

Beaverton's Cross Connection Program Updates

Abstract:

Water purveyors typically receive paper copies of test reports from certified testers. In recent years, many purveyors have decided to update their programs and begin receiving reports electronically. This transition has allowed more time to dedicate to surveys, correcting internal data, and customer education. At the City of Beaverton, we have transitioned from electronic storage of test reports to only allowing electronic submission of test reports. This presentation covers how the City of Beaverton decided to make this change, how the change was implemented and how that process has gone. We will cover different programs we looked at, the data integration process, how our first year went, as well as any lessons learned.

Course Outline:

1. What were we using prior to electronic and why did we decide to go fully electronic?
 - a. Upsides and downsides of paper copies.
 - b. Different programs we looked at.
 - i. How each program was funded.
 - ii. The tools each program offered.
 - c. What our decision was ultimately based on.
2. We chose a program, now the hard part-data transfer.
3. How did the first year go and what did we learn?
4. Time and resource allocation after switching to electronic test reports.
 - a. Building relationships with other city departments to streamline processes.
 - b. Education and communicating with our customers.
 - c. Getting to know our testers.
5. Has the new process helped our compliance rate?

Presenter:

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Ben is currently a program coordinator for the City of Beaverton Water Department. He is the cross-connection specialist for the city as well as an operator in the water quality group. In addition to his cross-connection specialist duties, Ben helps with pump station, ASR well, reservoir, and PRV maintenance throughout Beaverton's distribution system. He currently holds a OHA Distribution Level IV and Treatment Level II as well as OHA backflow tester and cross connection specialist certification. Ben has a Bachelor's Degree of Science from the University of Massachusetts Amherst.