



**City of Santa Maria
Sewer System Management Plan Bi-Annual Audit**

August 2011

Introduction

On May 2, 2006, the State Water Resources Control Board (SWRCB) adopted Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (General WDRs). The General WDRs apply to all public agencies that own or operate a sanitary sewer system that is comprised of more than one mile of sewer pipes or lines which convey wastewater to a publicly owned treatment facility. The General WDRs refer to these public agencies as "enrollees."

The City of Santa Maria Utilities Department (City) applied for coverage under the General WDRs by submitting a Notice of Intent to comply with the terms of the WDRs, along with the required fees to the State Water Board in August 2006, and commenced the development of the required Sewer System Management Plan (SSMP).

The City adopted its Sewer System Management Plan (SSMP) in July 2009. The document contains all the elements required by the SWRCB, including: goals; organization; legal authority; operations and maintenance program; design and performance standards; overflow emergency response plan; fats, oils, and grease control program; system evaluation and capacity assurance plan; monitoring, measurement, and program modifications; program audits; and communication program.

The WDRs and resulting SSMP outline the requirements for periodic internal audits at least once every two years after adoption of the SSMP. Because the SSMP was adopted in July 2009, this audit serves as the first evaluation of the effectiveness of the SSMP since its adoption. Section 10 of the SSMP describes the general purpose of the audit, as well as the targets and objectives of the SSMP, which states:

The City's short term plan is to continue to work towards a downward trend in the number of sanitary sewer overflows. The long-term plan is to reduce those overflows to below the industry standard of six per year per one hundred miles of pipe.

The City has been able to successfully meet this goal every year since implementation of the SSMP.

System Description

The City of Santa Maria is located approximately 250 miles south of San Francisco and 170 miles north of Los Angeles. It lies within the Santa Maria River Valley in a fertile plain, surrounded by rolling hills on three sides and the Pacific Ocean to the west. The median age in the City is 28.6 years, according to the 2010 Census. As of January 1, 2011 the City's population reached 100,062. Since 1970, the population of the City of Santa Maria has more than tripled. Annexations have increased the City's physical size to slightly over 23 square miles. Agriculture has always played an important role in the City's economy, however, other important sectors of the local economy are retail; education; medical; the aerospace industry; communications; high-technology research and development; energy production; military operations; and various manufacturing industries.

The City of Santa Maria Utilities Department provides water and wastewater services to approximately 20,000 residential and commercial accounts. These services include water production and distribution, and wastewater collection and treatment.

The City's wastewater collections system is comprised of 208 miles of gravity flow sewer pipes and mains, and one lift station with 0.2 miles of force main that serves 117 residential parcels.

The oldest sewer mains in the City were installed in the early 1900's. However, the majority of sewer mains in the system were installed after 1960, when the City experience significant growth. Table 1 shows the distribution of sewer main by age.

Table 1 SEWER MAIN BY AGE

Year	Miles	Percentage of Total
Before 1900	0	0
1900-1919	0	0
1920-1939	18.0	8.7
1940-1959	9.6	4.6
1960-1979	86.5	41.6
1980-1999	80.3	38.6
2000-Present	13.7	6.6
Total	208	100

Over two-thirds of the City's sewer mains are vitrified clay pipe (VCP), with another large portion of pipe made of polyvinyl chloride (PVC). Older pipes tend to be composed of VCP and newer pipes tend to be composed of PVC. City sewer mains range in size from 4 inches to 30 inches in diameter. Table 2 shows the distribution of sewer mains by size.

Table 2 SEWER MAIN SIZE BY DIAMETER

Size (inches)	Miles	Percentage
4	0.7	0.3
6	81.9	39.5
8	64.1	30.9
10	12.3	5.9
12	15.7	7.5
14-16	12.9	6.2
18	2.4	1.1
21-24	2.9	1.4
27-30	8.8	4.2
Unknown	6.3	3.0
Total	208	100

Evaluation of Section 1 – Goals

The City established five goals in the SSMP. Each of the goals is listed, with an evaluation of the effectiveness of the SSMP to accomplish the goal.

- A. To properly manage, operate, and maintain all portions of the City’s wastewater collection and treatment system.

The City developed an Operations and Maintenance program included as Section 4 of the SSMP. The program established cleaning and videoing frequencies, along with other targets to ensure the appropriate operations and maintenance of the City’s wastewater collections system. The Evaluation of Section 4 discusses those targets in detail and the City’s effectiveness at reaching those targets.

- B. To provide adequate capacity to convey the City’s peak wastewater flows.

The City maintains records of the cause of all overflows. Of 18 overflows that occurred since the adoption of the SSMP, 12 were related to grease deposition, five were related to debris buildup, and one was related to the plugging of a sewer main by a contractor during construction that caused a subsequent overflow. Appendix A contains a summary of the Sanitary Sewer Overflows (SSOs) that have occurred since adoption of the SSMP. Since adoption of the SSMP, no overflows were related to a shortage of capacity. Rather, wastewater flows have dropped from a maximum monthly flow of 9.4 MGD in September 2008 to a maximum monthly flow of 8.6 MGD in September 2010, largely due to conservation efforts and the economic downturn. A lack of overflows caused by insufficient capacity indicates that the City has met its goal of providing adequate capacity to convey peak wastewater flows.

C. To minimize the frequency of sewer system overflows

Historical SSOs reached their peak in 2003, with 69 SSOs in one calendar year. Since then, the number of overflows steadily dropped through 2007, at which point the frequency of overflows dropped dramatically, as a result of the implementation of various elements of the SSMP. The City has reduced the frequency of overflows to below the industry standard of six overflows per year per 100 miles of pipe. Table 3 shows the historical frequency of overflows from 2003 to 2010.

TABLE 3 HISTORICAL FREQUENCY OF OVERFLOWS

Year	Number of SSOs
2003	69
2004	59
2005	43
2006	37
2007	34
2008	16
2009	7
2010	12
2011 (through June)	2

D. To mitigate the impacts that are associated with any sewer overflows that may occur.

Appendix A includes information on the overflows that occurred since adoption of the SSMP. The total volume of all overflows was 2,375 gallons, with the largest overflow at 600 gallons. Most overflows were at or less than 100 gallons per overflow. This is a result of quick response time, which meets the goal of mitigating the impacts of sewer overflows that do occur. In addition, reducing the total number of overflows significantly reduces the potential impact of wastewater discharges to the environment.

E. To meet all applicable regulatory notification and reporting requirements.

The City had one overflow that qualified as a Category 1 spill that required notification to regulatory agencies. The City has a process for ensuring that notification is made, and that process was implemented appropriately.

Evaluation of Section 2 – Organization

The City has one legally responsible official for the City’s sanitary sewer collections system and wastewater treatment plant, the Director of Utilities, who has delegated

authority to two additional legally responsible officials. The organizational chart contained within Section 2 (a) continues to accurately represent the organization of the City. Section 2 (b) shows the chain of communication, which accurately represents the flow of work and communication when overflows occur. Section 2 (c) shows the contact information of personnel that are involved with the organization or chain of communication contained in Sections 2 (a) and 2 (b). Only one name has changed: Alan Walker is no longer the Regulatory Compliance Coordinator. Alexandra Griffith has now assumed his workload and responsibilities. This subsection will be updated to reflect the change in personnel.

Evaluation of Section 3 – Legal Authority

The City has the legal authority to carry out activities that help protect the wastewater collections system from SSOs. A discussion of each of the categories of activities follows. Please note that the County of Santa Barbara's Laguna Sanitation District Agreement has been amended to facilitate calculation of the total yearly payment. This subsection will be updated to include the amendment.

- A. Prevent illicit discharges into the sanitary sewer system, including inflow and infiltration (I&I) from satellite wastewater collections systems and laterals, storm water, unauthorized debris, etc.

The City Utilities Department staff works closely with the City's Code Enforcement staff to address issues associated with illicit discharges, storm water, and unauthorized debris. Code Enforcement staff have been active in assisting Utilities staff in bringing FOG facilities into compliance with City regulations.

- B. Require proper design and construction of sewers and connections.

The City has Standard Drawings and Specifications that spell out specific design and construction standards. These design and construction standards are sufficient to ensure adequate construction of sewer mains and laterals. The City employs two full-time inspectors, and contract inspectors as needed, to verify that the design and construction standards are being followed during construction.

- C. Ensure access for maintenance, inspection, and repairs to publicly owned portions of laterals.

The City's Utilities Department works closely with the City's Department of Public Works to make sure that sewer mains and laterals are built in a manner that facilitates access for maintenance and repair. The Utilities Department receives drawings of public improvement plans for review before

the infrastructure is finalized. This enables facility locations to be adjusted to meet the long-term collections system maintenance needs.

- D. Limit the discharge of Fats, Oils, and Grease (FOG) and other debris that may cause blockages.

The City's legal authority is not negatively affecting the City's ability to address the discharge of FOG and other debris that may cause blockages. The City's Code Enforcement group has played an active role in helping address facilities that are not in compliance with the City's FOG regulations. Code Compliance has facilitated in the follow-up of 41 commercial facilities.

- E. Enforce violations of its sewer ordinance.

Code Enforcement has been very successful in enforcing Section 8-12.1400 of the City's Municipal Code. Enforcement has significantly reduced the number of facilities out of compliance with the City's FOG regulations, as well as the number of overflows from residential and large rental properties. Code Enforcement has responded to and followed up on issues at 41 commercial facilities and 59 residential properties since implementation of the SSMP.

Evaluation of Section 4 – Operations and Maintenance Program

The City developed key elements in its Operations and Maintenance Program to ensure proper operation of its collections system. An evaluation of each element of the Operations and Maintenance Program is provided below:

- A. Collection System Map.

The City continues to update its Geographical Information System (GIS) database with information on its sewer and storm system. Since adoption of the SSMP, over 6.7 miles of sewer main have been digitally added to the database. Most of the new information was from development projects that occurred after 2000; however, missing information was noted from developments that occurred in 1993 and 1991. This information was added to the GIS database in 2009 and 2010, respectively. As a result, the City has been able to maintain a current collection system map.

In the initial SSMP, there was discussion about replacing individual updated sheets in the atlas map with the date of last revision. This arrangement was established due to the high cost of printing atlas books, but proved to be time consuming. Since adoption of the SSMP, the City has developed a more cost-effective method for preparing atlas books. As a result, full atlas books are reprinted about once a year, with the month and date of the revision

printed on the title page of the atlas map. This section of the SSMP will be updated to reflect the change in procedure.

B. Preventative Operation and Maintenance.

The original SSMP established targets 150 miles of sewer line cleaned and 10 miles of sewer line videoed per year. Appendix B shows a summary of the work completed since 2008. The average miles of sewer line cleaned is 139 miles per year, and the average mileage of sewer main videoed is 8.1 miles per year. The City met 93 percent of its cleaning goal, and 81 percent of its videoing goal, which is a significant improvement over the 2007 results of 79 percent of the cleaning goal, and only 37 percent of its videoing goal. The City will maintain its cleaning and videoing targets with the intent of reaching these targets in subsequent years.

C. Rehabilitation and Replacement Plan.

The City established a goal to complete repairs to its collections system of an average of two repairs per month. Appendix B shows the number of repairs completed the last three years. The City has exceeded its goal of two repairs per month, with an average of 26 repairs per year.

D. Training.

City Water Resources Operators are certified as Wastewater Treatment Plant Operators. They receive weekly safety tailgate instruction on Thursday mornings.

E. Contingency Equipment and Replacement Inventories

The City has multiple redundancy in both its facilities and equipment to address outages. No overflows have occurred as a result of insufficient facility or equipment inventory.

Evaluation of Section 5 – Design and Performance Standards

Design of City facilities has not been identified as a cause for any overflows that have occurred since the adoption of the SSMP. System deficiencies that have been noted in the past have been addressed through repairs. The City's existing design and performance standards – that are posted on the City's website, www.ci.santa-maria.ca.us - are effective for providing appropriate service for the transport of sewage through the City's collections system.

Evaluation of Section 6 – Overflow Emergency Response Plan

The City has a defined and effective overflow emergency response plan that has been implemented in each of the overflows that has occurred since adoption of the SSMP. The Overflow Emergency Response Plan contains several elements, each of which is evaluated below:

- A. Proper notification procedures so that the primary responders and regulatory agencies are informed of all sanitary sewer overflows in a timely manner.

Utilities staff responsible for responding to overflows (during assigned hours and after-hours) are dispatched by City staff, or the City's public safety communications center, in a timely manner. Appendix A shows the response time for each overflow that occurred since adoption of the SSMP. The average total response time is 32 minutes, with a maximum response time of 80 minutes. The longest portion of the response time is the travel time to arrive to the overflow location, which is reasonable given the size of the collections system and the relative difficulty in traveling from one end of town to the other.

- B. A program to ensure an appropriate response to all overflows.

City staff responded to all clogs and overflows that occurred within its service area, at an average of 70 service calls per year. These service calls include overflows on City mains, overflows on private property, and sewer clogs that have not yet become sewer overflows. All were addressed in a timely manner to the satisfaction of the affected customers. Each overflow was discussed to determine cause, and to identify if operational or other changes could be made to reduce the likelihood of an overflow in the future. For instance, at one location the cause of the overflow was determined to be feminine products, and the only service upstream of the overflow was a bank. Utility staff contacted the bank and spoke with the manager to provide information on the effects of improper disposal. The bank manager was receptive of the information and the location has not had any subsequent overflows.

- C. Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities.

Appendix C contains the laminated wallet-sized card containing the information needed to contact regulatory agencies. The Water Resources Manager and each of the vacuum trucks have this card, and use the information contained on the card to contact the appropriate regulatory agencies when overflows occur that require such notification. This arrangement has been used successfully in overflows over 1,000 gallons, and for overflows that reach the storm drain system and are not able to be fully

recovered.

- D. Procedures to ensure that appropriate staff and contract personnel are aware of and follow the ERP, and are appropriately trained.

All work associated with sewer system overflows over the last two years has been performed by City staff. The Water Resources Manager meets with Water Resources staff each week to discuss work issues. When questions have arisen regarding the work process associated with overflows, the topic is discussed as a group, and addressed in a manner that meets the regulatory requirements while remaining operationally feasible. Several SOPs have been developed to address SSOs. These SOPs are contained in Appendix D, and are shared with Water Resources staff upon development and as needed thereafter.

- E. Procedures to address emergency operations, such as traffic, crowd control, and other necessary response activities.

Since adoption of the SSMP, no overflows that occurred required traffic, crowd control, or other response activity outside of Code Enforcement. However, City staff had the opportunity to address such response activities during the December 2010 storm events, in which traffic control and street shutdowns were necessary. Utilities staff worked effectively with Public Works and Police staff in order to obtain the necessary equipment and manpower to address the issue. A similar response would be implemented if needed for a large overflow.

- F. A program to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated and partially treated wastewater to Waters of the US, and to minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

Only one of the overflows from City mains reached a storm drain line and was not fully recovered. As a result, only 500 gallons of 2,375 gallons spilled was not recovered. All other overflows were fully recovered.

Evaluation of Section 7 – Fats, Oils, and Grease Control Program

The City has a comprehensive Fats, Oils, and Grease (FOG) Control Program that includes a media campaign, a presence on the City's website, and education in neighborhoods with overflows caused by FOG-created pipeline blockages. Even with this comprehensive program, the majority of the City's recent overflows are caused by FOG. The program has several elements, each of which are discussed and evaluated below.

- A. An implementation plan and schedule for public education outreach program that promotes proper disposal of FOG.

Target Grease Campaign: When overflows caused by FOG occur in predominately residential areas, City employees distribute FOG information door hangers. Since the program was implemented, the City has disbursed the door hangers to approximately 1,430 accounts. No grease door hangers were distributed in 2010 or 2011 due to staffing issues. These staffing issues need to be resolved to make sure that the necessary information regarding residential grease handling gets communicated to customers in affected areas.

Public Information Campaign: The City spent \$47,238 in public outreach on FOG in the 2010-11 Fiscal Year. Outreach included 12 months of bus ads; promotional and educational items that were distributed at 16 community events; and radio, television, and published ads, along with preparation of brochures. In addition, Science Discovery, a school-age educational program for storm water has incorporated FOG in their presentation, which was presented to local school groups on 67 occasions in the last 12 months.

- B. A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area.

Part of the FOG facility inspection program is to verify that grease traps and interceptors are being cleaned regularly. The City's wastewater treatment plant has a location set aside for grease haulers to store and decant grease in preparation for hauling to facilities that can accept the grease. The City's wastewater treatment plant is not configured in a manner that allows for grease to be disposed at the facility at this time, nor are there capital improvement plans or funding identified in the short-term future.

- C. The legal authority to prohibit discharges to the system and identify measures to prevent SSPs and blockages caused by FOG.

The City has the legal authority to address any contribution to the sewer system that negatively affects its performance. Code Enforcement has been actively involved in working with FOG facilities to verify compliance with the City's regulations. Code Enforcement has been involved with addressing compliance issues at 41 commercial facilities since startup of the FOG inspection program.

- D. Requirements to install grease removal devices, such as traps or interceptors design standards for the removal devices, maintenance requirements, BMP requirements, record keeping, and reporting requirements.

The City's Municipal Code continues to be adequately written to require grease traps and interceptors where needed to address FOG from commercial facilities.

- E. Authority to inspect grease producing facilities, enforcement authorities, and whether the Enrollee has sufficient staff to inspect and enforce the FOG ordinance.

The City has been successful at getting grease traps or interceptors installed and facilities cleaned and repaired. Of 157 facilities inspected, 51 facilities have had violations since startup of the program, mostly for insufficient cleaning. Of those facilities, six are still in violation as of August 1, 2011. Eleven facilities have had multiple violations. Five facilities required new grease traps or interceptors or repairs to existing ones. Of those, only one remains in violation at this time.

At the time of this writing, 31 facilities are overdue for inspection. The City has adequate staff for inspections. Staff assigned to the task was initially unclear that the expectation was that facilities get inspected at least once per year. It is expected that compliance with this element of the SSMP will be met by the end of August, and that future inspections will be kept up to date on a monthly basis.

- F. An identification of sanitary sewer sections subject to FOG blockages and establishment of a cleaning schedule for each section.

The City continues to maintain a list of sewer system locations that receive cleaning on a monthly basis. The records of previous overflows do not indicate that there are additional areas prone to regular blockages.

- G. Development and implementation of source control measures for all sources of FOG discharged to the sanitary sewer system for each section identified in (f) above.

The City has identified commercial FOG facilities which have been placed on an annual inspection schedule to verify that grease traps and interceptors are operating properly and cleaned regularly.

Evaluation of Section 8 – System Evaluation and Capacity Assurance Plan

The City has a capital improvement plan to address repairs, replacements, and upgrades to sewer mains and trunk lines to provide sufficient capacity. Recent overflows have not been related to capacity limitations. Instead, the City has noted a decrease in sewer flows, most likely related to the economic downturn, and the installation of lower water use fixtures in newer homes and retrofits.

Trunk line upgrades occur as needed. As there has been insignificant growth since implementation of the SSMP, there have been no sewer trunk line upgrades. Instead, City staff has maximized existing capacity by cleaning trunk lines on Main Street, Fesler, Curryer, and Black Road.

Until additional growth occurs, the City's existing infrastructure is sufficient to provide the necessary capacity.

Evaluation of Section 9 – Monitoring, Measurement, and Program Modifications

The City of Santa Maria has multiple tools available for monitoring and measuring SSMP effectiveness, all of which have been used to provide the information for this audit. FOG inspection records are maintained in the City's work order maintenance software program, called Cartegraph. Overflow data is input into CIWQS.

Appendix A SSO Summary

Date	Location	Spill Volume, gal	Volume Recovered, gal	Spill Cause	Minutes to Notify	Minutes to Arrive	Minutes to Stop Overflow	Total Response Time, Minutes
2009.12.03	2807 Airpark Drive	600	100	Debris	33	37	10	80
2009.12.06	400 Mc Elhany Ave	200	200	FOG	0	5	10	15
2009.12.19	655 Lee Street	100	100	FOG	5	25	15	45
2010.01.05	609 School Street	200	200	Debris	0	23	15	38
2010.01.31	209 Grant Street	500	500	FOG	0	15	10	25
2010.02.02	430 Harding Avenue	150	150	FOG	14	11	10	35
2010.02.26	2213 Almond Lane	30	30	FOG	45	30	5	80
2010.04.19	1017 Bradley Road	100	100	FOG	2	12	19	33
2010.04.25	226 Main Street	50	50	Debris	21	14	15	50
2010.06.03	200 Williams Street	100	100	Contractor	15	5	0	20
2010.07.15	709 Lincoln Street	25	25	FOG	0	15	15	30
2010.08.08	609 School Street	55	55	Debris	0	11	8	19
2010.10.28	335 Mary Drive	15	15	FOG	5	20	5	30
2010.11.13	1017 Bradley Road	150	150	FOG	0	20	5	25
2010.12.10	1330 Bradley Road	20	20	FOG	0	11	0	11
2010.12.20	1003 Sugar Bush Drive	15	15	FOG	6	0	3	9
2011.02.03	112 Alvin Avenue	5	5	Debris	0	10	0	10
2011.02.10	223 Betteravia Road	60	60	FOG	2	7	5	14
Total		2375						

*FOG refers to grease deposition

Appendix B
Operations and Maintenance Summary

Year	Miles Cleaned	Miles Videoed	Repairs Completed
2008	148	12.2	26
2009	144	5.8	24
2010	124	6.6	29
Average	139	8.2	26

**Appendix C
Overflow Emergency Response Plan
Regulatory Contact Information**

FOR A SANITARY SEWER OVERFLOW THAT ENTERS
STORM DRAIN SYSTEM,
CONTACT SHANNON SWEENEY (WITHIN 2 HOURS):

CELL: **HOME:**



IF UNABLE TO REACH SHANNON, NOTIFY:

OES: 800.852.7550

**RWQCB: 805.549.3147 (BUSINESS HOURS)
805.235.8435 (AFTER HOURS)**

SB County Health Dept: 805.346.8460

**Appendix D
SOPs**

	Department Utilities	Author Shannon Sweeney	
	Division Water Resources	Revision 2, revised 12/10/09	
	Group Collections	Effective Date 11/18/09	

Reporting Sewage Spills

Purpose



This Standard Operating Procedure outlines the steps required to report a sewage spill to stay in compliance with the City's Sanitary Sewer Management Plan and California Water Code Section 13271.

Step	Action
1.	Determine how much was spilled, and where it spilled.
2.	If the spill reached or will reach the storm drain system and has not been fully recovered, or if the spill is greater than 1,000 gallons (Category 1 spills), contact the Water Resources Manager immediately. If not available, call the following agencies: <ul style="list-style-type: none"> • Office of Emergency Services (800) 852-7550 • RWQCB (805) 549-3147 during business hours, (805) 235-8435 after business hours • SB County Health Department (805) 346-8460 within two hours of start of overflow. After hours or on weekends, call (805) 681-4900.
3.	Complete a Sewage Spill report within 24 hours of the incident, and fax to the RWQCB at (805) 543-0397 and to the Santa Barbara County Health Department at (805) 346-8485.
4.	Enter Category 1 spills into the Online SSO reporting system within three days of the overflow. Enter all other spills into the Online SSO reporting system by the end of the month following the date of the spill.

Issues:

Discharges of less than 1,000 gallons must be reported if:

- The spill enters a water of the State, including public or private, natural or artificial channel.
- The spill reaches the ground within 5 feet of groundwater, or within 500 feet of a surface water, water well, or domestic water supply source,
- The spill causes pollution or threatened pollution,
- The spill causes a nuisance (such as multiple calls to the same location),
- The spill causes a potential threat to public health (such as an agricultural field or if dealing with crowds).

	Department Utilities	Author S. Sweeney	
	Division Water Resources	Revision 0	
	Group Collections	Effective Date 5/12/11	

FOG Inspection Groups



Purpose

Restaurants and other facilities with grease traps or interceptors should be inspected at least once a year. With old restaurants closing and new ones opening, there needs to be a way to group inspections to make the effort as efficient as possible. This SOP helps develop efficient inspection plans

Step	Action
1	Open Cartegraph. Switch to VersaView. Click on the FOG Program.
2	From the menu bar, select Reports, then choose the FOG Shapefile Data
3	Select the Export Report icon (looks like a black right/left arrow set). Save as an .xls file in a convenient location with the name of your choice.
4	Insert a column between columns A and B. Enter into the first row of the new column =concatenate(c1,"",d1). Copy this formula into the remaining relevant cells of the column.
5	Enter a new row above the first row. Enter the headings, Restaurant, Address, Number, Street, Last Inspection, and Next Inspection. Sort ascending by Next Inspection Date. Save and close the file.
6	Open ArcMap with any map that contains both parcels and streets.
7	From the menu bar, select Tools, then Geocoding, then Geocode Addresses.
8	In the window labeled Choose and Address Locator to use..., click Add, and find M:\Base Data\Parcels\Current Parcels\Address Directional at End. Click OK.
9	In the window labeled Geocode Addresses: Address Directional at End: In the field Address Table, enter the excel file that you created earlier. Choose Sheet 1\$ and click Add. Hit OK. The geocoding process will occur.
10	When the geocoding is done, you will see that not all addresses will geocode. Click Rematch to find the remaining addresses.
11	In the window named Interactive Rematch: in the field Show Results, select unmatched addresses. For each of the entries shown, click on an appropriate address and click match until all have an address. The addresses do not have to be exact, they just need to be nearby.
12	When done, you will have a new layer. Open the attribute table for this layer and select the facilities that are soon due for inspection. Then right click on the layer name and choose Selection – Create layer from selected features.
13	Make the new layer selectable (from menu bar, click Select – Set selectable layers). Turn off the initial geocode layer.
14	Use the select features icon to group facilities spatially. Then open the attribute table. Click Show selected and print the grouped facilities. Set inspection dates for each grouping.

Issues

None Noted.

	Department Utilities	Author S. Sweeney	
	Division Water Resources	Revision 0	
	Group Collections	Effective Date 11/16/2010	

CIWQS Annual Questionnaire

Purpose

As part of the Sanitary Sewer Management Plan, an annual questionnaire needs to be completed in the California Integrated Water Quality System (CIWQS). Data can typically be entered only by a responsible party, but if needed, the following log-in can be used.

Step	Action
1	Access the CIWQS system. The website is http://ciwqs.waterboards.ca.gov .
2	At the log-in screen, enter User ID <i>ssweeney</i> , and password <i>Password1</i> (case sensitive).
3	Click on the SSO Menu, then select Collection System Questionnaire.
4	Item #1 is population served. Use the data shown on the 20x2020 spreadsheet for estimated population based on SBCAG estimations.
5	Items #2 and 3 are budget figures. Use the monthly budget reports on S:\Utilities\Accounting Reports for figures from the 004-011-044 account.
6	Items 4-7 are staffing. There are approximately 3 field staff assigned to collections duties, 40 percent of a supervisor's time, and 20 percent of a manager's time.
7	Items 8-11 are certification. At this time, no staff are certified in the disciplines listed.
8	Items 9-17 refer to infrastructure. The only force main at this time is Bower. Adjust only if a new lift station is constructed. Miles of gravity sewer are determined from the SE Pipes dataset in GIS. Calculate statistics off the Shaplength field and convert the sum from feet to miles. The estimated miles of laterals is a guess, since we don't have the data. We are not responsible for any lateral maintenance. The number of services is from the number of active Eden Accounts, rounded down to the nearest 1,000 (since some accounts have only trash or water, with no sewer).
9	Item 18 is the distribution of mains by age. The data has already been collected from the past. For the present, in GIS select the pipes installed since 2000, and use statistics to find the footage. Enter the data in the green field in S:\Utilities\Water Resources\Collections\SSMP\Evaluation Data.xls, on the worksheet named sewer main dist by age. Then use the yellow fields to update the questionnaire.
10	Items 19-21 speak to maintenance. All of our mains are accessible by vehicle. Use the spreadsheet from Step 9, using the Evaluation Data tab, to find out the total miles cleaned and videoed from the previous year.
11	Save the questionnaire and log out.

Issues

If the questionnaire is out of date, you cannot certify SSOs.



Department Utilities
Division Water Resources
Group Collections

Author A. Pantoja/S. Sweeney
Revision 0
Effective Date 11/25/09



Sewer Overflows – Private Property



Purpose

Release of sewage violates the City’s Municipal Code, Section 8-12.201, and is a threat to public health. Spills from laterals not caused by main backups are the responsibility of the property owner.

Step	Action
1	Respond to all sewer calls, regardless of cause.
2	If the overflow is on private property, contain the discharge from leaving the property. Do not enter the property, except to vacuum standing sewage and cordon off the affected area.
3	Verify that the overflow is not being caused by a blockage at the main.
4	If the overflow is caused by a blockage on the lateral, attempt to contact a responsible party for the property (homeowner, renter, property manager). Document attempts to contact a responsible party.
5	If after one hour, no one has responded, contact a plumber and authorize the plumber only to restore flow. Use the attached list of licensed plumbers, and rotate through the list. If needed, also contact a restoration company for site cleanup and disinfection. Use the attached list of restoration firms, and rotate through the list.
6	In the event that the sewage overflow cannot be contained, staff is authorized to shut off the water until the sewer lateral flow can be restored. However, this is only to be done if the situation cannot be controlled in any other way, and this condition is not to exist for more than two hours.
7	Document the situation with photos. Inform the reporting party of your findings.
8	Contact Code Enforcement at extension 420 or cell phone number 868-7481. If after hours or holidays and weekends, leave a message.
9	Stay on site until proper sewer flow is restored, standing water that presents a public health issue is vacuumed, the affected area is cordoned off, and a restoration firm has been contacted, if needed.
10	Prepare an Outside Billing for the incident. Send the outside billing to Business Services and to Code Enforcement (include photos to Code Enforcement).

Issues

Section 8-12.1410 authorizes the City to correct a condition causing a sewage release onto public or private property. “In order to enforce the provisions of (Chapter 8), the City may correct any violation of it. The cost of such correction may be added to any charges and fees payable by the person violating this chapter or the owner or tenant of the property upon which the violation occurred.”

	Department Utilities	Author S. Sweeney	
	Division Water Resources	Revision 0	
	Group Collections	Effective Date November 11, 2009	

Grease Door hanger Shapefile Maintenance

Purpose

The purpose of this SOP is to document the distribution of grease door hangers in GIS. Grease door hangers are distributed when grease buildup is noted in the field. The distribution is documented so that we can assess the effectiveness of the door hanger. Perform after each distribution.

Step	Action
1	Open up ArcMap and add the latest parcel and streets layers from Base Data, along with the SE_Pipes and Grease_Doorhangers.shp from Utilities
2	Using the select features tool, select the parcels that were notified with door hangers. Those parcels should be outlined in cyan.
3	Right click on the parcels layer. Go to Selection – Create layer from selected features. This will create a new layer, most likely called Parcels_2007 Selection.
4	Click on the red tool box in the upper toolbar. Click on Data Management Tools, then on General, then double click Append.
5	For Input Datasets, select the Parcels_2007 from the drop down list. For the Target Dataset, select the Grease_Doorhangers.shp from the drop down list.
6	Make sure to select Schema Type NO_TEST, or the operation will fail.
7	Click OK. You will see the append operation take place. Click Close when completed.
8	Right click on the Grease_Doorhangers layer. Open the attribute table.
9	Scroll to the end, to the field called Date_Distr. Click on the name to select the entire column, then right click and sort.
10	Select all of the records with no entry in the Date_Distr field by highlighting the gray box to the left of each record.
11	Click on the title Date_Distr, right click and select Field Calculator. Answer yes, you wish to continue even though you are editing outside an editing session.
12	In the lower box, enter the date that the notification was made in the form “MM/DD/YYYY” where MM is the month (03 for march, 11 for November), DD is the day (02 for the second day of the month), and YYYY is the year (i.e., 2009). Make sure to include the quotation marks. Then hit ok.
13	Close out of all files.

Issues

None noted.