

MISSION-CRITICAL PROFILE

Name: Chris Franzel

Organization: San Francisco Public Utilities Commission

Job Category (Check one below):

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| <input type="checkbox"/> Water Treatment | <input checked="" type="checkbox"/> Electronic Maintenance Technician/ Instrument Technician |
| <input type="checkbox"/> Water Distribution | <input type="checkbox"/> Electrician/Electrical Line Worker |
| <input type="checkbox"/> Wastewater Treatment | <input type="checkbox"/> Machinist/Mechanic |
| <input type="checkbox"/> Wastewater Collections | <input type="checkbox"/> Other |

1. Please describe the work you do:

I was hired on as an intern for the WWE so my main job is to learn and absorb as much information as I can. I am however very lucky to have been placed with such a great crew. My co-workers and boss allow me to get as much hands on work as possible. I hear that in other internships this isn't the case. Some examples of the things I have worked on so far are; at Treasure Island I have helped in replacing all of the analyzers to newer models and also calibrating the new equipment so it reads the correct chemical ratio. I have also been very active in troubleshooting PLC programs and also trying to learn how to build my own programs. I also have setup pulsar equipment that is used to detect levels using ultrasonic technology.

2. What combination of education, vocational training, apprenticeship, experience, and/or skill did you obtain in order to be qualified and selected for your job?

I am currently enrolled in the ETEC program at LMC; I am half way through the program. I was also an electrician in the US Navy Seabees for 7 years.

3. What do you like best about your job?

The first thing I would have to say that I really enjoy about my position is the people. I believe the people you work with can really have a big impact on how your day to day work attitude goes. So, I feel very lucky that I have been placed with a great group of co-workers. For the technical part of the job I really like that there is so much to learn, I learn something new every day. This is the type of career that is an ongoing learning process and that excites me because I am the type of person that needs to have their brain stimulated constantly to stay interested and I feel this type of career can do that.

4. Please tell us about the projects and activities you have enjoyed most in your work in the water/wastewater field, and what made them rewarding,

One project that I have really enjoyed is the Treasure Island project. I feel like I have learned so much about the process of wastewater from being at Treasure Island. While replacing the analyzers out there I have had the chance to understand the chemical process of treating the water and also had a chance to do manual titrations, which is a great way to understand how to manually do what the analyzers are doing. I have also learned a lot about the communication we use by being out at Treasure Island. We are trying to convert everything to wireless, to transmit all the information from each of the pump stations, and we have had to troubleshoot a lot of the communication lines out at Treasure Island. This is great experience for me to understand and learn the type of equipment we use in the field.

5. What qualities and capabilities are needed in order for a person in your area of expertise to be successful in the water/wastewater industry?

One of the most important qualities I think you would need is great communication. Now a lot of people get confused about the word communication, they believe that to have great communication that you have to be able to talk well and make people understand you. I believe this is the wrong way to look at it, to me the biggest part of communication is being able to actively listen and to be open-minded. Everyone has to be on the same page to be able to effectively fix or troubleshoot a problem. You also have to have the want to constantly learn and stay updated on the new technology or equipment out there. And last you have to know the process, what other people at the plant do, because you can have an issue at any part of the plant and if you aren't familiar with that certain area you won't know how to fix the issue in the correct way.

6. Do you have any advice for an individual who is considering pursuing a career in your field in the water/wastewater industry?

The only advice I have is to get as much schooling as you can and do your best in school. One of the main reasons I was hired here as an intern was because I did really well in all my classes and my instructor suggested me for the position. So my advice to people that want to pursue this career is take advantage of the schooling you are taking. Be the person that stays late to spend a little more time on that lab you didn't completely understand, be the person that asks questions, be the person that pays attention and actively speaks out in class, because the guys that are in your class with you are the guys you are competing against for these type of careers.