Carollo understands the challenges utilities face while complying with regulatory changes, aging infrastructure, changing workforces, and shrinking budgets. To help owners optimize their work and reduce overall costs, Carollo established an Operations Assistance Group. Our seasoned water and wastewater professionals provide a hands-on approach with an end user's perspective. When integrated into projects for new or upgraded facilities, we help owners get what they need for efficient long-term operation and maintenance. When analyzing existing facilities, we work with the owner’s staff to develop strategic means of achieving facility performance and budget goals. We get in the trenches to evaluate existing conditions and staffing and then provide tactical solutions that positively impact the owner’s bottom line.

Our seasoned water and wastewater professionals provide a hands-on approach with an end user’s perspective in mind.

FACILITY DESIGN
Involving the Operations Assistance Group from the very start of a design can greatly improve a project’s success. We can uncover the owner’s O&M staff’s unique preferences and concerns, and help reveal constraints known to only those who have day-to-day experience working at the facilities. We scrutinize key design elements for items that can adversely affect facility O&M. Establishing process performance measurement, data acquisition and display, and preparing and training the owner’s staff are recommended design phase tasks.

NEW FACILITIES
The integration of new or upgraded facilities into existing processes is challenging. We use proven methods and procedures to coordinate construction activity with daily operation. Our highly experienced staff can supplement owner and contractor staff members in the commissioning and start up and optimization of new equipment and processes.

Our specialists excel at training, using an approach tailored for the front-line staff. The information needed to successfully startup, line out, and eventually optimize the upgrades provided through a project is delivered in ways that are easy to understand and implement. The relationships developed are retained after training, where that familiarity helps when following up with an owner’s O&M staff.
O&M PRACTICES
Addressing performance-limiting factors is key to improving any process operation. Our staff performs an assessment to determine the strengths, weaknesses, and bottlenecks affecting a facility. Based on the assessment, we develop methods and programs to address those factors. After agreement with the owner, we help implement the solutions, providing follow-up support as needed.

From the assessment, we focus on items or identify methods or tools that:
- Address potential permit violations and exceedances
- Modify work practices to minimize errors and reduce damage
- Increase ownership and accountability at all levels
- Optimize individual processes or the entire facility to reduce O&M costs
- Display data for quick understanding of key information
- Project future facility performance
- Establish awareness and communicate facility performance
- Establish or upgrade O&M documentation
- Develop budgets linked to actual conditions
- Tackle critical construction sequences
- Harden safety and security programs
- Improve O&M staff skill sets

OWNER’S ADVISOR SUPPORT
Utilities across the country have brought on Carollo as an advisor for their large capital improvement programs. Services that the Operations Assistance Group provides include:
- Developing engagement plans to bring O&M participation to the Capital Improvement Program’s initiatives and projects in an orderly manner.
- Standardizing project-provided training.
- Helping O&M staff understand the business of capital improvement.
- Developing O&M training plans to prepare staff for new processes and equipment.

FACILITY DOCUMENTATION
By law, every treatment plant in the United States is required to have an O&M Manual. For decades, these have been paper-based manuals, but more and more utilities are transitioning to electronic O&M manuals. Electronic O&M manuals allow owners to link data from a variety of sources, such as computer maintenance manual systems, geographical information systems, and laboratory analyses. Carollo’s Operations Assistance Group has the expertise to deliver a comprehensive manual in a variety of formats, and our experts will work with your staff to arrive at the most efficient, cost-conscious solution for you and your utility.