



Colonial Heights
City Council Special Meeting
September 20, 2022

Colonial Heights City Council Meeting

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1. **Call to Order**
2. **Roll Call**

Colonial Heights City Council Meeting September 20, 2022



3. A Work Session On The Following Items:

A. Sanitary Sewer Condition Assessment Overview

Colonial Heights Sanitary Sewer Rehabilitation

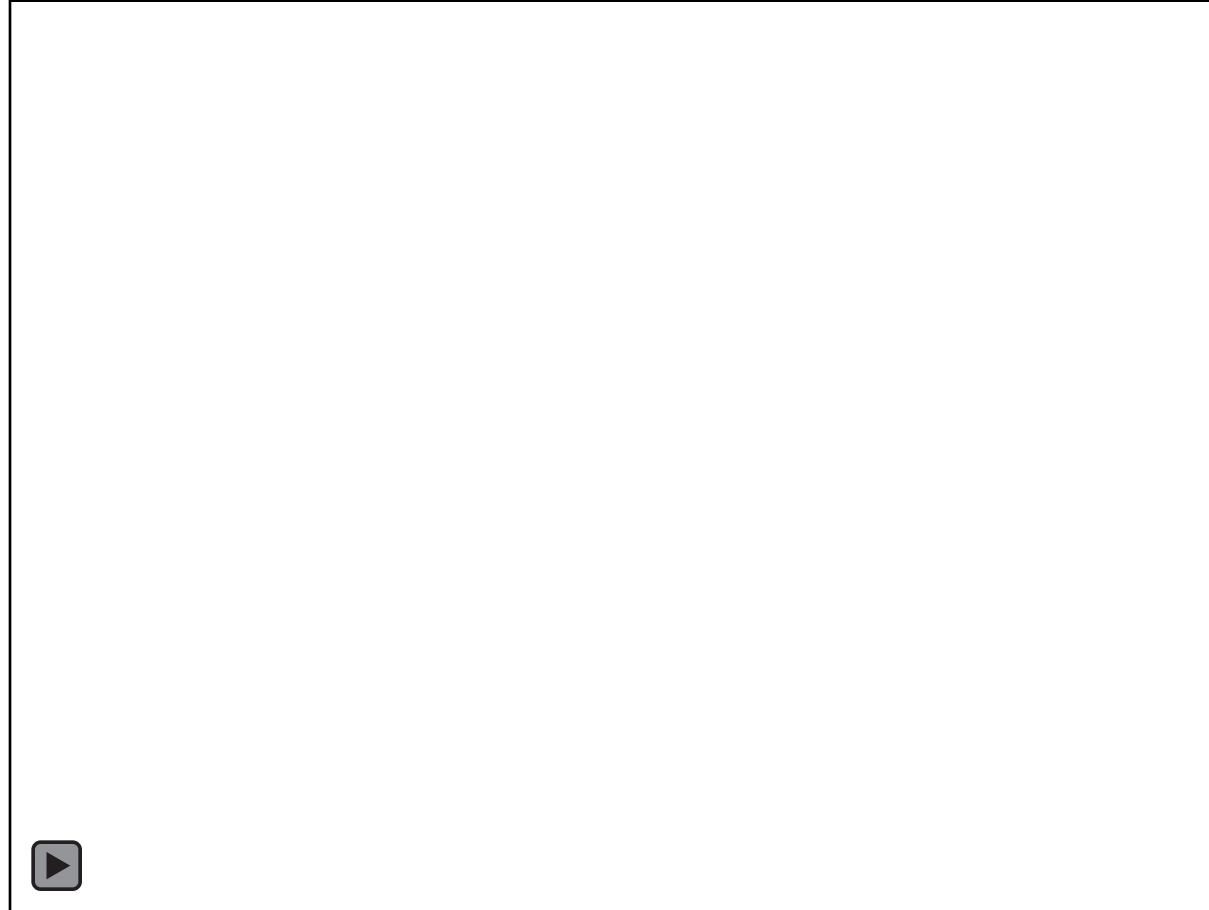
Colonial Heights, VA

Tri-State Utilities

Sanitary Sewer Assessment Totals

- 13 of 23 of Basins assessed in Colonial Heights
- 27,000 LF of 6” Sanitary Sewer Cleaned and CCTV’d
- 112,863 LF of 8-10” Sanitary Sewer Cleaned and CCTV’d
- 12,273 LF of 12-15” Sanitary Sewer Cleaned and CCTV’d
- 730 Level 1 Manhole Inspections Completed
- 20 Percent of Colonial Heights sanitary sewer assessed.

Example of Recently Installed Reinforced Concrete Pipe

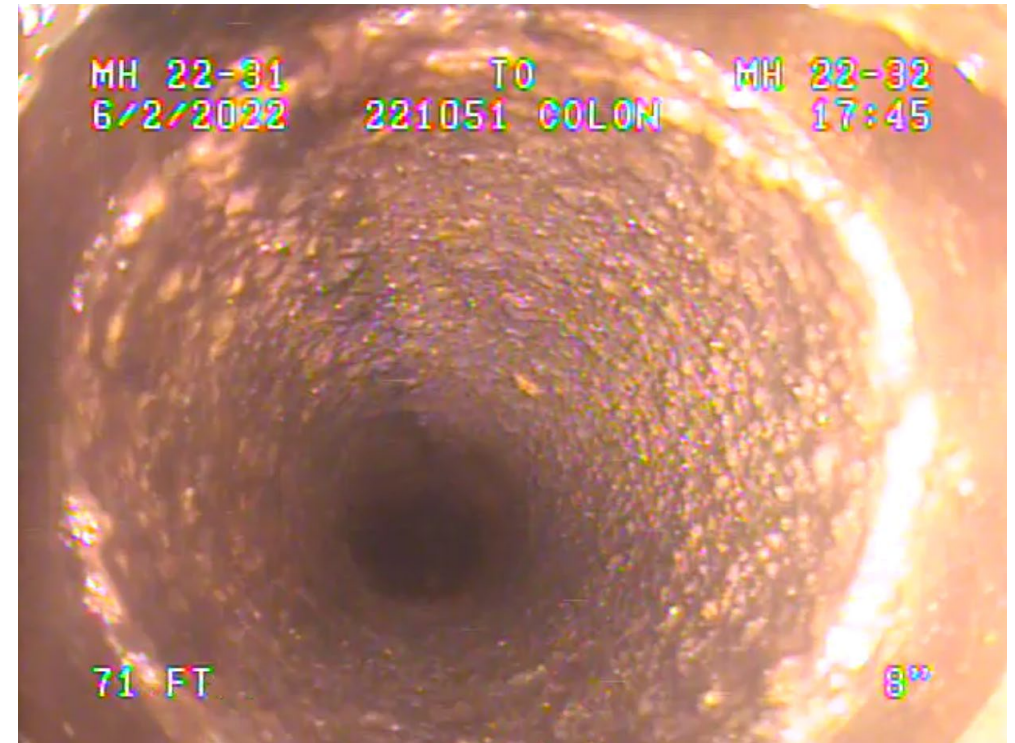


Level I CIPP Classification

- Current condition of the pipe is deteriorating
 - has visible or projecting aggregate
 - cracks throughout
- Installation of Cured in Place Pipe only requires reinstatement of laterals once CIPP is complete.
- Classification is shovel ready



- Circumferential Cracking



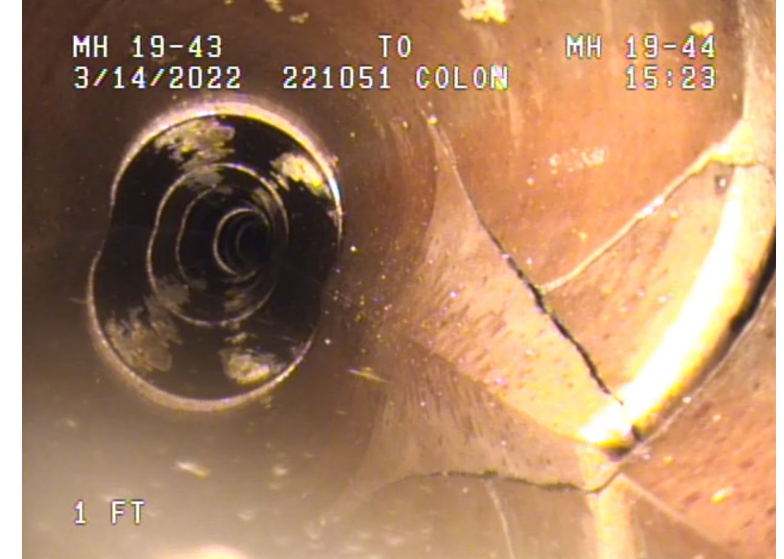
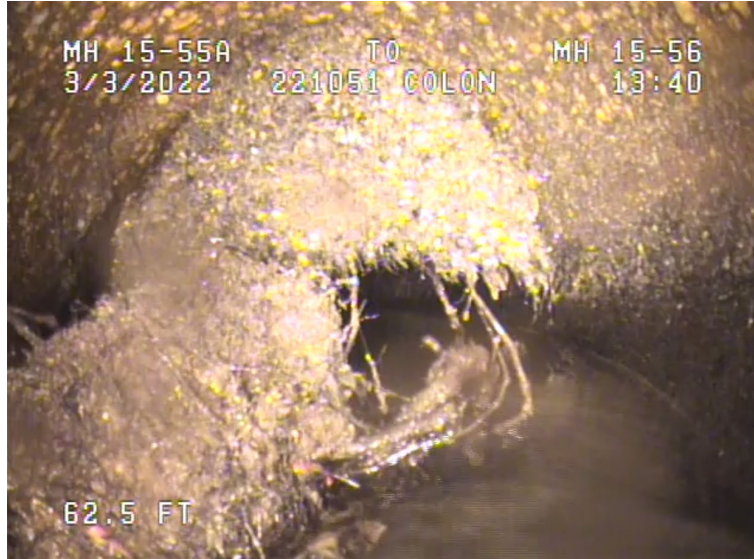
- Visible and Projecting Aggregate

Level I



Level II CIPP Classification

- Pipe has holes, is cracked, fractured, or broken
- Requires additional work before installation of Cured in Place Pipe that includes:
 - Removal of roots
 - Removal of intruding taps
 - Removal of attached deposits
 - Removal of obstructions
 - Has offset joints



Level II

- Defects can be addressed internally without excavation
- Roots to be removed before installation of CIPP
- Intruding taps must be removed before CIPP installation
- Fractured and broken clay pipe

Level II Classification: deposits and intruding lateral to be removed before installation of CIPP.



Level III CIPP Classification

- Requires point repair to complete CCTV inspection or before installation of Cured in Place Pipe
- May require temporary bypass for installation
- May be in an easement requiring clearing and matting for access
- CCTV inspection was not complete due to an obstruction

- Removal of intruding tap required before lining

- Pipe is broken and missing and need



Level III: The pipe is fractured, offset, and broken. Point repair is required before installation of CIPP.



Basin 20

Level I

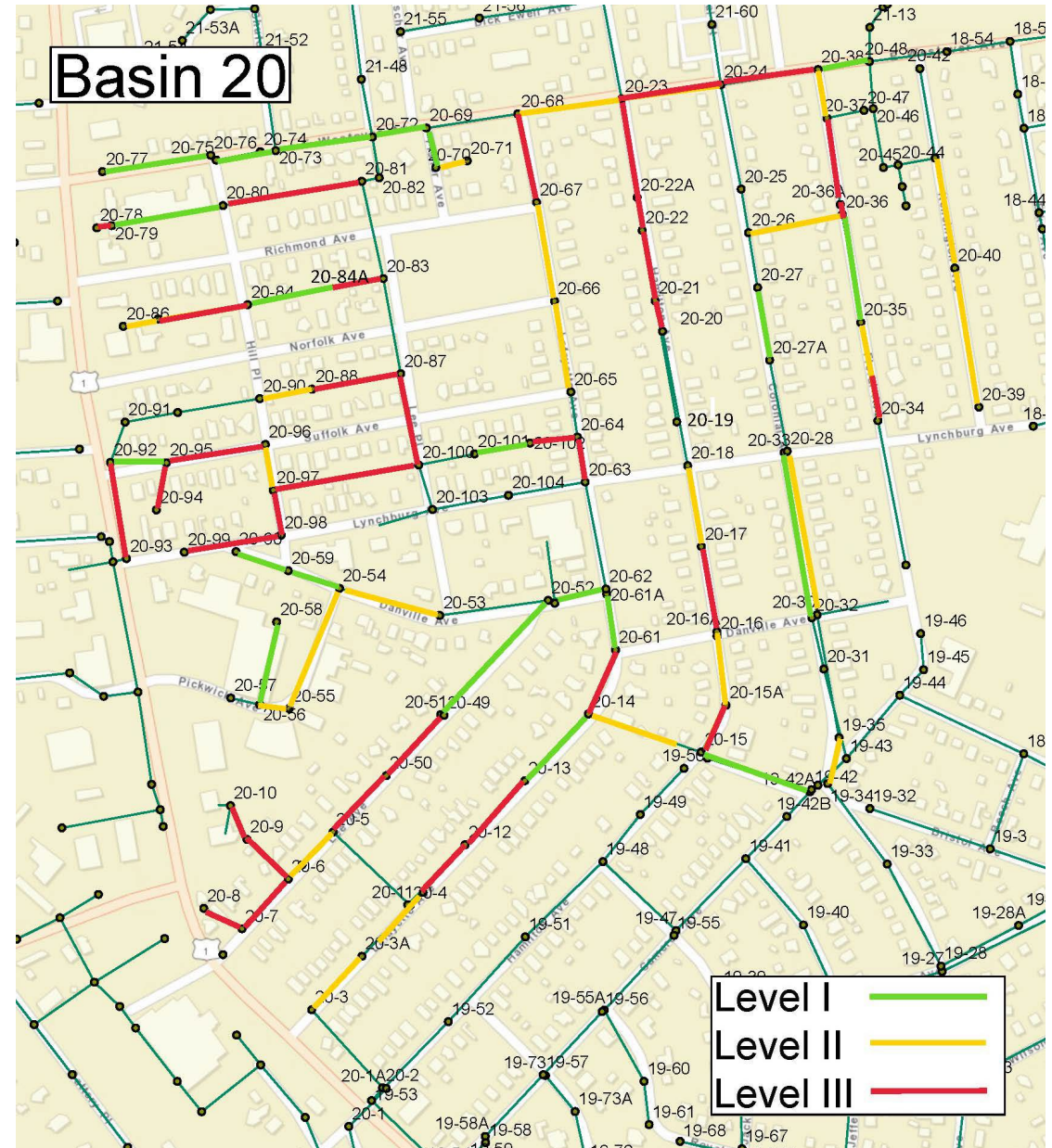
- 1,149 LF 6"
- 5,529 LF 8"
- 144 LF 10"

Level II

- 2,687 LF 6"
- 3,275 LF 8"

Level III

- 4,891 LF 6"
- 5,428 LF 8"
- 580 LF 10"



Basin 20 Rehabilitation

Intruding																		
US MH	DS MH	Diameter	Length	Installation of CIPP	CIPP Total	# of Laterals	Internal Reconnects	Total	Intruding Laterals	Lateral Removal	Total	LF	Specialty Cleaning	Specialty Cleaning Total	Per	Point Repair	Total	Total
20-33	19-42	8"	275	\$34.96	\$9,614.00	6	\$276	\$1,656	4	\$425	\$1,700	0	\$75	\$0		\$9,178	\$0	\$12,970.00
20-21	20-22	8"	317	\$34.96	\$11,082.32	9	\$276	\$2,484	2	\$425	\$850		\$75	\$0	1	\$9,178	\$9,178	\$23,594.32
20-22	20-23	8"	300	\$34.96	\$10,488.00	6	\$276	\$1,656	2	\$425	\$850	0	\$75	\$0	1	\$9,178	\$9,178	\$22,172.00
20-17	20-16	8"	262	\$34.96	\$9,159.52	16	\$276	\$4,416	4	\$425	\$1,700	50	\$75	\$3,750		\$9,178	\$0	\$19,025.52
20-16A	20-15	8"	211	\$34.96	\$7,376.56	7	\$276	\$1,932	4	\$425	\$1,700	0	\$75	\$0		\$9,178	\$0	\$11,008.56
20-15	20-15a	8"	170	\$34.96	\$5,943.20	3	\$276	\$828	2	\$425	\$850	0	\$75	\$0	1	\$9,178	\$9,178	\$16,799.20
20-23	20-24	8"	311	\$34.96	\$10,872.56	2	\$276	\$552		\$425	\$0	50	\$75	\$3,750		\$9,178	\$0	\$15,174.56
20-24	20-38	10"	290	\$38.64	\$11,205.60	0	\$276	\$0		\$425	\$0	0	\$75	\$0		\$9,178	\$0	\$11,205.60
20-18	20-17	8"	245	\$34.96	\$8,565.20	16	\$276	\$4,416	4	\$425	\$1,700	0	\$75	\$0		\$9,178	\$0	\$14,681.20
20-61	20-61a	8"	20		\$0.00	0	\$276	\$0		\$425	\$0	20	\$75	\$1,500		\$9,178	\$0	\$1,500.00
20-61a	20-14	8"	211		\$0.00	2	\$276	\$552		\$425	\$0	55	\$75	\$4,125		\$9,178	\$0	\$4,677.00
20-64	20-63	8"	137		\$0.00	0	\$276	\$0		\$425	\$0	0	\$75	\$0	2	\$9,178	\$18,356	\$18,356.00
20-64	20-63	8"	137		\$0.00		\$276	\$0		\$425	\$0	0	\$75	\$0	1	\$9,178	\$9,178	\$9,178.00
20-62	20-61	8"	170	\$34.96	\$5,943.20	2	\$276	\$552		\$425	\$0	0	\$75	\$0		\$9,178	\$0	\$6,495.20
20-65	20-66	8"	282	\$34.96	\$9,858.72	7	\$276	\$1,932		\$425	\$0	30	\$75	\$2,250		\$9,178	\$0	\$14,040.72
20-66	20-67	8"	307	\$34.96	\$10,732.72	4	\$276	\$1,104		\$425	\$0	35	\$75	\$2,625		\$9,178	\$0	\$14,461.72
20-67	20-68	8"	273		\$0.00	2	\$276	\$552		\$425	\$0	0	\$75	\$0	1	\$9,178	\$9,178	\$9,730.00
Total:																	\$225,069.60	

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3. A Work Session On The Following Items:

B. Discussion Regarding Prorating Personal Property Taxes

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3. A Work Session On The Following Items:

C. Economic Development Website Overview

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3. A Work Session On The Following Items:

D. Trash Collection Follow Up Discussion

Trash Collection Discussion:

Summary information

➤ Customer Service Response Concerns:

- **New Customer Service Representative**
 - CVWMA hired new Full-Time Customer Service Representative who began on May 31, 2022.
 - Fully trained on answering the phones and providing information on the various CVWMA programs and nuances in each of the localities, responding to emails and reviewing and evaluating requests received online.

➤ **Challenges with people contacting customer service several different ways for the same issue**

- By providing additional platforms for residents to reach CVWMA, they are also experiencing residents reaching out on multiple platforms for the same issue.
- Developing email responses to the self-service option that will give the customer an idea of when to expect their service request to be complete.
 - For example, if someone logs a missed pick up, the email response might include something like, *“please allow X hours for your request to be completed”*.

➤ **New Phone System**

- Phone system itself (hardware/software) is antiquated and not very user friendly. In the final stages of selecting a vendor to provide a new phone system.
- Some features will include:
 - Ability to streamline messaging, and better inform the caller what to expect (for example, wait time)
 - Ability to change and edit messaging depending on what is going on to better inform residents
 - Ability while on hold to “enter your phone number and we’ll call you back in the order your call was received” and/or “if you’d like to leave a voicemail...”
 - Voicemails will be forwarded to an email box vs. logging into a voicemail box, for quicker and more timely response.
- CVWMA expects to implement this new contact center in the next 2-3 months.

➤ **Why the WM truck with the arm is not equipped to dispose of the Meridian containers:**

- Arm on the truck that dumps the trash is not programmed to release cans into the hopper of the truck, so that cans are not mistakenly discarded.
- To dispose of an actual trash cart, a different type of truck must be sent to collect, the same type of truck that is used to collect bulky waste.

➤ **Why citizens are asked about the type of bulk waste of which they are disposing:**

- Several reasons:
 1. The more WM knows what is out there to collect helps ensure they have enough resources on collection day to get it all collected, efficiently and timely
 2. To be sure the amount of bulky waste isn't over the limit, so that it doesn't get rejected by WM, which can lead to frustration
 3. Some items are not accepted such as construction waste, tires, refrigerators where the gases have not been removed, etc
 4. Yard waste needs to be prepared a certain way
 5. Knowing a resident only has bags vs other bulky waste helps because WM might handle bags by having the regular route driver pick up the bags while there instead of sending the separate bulk truck
- CVWMA wants to ensure the material on the curb is prepared properly and is acceptable so that it gets picked up the first time and the resident is satisfied.

➤ **Information on online request utilization:**

- Call volume and service requests have also gone back to a more normal level subsequent to the transition.
- Since adding online self-service option July 1, continuing to see a shift to more online requests. Residents are purchasing additional cans, logging bulk requests and missed pick-ups through the online option.
- In August, 37% of bulk pickups were logged online, compared to 32% in July.
- For the September 14 collection, all bulk requests were submitted before the deadline (74 requests), and over 39% were submitted online.

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4. Adjournment

Basin 9

Level I

- 5,246 LF of 8"
- 1,852 LF of 10"

Level II

- 1,050 LF of 8"
- 172 LF of 10"

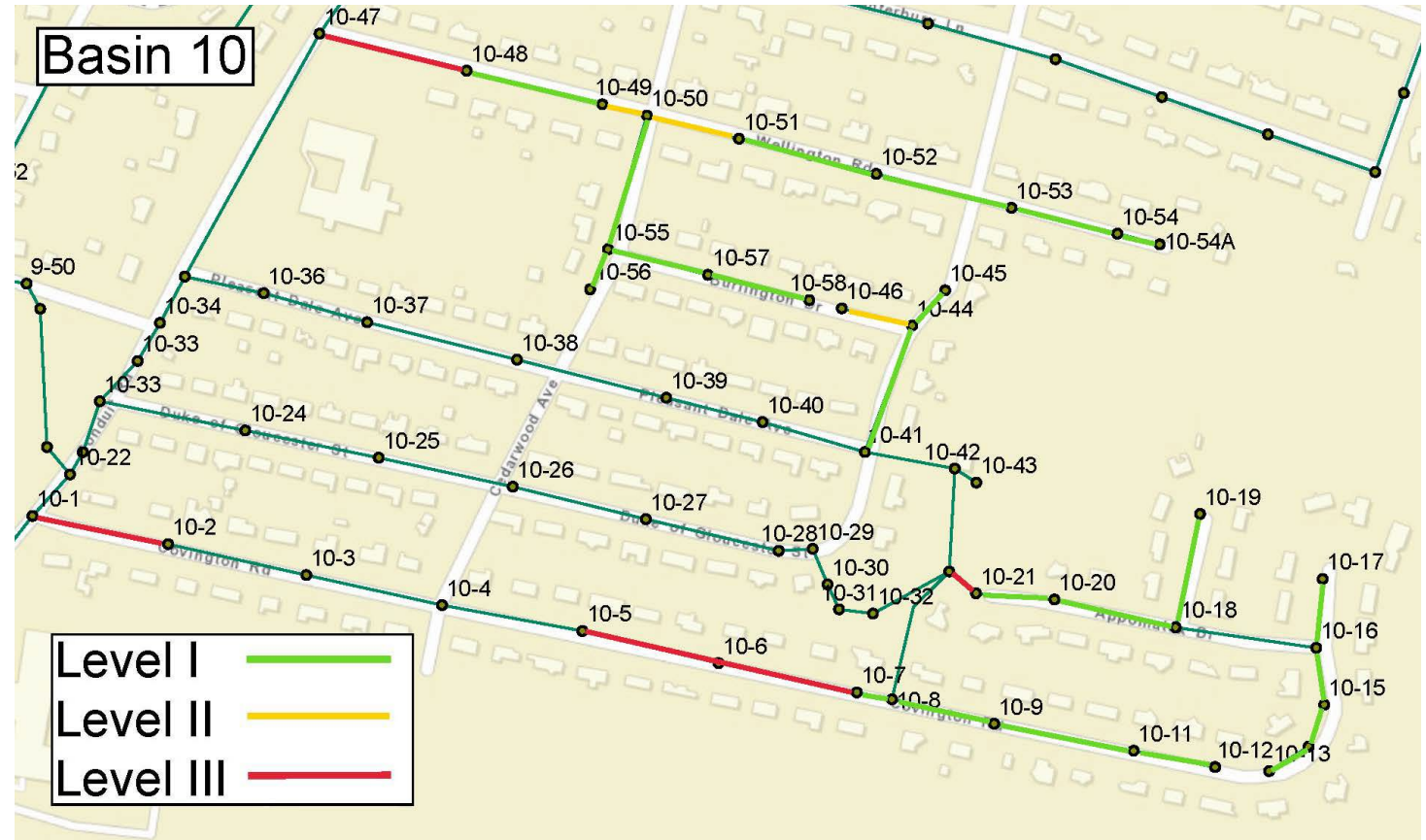


Level I

- ## Level II

- ## Level III

- 968 LF of 8"



Basin 11

Level I

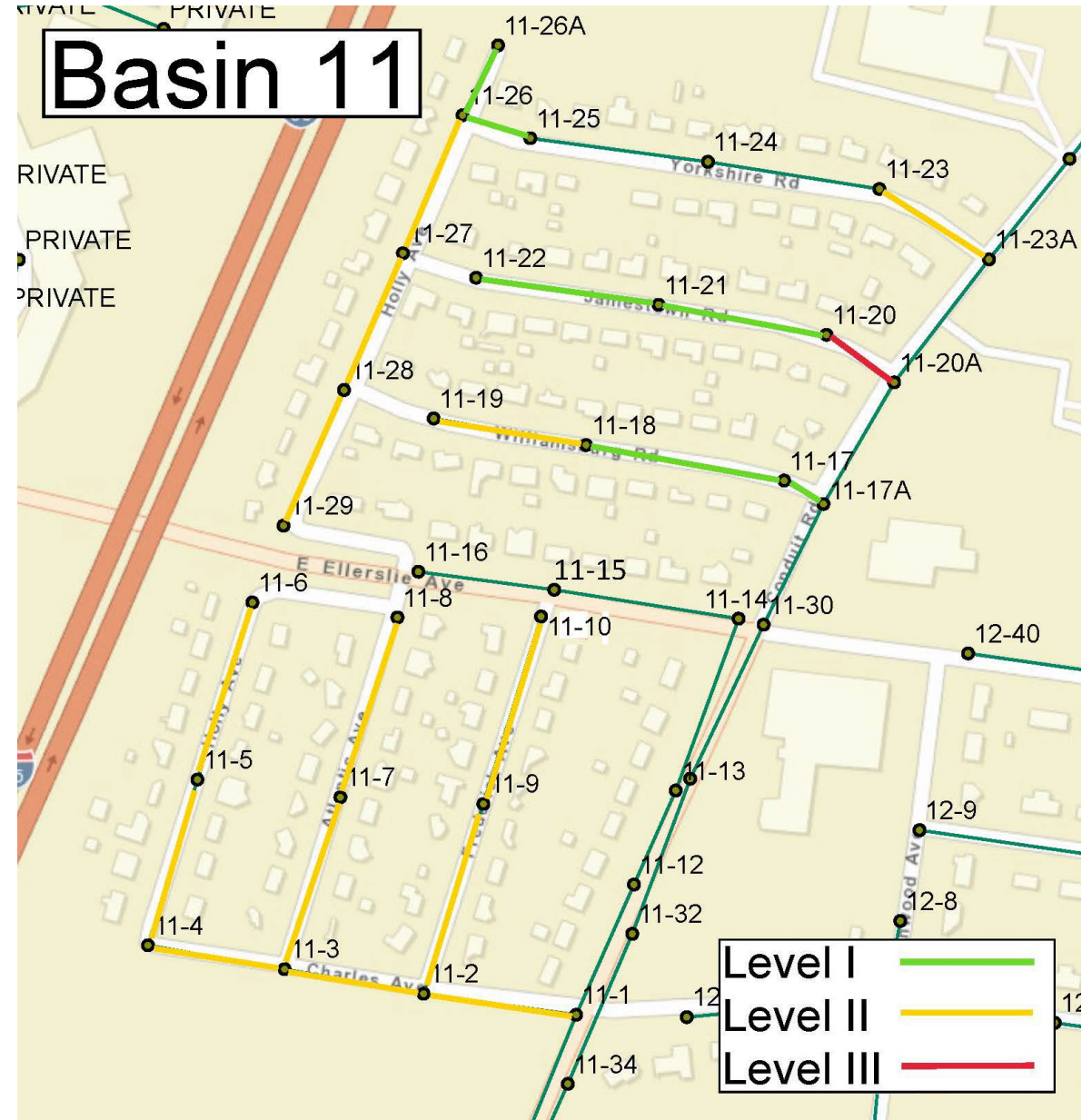
- 2,142 LF of 8"

Level II

- 4,428 LF of 8"

Level III

- 162 LF of 8"



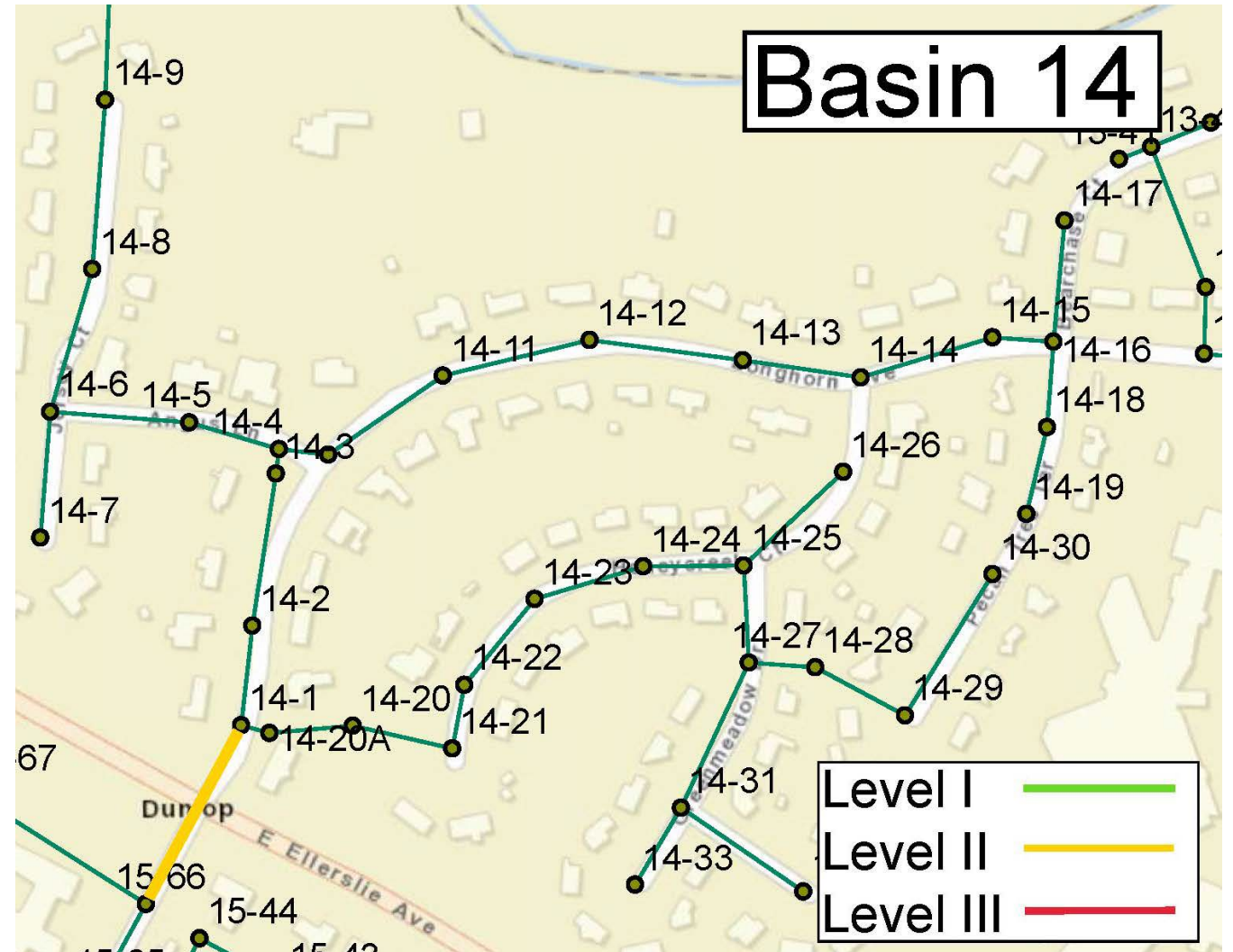
- Entire basin is PVC with minimal defects



Basin 14

Level II

- 343 LF of 12"

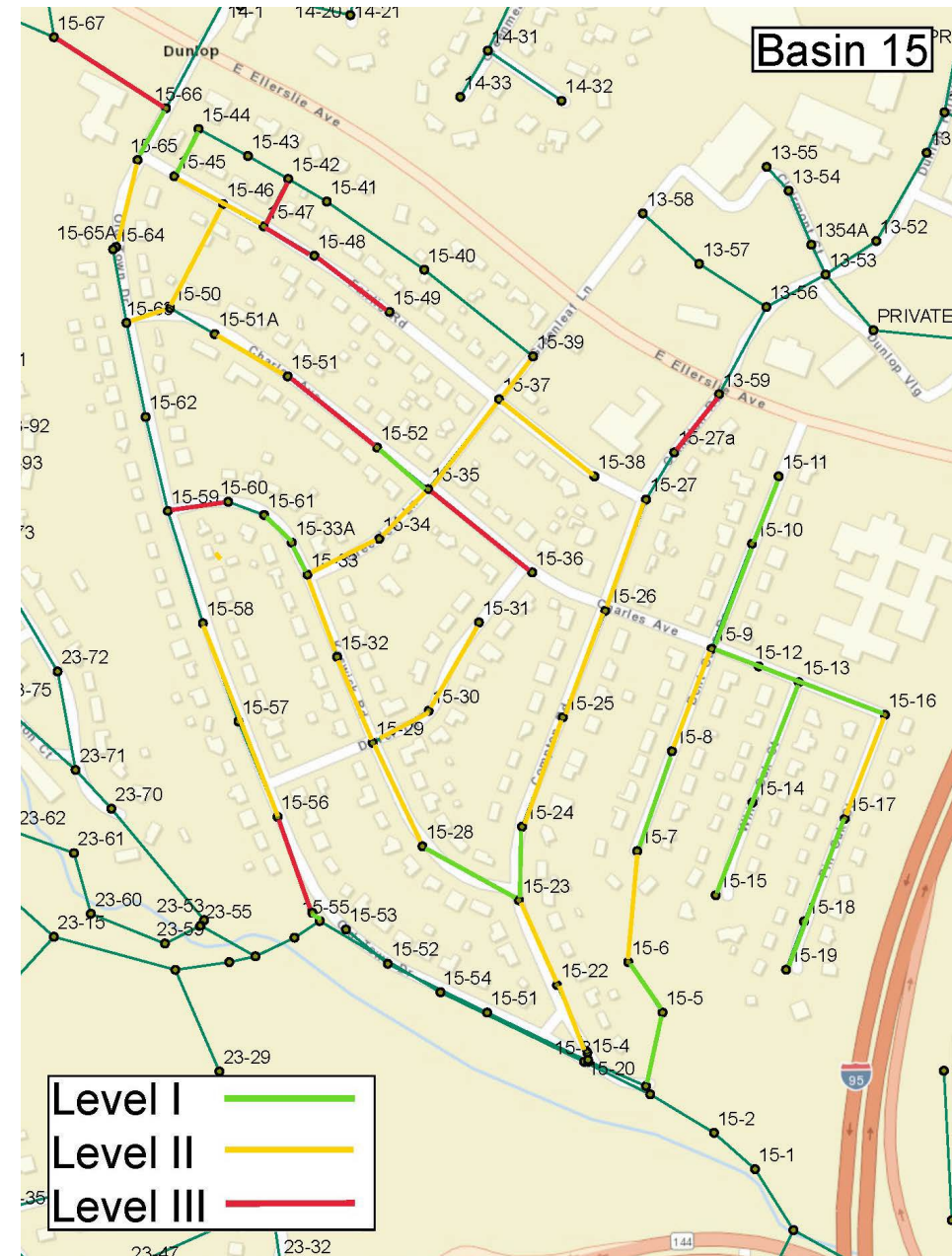


Level I

- ## Level II

- ### Level III

- 641 LF 6"
- 1,419 LF 6"
- 311 LF 10"
- 955 LF 12"



Basin 18

Level I

- 413 LF 6"
- 844 LF 8"
- 814 LF 15"

Level II

- 3,457 LF 6"
- 1,294 LF 8"
- 93 LF 12"
- 512 LF 15"

Level III

- 1,354 LF 6"
- 1,708 LF 8"



Basin 19

Level I

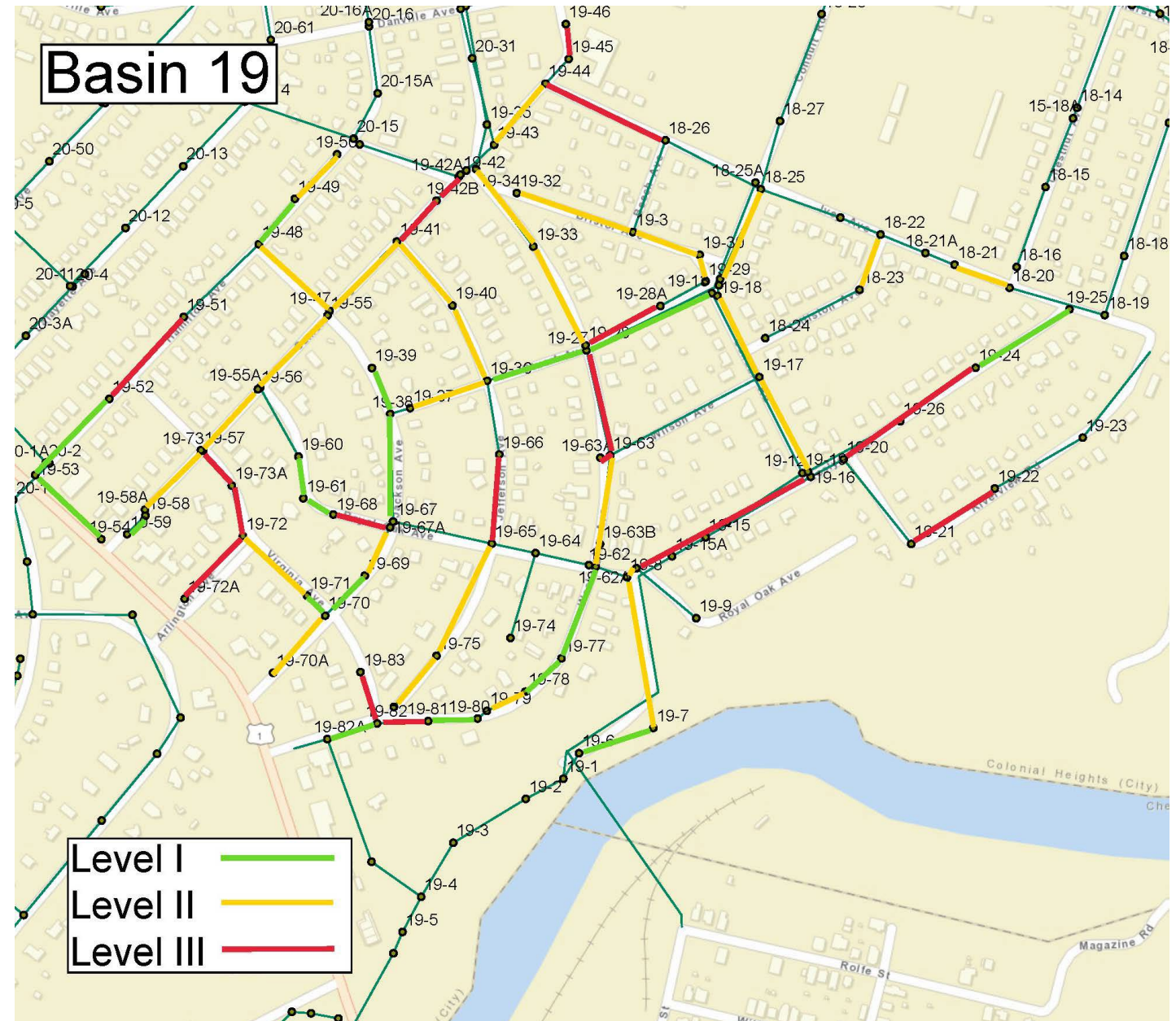
- 1,386 LF 6"
- 1,985 LF 8"
- 1,091 LF 12"

Level II

- 1,354 LF 6"
- 5,410 LF 8"
- 867 LF 12"
- 630 LF 15"

Level III

- 1,623 LF 6"
- 3,994 LF 6"
- 3,932 LF 8"



Level I

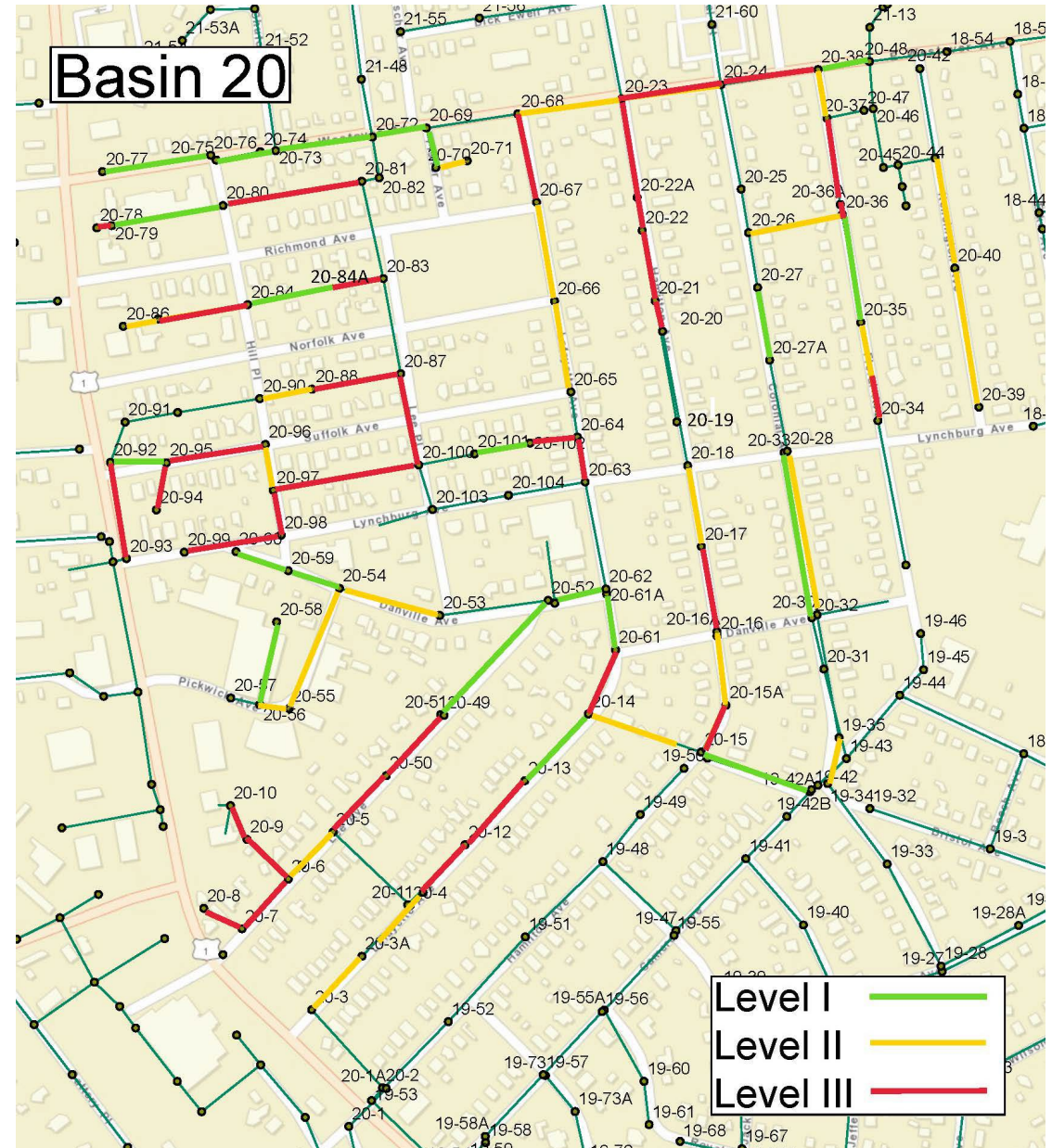
- 1,149 LF 6"
- 5,529 LF 8"
- 144 LF 10"

Level II

- 2,687 LF 6"
- 3,275 LF 8"

Level III

- 4,891 LF 6"
- 5,428 LF 8"
- 580 LF 10"



Basin 21

Level I

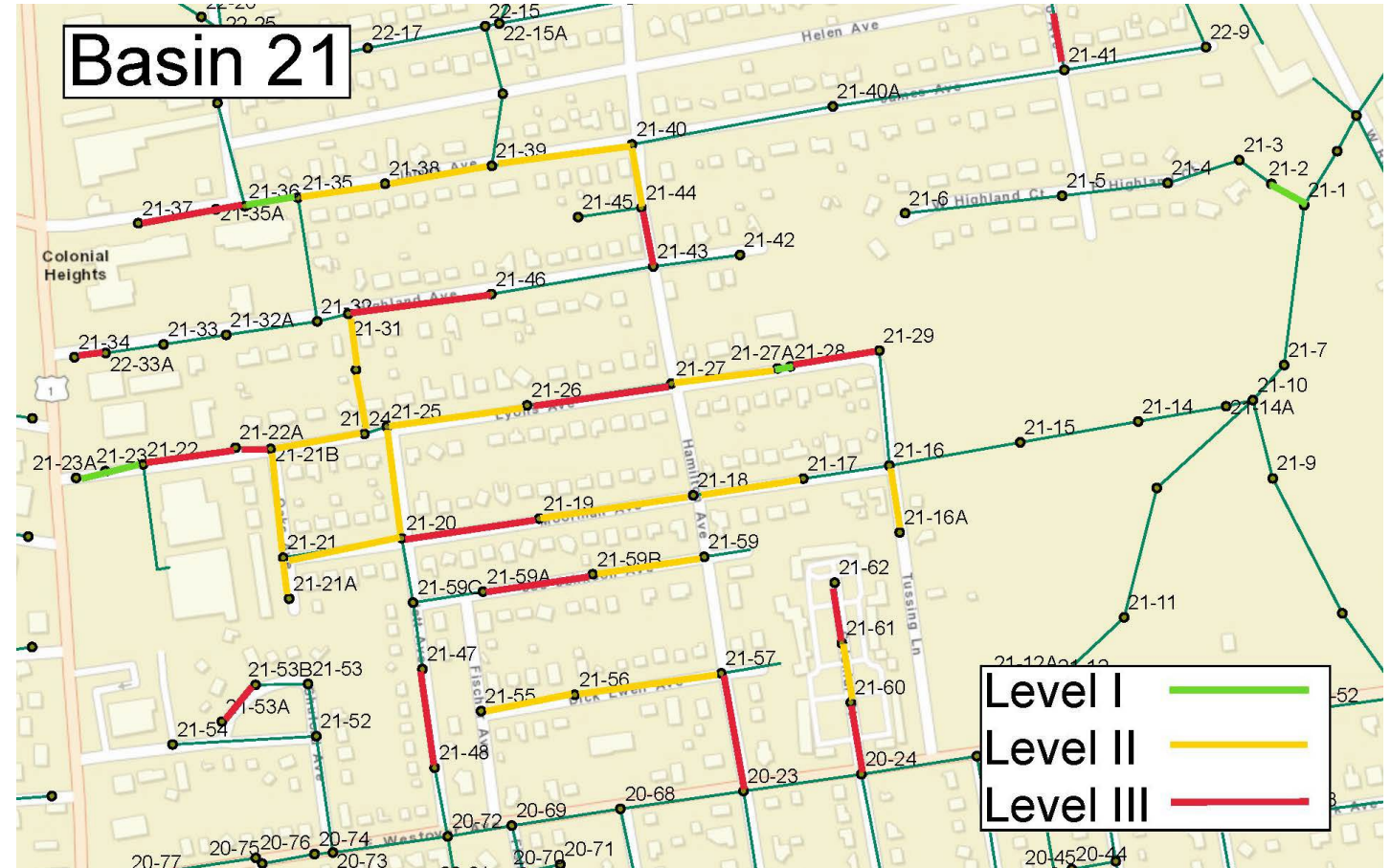
- 33 LF 6"
- 214 LF 8"

Level II

- 2,394 LF 6"
- 4,520 LF 8"

Level III

- 1,427 LF 6"
- 2,950 LF 8"



Basin 23

Level I

- 510 LF 6"
- 4,404 LF 8"
- 277 LF 15"

Level II

- 1,887 LF 6"
- 3,244 LF 8"
- 754 LF 10"
- 599 LF 12"
- 724' 15"

Level III

- 1,007 LF 6"
- 670 LF 8"

