



Scoring Manager

(Webinar Series Session #5)

June 2, 2020

Presented by Ray Deatherage



Webinar Series Overview – 8 Sessions

- Session #1: VR Users Committee Introduction (April 9)
- Session #2: Industry Training Challenges and VR Benefits and Use Cases (April 21)
- Session #3: Hardware Equipment, Software, and Network Requirements (May 5)
- Session #4: Control Center Overview* (May 19)
- Session #5: Scoring Manager* (Authoring Tool) (June 2)
- Session #6: Module Development and Maintenance Process (June 16)
- Session #7: Current and Future VR Training Modules (June 30)
- Session #8: Technology Integration and Support Services (July 14)

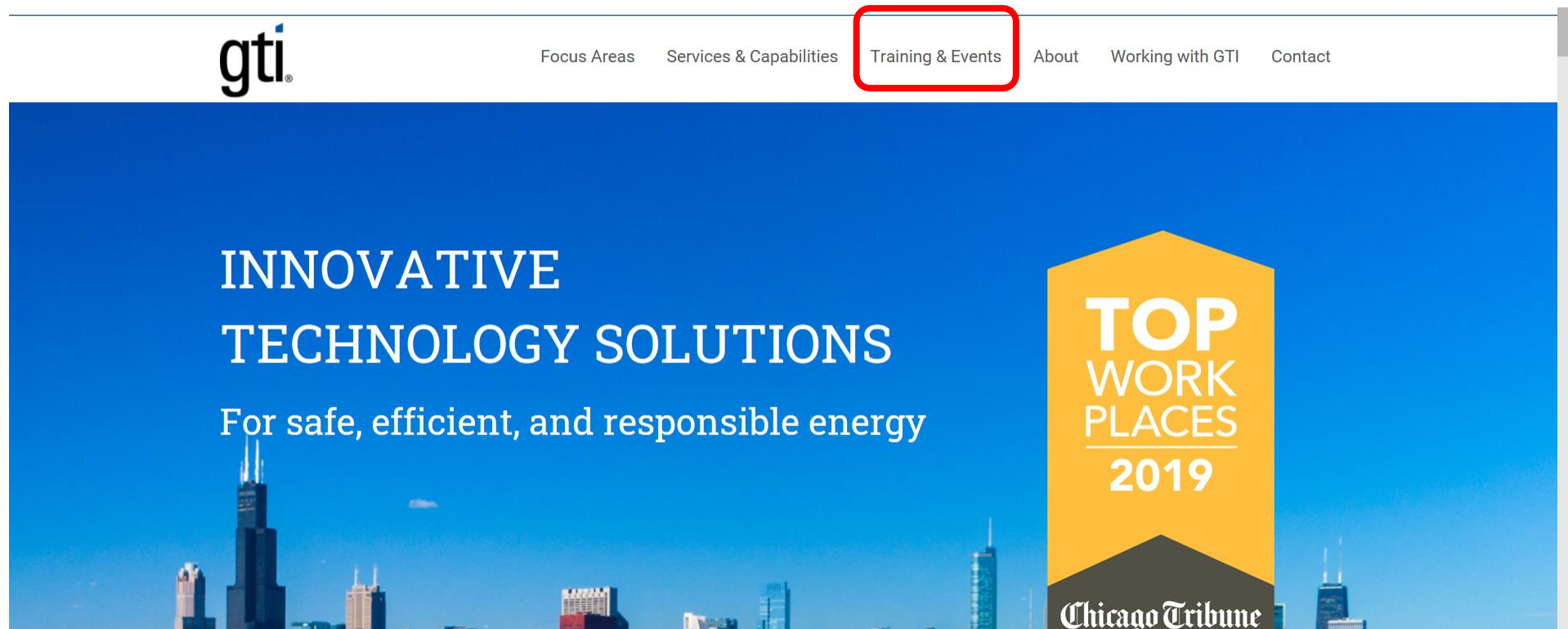
Meeting Agenda

- GTI Website Overview – VR Webinar Presentations Uploaded to Site
- Recap Session #4
- VR Training Technology in the News
- Scoring Manager Overview (Authoring Tool)
- Group Discussion
- Next Steps

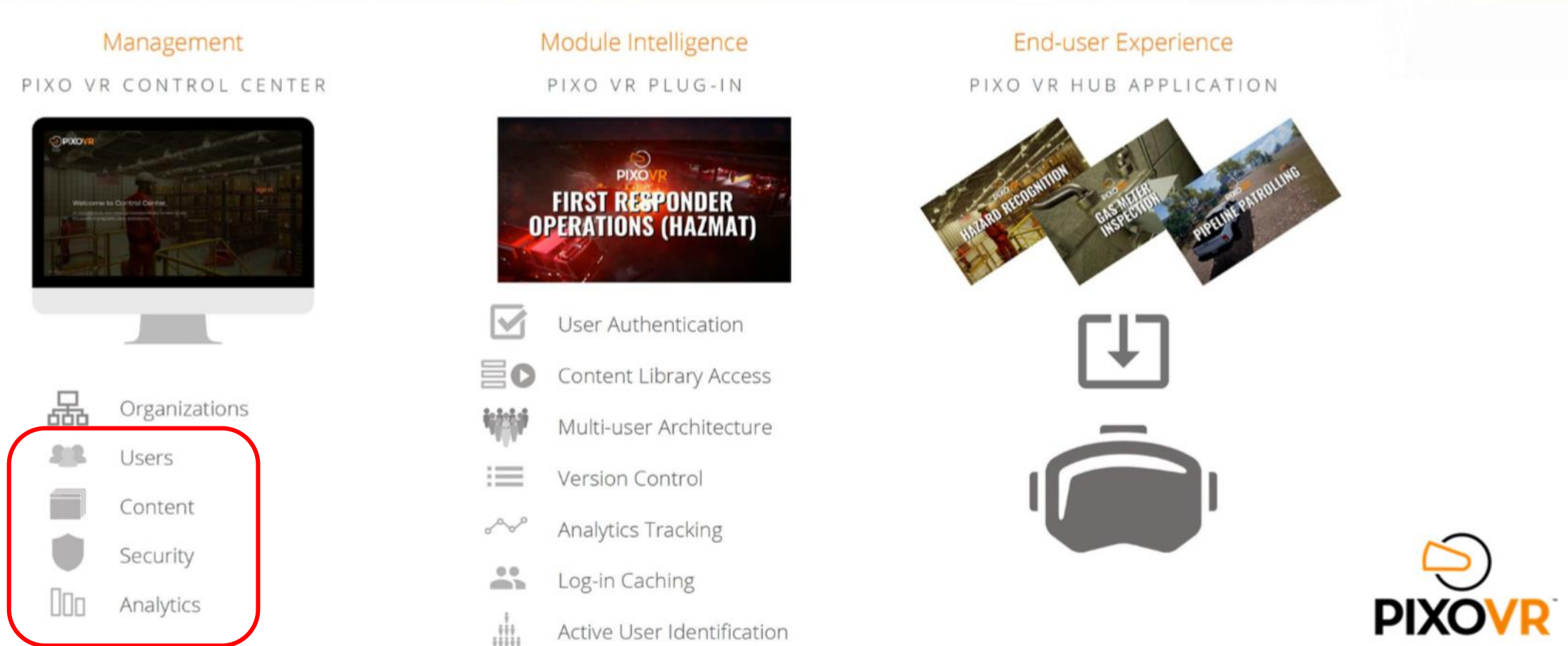


GTI VR Webinar Presentations and Training Information

- GTI Website (<https://www.gti.energy/>)



Session #4 Recap: Control Center Overview



VR Training in the News

Virtual Classroom Market Size is Expected to Reach USD 26.78647 Billion by 2025 | Valuates Reports

The Global Virtual Classroom Market size is expected to grow from USD 10.46021 Billion in 2019 to USD 26.78647 Billion by ...

Springdale Police utilize virtual training program as COVID-19 limits face-to-face contact

Some Northwest Arkansas police departments are looking for other ways to train as the COVID-19 outbreak limits face-to-face ...

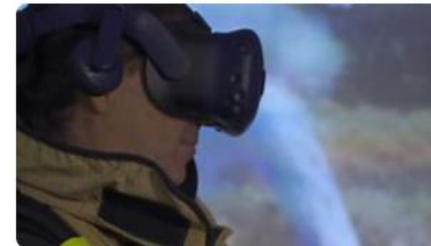
 KNWA News | 11d



Queensland fire service adopts virtual reality technology to train new recruits

Queensland Fire and Emergency Services (QFES), together with Deakin University and Queensland University of Technology, have ...

 ZDNet | 6d



HP Reverb G2 virtual reality headset arrives this fall for \$600

HP unveiled the HP Reverb G2 VR headset with high-resolution specs that the company hopes will make it appealing to ...

 VentureBeat | 4d



Scoring Manager Overview (Authoring Tool)

- The Scoring Manager allows VR training content users to author the scoring of the learning objectives to their specific O&M procedures.
- The data driven content initially coded into the training module can be turned on/off or changed to meet the specific needs of the content users.
- Currently, the Scoring Manager is updated by the VR developer (e.g., PixoVR) pre-deployment of the training module to a new user (e.g., LDC). In the future, content users will be able to make updates to the Scoring Manager through the Control Center on their own.
- After the initial development and deployment of a new module, user input is collected and added to an enhancement log. This enhancement log is reviewed semi-annually by the developer and the VR Users Committee to identify the necessary updates required for the module.

Scoring Manager Overview (Authoring Tool)

- The Scoring Manager tool has the capability of managing the data driven content for the listed learning objectives and elements of the training module.
 - Abnormal Operating Conditions (AOC's)
 - Personal Protective Equipment (PPE)
 - Procedural Steps
 - Safety Hazards
 - Communication
 - Tools and Equipment
 - Scoring
 - Time Manager
 - Environment

| | B | C | D | E | F | G | H | I | J | P |
|----|----------------------------------|--|--|--|--|--|------------------------------------|--|--|---|
| 1 | Name | Learning Objective | Client | Target | Target 2 | Target 3 | Timing | Feedback - Correct | Feedback - Incorrect | Notes |
| 2 | Name of the Item | Which Learning Objective Does this apply to? | If not client specific list as General | Who the communication will be sent to. Again, drop down. | Who the communication will be sent to. Again, drop down. | Who the communication will be sent to. Again, drop down. | Should this be sent now, EOD, etc. | Text displayed if the task was performed correctly | Text displayed if the task was performed incorrectly | |
| 3 | Report Main shutoff | Communication | NING | None | None | None | | | | Turn off this option, NING does not turn |
| 4 | Dispatch Gas | Communication | GTI | | | | | | When you're the first on the scene of an emergency situation like this you must contact dispatch first to get support crews mobilized as soon as possible to assist in the response. | |
| 5 | Dispatch Fire | Communication | GTI | | | | | | When you're the first on the scene of an emergency situation like this you must contact dispatch first to get support crews mobilized as soon as possible to assist in the response. | |
| 6 | Report Blowing Gas | Communication | Atmos | Company Dispatch | Supervisor | | | | | |
| 7 | Report Blowing Gas | Communication | GTI | One-Call Center | None | None | Immediate | | You need to report blowing gas leaks to dispatch to communicate the need for proper support crews | |
| 8 | Report Centerline Leak | Communication | GTI | Supervisor | None | None | Immediate | | You forgot to contact dispatch about the hazardous gas volumes located in the centerline area. This communication is required as part of this protocol. | |
| 9 | Report Service Valve Shutoff | Communication | GTI | Company Dispatch | None | None | Immediate | | You forgot to inform dispatch that you turned this service line off. They should be informed of any service shut off | |
| 10 | Report a structure was evacuated | Communication | GTI | Company Dispatch | None | None | Immediate | | You forgot to contact dispatch about this evacuation. They should be notified of any structure evacuation. | |
| 11 | Report to Incident Command | Communication | GTI | One-Call Center | None | None | Immediate | | You forgot to check in with the incident commander. This is essential to good communication in an emergency situation. Your presence on the scene must be reported. | |
| 12 | Greeting when Occupant answers | Communication | GTI | Customer | None | None | Immediate | | When fielding a leak call, always make contact with the customer to gather information and verify details. | Looking at just the error string, this is a great house A1 in the centerline scenario. Houses in centerline, and all houses in ex the next error if missed. Probably a bug, currently set up. |
| 13 | Greeting when Occupant answers | Communication | GTI | Customer | None | None | Immediate | | Occupied buildings should be contacted during a gas leak investigation involving dangerous levels of gas. This allows for proper communication to be delivered and life to be protected. | See above. Each house will provide it own Task Object |
| 14 | Correct Action - Evac House | Evacuate and Ventilate | GTI | Customer | None | None | Immediate | | | Each house will provide it own ID (House HouseB1, HouseB2) as the Action Task C |
| 15 | Incorrect Action - Evac House | Evacuate and Ventilate | GTI | Customer | None | None | Immediate | | Not every leak requires you to evacuate a home. This evacuation was not required. | |

Scoring Manager ERS - Communication

Communication: Communication with customers, first responders, and company personnel.

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| | Name | Learning Objective | Client | Target | Target 2 | Target 3 | Timing | Feedback - Correct | Feedback - Incorrect | Notes |
| 1 | Name of the Item | Which Learning Objective Does this apply to? | If Not client specific list as General | Who the communication will be sent to. Again, drop down. | Who the communication will be sent to. Again, drop down. | Who the communication will be sent to. Again, drop down. | Should this be sent now, EOD, etc. | Text displayed if the task was performed correctly | Text displayed if the task was performed incorrectly | |
| 2 | | | | | | | | | | |
| 3 | Report Main shutoff | Communication | NJNG | None | None | None | | | | Turn off this option, NJNG does not turn |
| 4 | Dispatch Gas | Communication | GTI | | | | | | When you're the first on the scene of an emergency situation like this you must contact dispatch first to get support crews mobilized as soon as possible to assist in the response. | |
| 5 | Dispatch Fire | Communication | GTI | | | | | | When you're the first on the scene of an emergency situation like this you must contact dispatch first to get support crews mobilized as soon as possible to assist in the response. | |
| 6 | Report Blowing Gas | Communication | Atmos | Company Dispatch | Supervisor | | | | | |
| 7 | Report Blowing Gas | Communication | GTI | One-Call Center | None | None | Immediate | | You need to report blowing gas leaks to dispatch to communicate the need for proper support crews | |
| 8 | Report Centerline Leak | Communication | GTI | Supervisor | None | None | Immediate | | You forgot to contact dispatch about the hazardous gas volumes located in the centerline area. This communication is required as part of this protocol. | |
| 9 | Report Service Valve Shutoff | Communication | GTI | Company Dispatch | None | None | Immediate | | You forgot to inform dispatch that you turned this service line off. They should be informed of any service shut off | |
| 10 | Report a structure was evacuated | Communication | GTI | Company Dispatch | None | None | Immediate | | You forgot to contact dispatch about this evacuation. They should be notified of any structure evacuation. | |
| 11 | Report to Incident Command | Communication | GTI | One-Call Center | None | None | Immediate | | You forgot to check in with the incident commander. This is essential to good communication in an emergency situation. Your presence on the scene must be reported. | |
| 12 | Greeting when Occupant answers | Communication | GTI | Customer | None | None | Immediate | | When fielding a leak call, always make contact with the customer to gather information and verify details. | Looking at just the error string, this is a greet house A1 in the centerline scenario houses in centerline, and all houses in ex the next error if missed. Probably a bug, currently set up. |
| 13 | Greeting when Occupant answers | Communication | GTI | Customer | None | None | Immediate | | Occupied buildings should be contacted during a gas leak investigation involving dangerous levels of gas. This allows for proper communication to be delivered and life to be protected. | See above. Each house will provide its own Task Object |
| 14 | Correct Action - Evac House | Evacuate and Ventilate | GTI | Customer | None | None | Immediate | | | Each house will provide its own ID (House HouseB1, HouseB2) as the Action Task C |
| 15 | Incorrect Action - Evac House | Evacuate and Ventilate | GTI | Customer | None | None | Immediate | | Not every leak requires you to evacuate a home. This evacuation was not required. | |

COMMUNICATION

MARKING

AOCs

HAZARDS

IDENTIFICATION

TOOLS

PPE

+

Scoring Manager ERS - Marking

Marking: Placement of safety cones and incident command site.

[illegible]

Scoring Manager ERS - AOCs

Abnormal Operating Conditions (AOC's): Gas readings identified outside and inside a customer's premise.

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| 1 | Name | Learning Objective | Client | Target | Tool Required | Correct Response | Incorrect Response 1 | | | |
| 2 | Name of the Item | Which Learning Objective Does this apply to? | Specific Rule for a Client? (GTI, if not) | Item that has to be selected in the world | Tool Required to Detect or Report | Menu Option (Enter Text) | Menu Option (Enter Text) | Menu Option (Enter Text) | Text displayed if the task was performed correctly | Text displayed if the task was performed incorrectly |
| 3 | Primary Leak Pocket Discovered | | GTI | PrimaryLeakPocket | Sense-It Gold | Not Applicable | Not Applicable | Not Applicable | | You didn't find the highest gas concentration on this leak. It's important to locate this first so the proper leak grade can be determined. |
| 4 | Seal Windows and Doors | | GTI | HouseA1 | None | Close your doors and windows | Open All windows and doors | No Actions Required | | You forgot to tell this customer to keep their windows and doors closed while gas is blowing. This should be completed to prevent gas from entering homes. |
| 5 | Terminate Main Line 1 | | GTI | MainLine 1 | Valve Shut Off Tool | Not Applicable | Not Applicable | Not Applicable | | Gas mains should be shut off to prevent the ignition of gas, or to extinguish burning leaks |
| 6 | Terminate Main Line 1 | | GTI | MainLine 1 | Valve Shut Off Tool | Not Applicable | Not Applicable | Not Applicable | | When burning gas is present, evacuation is your priority prior to shutting off any service |
| 7 | Terminate Main Line 2 | | GTI | MainLine 2 | Valve Shut Off Tool | Not Applicable | Not Applicable | Not Applicable | | Gas mains should be shut off to prevent the ignition of gas, or to extinguish burning leaks |
| 8 | Terminate Main Line 2 | | GTI | MainLine 2 | Valve Shut Off Tool | Not Applicable | Not Applicable | Not Applicable | | When burning gas is present, evacuation is your priority prior to shutting off any service |
| 9 | Terminate Service Line 1 | | GTI | ServiceLineA1 | Valve Shut Off Tool | Not Applicable | Not Applicable | Not Applicable | | Whenever you find gas inside a structure, you need to terminate the service to it. This eliminates the buildup of gas and lowers the risk of ignition |
| 10 | Terminate Service Line 2 | | GTI | ServiceLineA2 | Valve Shut Off Tool | Not Applicable | Not Applicable | Not Applicable | | Whenever you find gas inside a structure, you need to terminate the service to it. This eliminates the buildup of gas and lowers the risk of ignition |
| 11 | Zero Primary Gas Leak | | GTI | PrimaryLeakPocket | Sense-It Gold | Not Applicable | Not Applicable | Not Applicable | | You didn't properly zero out this gas leak. This needs to be fully completed to rule out any possible leak migrations and changing conditions. |
| 12 | Turn Off Meter HouseA1 | | GTI | MeterA1 | Crescent Wrench | | | | | |
| 13 | Turn Off Meter HouseA2 | | GTI | MeterA2 | Crescent Wrench | | | | | |
| 14 | Turn Off Meter HouseB1 | | GTI | MeterB1 | Crescent Wrench | | | | | |
| 15 | Turn Off Meter HouseB2 | | GTI | MeterB2 | Crescent Wrench | | | | | |
| 16 | Turn Off Meter HouseC1 | | GTI | MeterC1 | Crescent Wrench | | | | | |
| 17 | Turn Off Meter HouseC2 | | GTI | MeterC2 | Crescent Wrench | | | | | |
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Scoring Manager ERS - Hazards

Hazards: Ignition sources and other hazards located within the training environment.

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| 1 | | | | | | | | | |
| | Ring Doorbell | Ignition Sources | GTI | DoorBellB1 | Knock on Door | Ring Doorbell | None | Correct! Doorbells are sources of Ignition. Knocking was the correct choice. | Ring doorbells is an ignition source risk. Avoid activating any kind of electrical devices while investigating for leaking gas. |
| 5 | Ring Doorbell | Ignition Sources | GTI | DoorBellB2 | Knock on Door | Ring Doorbell | None | Correct! Doorbells are sources of Ignition. Knocking was the correct choice. | Ring doorbells is an ignition source risk. Avoid activating any kind of electrical devices while investigating for leaking gas. |
| 6 | Ring Doorbell | Ignition Sources | GTI | DoorbellC1 | Knock on Door | Ring Doorbell | None | Correct! Doorbells are sources of Ignition. Knocking was the correct choice. | Ring doorbells is an ignition source risk. Avoid activating any kind of electrical devices while investigating for leaking gas. |
| 7 | Ring Doorbell | Ignition Sources | GTI | DoorbellC2 | Knock on Door | Ring Doorbell | None | Correct! Doorbells are sources of Ignition. Knocking was the correct choice. | Ring doorbells is an ignition source risk. Avoid activating any kind of electrical devices while investigating for leaking gas. |
| 8 | | | | | | | | | |
| 9 | Pedestrian | Ignition Sources | GTI | Pedestrian | Ignition Source | | | | |
| 10 | Pedestrian on Phone | Ignition Sources | GTI | Pedestrian_phone | Ignition Source | | | | |
| 11 | Pedestrian Smoking | Ignition Sources | GTI | Pedestrian_smoking | Ignition Source | | | | |
| 12 | Pedestrian Cutting Grass | Ignition Sources | GTI | Pedertrian_lawn | Ignition Source | | | | |
| 13 | Pedestrian Near Car | Ignition Sources | GTI | Pedestrian | Ignition Source | | | | |
| 14 | Idling Car | Ignition Sources | GTI | Ignition Source Prop | Ignition Source | | | | |
| 15 | Running AC Units | Ignition Sources | GTI | Ignition Source Prop | Ignition Source | | | | |
| 16 | Running Generators | Ignition Sources | GTI | Ignition Source Prop | Ignition Source | | | | |
| 17 | Gas Lamps | Ignition Sources | GTI | Ignition Source Prop | Ignition Source | | | | |
| 18 | Excavator | Ignition Sources | GTI | Ignition Source Prop | Ignition Source | | | | |
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| <div> <div>COMMUNICATION</div> <div>MARKING</div> <div>AOCs</div> <div>HAZARDS</div> <div>IDENTIFICATION</div> <div>TOOLS</div> <div>PPE</div> <div>+</div> </div> | | | | | | | | | |

Scoring Manager ERS - Identification

Identification: Identification of locations that need to be investigated for gas readings.

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| | Name | Learning Objective | Client | Target Object | Tool Required | Action | Timing | Required Event | FeedBack - Correct | FeedBack - Incorrect | Notes |
| 1 | Name of the Item | Which Learning Objective Does this apply to? | Specific Rule for a Client? (GTI, if not) | Item that has to be selected in the world | Menu Option | What action event should occur? | Should this happen before or after another action? | If timing is before or After, select another action that should take place | Text displayed if the task was performed correctly | Text displayed if the task was performed incorrectly | |
| 2 | Scan Manhole | | NJNG | PerimeterManholeA | Sense-It Gold | Scan | | | | Scanning all nearby structures with your CGI is part of a complete and thorough gas leak investigation. This will help you monitor changing conditions and track any migration of the gas leak. | |
| 3 | Scan Manhole | | NJNG | PrimaryManhole | Sense-It Gold | Scan | | | | Scanning all nearby structures with your CGI is part of a complete and thorough gas leak investigation. This will help you monitor changing conditions and track any migration of the gas leak. | |
| 4 | Scan Manhole | | NJNG | SecondaryManhole | Sense-It Gold | Scan | | | | Scanning all nearby structures with your CGI is part of a complete and thorough gas leak investigation. This will help you monitor changing conditions and track any migration of the gas leak. | |
| 5 | Scan Manhole | | NJNG | PerimeterManholeB | Sense-It Gold | Scan | | | | Scanning all nearby structures with your CGI is part of a complete and thorough gas leak investigation. This will help you monitor changing conditions and track any migration of the gas leak. | |
| 6 | Vent Manhole | | NJNG | PerimeterManholeA | None | None | | | | | NJNG does not vent manholes, they would ask a different party to do so. |
| 7 | Vent Manhole | | NJNG | PrimaryManhole | None | None | | | | | NJNG does not vent manholes, they would ask a different party to do so. |
| 8 | Vent Manhole | | NJNG | PerimeterManholeB | None | None | | | | | NJNG does not vent manholes, they would ask a different party to do so. |
| 9 | Vent Manhole | | NJNG | SecondaryManhole | None | None | | | | | NJNG does not vent manholes, they would ask a different party to do so. |
| 10 | Scan Front Wall of House A1 | | | FrontWallA1 | Sense-It Gold | Scan | Before | ScanFrontWallA2 | | Completing adequate bar testing in front of structures is required as part of the standard leak sketch. You should have contacted the owner of this property before conducting bar testing. | |
| 11 | Scan Front Wall of House A1 | | | FrontWallA1 | Sense-It Gold | Scan | | | | Completing adequate bar testing in front of structures is required as part of the standard leak sketch. You should have contacted the owner of this property before conducting bar testing. | |
| 12 | Scan Front Wall of House A2 | | | FrontWallA2 | Sense-It Gold | Scan | | | | Completing adequate bar testing in front of structures is required as part of the standard leak sketch. You should have contacted the owner of this property before conducting bar testing. | |
| 13 | Scan Front Wall of House A2 | | | FrontWallA2 | Sense-It Gold | Scan | | | | Completing adequate bar testing in front of structures is required as part of the standard leak sketch. You should have contacted the owner of this property before conducting bar testing. | |
| 14 | Scan Front Wall of House B1 | | | FrontWallB1 | Sense-It Gold | Scan | | | | Completing adequate bar testing in front of structures is required as part of the standard leak sketch. You should have contacted the owner of this property before conducting bar testing. | |
| 15 | Scan Front Wall of House B1 | | | FrontWallB1 | Sense-It Gold | Scan | | | | Completing adequate bar testing in front of structures is required as part of the standard leak sketch. You should have contacted the owner of this property before conducting bar testing. | |

Scoring Manager ERS - Tools

Tools: Selection of the tools required when responding to gas emergencies.

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|----|---------------|----------|---------------|---------------------|--------------|--------------------|---------------|--------|-----------------------------------|-----------------|--------------|----------------------------|-------------------|
| 1 | Client | Tool 1 | Tool 2 | Tool 3 | Tool 4 | Tool 5 | Tool 6 | Tool 7 | Tool 8 | Tool 9 | Tool 10 | Tool 11 | Tool 12 |
| 2 | GTI | Stickers | Traffic Cones | Valve Shut Off Tool | Yellow Flags | Yellow Spray Paint | Yellow Crayon | Camera | Compass and Anemometer Combo Tool | Crescent Wrench | Bonding Wire | Dynatel Pipe Locating Tool | Fire Extinguisher |
| 3 | NJNG | | | | | | | | | | | | |
| 4 | SDGE | | | | | | | | | | | | |
| 5 | SoCal | | | | | | | | | | | | |
| 6 | Atmos | | | | | | | | | | | | |
| 7 | NYSEG | | | | | | | | | | | | |
| 8 | APGARF | | | | | | | | | | | | |
| 9 | Intermountain | | | | | | | | | | | | |
| 10 | Nicor Gas | | | | | | | | | | | | |
| 11 | NiSource | | | | | | | | | | | | |
| 12 | Peoples / WEC | | | | | | | | | | | | |
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Scoring Manager ERS – Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE): Selection of PPE required.

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| 1 | Task Name | Client | Learning Objective | PPE Required | Excludes PPE | FeedBack - Correct | Feedback - Incorrect |
| 2 | Task Name | If Not client specific list as General | Which Learning Objective Does this apply to? | What PPE completes task | Does this PPE prevent another from being worn? | Correct Feedback | Feedback if incorrect action taker |
| 3 | Put on Work Gloves | GTI | Safety | Gloves - Work | Gloves - Rubber | | |
| 4 | Put on Hard Hat | GTI | Safety | Hard Hat | Hard Hat With Shield | | |
| 5 | Put on Safety Boots | GTI | Safety | Boots | None | | |
| 6 | Put on Safety Glasses | GTI | Safety | Safety Glasses | Safety Goggles | | |
| 7 | Put on Goggles | GTI | Safety | Safety Goggles | Safety Glasses | | |
| 8 | Wear Earplugs | GTI | Safety | Ear Plugs | None | | |
| 9 | wear rubber Gloves | GTI | Safety | Gloves - Rubber | Gloves - Work | | |
| 10 | wear Hardhat with shield | GTI | Safety | Hard Hat With Shield | Hard Hat | | |
| 11 | Wear Protective Clothing | GTI | Safety | Clothing Protective (suit) | None | | |
| 12 | Wear Safety Vest | GTI | Safety | Safety Vest | None | | |
| 13 | Wear Arch Guards | GTI | Safety | Metarsal Guards | None | | |
| 14 | Wear Ear Muffs | GTI | Safety | Ear Muffs (Mouse / Wolf Ears) | None | | |
| 15 | Bump Cap | GTI | Safety | | | | |
| 16 | | Atmos | Safety | Gloves - Leather | | | |
| 17 | | NYSEG | Safety | Gloves - Electrical | | | |
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COMMUNICATION

MARKING

AOCs

HAZARDS

IDENTIFICATION

TOOLS

PPE



Display Settings





Questions?

Ray Deatherage

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Next Steps

- Invite the necessary company stakeholders to participate in **Session #6 on June 16th Training Module Development and Maintenance Process**. This session will detail the entire life cycle of developing a new training module and the ongoing maintenance.
- Continue to collect VR questions from your organization and submit to GTI (Ray).

Thank you for attending today's webinar.

Presenter Biography

Ray Deatherage – Senior Program Manager with GTI

- 27+ years experience in the natural gas industry
- 25+ years experience with a gas distribution company
 - Operations, Standards, Materials, Failure Analysis, Quality Assurance, Compliance, Training, and Operator Qualification
- 15+ years experience developing, delivering, and maintaining training and qualification programs
- 4+ years experience evaluating and developing VR training technologies
- VR/AR Association Member – Chicago Chapter
- VR/AR Energy Committee Member
- MEA Technical Training Committee Member