



**Spread the Love:
Early Action Can Prevent Unmanageable Workloads Later**

January 19, 2023 | 10:30 a.m. – 11:30 a.m. (Eastern)

[SESWA.org](https://www.SESWA.org) | 866-367-7379 | info@SESWA.org

Thanks to Our Sponsors!



Today's Presenter



Brandon Martin
Water Resources Trades Coordinator
Gwinnett County, GA
brandon.martin@gwinnettcounty.com





Spreading the Love

How Early Action Can Prevent Unmanageable Workloads





Finding Work

In-house Inspection program

- Reactive Work
 - Customer Complaint
 - Higher Priority (usually)
- Proactive Work
 - Inspections and Asset Management
 - Lower Priority (usually)

Finding Work

Inspector or Investigator Creates a Work Order

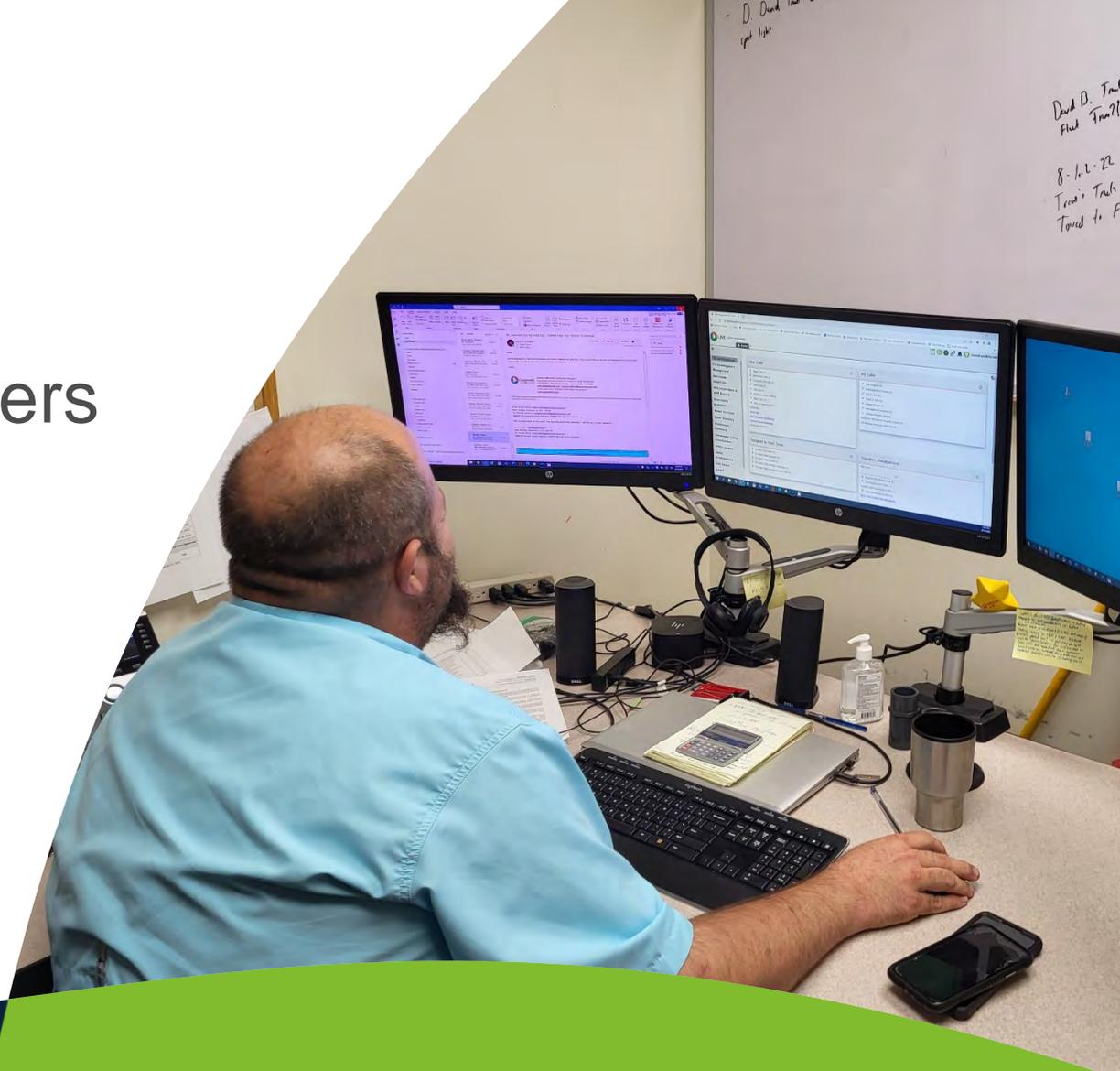
- Logs Details
- Preliminary Priority



Finding Work

Management Review of Work Orders

- Confirm priority
 - Hazards deemed “High” or “Emergency”
 - Active issues are “Medium”
 - Little stuff is “Low”



Finding Work

Cleaning Needed:
Low Priority



Cracked d/w from customer
complaint: Medium Priority



Finding Work

Failed d/w Pipe:
High Priority



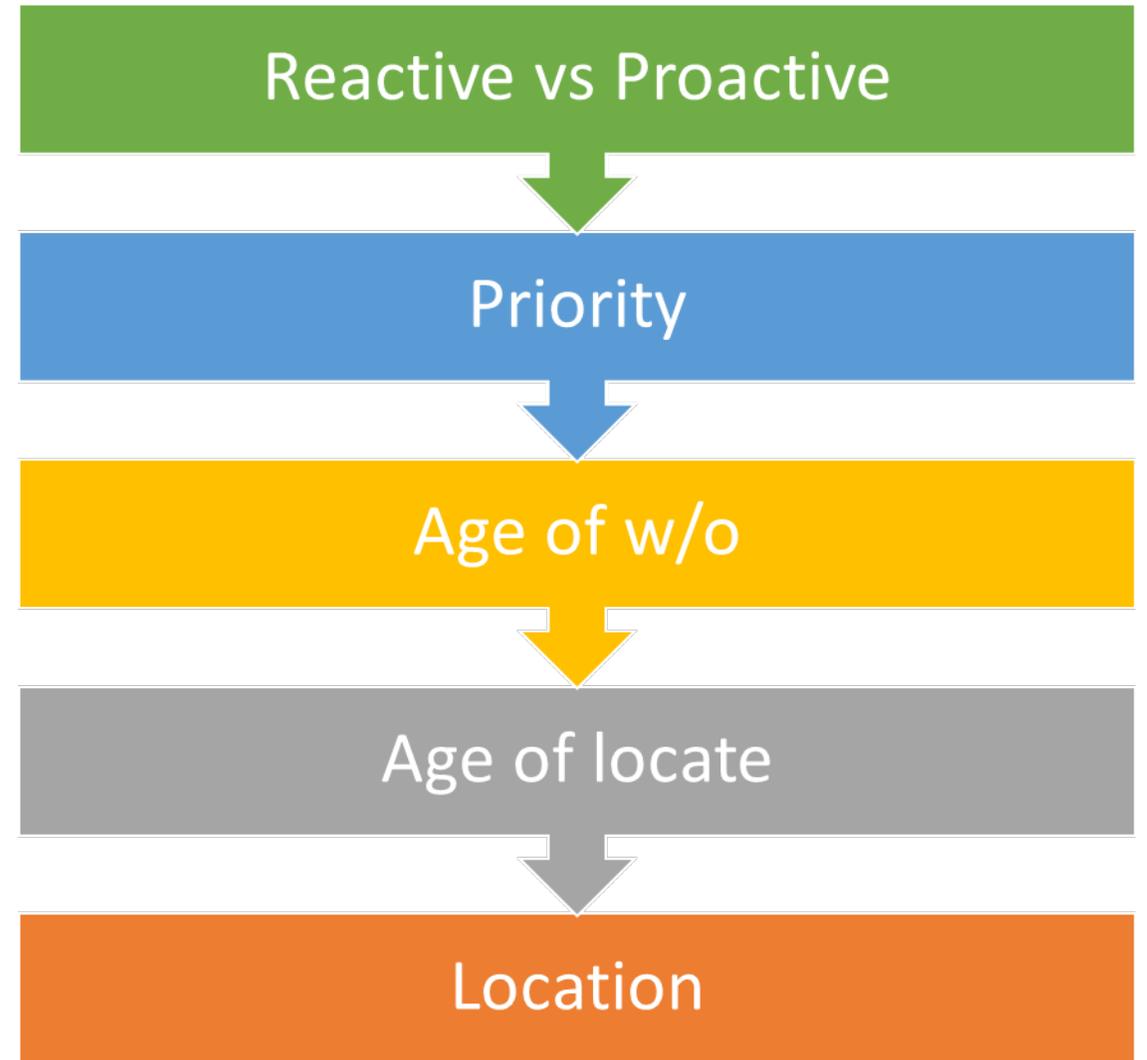
Potential Hazard:
Emergency



Finding Work

Scheduling Work

- Daily Review of Work Orders
- Prioritizing Projects



GIS is the Best

Group work geographically



Finding Work

Crews get the work done

- Weekly package of work
- Job is closed, or
- New Work Order created for follow-up

Finding Work

GIS is Updated

- New pipes/structures
- Update attribute data
- Work Orders linked to assets



Task # 2107 Storm Grouf Structure

Task Crew

Task Coordinator
969194 Martin Brandon

Task Status

Main Off	Time Off	Pre CI (PPM)
Main On	Time On	Post CI (PPM)

Crew Comments

Total Contractor Cost: Misc. Co

Finding Work

Data Management

- Permit Requirements
- Enhance Work Efficiency

Keeping it Moving

Multiple Levels of Management

- Review old inspections and videos
- ID other utilities
- Create “Shovel Ready” work



Keeping it Moving

Experienced Investigators

- Familiar with infrastructure
- Familiar with problems
- Advancement opportunities





Keeping it Moving

Assigning and Tracking Work

- Setting goals
- Red/Green Report



Keeping it Moving

Follow industry standards

- 80% wrench time out of total hours
- Complete 60% of work within that 80% wrench time

Keeping it Moving

Contractors

- Mix of tasks and priorities
- Projects that eat up a lot of time
- Restoration after County crew work





Keeping it Moving

Contractors

- Cleaning and low priority jobs
- Large projects
- County handles emergency

Time to Rest

NEVER!!!



Many Hands Make Light Work

Customer, inspectors, investigators,
crews, contractors, foremen,
supervisors, managers, directors





A Failure to Plan on Your Part...

- Proactive Inspections
- Setting Priorities
- Management Review and Research
- GIS Integration

Accountability

- Goals
- Tracking Progress



Success



Questions???



Brandon Martin

Stormwater Trades Coordinator

brandon.martin@gwinnettcountry.com





Thank You for Joining Us!