

mIToolbox

GIVING STAFF THE INFORMATION THEY NEED TO DO QUALITY WORK

Catherine Curtis, Peter Dean, and Carolyn Jones

San Francisco Public Utilities Commission
September 25, 2009

What We Will Cover Today

- SFPUC Knowledge Management Issues
- Software Solution
- Implementation Process
- Ways that we are using mIToolbox
- Lessons Learned
- Questions

Findings from SFPUC Needs Assessment

	<i>NUMBER OF TIMES PROCESS IDENTIFIED AS A CHALLENGE</i>
Classification	25
Recruitment/Selection	25
Staff Training	22
KNOWLEDGE MANAGEMENT	35

SFPUC's KNOWLEDGE MANAGEMENT ISSUES

- Inadequate documentation on facilities, processes, procedures
- Unreliable cataloguing, storage and access to valuable information
- No system that told staff what information they needed to perform their work, or where to find it

WHY WIKI SOFTWARE WAS SELECTED

- Allows for both structure and strong search function
- Requires less IT support than traditional systems
- Ability to link to other databases
- Ease of data entry, modification, and access

mIToolbox Kickoff 2008



One on one and group interviews were held to determine the information staff needed ready access to in order to perform quality work



mITOOOLBOX Survey Questions

- What information does staff need to access in order to perform their work?
- Where and how is it stored?
- Who owns/maintains the data?
- What type of information is it?

Completed mIToolbox Survey

Wastewater Enterprise mIToolbox Project
mIToolbox SURVEY ON INFORMATION NEEDED

Name: Christine Spencer Date: July 8, 2009

Division: WWE Section: Planning, Regulation, Compliance Workgroup: Asset Management

Please list information that workers in your workgroup should have easy access to in order to perform their work reliably (e.g., policies, procedures, operations and maintenance manuals, permits, regulations, maps, training materials, and decision support tools)

Information	Where it is stored	How it is stored	Who owns/maintains data?	Attribute or type of information	Facility	Additional documentation needed? Does it exist?	Further training for staff needed?	Comments
Sustainability Report Results	PRCD	Page Title	C. Spencer	Cognos Report Results	WWE		Access only	
Controller Report Results	PRCD	Page Title	C. Spencer	Cognos Report Results	WWE		Access only	
SOP's (do we develop?)	PRCD	Page Title	C. Spencer	Business Processes	WWE		Access only	
CHS AM Pilot Project	PRCD	Page Title	C. Spencer	Informational only-nature of different software types	WWE/CHS		Access only	
WWE Performance Measure Parameters with Definitions	PRCD	Page Title	C. Spencer	Informational Chart in Excel	WWE		Access only	
Maximo 7.1 WWE Specific Information	PRCD	Page Title	C. Spencer	Informational only-nature of different software types	WWE		Access only	

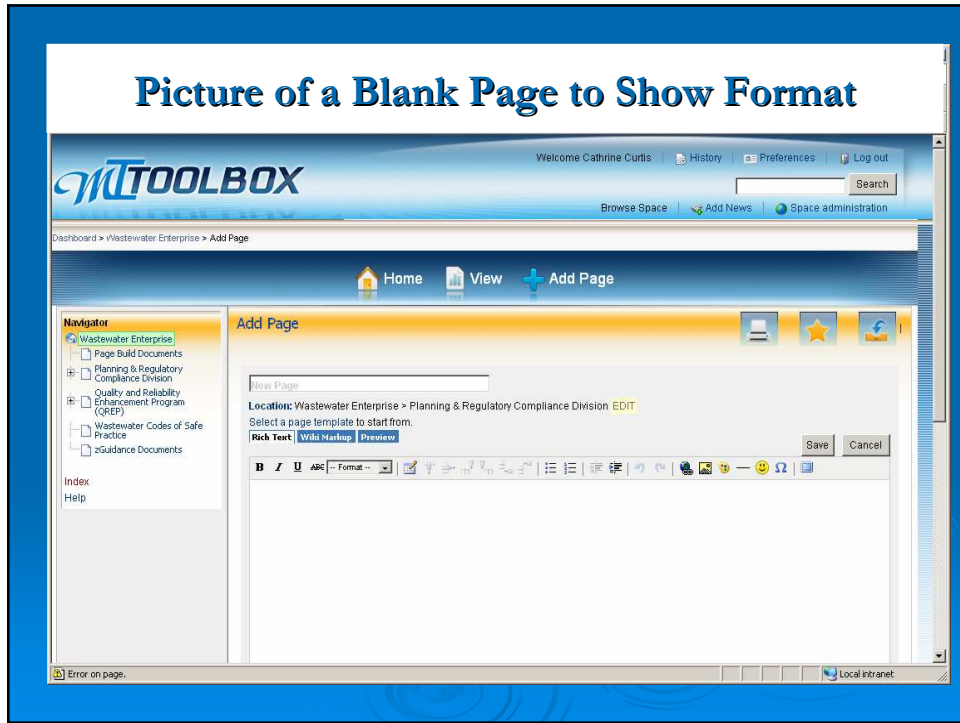
Other people in your group or section you would like us to interview? Maintenance Staff at SEP should also have viewing access to this information but not rights to change the information- Staff meaning: WWE Maintenance Planners, Maintenance Managers and Chiefs

Customized Wiki Application to Meet User Needs

Pages organized by work group, topic, or project, but searchable

Quick links (e.g., to records management database)

Modified out-of-the-box software to be more user-friendly



mIToolbox Implementation Process

Hierarchy for HH Regulatory Group

Proposed Content: Hetch Hetchy Regulatory Compliance

Contact: Peter Dean
 Location: [Home](#), [Water](#), [Electricity](#), [Hetch Hetchy Home](#), [Regulatory Compliance](#)

Reasons not to be content hierarchy on page 2 of this document to plan out your hierarchy:

Hetch Hetchy Home
 Water & Power Planning
 Maintenance Engineering
 Administrative Services
 Regulatory Compliance
 New Construction Project Files
 On-Going Project (maintenance) - Regulatory
 Small Stormwater CIP Ren Permit
 Public Storm Water Permits
 Waste Tire Disposal Program
 Hazardous Waste Disposal
 Solid Waste Disposal and Recycling
 Pressure Vessel Inspections
 Use Permits
 Laboratory Analysis
 Power System Maintenance Communications and System Control Maintenance
 Water Operations Maintenance
 Right of Way Maintenance
 General Maintenance
 Maintenance Planning

Regulatory Compliance

[New Construction Project Files](#)
 //Default layout is to know some content at from each page or click pages://

[On-Going Project \(maintenance\) - Regulatory Compliance](#)
 //Default layout is to know some content at from each page or click pages://

[Small Stormwater System Permits](#)
 //Default layout is to know some content at from each page or click pages://

[Industrial Storm Water Permits](#)
 //Default layout is to know some content at from each page or click pages://

[Waste Tire Disposal Program](#)
 //Default layout is to know some content at from each page or click pages://

[Solid Waste Disposal and Recycling](#)
 //Default layout is to know some content at from each page or click pages://

[Pressure Vessel Inspections](#)
 //Default layout is to know some content at from each page or click pages://

[Laboratory Analysis](#)
 //Default layout is to know some content at from each page or click pages://

NOTE: Decide how much content you want place on the homepage. Remember, it's your page to own.

Hetch Hetchy Quick Links

- Assessments
- WSP Plans & Documents
- Current Forms Register
- Supervisor's Handbook
- Health and Safety Handbook

Health and Safety

Hetch Hetchy
 Miss and Accident Prevention Manual
 Lock-out/tag-out procedures
 Material Safety Data Sheets (MSDS)

Navigator

- Hetch Hetchy Water and Power
 - Administrative Services
 - Communication & Systems Control
 - General Maintenance
 - Maintenance Engineering
 - Maintenance Planning
 - Powerhouse Ops Mocc-EI
 - Power Systems Maintenance
 - Regulatory Compliance
 - Laboratory Analysis
 - New Construction Project Files - CIP
 - On-Going Project (maintenance) - Regulatory Compliance
 - Permitting & Inspections
 - Industrial Storm Water Permits
 - Moccasin Stormwater Dry Weather Quarterly Inspections
 - Moccasin Stormwater Wet Weather Sampling Locations
 - Pressure Vessel Inspections
 - Wastewater Permits
 - Recycling
 - Solid Waste Disposal
 - Waste Tire Disposal Program
 - Right of Way Maintenance
 - Switchyard and Transmission

mIToolbox Equally Useful for Operational, Project, and Support Functions

EXAMPLES OF CURRENT mITOOOLBOX APPLICATIONS

I. Operational

II. Projects

III. Support Functions

The screenshot displays the mITOOOLBOX web application interface. The main heading is "Moccasin Storm Water Dry Weather Quarterly Inspections". The interface includes a navigation menu on the left, a search bar, and a main content area with the following text:

Quarterly Stormwater Dry Weather Inspections are performed based upon requirements set forth in the:

- STATE WATER RESOURCES CONTROL BOARD (STATE WATER BOARD)
- WATER QUALITY ORDER NO. 97-65-DWD
- NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM (NPDES)
- GENERAL PERMIT NO. CAS00001 (GENERAL PERMIT) WASTE DISCHARGE REQUIREMENTS (WDRS)

FOR DISCHARGES OF STORM WATER ASSOCIATED WITH INDUSTRIAL ACTIVITIES EXCLUDING CONSTRUCTION ACTIVITIES

See Stormwater Pollution Prevention Plan (SWPPP) for explanation on sampling requirements.

Link: <https://infrastructure.sfwater.org/infstfcs.aspx?lib=HHWP>

The inspector may use the attached Moccasin Complex - Quarterly Inspection Form to assist them in gathering the required information. See attachment.

At the bottom, there is an "Add Comment" section with a text area and a "Labels: (None) EDIT MANAGE" section.

Moccasin Wet Weather Sampling Locations

Welcome Catherine Curtis | History | Preferences | Log out

Dashboard > Hetch Hetchy Water and Power > Industrial Storm Water Permits > Moccasin Stormwater Wet Weather Sampling Locations

Navigator

- Hetch Hetchy Water and Power
 - Administrative Services
 - Communication & Systems Control
 - General Maintenance
 - Maintenance Engineering
 - Maintenance Planning
 - Powerhouse Ops Mocc-EI
 - Power Systems Maintenance
 - Regulatory Compliance
 - Laboratory Analysis
 - New Construction Project Files - CIP
 - On-Going Project (maintenance) - Regulatory Compliance
 - Permitting & Inspections
 - Industrial Storm Water Permits
 - Moccasin Stormwater Wet Weather Quarterly Inspections
 - Pressure Vessel Inspections
 - Wastewater Permits
 - Recycling
 - Solid Waste Disposal
 - Waste Tire Disposal Program
 - Right of Way Maintenance
 - Sanitary and Transmission
 - Water & Power Planning
 - Water Operations & Maintenance
 - Docs for class

Moccasin Stormwater Wet Weather Sampling Locations

The Moccasin Facility contains two stormwater sampling locations. Stormwater samples are performed based upon requirements set forth in the:

STATE WATER RESOURCES CONTROL BOARD (STATE WATER BOARD)
WATER QUALITY ORDER NO. 97-03-DWQ
NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM (NPDES)
GENERAL PERMIT NO. CA5000091 (GENERAL PERMIT) WASTE DISCHARGE REQUIREMENTS (WDRS)

FOR DISCHARGES OF STORM WATER ASSOCIATED WITH INDUSTRIAL ACTIVITIES EXCLUDING CONSTRUCTION ACTIVITIES

See Stormwater Pollution Prevention Plan (S/PPPP) for explanation on sampling requirements.

Link: <https://infrastructure.sfwater.org/files/dfs/aspr/7lib-HHWP&doc=120793&w=2&data=37538633>

In general samples are taken for the first rain event of the wet season and at least one other storm event in the wet season. If the first storm event of the wet season is not sampled two additional rain event must be sampled for a total of a minimum of three storm sampling events for each wet season.

1st Sampling Location (Moccasin Parking Lot)



2nd Sampling Location (Moccasin Maintenance Yard)



Local intranet | 100%

Welcome Peter Dean | History | Preferences | Log out

Dashboard > Hetch Hetchy Water and Power > Hetch Hetchy Water and Power > Regulatory Compliance > Permitting & Inspections > Industrial Storm Water Permits > Moccasin Stormwater Dry Weather Quarterly Inspections >

Navigator

- Hetch Hetchy Water and Power
 - Administrative Services
 - Communication & Systems Control
 - General Maintenance
 - Maintenance Engineering
 - Maintenance Planning
 - Powerhouse Ops Mocc-EI
 - Power Systems Maintenance
 - Regulatory Compliance
 - Laboratory Analysis
 - New Construction Project Files - CIP
 - On-Going Project (maintenance) - Regulatory Compliance
 - Permitting & Inspections
 - Industrial Storm Water Permits
 - Moccasin Stormwater Dry Weather Quarterly

Moccasin Stormwater Dry Weather Quarterly Inspections

Name	Size	Creator	Date	Comment
MOCCASIN COMPLEX Inspection Checklist.doc	27 kb	Peter Dean	May 12, 2009	Quarterly Dry Weather Inspection Checklist

Attach File **Comment**

1: (Optional)

You cannot attach files with names containing '*' or '&' characters. Comment cannot be longer than 255 characters.

Attach more files

WWE - South East Plant Drawing

M **TOOLBOX**
Welcome Cathrine Curtis | History | Preferences | Log out

Browse Space | Add News | Space administration

Dashboard > Wastewater Enterprise > Bayside Operations > Southeast Water Pollution Control Plant (SEP)

Home | View | Edit Page | Attachments (1) | Add Page | Page Info

Navigator

- Wastewater Enterprise
- Page Build Documents
- Planning & Regulatory
- Compliance Division
- Quality and Reliability Enhancement Program (QREP)
- Administration
- Bayside Operations
- Bayside Sampling
- Bayside Transport & Storage System
- National Pollutant Discharge Elimination System (NPDES) Permit
- North Point West Weather Facility (NPF)
- Southeast Water Pollution Control Plant (SEP)**
- Aerobic Digester
- Cyrogenic Air Separation
- Disinfection
- Primary Treatment
- Secondary Treatment
- Solids Dewatering
- Solids Thickening
- Operator Certification
- Personnel Roles & Responsibilities
- Treasure Island & Yerba Buena Island Operations
- Wastewater Operations
- Wastewater Codes of Safe Practice
- Wastewater Documents

Southeast Water Pollution Control Plant (SEP)

General Information:

SOUTHEAST WATER POLLUTION CONTROL PLANT
STRUCTURE NUMBERS

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Quality & Reliability Enhancement Program

M **TOOLBOX**
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Browse Space | Add News | Space administration

Dashboard > Wastewater Enterprise > Bayside Operations > National Pollutant Discharge Elimination System (NPDES) Permit

Home | View | Edit Page | Attachments (0) | Add Page | Page Info

Navigator

- Wastewater Enterprise
- Page Build Documents
- Planning & Regulatory
- Compliance Division
- Quality and Reliability Enhancement Program (QREP)
- Administration
- Bayside Operations
- Bayside Sampling
- Bayside Transport & Storage System
- National Pollutant Discharge Elimination System (NPDES) Permit
- North Point West Weather Facility (NPF)
- Southeast Water Pollution Control Plant (SEP)
- Operator Certification
- Personnel Roles & Responsibilities
- Treasure Island & Yerba Buena Island Operations
- Wastewater Operations
- Wastewater Codes of Safe Practice
- Wastewater Documents

National Pollutant Discharge Elimination System (NPDES) Permit

- NPDES Permit
- Supporting Documents:
 - State Water Board Order No. 2008-0002-E/EC
 - May 1, 2008 Letter Regarding Reporting Requirements
 - Standard Provisions and Reporting Requirements (August 1993)
 - Self-Monitoring Program, Part A (August 1993)
 - August 5, 2001 Letter (Requirement for Priority Pollutant Monitoring in receiving Water and Wastewater Discharges)
 - Resolution 74-10: Policy Regarding Waste Discharger's Responsibilities to Develop and Implement Contingency Plans (July 1974)
- 2-Hour Reporting Instructions

Add Comment

Info: Added by George Engel on Jun 10, 2009 15:16, last edited by George Engel on Jun 10, 2009 15:22

Labels: (None) EDIT MANAGE

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NPDES Permit

California Regional Water Quality Control Board
 San Francisco Bay Region
 313 Chestnut St., 10th Floor, Oakland, CA 94612
 (510) 622-2800 • Fax: (510) 622-2480
 http://www.mwrecbfordia.gov/npdes/index.cfm

ORDER NO. R2-2008-0007
NPDES NO. CA0037664

The following Discharger is subject to waste discharge requirements as set forth in this Order.

Table 1. Discharger Information

Discharger	City and County of San Francisco
Name of Facility	Southeast Water Pollution Control Plant, North Point Wet Weather Facility, and Bayview Wet Weather Facilities and Wastewater Collection System
Facility Address	San Francisco Public Utilities Commission (SFPUC), Wastewater Enterprise 750 Phelps St. San Francisco, CA 94134 San Francisco County

The discharge by the City and County of San Francisco from the discharge points identified below is subject to waste discharge requirements as set forth in this Order.

Table 2. Treatment Plant and Combined Sewer Overflow Discharge Locations

Discharge Point	Effluent Description	Discharge Point Latitude	Discharge Point Longitude	Receiving Water
Treatment Plant Discharge Points				
EFF 001 Pier 50 Outfall	Extended primary and secondary treated effluent, including combined storm-water and wastewater	37° 44' 58"	122° 22' 22"	Lower San Francisco Bay
EFF 002 Quint Street Outfall	Secondary treated effluent, of combined storm-water and wastewater	37° 44' 50"	122° 23' 13"	Islands Creek
EFF 003 and EFF 004 Pier 53	Primary treated effluent of combined storm-water and wastewater	37° 48' 25"	122° 24' 11"	Central San Francisco Bay
EFF 005 and EFF 006 Pier 55	Primary treated effluent of combined storm-water and wastewater	37° 48' 36"	122° 24' 20"	Central San Francisco Bay
CSO Discharge Points				
009 Baker Street	Equivalent to primary treated effluent of combined storm-water and wastewater	37° 48' 28"	122° 26' 48"	Marina Beach North Shore Drainage Basin

mIToolbox Project Page

Dashboard > mIToolbox - Project > mIToolbox/PROJECT > _Project Process

Welcome Catherine Curtis | History | Preferences | Log Out | Manage Labels

mIToolbox - Project
_Project Process

View Edit Attachments (0) Info Browse Space Add Page Add News

Added by Jennifer Drechsel; last edited by Jennifer Drechsel on Nov 07, 2008 ([View Changes](#))
 Labels: [project](#) [scope](#) [work](#) [contact](#) [edit](#)

Space TOC

- Project Process
 - 1. Planning
 - 2. Data Inventory
 - 3. Interviews
 - 4. Information Architecture
 - 5. User Interface
 - 6. Content Policies
 - UI Design
- Working Committee
- Ideas - Phase 2
- Photo Archive

Index Help

From Cheryl Davis

SCOPE OF WORK
 WATER ENTERPRISE INFORMATION SYSTEM

PROJECT OBJECTIVE: The objective of the project is to design a user-friendly website which will help staff access the information and tools they need to perform their work.

TASKS

- Work with staff to identify the types of information needed to perform their work (e.g. written and video operations and maintenance procedures, maps, graphs, training presentations, system graphics, facility descriptions, emergency response documents, regulatory permits, and interagency agreements)
 - Establish a WEIS Working Group composed of representatives from all Divisions of the Water Enterprise to identify information currently available and where it is located, as well as information which should be developed (e.g. procedures and training materials) and made accessible through the website
 - Suggest types of information to be stored on the website versus types to be accessed from Hummingbird or other system
 - Define one or more website structure which (1) immediately points employees to information relevant for their work, (2) allows access to all information defined above, (3) will be user-friendly from remote as well as office work locations, and (4) will have some consistency of format from Division to Division
 - Test the proposed structures by determining how key information identified by users (e.g. procedures on PPTP and procedures developed by Marine Section of Natural Resources) would be organized and accessed
- Obtain feedback from Water Enterprise Division Managers on alternative approaches to organization of website
- Determine the Information Architecture and User Interface based on the refined data requirements and user feedback
 - Propose word-based sitemap, reflecting feedback from user
 - Upon approval of the test sitemaps, produce a graphical sitemap to help better visualize the flow of the site
 - Based on the sitemap and the framework on Confluence, begin working out the User Interface
- Identify processes and staff needed to add/edit/update/maintain information on the system. Produce templates for adding information to WEIS website (or to Hummingbird) to be hyperlinked to website. Identify staff training needed to support implementation
- Implement design
- Train designated staff to enter data onto the website or Hummingbird to begin population of the database
 - 1. Planning
 - 2. Data Inventory
 - 3. Interviews
 - 4. Information Architecture
 - 5. User Interface
 - 6. Content Policies
 - UI Design

Add Comment

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Harding Park Project Home Page

Dashboard > Harding Park Recycled Water Project > Home

Harding Park Recycled Water Project

Welcome Cheryl K. Davis | History | Preferences | Log Out | Manage Labels

Home

View | Edit | Attachments (0) | Info

Browse Space | Add Page | Add News

Added by Jennifer Drechsler, last edited by Joan Ryan on Sep 18, 2008 (view change)

Labels: home, page, hardinopark

Space TOC

- [Index](#)
- [Help](#)

The Harding Park Recycled Water Project (HPRWP) is a joint project, co-sponsored by the San Francisco Public Utilities Commission and The City of Daly City, for the purpose of designing and constructing facilities (namely: a distribution line, storage reservoir and irrigation pump station) to deliver recycled water for irrigation purposes to San Francisco's Harding Park Golf Course. The SFPUC share of costs is funded via WSIP, CUW302.

[Add Comment](#)

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65% Design Submittals

Dashboard > Harding Park Recycled Water Project > ... > 2.0 Engineering & Design > 2.4 65% Design Submittal

Harding Park Recycled Water Project

Welcome Cheryl K. Davis | History | Preferences | Log Out | Manage Labels

2.4 65% Design Submittal

View | Edit | Attachments (0) | Info

Browse Space | Add Page | Add News

Added by Joan Ryan, last edited by Joan Ryan on Aug 25, 2009 (view change)

Labels: (None)

Space TOC

- [Index](#)
- [Help](#)

65% Design Submittals

- [65% Design Drawings_Vol_3_of_3_December 2008](#)
- [65% Design Technical Specifications_Vol_1 \[https://infrastructure.sfwater.org/fds/fds.aspx?fb=SFPU&doc=361574&ver=1&data=139205990\]](https://infrastructure.sfwater.org/fds/fds.aspx?fb=SFPU&doc=361574&ver=1&data=139205990)
- [65% Structural Design Criteria and Calculations_December 2008](#)
- [65% Engineers' Cost Estimate_Summary_December 2008](#)
- [65% Engineers' Cost Estimate_Detailed_December 2008](#)

Review Comments & Responses

[Add Comment](#)

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Health & Safety Home Page (SFPUC-Wide Access)

Welcome Kim Lin | History | Preferences | Log out

miTOOLBOX | Search

Browse Space | Add News | Space administration

Dashboard > Health and Safety > SFPUC Health and Safety Program

Home | View | Edit Page | Attachments (3) | Add Page | Page Info

Navigator

- SFPUC Health and Safety Program
 - Emergency Preparedness Program
 - Employee Health and Safety Handbook
 - Fitworks Wellness Program
 - Forms
 - Frequently Asked Questions (FAQs)
 - H&S miToolbox Project
 - Health and Safety Program Staff
 - Learning Management System (LMS) Project
 - Links to Other Sites
 - Material Safety Data Sheets (MSDSs)
 - Most Visited Pages
 - Policies
 - Safe Design Guidelines
 - Safety Notes for Supervisors

SFPUC Health and Safety Program

Special Alert!

We've moved to 1325A Evans Street, 2nd Floor, San Francisco 94124

What We Do:

- Provide assistance on health and safety concerns such as fall hazards, machine guarding and electrical hazards; or industrial hygiene concerns on chemical hazards, noise exposure and ventilation surveys.
- Collaborate with SFPUC managers, supervisors, and employees at various worksites daily and as needed to resolve health and safety concerns.
- Offer trainings on a variety of health and safety topics provided by Health and Safety staff and contracted trainers.
- Assist SFPUC to maintain compliance with the current federal, state, and local health and safety regulations.

Quick Links

- Employee Injured on the Job. Use this form. Or link to the article about it.
- Safe Design Guidelines
- MSDSs Database (Material Safety Data Sheets)
- Health and Safety Policies

Done | Local Intranet

Worker's Comp Page

Workers' Compensation Program

Table of Contents

- Workers' Compensation Defined
- Types of Workers' Compensation Claims
- Workers' Compensation Benefits
- Workplace Injury
- What To Do If You Are Injured At Work
- Medical Treatment
 - In Life Threatening Situations
 - In Non-Life Threatening Situations
- Employee Responsibility
- Supervisor/Manager Responsibility
- CCSF Designated Medical Facilities
 - CCSF Medical Provider Network (MPN)
 - Pre-designate Your Personal Physician
- Return-to-Work Program
- Who to Contact

Workers' Compensation Defined

California Workers' Compensation laws were designed by the State Legislature in 1913 to assure an employee who sustains a work-related injury or illness receives complete medical attention to the injury or illness, as well as financial and other support in returning to gainful work.

SFPUC is committed to providing a safe working environment for you. However, in the event you experience an injury or illness arising out of the employment (AOE)

How safely you work today determines how well you feel tomorrow.
Tamara Lowery Jones

Done | Local Intranet

Training Page

The screenshot shows a web browser window with a blue header and a yellow navigation bar. The main content area is titled "Training" and features a 3D illustration of a person in a yellow hazmat suit standing next to a radiation warning sign. The page includes a left-hand "Navigator" menu with various links, a main text area with sections for "Required Health and Safety Trainings", "U.S. Department of Labor, Occupational Safety and Health Administration (Federal OSHA)", "SFPUC Health and Safety Program Policies", "SFPUC Learning Management System (LMS)", and "Request for Training".

Required Health and Safety Trainings

Required Health and Safety trainings are driven by regulatory agencies, and San Francisco Public Utilities Commission's (SFPUC) Health and Safety Program Policies:

Click here for a **table of required training** from California Department of Industrial Relations, Division of Occupational Safety and Health (DOSH) Commonly known as Cal/OSHA

U.S. Department of Labor, Occupational Safety and Health Administration (Federal OSHA)

SFPUC Health and Safety Program Policies

SFPUC Learning Management System (LMS)

The **SFPUC Learning Management System (LMS)** is the system of records for all SFPUC trainings and learning. You can find upcoming trainings and history of learnings for yourselves or for your group of employees.

Request for Training

To request Health and Safety Trainings, contact the **Health and Safety staff**.

Forms Page

The screenshot shows a web browser window with a blue header and a yellow navigation bar. The main content area is titled "Forms" and lists various forms under three categories: "Workers' Compensation", "Accident Investigation", and "Code of Safe Practices". A "Forms" link is highlighted in the left-hand "Navigator" menu.

Workers' Compensation

- Employee's Claim for Workers' Compensation Benefits (DWC Form 1)
- Employer's Report of Occupational Injury or Illness (previously known as Form 2) **The supervisor must complete this form.**
- Job Duties Form
- Medical Authorization Work Status Form
- Workers' Compensation Supplementation Election Form
- City and County of San Francisco Predesignation of Personal Physician Form
- Modified Duty/Work Assignment Agreement

Accident Investigation

- Supervisor Accident Investigation Report
- Supervisor Supplemental Accident Investigation Report
- Vehicle Accident Report Form

Code of Safe Practices

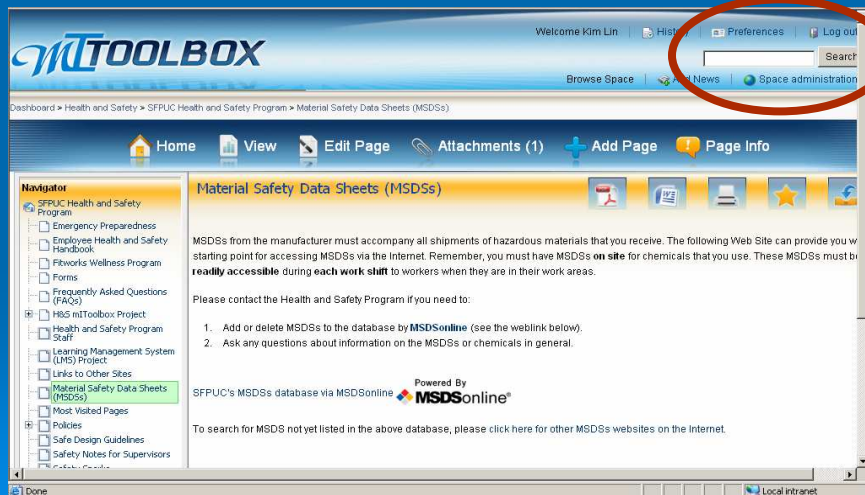
- Code of Safe Practices Form

Employee Report of Hazardous Conditions

Health & Safety Workspace



“Search” Function



mlToolbox Sandbox Meeting



Process of Implementation Includes Mentoring by Early Adopters



Lessons Learned

- Customize the software to make it user-friendly
- Up-front planning pays off
- Some IT support is needed
- Provide multiple types of support for implementation
 - Staff training
 - On-site technical assistance
 - Workgroup implementation task forces
 - Mentoring

? Questions ?

For Additional Information, please contact:

Cheryl Davis

Workforce Development Initiative Manager

SFPUC

415-554-1875

cdavis@sfgov.org