

A composite image for the top half of the slide. The left side shows a stack of papers with a blue tint, and the right side shows a clock face with a purple tint. A black-bordered white box is centered over the image.

Performance Benchmarking

A composite image for the bottom half of the slide. The left side shows a stack of papers with a green tint, and the right side shows a clock face with a yellow tint. A black-bordered white box is centered over the image.

GUAM WATERWORKS

Key PERFORMANCE Areas

- Management
- Operation & Maintenance
- Training
- MH & Line Inspection
- Performance Standards
- Procurement & Inventory
- Capital Projects
- Terms





Management

- Reorganized to meet Best Practice needs
- Dedication to Ratepayer and Island without profit motive
- Personnel trained to provide multi-tasking service.
- Best Practices would take a back seat to separate training with separate operations.

BEST PRACTICE REORGANIZATION

- Activities directed to achieve complete Organizational objectives without expense or confusion of additional management layer
- Manage core issues while outsourcing non core activity. Outside assistance obtained as needed.
- Open and transparent management
- \$ collected above OM directed at continual system improvements





Operation & Maintenance

- “Best Practices” are implemented and GWA expects to meet industry norms in FY08.
- Achievement of Performance Benchmarking tasks will further GWA’s ability to secure financing.
- Computerized Maintenance Management System to automate all aspects of GWA not just wastewater.
- Improvements & lessons learned in achieving these tasks will be implemented throughout GWA & not just WW sections

Training

- Technical management courses established and scheduled
- Operator Cert. classes in place
- Skills based training classes in place
- Comprehensive training program, funded 50% by DOI OMIP program in place
- First cycle to be completed NLT Feb. 2008.
- Funding is re-occurring. Likelihood of funding improves with each consecutive year.
- Program covers all GWA personnel, not only WW
- Guam PL 14-31 requires operator certification before employment (Apprentices not legally hireable)



Inspection of Manholes/lines

- Purchased two high velocity trucks to clean and view lines. (Work will begin in April with ½ mile and 10 M/H per day scheduled to be completed) will result in 50 plus miles per year. This will continue with liner inserts to eliminate problem areas
- This work will begin in known trouble areas and work toward less problematic areas.
- GWA WW personnel already trained in M/H inspection and analysis of findings through Master Plan
- Liner Unit to be purchased to handle non structural Inflow and Infiltration.
- Aggressive Grease Trap enforcement will be part of the follow up to prevent future line clogging.





Computerized Maintenance Management System & Operation Management System

- CMMS & Operation Management System already in place for Ground Water Prod.
- Will be incorporated throughout operations in FY 07.
- WW will be completed in first half of FY 07.

Technical Resources

- WW has 301H treatment waivers for discharge of primary treated WW. Meeting the requirement is not rocket science and technical expertise is available within GWA currently at no additional cost.
- Local outsourcing already done utilizing local experts experienced in dealing with island environmental, utility, government and other support challenges.
- GWA management & staff routinely participate in annual national industry workshops and conferences and have access to AWWA Research Foundation materials and Water Environment Federation Technical material.





Performance Standards (NPDES & SO)

- Agana STP will meet its permit requirements upon completion of refurbishment in April 2007.
- Baza Gardens & Agat WWTPs will meet standards within two and one half years with existing staff (CIP &/ PIP needed)
- All other STPs in compliance with their NPDES permits
- Lift Stations currently operating at 98%
- 5 year operations cost reduced 5% per year
Total \$350,000



Procurement & Inventory

- Gov Guam Open Procurement laws.
- Open Procurement works if inventory requirements are known ahead of time.
- Inventory minimum requirements already set as a requirement of SO.
- Inventory Module of JD Edwards operational and in use.
- Deepwell CMMS test pilot program includes inventory system and automatic update.
- Procurement laws allow for sole sourcing and brand specificity, when warranted and justified.



Funding CIPs & PIPs

- Tax exempt Long Term Bonds
- Short Term Loans
- Grants
- Design Build Finance
- Build Operate Transfer
- Development Fees
- Rate Revenue
- Not limited to one vender that doesn't bid based on interest rate

Accountability/Terms

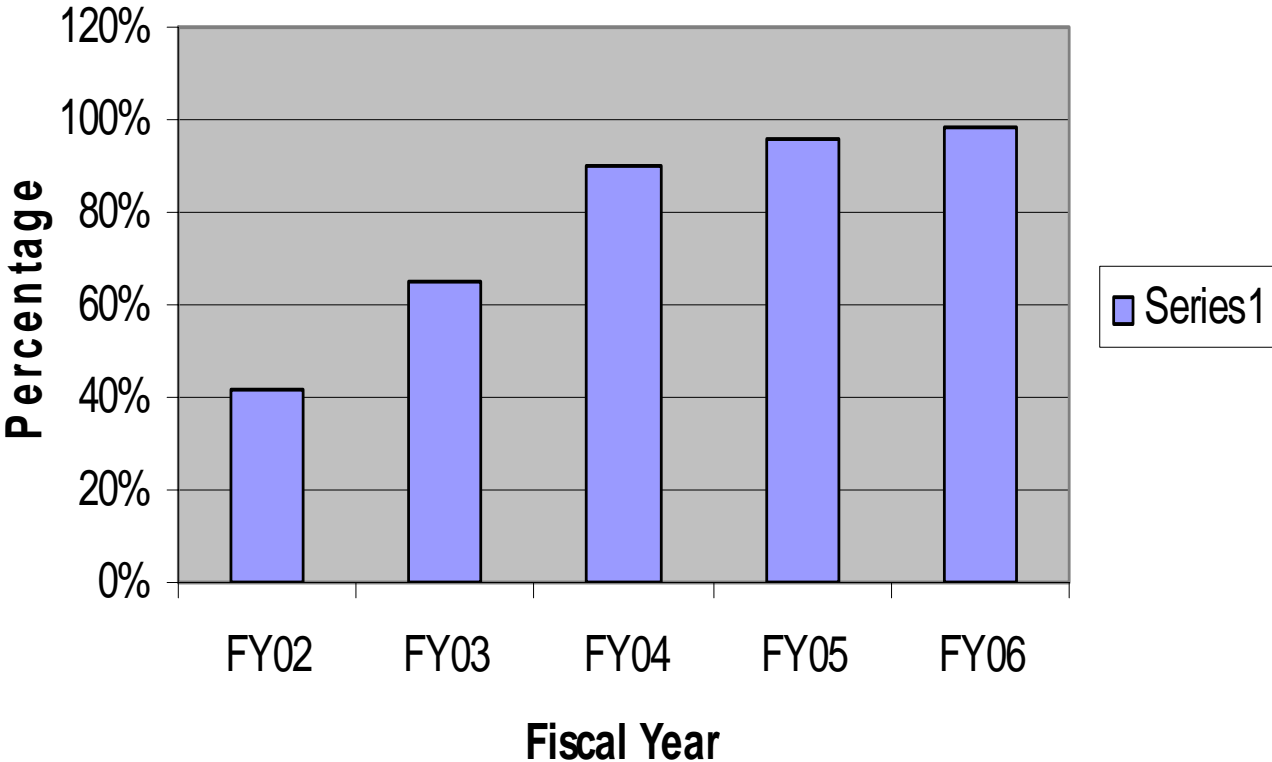
- Termination of GWA management
- Management reduced pay until performance requirements are met



Sewer Pump Station Operational Status

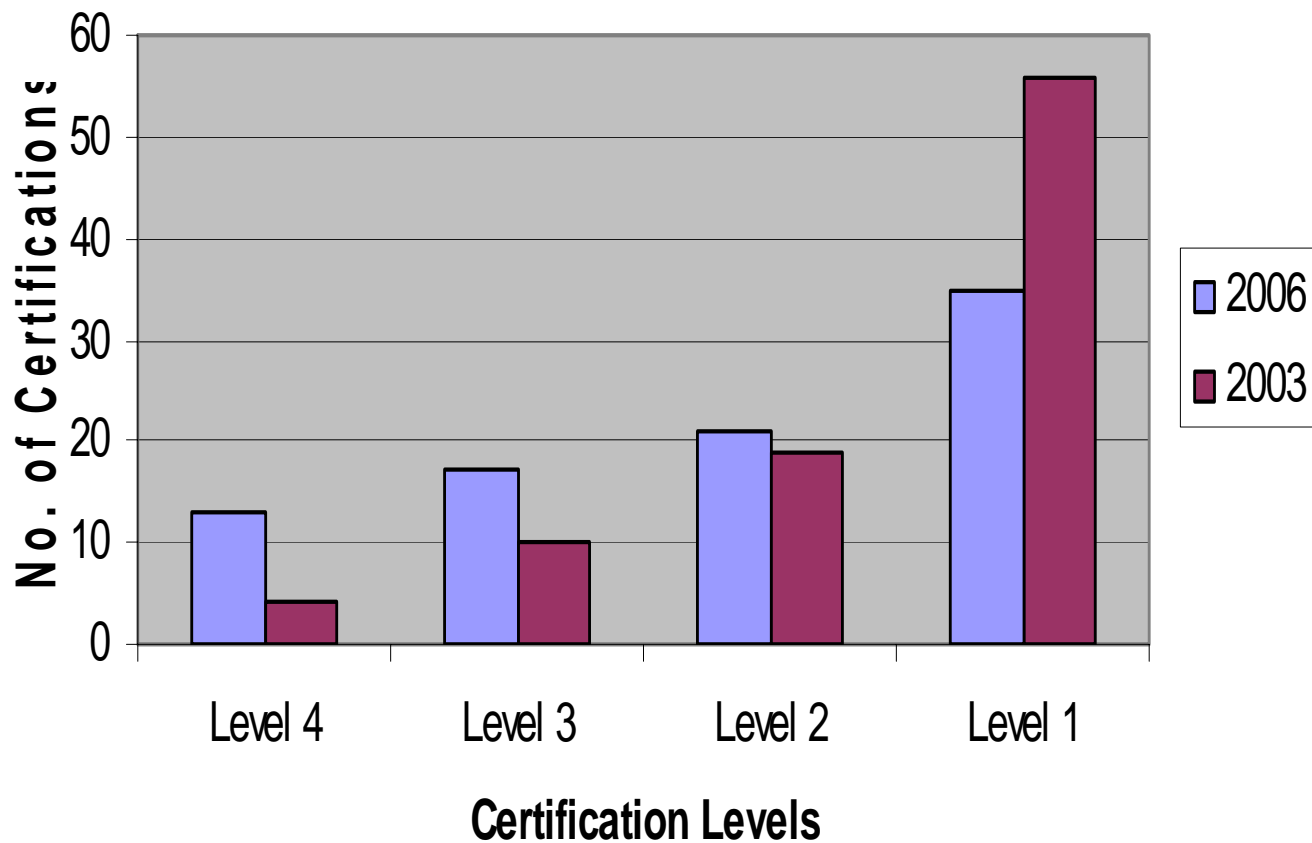


Percentage of Pump Stations Operating as Designed



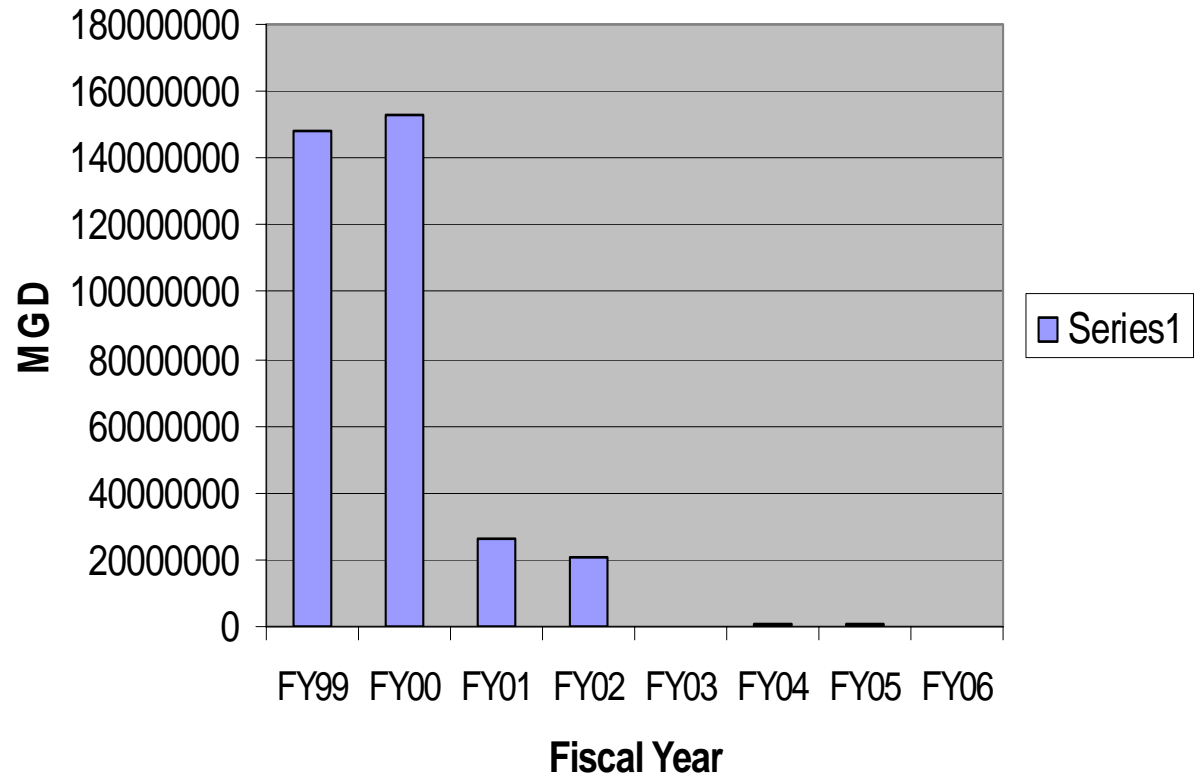
Operator Certification

Certification Levels 2006 vs. 2003



Sewer Overflows

Wastewater Overflow Chart





Guam Waterworks Authority

