



# CSO PROGRAM **ADAPTS** TO COVID-19 IMPACTS

Due to the COVID-19 global pandemic, the CSO Program quickly adapted workflows in all facets of project delivery. While lasting effects are unknown, the Program is poised to continue to deliver design, construction and community outreach in ways that follow health and safety guidance while keeping stakeholders and the public informed.

The City and Program Management Team have transitioned many aspects of the Program to a virtual environment by using various applications to hold project and Program meetings and to allow for progress to be maintained. Project teams are minimizing travel, and essential Program staff have returned to the Program Office following guidance and protocols to mitigate the spread

of COVID-19. In addition to protecting project teams, the Program is also finding new ways to connect with contractors, the public, as well as educators and students. We're also learning that virtual communication tools can be more effective than in-person interactions. Likely, many of these new processes will be put in place permanently to maximize efficiency and reduce program costs.

## Contractor Outreach

Because so much of our interaction with the contractor community has shifted online, enhancements have been made to the Contractors' Corner on the CSO Program website. Both general contractors and small and emerging small businesses (SEBs) can now easily learn about CSO projects expected to bid in the coming months. Links are also provided so that contractors can easily access project descriptions and locations, early approximate quantities, bid dates and constructability review materials. The City of Omaha is also providing virtual options for pre-bid meetings and the Program is leveraging expanded electronic (email) notifications and mailed bid notices. Prior to COVID-19, contractors were able to participate in one-on-one constructability review meetings virtually. Additionally, materials used in those meetings are now available as part of the Contractors' Corner. These Program enhancements provide helpful, easy-to-use tools and information that support the bid process and encourages competitive bids, potentially lowering costs for ratepayers.

Project	Cole Creek CSO 204 Sewer Separation, Phase 3	Blake Street Lift Station
Project Type	Sewer Separation	Major Facility
Bid Advertisement (estimate)	Q2 2020	Q4 2020
Begin Construction (estimate)	Q3 2020	Q1 2021
Construction Estimate	\$4-6 Million	\$1-5 Million
Additional Information*	Project Website	Project Website Early Quantities Documentation
CATEGORY OF WORK		
Barricade/Striping		
Bioswale/Green Infrastructure/ Rolled Erosion Control	N/A	
Electrical	N/A	
Fencing	N/A	
Hauling		
Sanitorial		
Paving/Removals		

Upcoming CSO construction projects are featured as part of the Contractor's Corner on the CSO website. For more information, visit [www.OmahaCSO.com/contractors-corner](http://www.OmahaCSO.com/contractors-corner).



The CSO Program has consolidated youth outreach materials for use by teachers, parents and students wanting to learn more about our efforts to improve water quality in rivers and streams.

## E-Learning Content

The CSO Program has a successful history of student engagement that regularly highlights CSO project benefits and exposes youth to potential careers related to design and construction. With schools closed, the CSO Program quickly consolidated youth outreach materials for use by teachers, parents and students wanting to learn more about our efforts to improve water quality in rivers and streams. Resources include an educational video, activity guide in English and Spanish, water usage calculator, and green infrastructure information and worksheet. Students that complete activities can even earn a CSO-branded shower timer. Educational content has also been promoted to curriculum specialists serving schools throughout the metro.

## Stakeholder and Public Outreach

COVID-19 may have changed the way we work with one another, but it has not stopped work from continuing. That has resulted in creative ways to keep the community aware of important, ongoing projects. What used to be accomplished through in-person public meetings or visits with neighborhood associations, has now switched to social distance-friendly virtual platforms and tools to stay connected. The team has been using email, phone calls, video conferencing, on-demand narrated presentations and even short videos to keep neighbors and businesses informed about CSO projects as they proceed through design and construction.

All of these Program efforts are valuable, safe substitutes for in-person communications, and will be continued as long as necessary. To see the latest project information or explore E-learning opportunities please visit [www.OmahaCSO.com](http://www.OmahaCSO.com).