



Massachusetts Water Resources Authority

Presentation to the



Update on COVID-19 at MWRA

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Immediate Actions

- On Saturday, March 14, Senior Staff convened to develop a list of “core functions”
- The next week, all office staff were sent home to telework, if possible
- Maintenance crews were put on standby rotations
- Treatment plant and other critical staff continued to report to work, under CDC safety guidelines





Utilized Existing Pandemic Response Plan

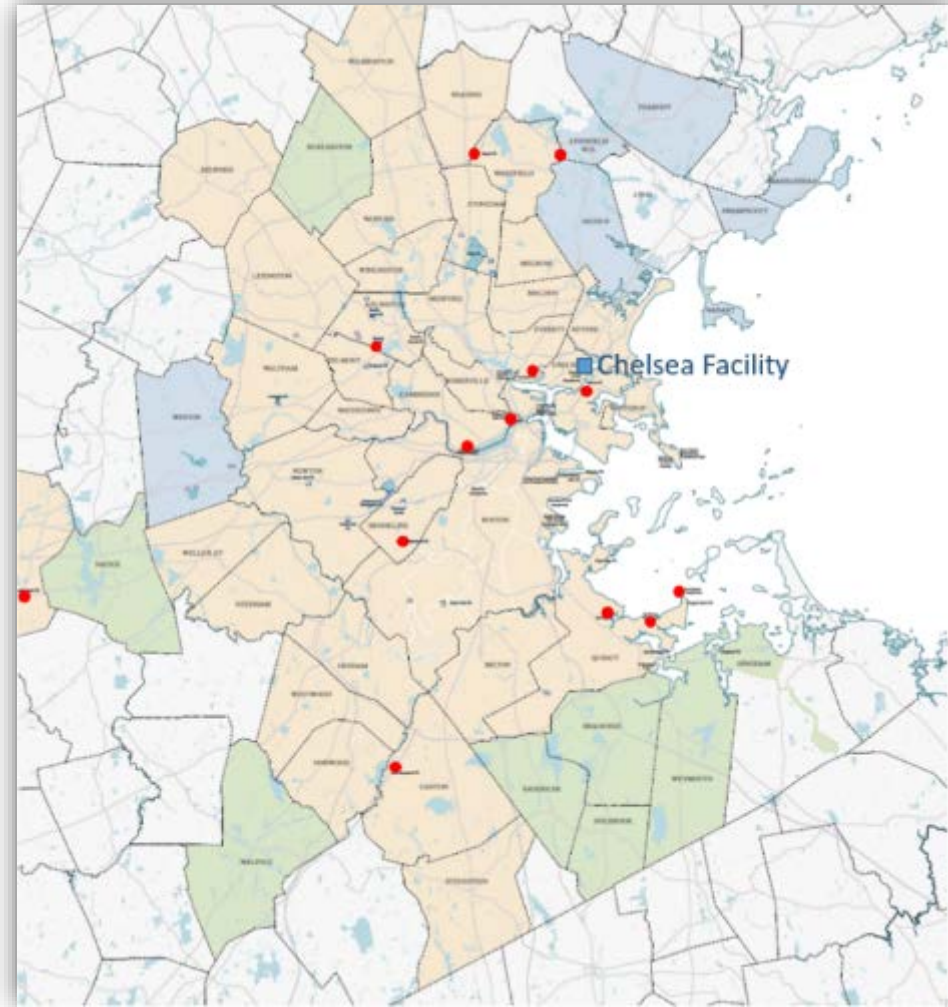
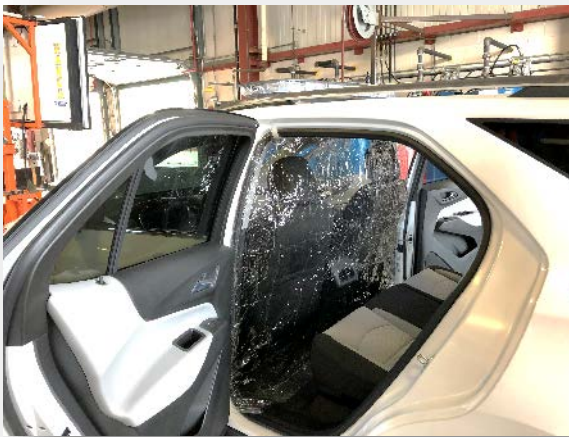
- MWRA developed a Pandemic Response Plan in 2003 to ensure the continuity of operations and safety of staff
- The Plan was used as a starting point when COVID hit and is updated on an ongoing basis applying lessons learned
- Part of the Plan included a stockpile of PPE, which was regularly rotated, putting us in a good position at the start of the pandemic

Overview - MWRA Pandemic Response Approach			
	MWRA Pandemic Response Level	Trigger Mechanism	General Response Measure
Is this disease severe enough to disrupt MWRA operations? ↓ Is it spreading easily from person to person?	MWRA Level 0	Normal risks - there are normally sporadic cases of novel disease occurring throughout the world <u>without</u> evidence of efficient human to human transmission	Update EAP as needed
↓ Are there outbreaks in multiple parts of the world?	MWRA Level 1	Increased human to human transmission of a novel pathogen producing high clinical severity; OR a pandemic is declared for a low severity pathogen	Review EAP triggers relative to the transmission and severity of the disease Review critical supply and staffing requirements Investigate the behavior of the pathogen relative to water and wastewater and enhance disinfection
↓ Are there outbreaks in Massachusetts?	MWRA Level 2	Sustained transmission of a high severity, high mortality novel pathogen is confirmed in multiple areas somewhere in the world OR a pandemic for a low severity pathogen arrives in the U.S.	Determine when to begin aggressive procurement of critical materials and prepare for reduced staff availability Review current information on water and wastewater as an exposure source
↓ Are there impacts to MWRA operations?	MWRA Level 3	Sustained transmission of a high severity, high mortality novel pathogen is confirmed in the MWRA area and/or MA DPH declares a Pandemic related Public Health Emergency	Manage operations to provide mission critical services Adjust staff protection guidelines as appropriate
↓ Are things returning to normal?	MWRA Level 4	Absolve risks and interdependency issues; impact critical operations	Drop lower priority functions as necessary
↓ Prepare for another wave as needed	MWRA Level 5	Workforce returns to lesser impact levels	Restore functions as possible



Keeping Staff Safe: Operations and Maintenance Staff

- Field crews and plant staff have staggered start times
- Chelsea crews are utilizing remote locations to muster
- One person per vehicle, but piloting multi-person vehicles with barriers



Remote Mustering Locations



Keeping Staff Safe: Operations and Maintenance Staff

- As staff returned to work, full compliance with the Commonwealth of Massachusetts Re-Opening Plan safety requirements and CDC COVID-19 guidance
- PPE required at all times and all employees self-certifying that they are healthy





Contract Tracing and Deep Cleaning

- In the event that an employee tested positive for COVID, contact tracing and notifications done immediately
- Work area and common areas deep cleaned by outside vendor





Keeping Staff Safe: Operations and Maintenance Staff

- Procedures in place for community staff to drop off water quality samples safely





Impact on Construction Projects

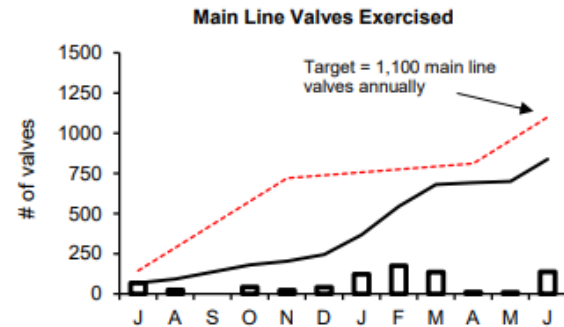
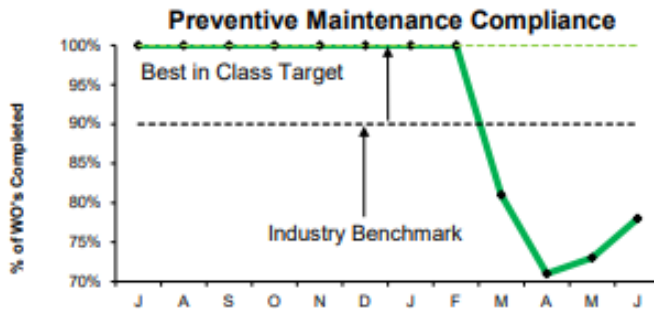
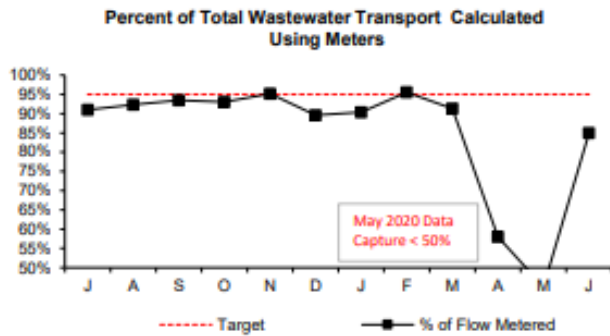
- MWRA and its contractors had to quickly adopt the Governor's mandates for safe construction sites, including training, hand washing stations and daily self health certifications



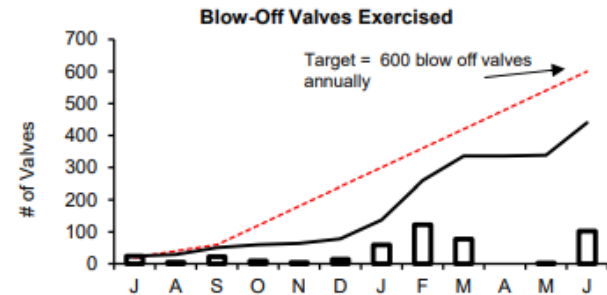


Effects of COVID on Maintenance Metrics

- Routine maintenance dropped during the 4th quarter of FY20, but starting to recover



During the month of June FY20, 137 main line valves were exercised. The total exercised for the fiscal year to date is 838. Below YTD target due to high priority CIP project (WASM 1) and Covid 19.

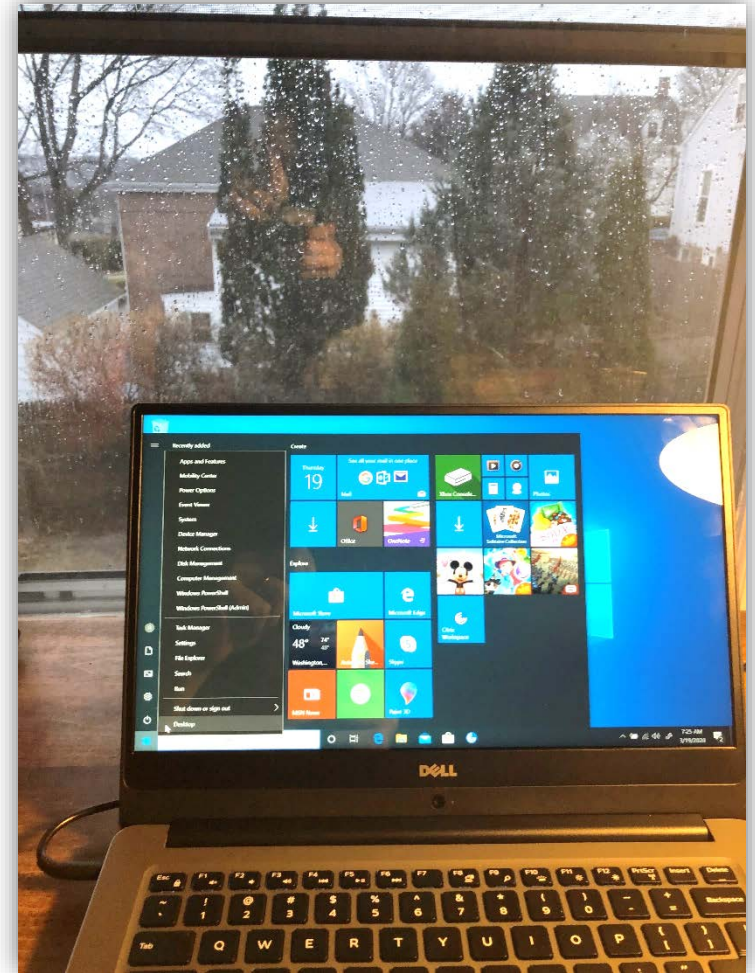


During the month of June FY20, 102 blow off valves were exercised. The total exercised for the fiscal year to date is 440. Below YTD target due to high priority CIP project (WASM 1) and Covid 19.



Keeping Staff Safe: Office Staff

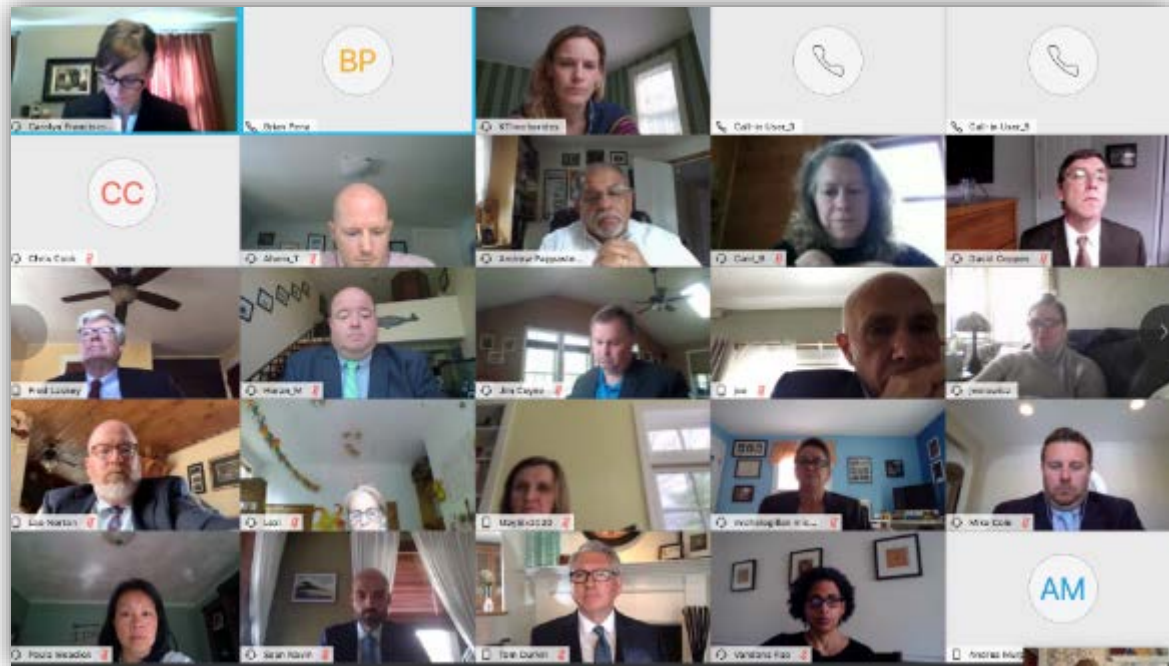
- Over 400 financial, administration, engineering, planning and support staff are teleworking under a Telework Policy
- No face-to-face meetings
- Visitors to MWRA facilities very limited - and must self-certify that they are healthy





Virtual Meetings

- Like everyone else, all MWRA meetings are being held virtually
- All hiring done remotely
- Since March, MWRA Board of Directors meetings have been held virtually





Installed Protective Barriers and Signage (Lots of Signage)





Future Challenges: What Will The “New Normal” Look Like?

- **Child and adult care issues** - 101 requests received
- **Telework** - not a substitute for childcare
- **Vacation time** - piling up for some staff, exploring buyback program
- **Staffing levels** - need to review levels and organizational structures
- **Training** - a lot can be done on-line, but some require in-person classes
- **Technology** - some staff using personal PCs; moving to laptops with docking stations
- **Space needs** - CNY lease costs \$1.7 million per year and expires in 2023. Including Advisory Board offices in future planning