

# WINSTON-SALEM COLLECTION SYSTEM IMPROVEMENTS



<b>CLIENT</b> City of Winston-Salem	<b>LOCATION</b> Winston-Salem, NC	<b>BUDGET</b> Approx. \$450,000 annually	<b>COMPLETED</b> Est. December 2021
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<b>CONTACT</b> Damon Dequenne City/County Utility Deputy Director City of Winston-Salem, City/County Utility Commission PO Box 2511 Winston-Salem, NC (336) 771-5109	<b>ROLE</b> Contracted by HDR for Management Consulting	<b>TEAM MEMBERS</b> John Evans, PE Caroline Evans, AICP Eric Freedman, LEED AP BD+C J. Chris Jayko, EIT, LEED GA Sarah Beddington, MPH	<b>DURATION</b> 5 years
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Blue Cypress is part of the program management team for the City/County Utility (CCU), an agency of the City of Winston-Salem. The project spans five-years; each yearly task order has a specific focus.

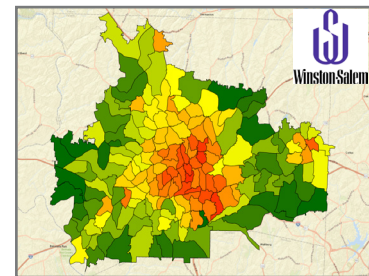
Blue Cypress started working with CCU in 2015, when they were contracted to provide an assessment of collections systems operations. To accomplish this, the team prepared a data request and performed a brief review of the data provided by the City. A rapid on-site assessment consisting of staff interviews was also conducted. Upon review of the findings from the initial assessment, CCU asked the team to provide Program Management services starting in 2016 in support of collection system improvements including:

- General project/program management services
- A strategic assessment and plan development
- An assessment of operations and development of a roadmap for optimal optimization
- Supporting implementation of a sewer cleaning optimization strategy
- A near term condition assessment strategy
- SSO response improvements

In 2017 and 2018, the Program Management services expanded to implement the previously developed Operational Optimization Roadmap, as well as perform various staff augmentation services. This involved optimizing the operation of the collection system, as well as beginning to implement a longer term condition assessment program and a capacity assessment approach to ensure that potential projects identified in the master plan were necessary in the timeframe

predicted. Blue Cypress served as the task lead for the following initiatives:

- Sewer Cleaning Effectiveness
- FOG Productivity
- FOG Public Outreach
- FOG Coordination with C&M
- Change Management
- SSO Data Analysis



System-wide Risk Map

Blue Cypress staff also significantly participated in these initiatives:

- Roadmap Administration
- Cleaning Optimization Tools
- SSO Review Meeting
- CCTV Contractor Data Management
- 3R Alternatives Analysis
- Potential Cap Constraint ID/Tracking and Field Verification
- Capacity Assessment/Design Criteria
- Assess Existing Cap Tools
- KPI Enhancements
- IS Support
- SSO Definition
- 308 Letter Analysis
- Private Lateral Policy
- Capacity Assessment
- Sewer Cleaning Planner/Scheduler and Business Process Support