



CITY OF ATTLEBORO WWTP

BRIDGING THE SCADA DATA

GAP: A DIGITAL COMMUNICATION
INITIATIVE-IMPROVING OPERATIONAL EFFICIENCY
AND PLANT EFFECTIVENESS

AREA OF FOCUS/THE PROBLEM

Maintenance Slip requests

- Reliance on paper carbon copy logs
- Inconsistent data and missing records
- Limited communication/redundancy between departments and shifts
- Time consuming physical checks at equipment and with other staff

AREA OF FOCUS/THE SOLUTION

Digital Transformation-via Jotform

- Introduced Jotform QR submissions for maint requests entries
- Eliminated Carbon copies need
- Live data storage and retrieval in jotform and email etc.
- Accessible from any device anytime

4 MONTHS OF DATA COLLECTED

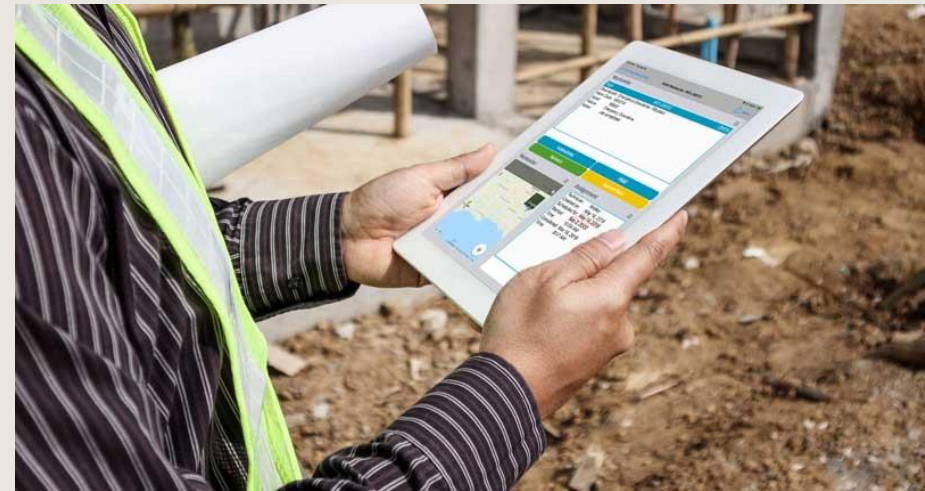
<https://thinkshink.com/maintenance>

From this



<https://thinkshink.com/submissions>

To this



KEY TAKE AWAYS FORM DATA COLLECTED

Daily communication opportunities missed

- **Shift to shift continuity-** Shift handoffs lack detail, diagnosing of same issue
- **Asset management inefficiency-** assets referenced with different names and abbreviations, and hard to match trends or track to tie back to it's history
- **Communication gap-** M-F 1st shift has no history or tracking issues resolved or diagnosed documented

Impact of missed communication

- Repeated maintenance slips
- Complacency
- Overtime calls +\$\$\$
- Loss of revenue stream -\$\$\$ (septage)
- Chemical waste +\$\$\$
- Circular work pattern +\$\$\$



TURNING INSIGHT INTO ACTION

The vision

1. From paper to smart digital communication
2. From isolated logs to connected systems
3. Shared-access dashboards for plant staff

The tools

- Utility cloud-utilize preexisting systems(work order)
- Jotform to Smartsheet communication platform-uses simple tablet/phone tech on Government secure cloud base sites

A PROPOSED INTERNAL SOLUTION

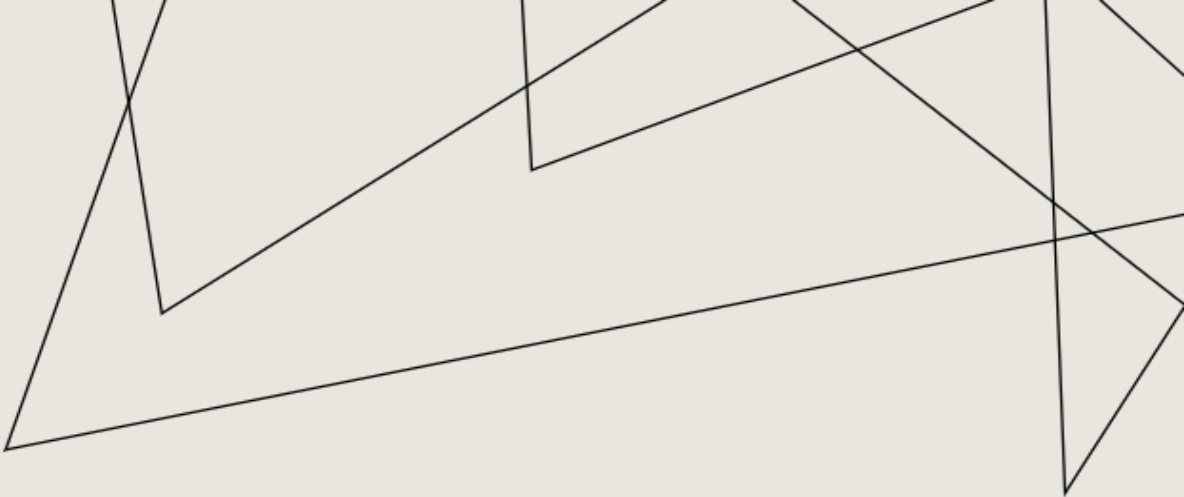
COLLABORATION: MIS, Tom H., Lori D., Ernie H. Gunther I., Tony D., Rich S. and members of operations team

Technical scoping- meet to define goals and concerns and technical requirements

System selection-Utility Cloud, Jotform, Smartsheet any other platforms not mentioned today

Deployment-Pilot approved platform to WWTP





Final Thoughts and Questions...

THANK YOU

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11/17/25

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