

NACWA's 2006 Winter Conference
Improving Knowledge Management in Today's Utility
January 31 – February 3, 2006
JW Marriott
Palm Desert, California
(current to January 23, 2006)

- ♦ - Board of Directors Committee
* - Denotes confirmed speakers

Monday, January 30

Afternoon

12:00– 5:00

NACWA/WERF Research Coordination Workshop (Luncheon Meeting)
NACWA members and representatives from the Water Environment Research Foundation's (WERF) Research Council will meet in a half-day session to discuss WERF's new program-directed research process and help refine the list of research challenges that will guide the Foundation's efforts over the next few years. NACWA and WERF will also provide an update for participants on the continuing efforts to increase coordination between NACWA and WERF to better leverage the resources of each organization. This meeting will provide all NACWA members with a unique opportunity to influence the direction of WERF's research agenda for the coming years and learn how to keep their agency engaged in ongoing research efforts.

All NACWA members are invited to attend free of charge — whether or not you plan to attend the Association's 2006 Winter Conference. Pre-registration is required. Please indicate whether you plan to attend on the enclosed registration form.

Tuesday, January 31

Morning

9:00 – 4:00

Registration

8:30 – 9:30

Strategic Planning Committee ♦

9:45 – 11:00

Budget & Audit Committee ♦

11:15 – 12:15

Membership Committee ♦

11:00 – 12:15

Water Quality Committee

Afternoon	
2:00 – 3:30	Facility & Collection System Committee
3:45 – 4:45	Pretreatment & Hazardous Waste Committee
3:45 – 4:45	Air Quality Committee
Evening	
6:00 – 7:00	Welcoming Reception/Meet & Greet

Wednesday, February 1

Morning	
7:30 – 8:45	Regulatory Policy Committee
8:00 – 4:00	Registration
9:00 – 12:00	Opening Remarks/Moderator Donnie R. Wheeler* NACWA President General Manager Hampton Roads Sanitation District Virginia Beach, VA
	Welcoming Remarks Daniel E. Farris* Director of Operations Coachella Valley Water District Palm Desert, CA

GENERAL SESSION I –

Keynote Address

Finders Keepers:

How the Rules of the Knowledge Game Have Changed

The key to knowledge management is not how much you know, but how much you are able to share. As Traditionalists ease out of the workforce, Baby Boomers take on succession planning, Gen Xers prepare for leadership, and Millennials take their place at the table, the ability to run effective operations will be tightly linked to how effectively critical knowledge is transferred from one generation to the next. And these days that doesn't necessarily mean from the top down! In a return engagement before NACWA, the dynamic duo from BridgeWorks, Lynne Lancaster and David Stillman, will enlighten and entertain us with their unique perspectives on preventing the coming brain drain and responding to the challenges of a knowledge-rich future.

Lynne Lancaster & David Stillman*
Co-Founders, BridgeWorks, LLC

10:15– 10:30

BREAK

Publication Release

The Changing Workforce . . . Seizing the Opportunity

NACWA and the Association of Metropolitan Water Agencies (AMWA) have teamed up to once again provide the latest thinking on utility management and workforce issues. Slated for release at the 2006 Winter Conference, *The Changing Workforce – Seizing the Opportunity* will provide a “hands on” resource for utilities as they work to address current and future workforce challenges. This presentation will provide a complete overview of this new resource and real-world case studies and strategies to aid utility efforts in recruiting and retaining their workforce as well as addressing key knowledge management and knowledge transfer strategies to ensure the retention of crucial institutional knowledge.

Speakers:

Hy Pomerance*

Vice President & Principal Consultant

Red Oak Consulting

Carlsbad, CA

Rebecca Dybas*

Associate & Project Manager

Red Oak Consulting

White Plains, NY

Closing Keynote

The Changing Tides of the Nation’s Population & Demographics

Demographic changes over the past decade are a harbinger of change for utilities’ future workforces, workplace environments and service populations. This closing keynote address will examine national trends that have been seen across the U.S. post-1990, explore future population forecasts and discuss how to create and maintain competitive and sustainable business operations and communities in the current era of economic uncertainty and global insecurity. Jim Johnson, an expert on national population and demographics, was recently selected by *Fast Company* magazine as one of the “brightest thinkers and doers in the new world of work”. Dr. Johnson also serves on the faculty of the NACWA/AMWA/WEF/AWWA *Water & Wastewater Leadership Center*.

James H. Johnson, Jr.*

William Rand Kenan, Jr. Distinguished

Professor of Management

Water & Wastewater Leadership Center

Kenan-Flagler Business School

University of North Carolina

Chapel Hill, NC

Closing Remarks/Announcements

Donnie R. Wheeler*

NACWA President

Afternoon

12:15 – 2:00

Board of Directors Meeting

2:00 – 3:30

GENERAL SESSION I – (continued)

Opening Remarks/Moderator

Dick Champion*

NACWA Vice President

Director

Independence Water Pollution Control Department

Independence, MO

Harnessing the Knowledge You Need to Succeed

Water and wastewater utilities face continual pressures to maintain or reduce operating costs, protect water quality, improve customer service, maintain or improve infrastructure, and meet regulatory requirements. The decision making processes related to meeting these objectives are complex and the volume of data available to be considered is immense. Our first group of speakers will examine the historical challenge of sharing data beyond ‘departmental silos’ and making it available to a broader audience within the utility. Our second group of speakers will bring to bear their experience and perspectives on knowledge management in the consent decree context – with a focus on managing data and deadlines.

Speakers:

Improving Performance Through Effective Knowledge Management

Peter von Zweck*

Senior Project Manager

CH2M HILL

Boston, MA

Raja Kadiyala*

Chief Technology Officer

CH2M HILL

Oakland, CA

Drew Mihocko*

Chief, Collector Systems

Philadelphia Water Department

Philadelphia, PA

Frank Greenland*

Deputy Director, Engineering & Construction

Northeast Ohio Regional Sewer District

Cleveland, OH

Managing Knowledge – Ensuring Compliance

Christopher Westhoff*

NACWA Treasurer

Assistant City Attorney – Public Works General Counsel

City of Los Angeles

Los Angeles, CA

Adel Hagekhalil*

Division Manager

Wastewater Engineering Services Division

City of Los Angeles Bureau of Sanitation

Los Angeles, CA

Chris Toth*

Deputy Director

City of San Diego Metro Wastewater Department

San Diego, CA

Closing Remarks/Announcements

Dick Champion*

NACWA Vice President

3:45 – 5:00

Utility Management Committee

3:45 – 5:30

Legal Affairs Committee

Evening

6:00 – 7:30

Excellence in Management Recognition Reception

Thursday, February 2

Morning

7:30 – 8:45

Clean Water Funding Task Force

8:00 – 4:00

Registration

9:00 – 12:00

Opening Remarks

Donnie R. Wheeler*

NACWA President

Paul Pinault*

NACWA Board Member &

Chair, Clean Water Funding Task Force

Executive Director

Narragansett Bay Commission

Providence, RI

GENERAL SESSION II —

Panel Presentation

Addressing a Utility's Need for Knowledge Management

The key concepts and strategies that utilities can employ to retain and reuse critical institutional knowledge will be examined through this panel presentation. Hear perspectives from both within and outside the clean water community – including the views and perceptions of a young professional on opportunities to create a learning organization and address knowledge management in your utility.

Speaker/Moderator:

David Williams*
NACWA Board Member
Director of Wastewater
East Bay Municipal Utility District
Oakland, CA

Panelists:

Terry Brueck*
President & CEO
EMA, Inc.
St. Paul, MN

Jerry Landon*
Senior Consultant, Organizational Effectiveness
Tennessee Valley Authority
Knoxville, TN

Elizabeth Z. Bialek*
Senior Civil Engineer
East Bay Municipal Utility District
Oakland, CA

10:15 – 10:30

BREAK

Panel Presentation

Creating Effective, Efficient Operations through Knowledge Management

This informative panel presentation will explore instances where knowledge management has been embraced and implemented organization-wide – or in one case, city-wide. Learn more about how utilities have made knowledge management a component of each day and all utility operations.

Moderator:

Steve Pearlman*
Director of Environmental Services
Metro Wastewater Reclamation District
Denver, CO

Panelists:

Embracing Knowledge Management in Detroit

Louise Lieberman*

Assistant Director of Wastewater
Detroit Water & Sewerage Department
Detroit, MI

Thomas J. DeLaura*

President
Westin Engineering, Inc.
Detroit, MI

Managing & Providing Information throughout the Agency

Brian Dorn*

General Manager
North Shore Sanitary District
Gurnee, IL
Brian Jensen*
Vice President
Donohue & Associates
Grayslake, IL

Austin's Integrated Capital Management System

Tommy Bernard*

Senior Associate
Red Oak Consulting
Denver, CO

Closing Remarks/Announcements

Donnie Wheeler*
NACWA President

12:00 – 1:30

Awards Committee

1:30 – 4:00

GENERAL SESSION II – (continued)

Opening Remarks/Moderator

Dick Champion*
NACWA Vice President

Data Rich, Information Poor – No More

Managing knowledge is a constant for today's utility executive. Benchmarking initiatives and analyzing current information on daily operations are critical to daily decision-making. This fast-paced, informative panel presentation will illustrate – through a diverse range of perspectives – success in gathering data and integrating it into the decision-making process. The result . . . common business processes, enhanced project management, fiscal effectiveness, increased accountability, and sustainable infrastructure.

Panelists:

Efficient Operations Using a Knowledge-Based Support System

Sandeep Karkal*

Deputy District Manager-Engineer

Novato Sanitary District

Novato, CA

Steve Line*

Chief Executive Officer

ICOMMM, Inc.

Danville, CA

Knowledge Management for Performance Management & Benchmarking

Cindy Goodburn *

Support Services Division Administrator

Littleton/Englewood Wastewater Treatment Plant

Englewood, CO

Corey Williams *

Director

Inflection Point Solutions

Overland Park, KS

Information Technology Initiatives Improves Knowledge Management

Randy Rinon*

IT Manager/Water Department

City of Fort Worth

Ft. Worth, TX

Geoffrey Price*

Program Manager

MWH/TAG

Broomfield, CO

Using Data to Define Repair & Replacement Needs

George Adrian*

Associate Civil Engineer

City of San Diego Water Department

San Diego, CA

Ken Harlow*

Vice President

Brown & Caldwell

Irvine, CA

Information Management & Watershed Planning

Kevin Shafer*

Executive Director

Milwaukee Metropolitan Sewerage District

Milwaukee, WI

William Krill*

Senior Engineer

HNTB Corporation

Milwaukee, WI

Leslie Shoemaker*

Vice President, Water Resources

Tetra Tech, Inc.

Fairfax, VA

Closing Remarks/Announcements

Dick Champion *

NACWA Vice President

4:15 – 5:15 Security & Emergency Preparedness Committee

4:15 – 5:15 Biosolids Management Committee

Evening

6:00 – 7:30 Reception

Friday, February 3

Morning

8:00 – 9:15 Legislative Policy Committee

8:00 – 10:00 Registration

9:30 – 11:30 Session Opening/Moderator

Donnie R. Wheeler*

NACWA President

Opening Remarks

James Hanlon*

Director

Office of Wastewater Management

U.S. Environmental Protection Agency

Washington, DC

GENERAL SESSION III –

Beyond Knowledge Management . . . the Keys to Service Continuity

A number of critical initiatives – knowledge management among them – can work together to ensure the continuity of service required of clean water utilities.

NACWA's 2006 Winter Conference concludes with an examination of several of other keys to service continuity.

Demystifying Asset Management

Just mentioning asset management to utility managers can evoke a range of emotions. It may be apprehension – *it's too expensive and too overwhelming*. It may be confusion – *so many different views, I wouldn't know where to begin*. It may be cynicism – *it's just the flavor of the month*. From the barrage of journal articles, consultants' presentations, and marketing by software developers, it's easy to understand why most utility managers are just throwing up their hands. Yet, those same utility managers face significant challenges brought about by aging infrastructure, an increased focus on security, a changing workforce, customer growth or decline, and ever-more stringent regulations. Clearly, asset management can help utility managers meet and overcome these challenges – and NACWA is taking a leadership role with an eye on demystifying the concept and facilitating its implementation. Learn more about NACWA's new initiative through this opening presentation.

Speakers:

Jon Schellpfeffer *
Chair, NACWA Utility Management Committee
Madison Metropolitan Sewer District
Madison, WI

Alan Ispass*
Vice President
CH2M HILL
Herndon, VA

Utilities Helping Utilities – Ensuring Service Continuity in Times of Emergency
Recent experience has taught us that there's nothing like utility-to-utility mutual aid to support to continuity of services to utility customers. The concept of state-level *Water/Wastewater Agency Response Networks* (WARNs) or *Water/Wastewater Utility Response Networks* (WURNs) – already in practice in some areas – offers an effective alternative to top-down approaches and federal directives. Has the time come for a system of WURNs to be established nationwide? This informative presentation will explore the viability of a national mutual aid network – focused on both natural and man-made disasters.

Speakers:

Scott Kelly *
Chair, FlaWARN Steering Committee
Director, Water & Wastewater Treatment
JEA
Jacksonville, FL

Martin Falarski*
Chair, CalWARN State Steering Committee
Manager, Construction Division
East Bay Municipal Utility District
Oakland, CA

Wastewater Systems after the Hurricanes – Assessing the Damage, Planning for Recovery

Hurricanes Katrina and Rita left in their wake considerable damage to water and wastewater systems. While federal, state and local officials are working diligently to assess the overall damage, a comprehensive evaluation focusing specifically on wastewater systems had not been undertaken. This presentation will focus on a collaborative project, being undertaken by the Water Environment Federation (WEF), to develop and present an area-wide assessment of the damage and probable cost to rehabilitate or replace wastewater systems in the Gulf States.

Speakers:

Thomas “Buddy” Morgan*
NACWA Board Member
General Manager
Montgomery Water Works & Sanitary Sewer Board
Montgomery, AL

James Clark*
Vice President
Black & Veatch
Los Angeles, CA

Closing Remarks/Adjourn
Donnie R. Wheeler*
NACWA President