



SUCCESS STORY

SHREWSBURY

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Meeting Strict Regulations: How AMCS Field Services Helped One Town Increase Outfall Inspection Capacity

Despite the fact that stringent wastewater regulations help maintain a clean and safe environment, it can be challenging for utilities to adhere to legislation – especially when regulations change rapidly.

When communities across Massachusetts were grappling with a newly implemented five-year permit program enforced by the National Pollutant Discharge Elimination System (NPDES), for example, the town of Shrewsbury found themselves struggling with the process.

Situated in a high priority, regulated area, Shrewsbury was already conducting core activities such as BMP inspections, outfall inspections, and catch basin cleaning. With a lack of modern stormwater infrastructure and an outmoded data capture system, however, the town's water department were struggling to keep up with tightening regulations.

Something needed to be done to improve the water monitoring process, but also to provide alternative sources of revenue in order to fund the costly new mandates. Thankfully, with best management practices facilitated by AMCS Field Services, Shrewsbury was able to step up to the challenge and build an effective infrastructure plan.

Increased Stormwater Requirements

Like many communities within Massachusetts, Shrewsbury was facing a challenge regarding how to take on the additional stormwater management requirements.

With the current infrastructure shifting water away from residential areas, Shrewsbury needed to invest in new technologies to reduce the level of phosphorus within stormwater before discharging a limited amount within waterways.

Across the New England region, some areas were tasked with reducing phosphorus levels by as much as 60%, however, credits are available for those communities that implement simple stormwater management techniques, such as street sweeping and catch basin cleaning.

With this in mind, Shrewsbury was keen to implement efficient stormwater best management practices that would enable the community to save funds and focus on a potentially larger-scale treatment system – ultimately benefiting everyone in the town.

Improved Monitoring and Enhanced Data Integrity

Located just 10 minutes from Worcester and 40 minutes from Boston, the town of Shrewsbury MA serves a community of nearly 40,000 people, and like many towns in the area it faced robust stormwater compliance mandates from the Environmental Protection Agency (EPA). In fact, as the only town in Central Massachusetts with all its land located in the stricter MS4 regulated zone, staff at Shrewsbury water department needed to think carefully about how to meet NPDES regulations.

After investigating various options, Shrewsbury opted to implement AMCS Field Services, formerly known as Utility Cloud. This streamlined asset management solution is designed specifically for utilities.

Prior to AMCS Field Services, the town was managing its stormwater program through another software platform. Core activities regarding best management practice (BMP) inspections, outfall inspections, and catch basin cleaning were all in place, but unfortunately they were taking too long to complete and were fraught with data integrity issues.

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With stormwater regulations tightening and increasing risks of phosphorus and other chemicals and debris entering water systems, the town needed to act quickly. As a result, staff undertook an accelerated implementation of AMCS Field Services, getting up and running in under one month during the summer of 2020.

Efficient Screening Reaps Rewards

Thankfully, the team started to see results in just two months, realising both time and cost savings across their wastewater management process.

Faster Inspections

15 hours saved per year on outfall screenings. The process of data entry, data uploads, and other administrative work was adding up for Shrewsbury. With AMCS Field Services, however, the team was able to capture data more efficiently, working both online and offline with robust mapping capabilities. This reduced the time spent on manual tasks and minimised time resolving the location of outfalls.

Simpler Monitoring

Shrewsbury is able to carry out 100% of outfall inspections in compliance with its MS4 permit. Previously, the town inspected 8% of outfalls, however, with a streamlined approach, the town is now fully able to meet its legal requirements.

Cost-Effective Compliance

Maintaining catch basin compliance with a diminished budget. Despite its constrained catch basin cleaning budget, the town is able to remain in compliance with MS4 cleaning standards. This is achieved by collecting detailed data on all catch basins, effectively prioritizing catch basins based on condition.

Streamlined Coordination with Contractors

Time savings on catch basin contractor dispatch and coordination. AMCS Field Services dramatically reduced administrative tasks involved in coordinating cleanings with the town's contractor, reducing data exchanges to trigger catch basin workflows.

Access to Data

50 hours of time savings per year implementing best management practice (BMP) inspections. This is achieved by equipping the team with critical data for capital planning, supporting recommendations on replacement, repair, and maintenance decisions.

As these figures indicate, AMCS Field Services software has been instrumental in meeting the town's wastewater requirements and after just two months staff began to expand its use of the software to other departments. With effective tools to solve specific asset management challenges, Shrewsbury is ready – no matter what the regulations – to reduce the burden of compliance.



“We looked at a bunch of options – we went with AMCS Field Services because it had more advanced mapping capabilities, expression-building, and offline capabilities than other products available.”

**Vincent Thai, Civil
Engineer in the Department of Public Work**

Learn how AMCS Field Services could benefit your business

AMCS Field Services provides an effective fixed asset management solution for the utilities industry. Whether your utility provides water, natural gas, electricity, or a combination of all three – our software solution provides your team with visibility into field operations, sample management tracking, and the health of your infrastructure.

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