

Licensed Operator Shortage Problem Solved!

A Case Study

"Going forward we will have a we documented training program that will ensure that all of our operators are exposed to the same training"

John Walker
Chief Plant Operator

Overview

Problem

Loss of experienced workforce and knowledge and the time required to train replacement operators.

Solution

An operator development program with approved water industry and site-specific training.

Results

Quickly trained, highly competent system operators.

The Problem is...

A Shortage of Qualified Operators

Water companies and utilities face a growing shortage of qualified operators as experienced employees are retiring. Along with the departure of an experienced workforce comes a loss of institutional knowledge.

Many are struggling to effectively train new operators and meet the licensing and regulatory requirements for clean waterways and a safe supply of drinking water.

Training New Operators Takes Time & Resources

You could create your own in-house program, but who has the time and resources to create a training program from the ground up?

You could send your operators to classroom training, but limited course offerings in out of the way locations with the travel costs make getting the training your operators need difficult.

The Solution is...

A Preloaded & Flexible Training Platform

American Water College partners with water and wastewater companies, utilities and municipalities to provide a training platform that is preloaded with water industry specific training.

The training is available on demand from anywhere your operators have access to the Internet through a smart phone, tablet, or computer.

The program allows you to add your own site-specific training for processes and procedures unique to your system.



(661) 874-1655

www.AmericanWaterCollege.org

City of Stockton Wastewater Control Facility

CASE STUDY

FACTS AT A GLANCE

- 116,000 connections
- 900 miles of sewer lines
- 33 million gallons per day
- 30 operations staff



Like many municipalities and utilities, Stockton's Regional Wastewater Control Facility faced the challenges of high turnover and the need to train new staff. Their treatment plant operations varied greatly due to inconsistent training and a lack of standard operating procedures (SOPs).



Challenges

As management looked forward, they faced several challenges.

- **High turnover** – The “Silver Tsunami” was impacting Stockton as experienced operators retired or left for new employment opportunities.
- **No formal training program** – The challenge of high turnover was compounded since their informal training left gaps in operator knowledge and skills.
- **Inconsistent operations** – Informal training resulted in inconsistent treatment plant operations which reduced operational efficiency.

Solutions

Stockton's Regional Wastewater Control Facility partnered with American Water College to provide the MyWaterCollege LMS to document SOPs and centralize their training program.

- **Online training platform** – A centralized learning platform was created that allowed them to leverage training developed by industry experts and easily create site-specific training.
- **American Water College training** – The preloaded training in MyWaterCollege ensures all operators have the required knowledge to get and maintain their certifications and competently manage the wastewater treatment process.
- **Site-specific SOPs and training** – They recorded their own site-specific operating procedures. Training was created and assigned to ensure consistent plant operations.

Benefits

After installation and configuration of the MyWaterCollege LMS, the benefits are clear.

- **Consistent training program** – The old method having a new operators “shadow” more experienced operators is enhanced as on the job training is more focused and everyone receives consistent training without the gaps that existed with the informal training model.
- **Reduced training time** – Having a well-defined and documented training program reduces by up to 50% the time it takes to get new operators trained, licensed, and productive.
- **Well documented SOPs and knowledge bank** – The central repository of SOPs results in safe and efficient plant operations and a uniform set of knowledge and skills for all staff.



ABOUT AMERICAN WATER COLLEGE

- Established 2006
- Over 10,000 students
- 100% online courses
- 99% exam pass rate



(661) 874-1655

www.AmericanWaterCollege.org