Lehigh County Authority’s Knowledge Process Improvements

Varun R. Sekar | GHD
About Lehigh County Authority (LCA)

- Employs 150+ staff of Professional and Skilled Technical Workers
- Serves 55,000+ Customers
- Annual Budget of $46M
- 600 Miles of Water Main
- Founded in 1966
- Operates 14 Water Systems
- Wastewater Services for 17 Municipalities
- High-Performing
Learning objectives

• Overview of LCA’s Career Path Program.
• How collaboration, information automation and information exchange could be improved throughout an organization.
LCA career path program for O&M technicians
O&M technician **focused career path**

**O&M career path**
- Operations Manager
- Senior Foreman
- Assistant Foreman
- Operations Technician
- New Hire

**General Manager**

**O&M non-career path**
- WW Services Director
- Capital Works Project Manager
- Compliance Coordinator
- Inspector/CW Specialist
- Customer Care Field Technician
- Operations Administrative Assistant

**Skill Matrix Positions**
LCA Career Path Program skills matrix

Based on development of a 341-skills matrix that covers all aspects of O&M including specialty areas

<table>
<thead>
<tr>
<th>Levels of skill difficulty</th>
<th>Collection system maintenance</th>
<th>Plant operations</th>
<th>Electrical</th>
<th>Instrumentation</th>
<th>Distribution system maintenance</th>
<th>Well station maintenance</th>
<th>Mechanical</th>
<th>Equipment operations &amp; maintenance</th>
<th>Customer service &amp; metering</th>
<th>Safety</th>
<th>Miscellaneous</th>
<th>Total</th>
</tr>
</thead>
<tbody>
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<td>6</td>
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<td>0</td>
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<td>0</td>
<td>11</td>
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<td>8</td>
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<tr>
<td>Total</td>
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<td>16</td>
<td>27</td>
<td>40</td>
<td>39</td>
<td>16</td>
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<td>28</td>
<td>18</td>
<td>16</td>
<td>59</td>
<td>341</td>
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</table>
During the course of the Career Path Project ...

- How collaboration, information automation and information exchange could be improved throughout LCA?

- The information available on LCA’s existing intranet site allowed LCA to provide links to common resources that were requested by staff and internal stakeholders, but was limited in functionality for automation, collaborative development, workflow management, document archiving, or two-way exchange of information.
SharePoint primary functions

Document Management / Library
Dashboard / Data Visualization
Finding and Managing Skills
Intranet and Communication
Team Rooms and Collaboration
Needs assessment workshop

- High level discussion of available functionality in SharePoint
- Brainstorming discussion as to what functionality may be beneficial to the group
**Workflows** – new hire

**Workflow Status: WF New Hire**

**Workflow Information**
- **Initiator:** System Account
- **Started:** 4/14/2016 1:46 PM
- **Last run:** 4/14/2016 2:05 PM
- **Item:** Rogelio Monroy
- **Status:** Completed

**Tasks**
This workflow created the following tasks. You can also view them in WF New Hire Tasks.

<table>
<thead>
<tr>
<th>Task</th>
<th>Due Date</th>
<th>Status</th>
<th>Related Content</th>
<th>Outcome</th>
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</thead>
<tbody>
<tr>
<td>Send Offer Letter to Applicant</td>
<td>Completed</td>
<td>Rogelio Monroy</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Set Start Date</td>
<td>Completed</td>
<td>Rogelio Monroy</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>It create New Employee needs</td>
<td>Completed</td>
<td>Rogelio Monroy</td>
<td>Completed</td>
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<tr>
<td>Risk Manager create Key Security Codes</td>
<td>Completed</td>
<td>Rogelio Monroy</td>
<td>Completed</td>
<td></td>
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<tr>
<td>Modify next set of documents</td>
<td>Completed</td>
<td>Rogelio Monroy</td>
<td>Completed</td>
<td></td>
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<tr>
<td>Send Final Documents</td>
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**Workflow History**
The workflow recorded these events.
<table>
<thead>
<tr>
<th>Document Type</th>
<th>Modified</th>
<th>Modified By</th>
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<td>Employment</td>
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<td>System Account</td>
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<td>FSA</td>
<td>April 14</td>
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<tr>
<td>ICMA</td>
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<tr>
<td>Insurance General</td>
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<td>System Account</td>
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<tr>
<td>IT</td>
<td>April 14</td>
<td>System Account</td>
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<tr>
<td>Life and Disability</td>
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<tr>
<td>Medical Rx Dental and Vision</td>
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<td>Pre-Employment</td>
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<tr>
<td>Required Notices</td>
<td>April 14</td>
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</table>
Workflows – new hire

My Application Page

Name: Rogelio Monroy
Address: 184 Front Street East
State/Province: Ontario
Phone: 647-666-9999
Position: Position 1

City: Toronto
ZIP/Postal Code: M5A4N3
E-mail: rmonroy@esolutionsgroup.ca
Resume
Application
Reference
Phone Interview
Face Interview
Reference Checks
Offer Letter

Offer Accepted? Yes

Criminal Background Check
Motor Vehicle Check
Credit Check
Drug Screen
Physical Screen

Motor Vehicle Check
Credit Check
Drug Screen
Physical Screen
## Workflows – board notes

### Board Notes

<table>
<thead>
<tr>
<th>Name</th>
<th>Modified Date</th>
<th>Modified By</th>
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<tbody>
<tr>
<td>April Staff Notes 2016</td>
<td>April 14</td>
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<td>June Staff Notes 2015</td>
<td>March 17</td>
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<td>March Staff Notes 2016</td>
<td>March 24</td>
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</tbody>
</table>

*Note: New document or drag files here.*
Workflows – board notes
Sites – customer services
Company Announcements

LCA Water Supply Meets Health Standards for Lead Exposure

LCA's water has routinely passed the test for acceptable levels of lead exposure. However, some customers do face a higher risk of lead exposure depending on the plumbing materials inside their home.

My Task List

Add tasks with dates to the timeline

new task or edit this list

There are no items to show in this view of the "My Task List" list.
KPIs

Near Miss 1st Quarter

- No of near miss
- No of unsafe equipment
- No of unsafe practice
- No of change of policy
- No of property
- No of injury

Year

2014
2015
2016
Thank you!

Questions?
Varun.Sekar@ghd.com