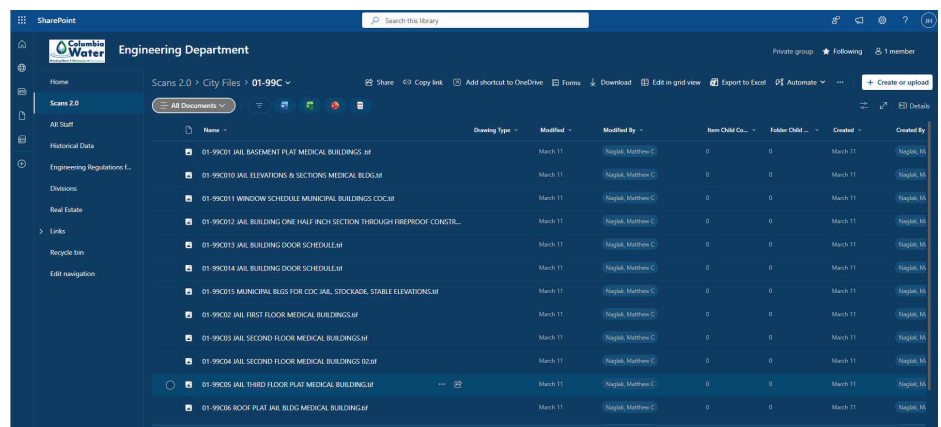


Scans 2.0: SharePoint Migration and Web-Based Esri App Improve Field Access

Submitted by: Stewart Hall, Digital Data Manager, Columbia Water - Department of Engineering

Columbia Water's Digital Data Team (DDT) has reached a major milestone in modernizing access to engineering records and utility documents. After months of planning, auditing, and development, the team's long-standing engineering drawing repository, commonly known as the "Scans" folder, has been successfully migrated from the traditional file server environment to a new SharePoint platform named **Scans 2.0**.



Scans 2.0 Engineering Department dashboard.

For many years, Columbia Water staff relied on the Utilities & Engineering (U&E) Flat File Database, a Microsoft Access application that linked users to engineering drawings and associated records stored within the Scans folder on the City's M: drive. While effective when originally developed, the system was increasingly challenged by growing record volumes, concurrent user restrictions, maintenance requirements, and dependence on the local network environment. These limitations made it difficult to provide the level of accessibility and scalability needed to support Columbia Water's operations.

To address these challenges, the DDT launched a modernization effort focused on improving document accessibility, enhancing system reliability, and positioning Columbia Water for future growth. The result is Scans 2.0, a cloud-based SharePoint repository that provides a more secure, scalable, and accessible platform for managing engineering records and utility documents.

The migration involved organizing and uploading more than 160,000 files into the new SharePoint environment.

Through an automated process, documents were associated with their corresponding City File Numbers and organized into a structured folder hierarchy, creating a more reliable, searchable, and accessible records management system for Columbia Water staff. The project also provided an opportunity to improve existing business processes. The DDT conducted a comprehensive audit of the Scans repository and modernized the legacy U&E Flat File Database by replacing it with a new web-based U&E Application built using Esri Experience Builder. The new platform offers an improved user experience while maintaining access to critical engineering records.

To further streamline access, links have been added directly within GIS Viewer pop-ups, allowing users to navigate to the appropriate Scans 2.0 folder and associated documents with just a few clicks. In the past, field staff often had to return to the office, or rely on a coworker, to retrieve engineering drawings and supporting documents from the file server before continuing work in the field. With the new web-based environment, staff can now access these records directly

Scans 2.0 Article Cont'd

from City-issued mobile devices, improving efficiency and supporting faster decision-making.

To support the transition, user training sessions have been scheduled to familiarize staff with the new application, SharePoint document access, and updated GIS workflows.

The success of this initiative also opens the door for

future improvements. The DDT is exploring opportunities to expand digital access to other valuable records, including developer projects, real estate easements, intersection cards, linen maps, and field reference books. The migration from the file server to SharePoint represents more than a technology upgrade - it is a significant step toward a more connected, mobile, and data-driven future for Columbia Water.

Have you heard about the Apprenticeship Program at the Water Treatment Plants?

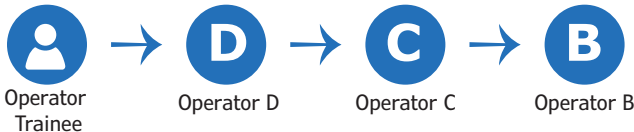
Submitted by: Adrian Martin, Utility Systems Data Coordinator, Lake Murray Water Treatment Plant

The Waterworks Apprenticeship Program offers a structured workforce development pathway for water treatment staff through formal training. Program details below apply to both the Lake Murray Water Treatment Plant and the Canal Water Treatment Plant. The program is managed by Apprenticeship Program Coordinators, Adrian Martin at the Lake Murray Water Treatment Plant and James Lewis at the Canal Water Treatment Plant. The program provides formal training for two tracks:

Operator Track

(Water Treatment Plant Operators)

The operator apprenticeship trains employees from:



- Optional step: Operator A

Progression is supported by:

- certification milestones
- formal coursework
- competency checklists
- hands-on plant experience

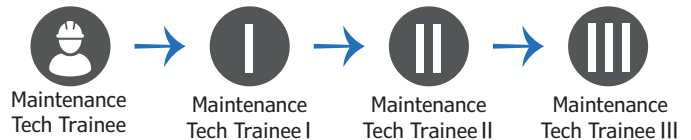
It also prepares participants for advanced roles, such as:

- Lead Operator
- Chief Operator

Maintenance Technologist Track

(Water Treatment Maintenance Technologists)

The maintenance technologist apprenticeship provides progression for:



- Including route maintenance staff

Progression is tied to:

- required permits and certifications
- technical classes
- demonstrated competencies



Program Design & Impact

Both programs include clear advancement timelines, documented responsibilities, and progressive wage increases. Overall, the program reflects a deliberate approach to developing internal talent rather than relying only on outside hiring.

These apprenticeships benefit the workforce by helping employees build:

- the certifications and technical knowledge needed for the role
- practical skills for safe operation and effective maintenance
- the ability to perform testing and support reliable plant performance

They also strengthen succession planning by preparing staff over time for higher-level positions, reducing knowledge gaps, and improving continuity when vacancies occur.

In practice, this apprenticeship model helps Columbia Water maintain a stable, qualified, and promotion-ready workforce to meet ongoing operational needs at both the Lake Murray Water Treatment Plant and the Canal Water Treatment Plant while supporting retention and long-term professional growth.

MEET COLUMBIA WATER

Lavonne Martin

How long have you been with the City of Columbia and what do you do?

I have been with the City of Columbia for a total of 7 years, and I am a Stormwater Permanent Control Inspector in the Engineering Department.



What is the most interesting thing about you that we wouldn't learn from your work bio?

I enjoy decorating and being creative and spending quality time with my family, making new memories. I also love learning new medical facts.

What's the best experience you've had working for the City of Columbia?

Recently, I helped organize and participate in a litter cleanup at Saluda Riverwalk. It was a great experience. I enjoyed working alongside my coworkers doing positive things for the environment, while also bringing us a little closer together as a team.

Mild or Spicy and why?

Spicy, sometimes you need that extra kick and excitement to wake up your taste buds.

Pipeline Customer Care Kudos

Cecilia Jessie

Ms. Johnson, who had been experiencing an issue that caused multiple estimated bills, shared that she was unhappy with her previous interactions about this problem. This time, she reached Cecilia, who immediately recognized that the issue needed attention from the billing department. Cecilia took ownership of the situation, assured Ms. Johnson she would follow up with updates, and even walked her through registering on EyeOnWater.com.

Kyle Anderson

"I just contacted the customer care line to report a water issue (blood or some sort of mucus membrane mixed with water) and was connected with Kyle. He was fantastic, and as such I wanted to send you an email and kudos! I know people typically only take the time to send complaints, but in this day and age, I think kudos are extremely important and as such wanted to let you know."

Ajophonie Goodwin

"Last year a water leak caused my water bill to spike to almost \$500 for 3 consecutive months starting last August. Every one of my numerous calls to your Water Department resulted with, 'You must pay the past due amount. Call us again next month when you get your bill.' This went on for over 9 MONTHS! On May 22nd, I called yet again. This time, I talked with AJOPHONIE who actually resolved the issue!

Having made a career in customer support leadership, I know how rarely you receive positive feedback. Accordingly, I'd be remiss if I didn't make you aware of the tremendous asset AJOPHONIE is to your Water Department customer support team. There was, of course, no small amount of frustration realizing that my issue could and should have been solved months ago. However, I prefer to focus on the positive and am hopeful you will ensure that Ajophonie receives the accolades she earned. She solved an issue her teammates ignored for over 9 months."

Pipeline Customer Care Kudos

Jahniah Toatley

Ms. Clay is praising Jahniah for her help today. She said she has some trees close to the street that the City of Columbia doesn't maintain, and there are electric wires running through them. Jahniah went above and beyond by getting Dominion Energy on the line to report Ms. Clay's concerns. Ms. Clay was so happy and said no one had ever gone out of their way to help her like that before. She wants to make sure we roll out the red carpet for Jahniah. Ms. Clay said you can literally hear Jahniah's smile through the phone.

Staffon Platt-Benson

Ms. Biaw called in to complete her application for new service and experienced some challenges along the way. Staffon guided her through the process with ease. She shared that he was extremely knowledgeable about the application steps and patiently helped her navigate, submit, and successfully process her request to start her account.

"Staffon consistently goes above and beyond, providing exceptional customer service and creating positive experiences for our customers and team members alike."

A customer, Ms. Brigman, called in with concerns about her water bill. After reviewing her bill, she was still confused about why it appeared so high. She mentioned that she was not in the best mood and was very frustrated during the call.

Despite her frustration, Ms. Brigman said she felt at ease after speaking with Staffon. She shared that Staffon was patient, kind, and remained calm throughout the conversation. He provided her with the billing history she needed and helped her understand the information clearly enough to update her records. She specifically wanted to thank Staffon for calming her down and offering the support she needed during a stressful moment.

Tarniesha Myers

This is what our customer, Ms. White, had to say about Tarniesha: "She was a pleasure to work with—very respectful, and you can tell she loves what she does." Ms. White even shared that Tarniesha deserves a raise!

Carrie Howard

Carrie provided excellent service during a recent call with Mr. and Mrs. Brewer. They contacted us seeking assistance with their aunt's account. Although neither of them was authorized on the account, they wanted to ensure that her water service would remain on once she is released from the hospital. After they explained their concerns, Carrie clearly and professionally informed them that, due to privacy guidelines, she could not provide any account-specific details. However, she went on to explain that anyone is able to make a payment at our Harden St. location. Mr. and Mrs. Brewer were extremely impressed with how Carrie handled the situation. They applauded her ability to assist them effectively without compromising customer privacy.

Wastewater Maintenance Team – Excellent Service at North Main St.

Jaina provided some positive feedback regarding the outstanding service provided by our Wastewater Maintenance team. They assisted with an issue at North Main St., and Jaina was extremely pleased with both the onsite customer service and the successful resolution of the stoppage. She specifically asked that the team be recognized for their professionalism, helpfulness, and effective work.

Thank you to the entire Wastewater Maintenance team for your excellent service and dedication. Kudos on a job well done!

Drinking Water

Employee Name	Status Change	Effective Date
DJ Williams	Passed SC Water Distribution Class A Exam	April 2, 2026
Walter Williams	Obtained Class A CDL Permit	April 3, 2026
Robert Gaines	Obtained Class A CDL Certification	April 20, 2026
Tashawn Morrison	Passed SC Water Distribution Class B Exam Passed SC Water Distribution Class A Exam	April 20, 2026 May 8, 2026
Jason Wade	Obtained Class A CDL Certification	April 21, 2026
Jared Baskett	Passed SC Water Distribution Class B Exam	April 26, 2026
Jason Richardson	Passed SC Water Distribution Class B Exam	May 8, 2026
Daniel Brannon	Passed SC Water Distribution Class D Exam	May 13, 2026
Frederick White	Obtained Class A CDL Certification	May 18, 2026
Daniel Haygood	Passed SC Water Distribution Class D Exam	May 22, 2026
Justin Smith	Obtained Class A CDL Certification	May 29, 2026
Julian Arango	Passed SC Water Distribution Class C Exam	May 30, 2026
Salim Sharperson	Obtained Class A CDL Certification	June 2, 2026
Keyshawn Pack	Passed SC Water Distribution Class D Exam	June 4, 2026
Tyler Parks	Obtained Class A CDL Certification	June 4, 2026

Canal Water Treatment Plant

Employee Name	Status Change	Effective Date
Allison Cahill	Promoted to Lead Plant Operator	May 25, 2026

Lake Murray Water Treatment Plant

Employee Name	Status Change	Effective Date
Al Michael Franklin	Graduated Lake Murray WTP Maintenance Tech Apprenticeship Program	April 20, 2026
John Pinon	Passed Water Treatment Level E Exam	April 27, 2026
Quentin Pollard	Passed SC Water Distribution Class D Exam	May 28, 2026

Wastewater Management

Employee Name	Status Change	Effective Date
Louis Anderson	Obtained Voluntary Wastewater Collection Level D Certification	March 31, 2026
Christopher Palmer	Obtained Class A CDL Permit	April 1, 2026
Nicholas Haygood	Obtained Class A CDL Certification	May 21, 2026
AlJalik Wallace	Obtained Voluntary Wastewater Collection Level C Certification	May 21, 2026
Jalen McReynolds	Obtained Voluntary Wastewater Collection Level C Certification	May 26, 2026

Wastewater Treatment Plant

Employee Name	Status Change	Effective Date
Kevin Beasley	Obtained Class A CDL Certification	April 3, 2026
Taryn Watson	Promoted to Wastewater Plant Operator A Obtained Certificate of Completion of WWTP Apprenticeship Program	May 6, 2026
Christopher Eaton	Passed SC Biological Wastewater Treatment Class B Exam	May 18, 2026

Customer Care

Employee Name	Status Change	Effective Date
Ashley Hamlin	Promoted to Water Account Specialist	May 2026

Un Saludo a Nuestros Representantes de Servicio al Cliente Bilingües

A Shout Out to our Bilingual Customer Service Representatives

We would like to recognize our bilingual Customer Service Representatives who can assist our customers who do not speak English, in person or over the phone.

Thank you, Michael Ortiz, Ajophonie Goodwin, and Rebecca Soler Fernandez for helping us in assisting our Spanish speaking customers.



SERVICE RECOGNITION AWARDS

30 Years of Service

Richard Comisky, Customer Care

Retired – 19 Years of Service

Bruce Livingston, Meter Reading (April 15, 2026)

15 Years of Service

Adrian Martin, Lake Murray Water Treatment Plant

10 Years of Service

Prince Kemoh, Wastewater Treatment Plant

5 Years of Service

Victor Nyantakyi, Lake Murray Water Treatment Plant



Richard Comisky



Adrian Martin



Victor Nyantakyi



WE WANT TO HEAR YOUR STORIES!

Thanks to all the teams
that work hard to get us
through tough times!

Share your Columbia Water
Team Photos, Project Highlights,
& Employee Spotlights

Email story ideas, team photos, or employee
shout outs to ColumbiaWater@columbiasc.gov



Storytellers & Shutterbugs

Share photos and worksite tales with our community through The Pipeline! We're always looking for original ideas, timely topics, and project pics. To submit your articles or ideas, please contact us at ColumbiaWater@columbiasc.gov.

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