- Corrective maintenance
- Violations/Warning/Alarm conditions
- Process changes (intentional/unintentional)
Becoming a certified operator is more than just a pay raise!
3745-7-09 Recordkeeping requirements and responsibilities of a certified operator

- Duties of a certified operator
  - Perform in a responsible and professional manner consistent with SOPs and BMPs
  - Operate and maintain so as not to endanger the health and safety of the employees, public and environment due to negligence or incompetence.
  - Report all instances of noncompliance with applicable regulations to the ORC or facility supervisor
Ohio’s New Operator Certification Rules

• 3745-7-09 Recordkeeping requirements and responsibilities of a certified operator
  – Duties of an ORC:
    • Everything required of a certified operator.
    • Responsible and effective on site management and supervision of the technical operation.
    • Immediately notifying the permittee or owner and ensuring the agency and any local regulatory agencies are notified of items that require notification in accordance with sections 6109 and 6111 of the ORC or the facility’s NPDES permit.
• 3745-7-09 Recordkeeping requirements and responsibilities of a certified operator
  – All operators should document their efforts to rectify problems that are within their area of responsibility, but beyond their ability to address (e.g. budgetary constraints)
Ohio’s Operator Certification Rules

• 3745-7-18 Conduct during the examination process “Cheater Rule”

  – (A) No person shall engage in conduct that subverts or attempts to subvert the application, examination, or review process. Any such action shall cause a person's scores to be withheld and declared invalid.
Ohio’s Operator Certification Rules

• Conduct that subverts or attempts to subvert:
  – Falsifying or submitting incorrect info on applications;
  – Reproducing or reconstructing the exams;
  – Communication with another examinee, copying answers, allowing answers to be copied
  – Possession of notes, written or printed materials or data of any kind
What’s New in Operator Certification?

• Job analyses on the web
• Contract Operators List
• Opcert list serve
  – majordomo@lists.epa.state.oh.us
    “Subscribe opcert”
• DDAGW Rules list serve
  – majordomo@lists.epa.state.oh.us
    “Subscribe dwrules”
What’s New in Operator Certification?

• 2009 people took exams in 2009
• Data since 2004
What’s New in Operator Certification?

- Researching a reduction to the amount of time for exams
- Ohio EPA is offering **FREE** Class A, I and II Water Supply examinations in 2010
- 5 year rule review
WE NEED EXAM QUESTIONS!!!!!
Enforcement

• Cases located on website
• Interesting Cases
• Criminal Implications
Certification Exam Tips

• Pay exam fees on time
• Arrive slightly before the doors open
  – 9:30 Class II and III
  – 10:30 Class A, I, II
• Bring your exam admittance letter and a photo ID
• Make sure the spot you sit has an instruction sheet that matches the exam you intend to take
• Study
Certification Exam Tips

• Use the information that is given to you (Need to Know Criteria, References, etc.)

• Include the units on every number you use in a math problem, cancel out the units as you go, make sure units left match the answer

• Use deductive reasoning when you guess
Toll Free Hotline
1-866-411-OPCT (6728)

http://www.epa.ohio.gov/ddagw/opcert.aspx
OKI GROUNDWATER COMMITTEE MEETING SUMMARY
Wednesday, March 3, 2010
OKI Board Room – 10:00 a.m.

Attendees:
Bruce Whitteberry, Chair, Greater Cincinnati Water Works
Jack Thornsberry, Vice Chair, Butler County Water & Sewer Department
Chris Brausch, Warren County Water and Sewer Department
Andy Barienbrock, Ohio EPA
John Bui, City of Hamilton
Jim Collins, City of Hamilton
Dave Combs, City of Trenton
Sarah Cox, Miami University
Mike Ekberg, Miami Conservancy District
William Gollnitz, WHPA
Doug Hunter, Leggette, Brashears & Graham, Inc.
Tammy Jett, Duke Energy, Environmental Department
Brad King, Warren County Combined Health District
Scott Kirk, Western Water Company
Cindy Klopfenstein, City of Loveland
Jim Lauver, Retired
Mike Lippert, City of Wyoming
Nikki Marengo, Hamilton New Baltimore Groundwater Consortium
Darla Meadors, Greater Cincinnati Water Works
Tim McLellan, Hamilton to New Baltimore Groundwater Consortium
Terry Morris, City of Springboro
Matt Newman, City of Milford
Tim Neyer, Clermont County
Norma Pennock, SW Regional Water District
Greg Petredis, City of Hamilton
Bruce Pletsch, Miami Conservancy
Richard Renneker, Citizen Committee Member
Dan Sarbach, Brown County Rural Water Association
Adam Sackenheim, Butler County Water and Sewer Department
Ken Shearwood, Village of New Richmond
Clifford Shrive, Stantec
Dean Walden, Village of Lockland
David Weihrauch, City of Oxford
Robert Wildey, Clermont General Health District
Tom Yeager, Clermont County Water Resources Department

OKI Staff
Travis Miller, Jane Wittke, Bruce Koehler, Robert Lakeberg, Gayle Foster

Welcome and Introductions
Bruce Whitteberry called the meeting to order at 10:05 a.m. He announced the possible dates for the next meeting on either June 2, 2010 or June 9, 2010.
**Announcements**

David Weihrauch, City of Oxford reported the opposition of the Ohio Water Utility Council to aspects of HB 352. The bill would change the Ohio Revised Code in regard to how Ohio EPA oversees Ohio drinking water systems’ technical, administrative, managerial and financial capabilities; would provide unprecedented discretion over what the state defines as system deficiencies; and may impose unfunded infrastructure costs requiring substantial rate increases. Dave encouraged everyone to contact Ohio EPA or Representative Kathleen Chandler (chair of the House Local Government Committee) as soon as possible with any concerns about the bill.

**Local Groundwater Management Updates**

Nikki Marengo and Sarah Cox, Miami University students, described the program *Water for People*. The program is a nonprofit program that brings wells and water distribution systems to developing countries that are without readily available water. *Water for People* specifically targets villages where women and girls are responsible for hauling water long distances, which can be very dangerous and physically debilitating. The daily activity of managing water affects pregnancy and infant mortality because woman must often carry heavy loads of water over long distances. In addition, finding and hauling water excludes girls and women from attending school and other productive activities because of the time it takes each day to manage water for a family. This is part of the reason why two out of every three people in the world living in poverty are women.

Nikki and Sarah encouraged people to support the effort of making water more accessible to developing countries by getting involved in the first annual Water for People 5K event on September 18, 2010 in Fairfield. Volunteers, sponsors and walkers are needed. You can make donations to The Hamilton Community Foundation/Race for Water 5K and you can sign up your friends and family to walk.

**Tim McLelland from the Hamilton New Baltimore Groundwater Consortium**

announced that Hamilton Earth Day is April 23rd and the clean sweep of the Great Miami River is May 1, 2010. The Consortium is involved with a “Test Your Well” event on March 23, 2010 in partnership with the Miami Conservancy District. He noted that the Butler County Soil and Water Conservation District has been chosen as one of eight finalists to receive a $25,000 education grant from MillerCoors; they will need help from their supporters to win the grant. The finalists are posted on the webpage [www.rivernet.org](http://www.rivernet.org) and Tim encouraged committee members to go the website to vote for Butler County. He also announced that he will participate in a workshop in Boulder, Colorado, which is being held to shape a national vision and strategy for achieving source water protection among water utilities in the U.S.

**David Weihrauch from the City of Oxford** reported that the City has restored use of well #2 which is a radial collector well. The well had been inactivated because it had been identified as “ground water under the influence of surface water,” which would trigger more extensive treatment requirements. The city worked with Ohio EPA and Leggette Brashears and Graham to close off most of the old lateral collectors because
they were adjacent to the stream bed, using grouting. The remaining lateral was tested quarterly for one year for total coliform and after a year the well was declared a groundwater source. New laterals were then extended away from the stream bed that met the distance requirement for separation from a surface water source, and achieved compliance with the Ground Water Rule.

Dave commented that an Ohio Public Works Commission grant funded the work, and that the Miami Conservancy District helped pay for a property easement that was needed. The successful reconfiguring and reactivation of this well will save Oxford $40,000 a year per million gallons a day pumped, because Oxford will no longer have to pump untreated water from its Seven Mile Valley wellfield 12 miles away.

**OKI Staff Updates**

*Bruce Koehler* reported that the Mill Creek Watershed Council of Communities has moved to OKI to reduce the cost of office space rental and that he has been elected as the new chairperson of the Council. He also announced that the OKI Regional Conservation Council, an association of all the soil and water conservation districts in the tri-state, would be holding its annual meeting on March 30, and encouraged everyone to attend. As part of the work that OKI is doing to update the water quality management plan for the Ohio counties, staff are researching non-point source pollution and would be interested in knowing the perspective of water suppliers about non-point sources that are of concern for their drinking water protection areas.

*Jane Wittke* encouraged the group to access the Ohio EPA secure webpage to review the time of travel zones for their areas to see if they were up to date. To date, she has heard from several but not all committee members to confirm their reviews. Jane shared a press release provided by Donna Runkle of the U.S.G.S., which describes the results of recent studies on aquifer chemistry, groundwater age, and direct paths within aquifer systems that allow water (and contaminants) to reach public supply wells. The studies were conducted by the U.S.G.S. in aquifer systems in California, Connecticut, Nebraska, and Florida.

*Bruce Whittetberry* reported that in February the City of Hamilton won the gold medal for best tap water in the world at the 20th annual Berkeley Springs International Water Tasting.

**Workforce Sustainability: Finding and Keeping Good People**

*Darla Meadors from Greater Cincinnati Water Works (GCWW)* began with describing key aspects of sustaining an effective workforce. One of the most important elements is the importance of having a succession plan in place. The purpose of a succession plan is to focus on key positions that are usually filled from within the organization. Key to succession is the ability to pass along the institutional memory and experience from the outgoing employee to the incoming employee.

Succession planning enables preparing employees without preselecting them. Planning can also build a diverse workforce with equal opportunity, and match employee interests with the organization’s needs. Darla emphasized that it is important to make
succession planning an ongoing process by involving middle and upper management in discussing the progress of the plan.

Recruiting is also important. Establishing recruitment and outreach initiatives can bring a diverse pool of candidates from inside and outside of an organization. Darla recommended establishing a presence on-line, including the ability for candidates to apply on-line, and using the web through Career Builder, practices which do not have to be expensive to be effective. She described GCWW’s experiences with co-ops and interns, and their systematic approach to recruiting for plant operator openings.

Darla provided an extensive compilation of materials for committee members to keep for future reference. She also suggested downloading the Water Sector Workforce Sustainability Initiative at www.waterresearchfoundation.org. For more detail, a copy of Darla’s complete presentation is available through this link: http://www.scribd.com/doc/31887226/workforce-sustainability-oki-powerpoint-final?secret_password=2bgglhufb98r5iq4027r

**Operator Certification Update**

**Andy Barienbrock of the Ohio EPA** presented information on operation certification requirements and procedures. Andy began by stating that renewal letters were sent in August 2009, and most people procrastinated to the end of December, which creates a great volume of certifications for processing in a short time. Due to this last minute crunch, the renewal form submittal deadline has been moved up to November 30th of each year. In addition, everyone will now have to have at least half of their contact hours from operation and management coursework.

If audited, an operator will need to show certificates for each training or meeting with the proper number. It is the operator’s responsibility to 1) maintain contact hour records; 2) keep the Operator Certification Unit informed of address changes; 3) be timely with meeting requirements. Andy announced that the next Wastewater Operator certification exam date is November 3, 2010. The application is due August 5, 2010. The next Water Operator certification exam is November 4, 2010 and the application is due August 6, 2010.

Andy characterized the most common problems with exam applications as inconsistent job information, failure to include attachments and failure to fill out boxes. He stressed that it is important to complete the entire form or it cannot be processed. He also announced that because of a U.S. EPA grant, Ohio EPA is able to offer **FREE** Class A, I and II Water Supply examinations in 2010.

Andy covered minimum staffing and record keeping requirements and encouraged small and medium sized utilities to keep log books. He also encouraged everyone to use the toll free hotline: 1-866-411-OPCT (6728) and to give input on new exam questions. For more detail, a copy of Andy’s complete presentation is available through this link: http://www.scribd.com/doc/31887199/operator-certification-presentation?secret_password=21wxyzdegxf21r8esm9k

**Other Business/Adjournment**

Jane Wittke introduced OKI’s new Regional Planning Director, Travis Miller. The meeting was adjourned at 12:05 p.m.