

- 8:00 – 8:25 Registration and Refreshments
- 8:25 – 8:40 **Welcome**
Jim Fiedler, Chief Operating Officer, Santa Clara Valley Water District
- Purpose of Workshop**
Ingrid Bella, BAYWORK Vice-Chair
Robert Scott, Chair of BAYWORK Staff Preparedness Subcommittee
- 8:40 – 9:10 **Avoiding Risk by Investing in Staff Knowledge**
Patrick Ibarra, Mejorando Group
Discussion
- 9:10 – 10:00 **Standard Operating Procedures as Building Blocks for Staff Preparedness**
Cindy Goodburn, Littleton/Englewood Wastewater Treatment Plant
Gary Edwards, Aurora City Water Utility
Discussion
- 10:00 – 10:15 BREAK
- 10:15 – 11:00 **Power Utility Perspective**
Gabriel Lewall, Sacramento Municipal Utility District
Lisa Brady, Colorado Springs Utilities
Discussion
- 11:00 – 11:30 **The Employee’s Perspective: Benefits of Investing in Staff Knowledge**
Erika Richardson Koh, Great Place to Work®
Discussion
- 11:30 – 12:15 **Combining Skill Sets to get the Best Products**
Tameeza Jivraj, Metro Vancouver, BC, Canada
Carl Luckenbill, San Francisco Public Utilities Commission
Chad Thigpen
Brenda Donald
Discussion
- 12:15 – 1:00 LUNCH
- 1:00 – 1:45 **Recording the Knowledge Footprints**
Steve Sauter, Central Contra Costa Sanitary District
Clifford Chan, East Bay Municipal Utility District
Discussion
- 1:45 – 1:55 BREAK
- 1:55 - 2:40 **Breakout Sessions by Interest Area (Documentation, Technical Training, and Knowledge Management Strategies)**
2:40 – 3:45 **Report Back to Group**
3:45 – 4:00 **Discussion of Next Steps**