

First Nations (Alberta)  
Technical Services Advisory Group

**Circuit Rider Program**

Circuit Rider Team  
November 5<sup>th</sup>, 2008



# Tech Services Advisory Group

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- Develop, build & deliver core technical services to First Nation Communities
- 1996 TSAG received mandate from Chiefs of Alberta (Chiefs Summit V)



# Circuit Rider Program

The term **circuit rider** has been applied to technology assistance providers who travel to small non-profit organizations to troubleshoot or support technology needs.

- ❑ A circuit rider is part trainer & part management consultant, providing consulting & assistance with technology strategy development & advice & information
- ❑ Additionally, circuit riders can "cross-pollinate" the groups they service, transmitting insights, tools & tips as they travel throughout the sector. In addition, training materials & resources can be used at multiple sites



# Circuit Rider Team



- ★ **Helen Jacobsen**
  - ★ **Brad Tourangeau**
  - ★ **Craig Kishayinew**
  - ★ **Devin Meneen**
  - ★ **Gerry Gusdal**
  - ★ **John Nelson**
  - ★ **Pat Parent**
  - ★ **Rod Badger**
  - ★ **Roger Perley**
  - ★ **Shannon Gladue**



# Circuit Rider Goals



- Recruit , develop & retain community operators
- Build & execute operator certification plans
- Develop operations & maintenance manuals
- Calculate operations & maintenance budgets
- Operations troubleshooting & technical support
- Provide leadership & educational support



# Recruit & Develop Operators



## ■ Operator Assessment

- Required Training & Support/Tools
- Operator Goals
- Qualifications/Training



## ■ Operator Recruiting & Retention

- Presentations to managers, operators, council & schools

- ✓ TSAG "Circuit Rider Program"
- ✓ "Water As A Career"



imagination at work



# Operations & Maintenance

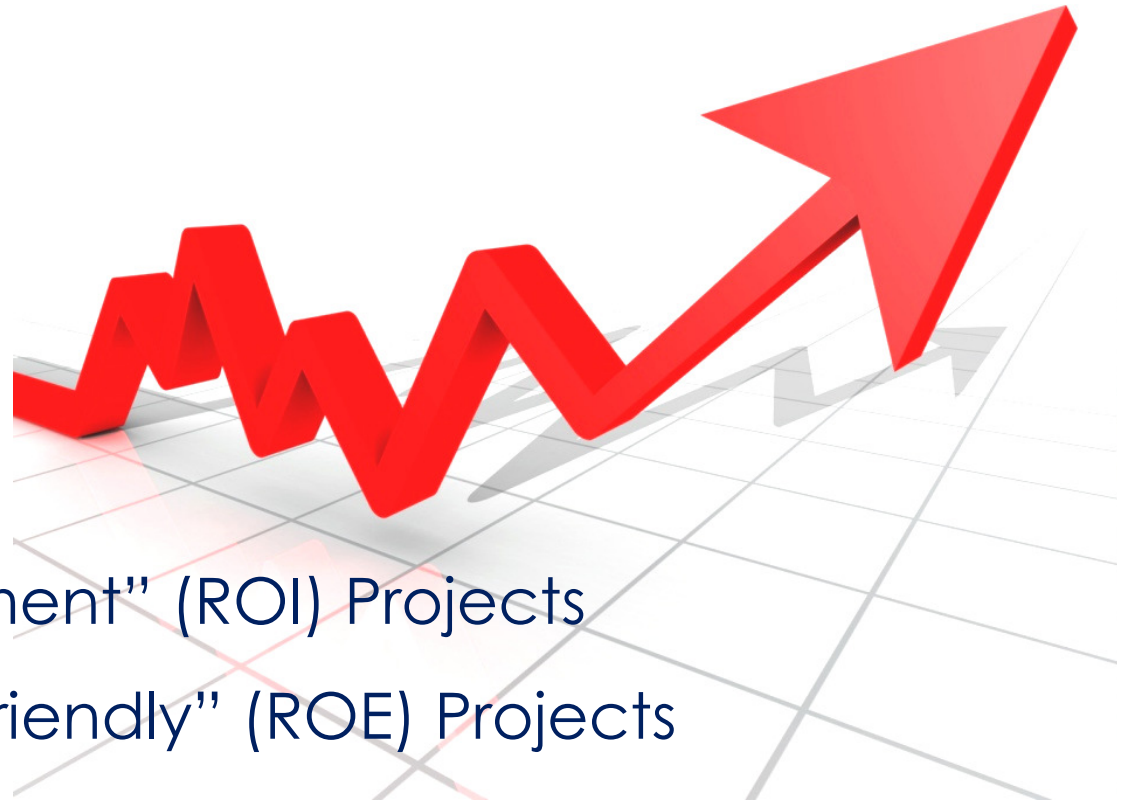


- ❑ Circuit Rider "Work Plans"  
Effective communication, teamwork & customer goals
- ❑ Plant Monitoring  
Correct operation, interpretation & action plans
- ❑ Maintenance Plans  
Extend plant life, minimize shutdowns & capital expense
- ❑ Checklist Sheets & Record Binders  
Data management
- ❑ Procedures Manuals  
Minimize upsets, shutdowns & capital expense
- ❑ Procedures Training  
Operator efficiency & knowledge



# Op's & Maintenance Budgets

- ❑ Labor costs
- ❑ Contractor costs
- ❑ Material costs
- ❑ Utility costs
- ❑ “Return On Investment” (ROI) Projects
- ❑ “Environmentally Friendly” (ROE) Projects



# Build Relationships

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## Leaders

- Council
- Utility Managers
  - Establish TSAG as primary technical resource
  - "Work Plan" Reviews
  - "Budget" Reviews
  - Water As A Career
  - TSAG Circuit Rider Program
  - "Return On Investment" (ROI) Projects
  - "Environmentally Friendly" (ROE) Projects



## Educators

- High School Teachers
- High School Counselors
  - Water As A Career
  - TSAG Circuit Rider Program
  - "Return On Investment" (ROI) Projects
  - "Environmentally Friendly" (ROE) Projects



# Build Relationships

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## Health Canada



- Environmental Health Officers
- Community Health Representatives/ Water Monitor
  - ✓ Establish TSAG as primary technical resource
  - ✓ TSAG Circuit Rider Program
  - ✓ "Return On Investment" (ROI) Projects
  - ✓ "Environmentally Friendly" (ROE) Projects

## Alberta Environment

- AWWOA
  - ✓ Establish TSAG as primary technical resource
  - ✓ TSAG Circuit Rider Program
  - ✓ "Return On Investment" (ROI) Projects
  - ✓ "Environmentally Friendly" (ROE) Projects



# How can we help?

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- Plant Operation & Safety Audits
- Operator Training & Certification
- Operations Planning
- Maintenance Planning
- Operations Budgets
- “Return On Investment” Projects
- “Environmentally Friendly” Projects



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Thank you!

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