

COLLECTION SYSTEM MANAGEMENT

2.1 TRAINING

The City of Lincoln's training program provides a mechanism for educating employees and establishing their technical competence. The City of Lincoln utilizes a combination of in-house skill training and the purchase of specialized training through State and National Associations Conferences and vendor training to enhance skills for performing daily work duties.

Safety training is obtained in conjunction with the City's Safety Training Coordinator. The City of Lincoln expects employee to adhere to all of the City's safety policies including but not limited to these specific procedures.

- Confined Space Entry.
- Vehicle Operation Policy.
- Respiratory Protection Program.
- Excavation Safety Policy and Program.
- Injury Reporting Policy.
- Personal Protective Equipment (provided for the employee).
- First Aid, CPR and AED (First aid supplies are available in office areas and vehicles).

The Collection System Section maintains appropriate safety equipment including but not limited to the following:

- PPE (Personal Protective Equipment).
- Respirators.
- Filters.
- Harnesses.
- Tripods.
- Hoists.
- Fire extinguishers.
- Self-contained breathing apparatus.
- Lights.
- Barricades.
- Signage.
- Ventilation Fans.
- Atmospheric monitors

2.2 INFORMATION MANAGEMENT AND GIS

The City of Lincoln uses Cartegraph software (Asset Management System) to manage information on the sanitary sewer collection system. In addition the City utilizes their GIS to generate maps and to provide other information that can be used by the collection system

to aid them in performing their work. Foreman’s maps of the entire sanitary sewer collection system are updated yearly. The maps are available in hard copy or electronic format. The updated hard copy maps are distributed to the majority of the collection staff and put in each of the collection system maintenance vehicles. Additionally, electronic versions of the maps are overlaid with Google Earth on desk computers and installed as PDFs on tablets and smart phones for portable use.

2.3 STAFFING

The City currently operates and maintains the collection system. This work includes sewer cleaning, inspection by visual and CCTV methods, condition assessment, and construction as required to keep the sanitary sewer system in good operating condition. The responsibilities and personnel requirements for each of the operations and maintenance components are generally described in Table 2.1.

Table 2.1 Collection System Staffing Levels SSMP Update - 2013 City of Lincoln, Nebraska		
Component	Current Staffing/Equipment	Responsibilities ⁽¹⁾
Sewer Cleaning	4 crews of 2 people, 4 jetting trucks, and 1 supervisor	70% line jetting/cleaning 30% root treatment
Videoing	2 crews of 2 people, 2 internal CCTV inspection vans, and 1 supervisor	80% videoing older/existing system 20% reviewing newer system
Construction	1 crew of 5 people, 2 backhoes, and 1 supervisor	100% repair/replacement of existing pipe, manholes, spot repairs
Administration	4.5 people	Manage CIP program, construction management, one call, supervision
Notes:		
1. Approximate percentage of time spent on each task.		

The Collection System Superintendent and Assistant Superintendent oversee the use of the cleaning and inspection equipment, as well as management of the CIP program. Sewer cleaning crews are assigned a specific area of the collection system on a monthly basis and are responsible for cleaning those lines. Other crews begin each week assigned with their specific tasks. Crews report back data on a daily basis, through entries on their time cards, denoting progress, problems incurred, and other items of significance. This data includes lines cleaned, root controlled or televised, inconsistencies between the maps and the actual in ground sewer line locations, manhole status, items of note, etc. The data is then entered into the asset management system database. Mapping errors, if found, are then submitted to the mapping and GIS staff.

2.4 CUSTOMER SERVICE

2.4.1 Service Call Program

Service call management includes both assessing the call and resolving the problem. Service calls are received by various means (e.g., phone calls, e-mail, other City of Lincoln Departments, and occasionally in person). During work hours, staff assess the call and determines the appropriate action to take. During non-working hours, the telephone answering service contacts the on-call staff who will then ascertain the service call and respond accordingly. For specific directions, refer to the Standard Operating Procedure (SOP) for Service Calls located in Appendix B.

Once it is determined that a service call is needed, field personnel respond to the site and perform an investigation. If the investigation points to a PLT then the property owner is responsible and the City will provide general guidance on a recommended course of action. If it is determined that the City's sanitary sewer is at fault, then immediate corrective action is taken to relieve the problem and restore flow. Information about the service call is entered into the asset management program. Work orders are generated to discover the problem, if the City was at fault, and permanent corrective action is identified and scheduled.

2.4.2 Public Information and Education Program

The City of Lincoln uses a variety of outlets for providing information and education to customers. The outlet(s) used to disseminate information is often based on the type of information and the targeted audience. The City routinely uses the outlets listed below to help provide its citizens with the most up-to-date information possible:

- City of Lincoln Public Relations Coordinator.
- City of Lincoln Cable TV Channel.
- City of Lincoln Website.
- Local Media (TV and Newspaper).
- Neighborhood / Town Hall Meetings.
- City of Lincoln City Council Agenda.
- Public Open House.
- Personal Visits / Phone Calls.
- Door Hangers.
- Sign Postings.
- Customer Mailings.
- Community Events.

The City of Lincoln has had good community relations regarding issues with the operation and maintenance of the sanitary sewer collection system. Types of information and education provided to the customers as requested are as follows:

- How the sanitary sewer system works.
- Sanitary sewer ordinances.
- Construction repairs and rehabilitation projects.
- Industry pretreatment requirements.
- Service lateral connection location.
- Location of sewer mains.
- Capacity of mains.
- Sewer use rates.
- Grease handling information.
- Grease disposal pamphlet.