

Element 2 – Organization

SWB Requirements:

The Sewer System Management Plan (SSMP) must identify:

- a. The name of the responsible or authorized representative as described in Section J of this Order.*
- b. The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation; and*
- c. The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and other agencies if applicable (such as County Health Officer, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services (OES)).*

RWB Requirements:

Each wastewater collection system agency shall, at a minimum, provide information regarding organization:

- Identify agency staff responsible for implementing, managing, and updating the SSMP*
 - Identify chain of communication for responding to SSOs*
 - Identify chain of communication for reporting SSOs*
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2.1 Organization Chart and Contact Information

City staff responsible for implementing the SSMP are included on the Public Works & Utilities Department organization chart in **Element 2 Appendix**. A Public Works & Utilities Department Human Resources telephone list is included in the **Element 2 Appendix**. This list also includes field crew member names, titles, certification levels, and contact information.

Positions responsible for certain details of the SSMP implementation are discussed below:

- City Manager**

Under administrative direction from the City Council, the City Manager plans and manages the affairs of the City and directs the staff in all functions and operations. The City Manager represents City policy and programs with employees, community organization, and the general public. The City Manager reviews budget requests and makes recommendations to the City Council on final expenditure levels, manages all labor/management activities, and performs all related work as required.

- **City Attorney**

The City Attorney provides guidance to the City Manager and the City Council relative to the City's statutory requirements, authority, and risk.

- **Public Works & Utilities Department**

The Department of Public Works & Utilities is responsible for all of the City's water related functions. These functions include the City's water, wastewater utility, flood control, storm drain and related engineering services. The objective of combining all water related functions allows for a more comprehensive and coordinated approach to management of water resources by the City. The following positions included within this City department.

- **Public Works & Utilities Director (LRO)**

Under the general direction of the Department Director, the Deputy Director-Operations is responsible for overseeing department function and delegating authority for implementation of all aspects of the SSMP.

- **Assistant Director – Capital Improvement Program**

Under general direction of the Director, the Assistant Director – Capital Improvement Program plans, organizes, administers and directs the maintenance, repair, installation and upgrading of the City's wastewater collection system infrastructure and maintains a database of these facilities. The Assistant Director's responsibilities include managing engineering consultant(s).

- **Deputy Director -Environmental Services Manager** Under general direction of the Director, the Environmental Services Manager – Wastewater Operations plans, organizes, administers, and directs the operation and maintenance of the Ellis Creek Water Recycling Facility including the implementation of the Pretreatment and Source Control Programs.

- **Deputy Director - Operations (LRO)**

Under general direction of the Director, the Operations Manager, through the Assistant Operations Managers, plans, manages, and directs wastewater collection system maintenance activities in full compliance with SSMP requirements.

- **Assistant Operations Manager (LRO)**

Under general direction of the Operations Manager, the Assistant Operations Managers direct, manage, and review activities associated with maintaining, cleaning, repairing, and inspecting the City's wastewater collection system, pump stations, and related appurtenances.

- **Environmental Services Supervisor**

Under the general direction of the Engineering Manager – Wastewater Operations, the Environmental Services Supervisor plans, manages, and directs the operations of the City's laboratory, FOG Program, the Pretreatment Program, and the Source Control Program.

- **Crew Foreworker (Data Submitter)**

Under general supervision of the Assistant Operations Managers, the Crew Foreworker coordinate maintenance and construction of the field crews in a variety of tasks related to the maintenance, cleaning, and repairing the City’s wastewater collection system, pump stations, and related appurtenances.

- **Field Crews (Data Submitters)**

Under general supervision of the Assistant Operations Managers, the Field Crews perform a variety of tasks related to the maintenance, cleaning, and repairing the City’s wastewater collection system, pump stations, and related appurtenances.

- **Construction Inspectors**

Under general supervision of the Engineering Manager, the Construction Inspectors performs a variety of inspection activities relating to sewer facility construction to ensure compliance with approved plans and enforcement of City regulations relating to construction of public and private sewers, collection system pumping stations, and related appurtenances.

- **Source Control Inspector**

Under the general supervision of the Environmental Services Supervisor, the Source Control Inspector performs inspections of fats, oils, and grease (FOG) producing facilities and recommends enforcement actions to insure compliance with City ordinances and policies.

2.2 Responsible and Authorized Representatives

The Director of Public Works & Utilities is the City’s authorized representative registered with the San Francisco Bay Regional Water Quality Control Board SSO Reporting Program and the California Integrated Water Quality System (CIWQS) to certify SSO reports. The Director has authorized the Deputy Director of PW&U and the Assistant Operations Manager to prepare and submit electronic reports.

2.3 Chain-of-Communication for Reporting and Responding to SSOs

In response to an SSO event, the Public Works & Utilities Department staff immediately implements the Sanitary Sewer Overflow and Backup Response Plan (Response Plan), discussed in more detail in Element 6. The Response Plan provides direction for the immediate verbal and written notification of City staff and agencies. The chain-of-communication for reporting and responding to SSOs, as described in the Response Plan, is summarized in **Table 2**, below.

Table 2. Chain of Communication for Reporting and Responding to SSOs

Step No.	Staff Responsible	Description of Activity
1	PWU Department Call Taker (business hours) or Police Dispatcher (non-business hours)	<u>SSO Information Received:</u> Receive service calls originating from the public, other agencies, or from sources within the City; documents caller provided information including caller contact information (if not anonymous).
2	PWU Department Call Taker or Police Dispatcher	<u>On-Call Responder Paged:</u> Call taker or dispatcher pages the Assistant Operations Manager or on-call responder.
3	On-Call Responder	<u>On-Call Responder Responds to Page:</u> Sewer Service On-Call Worker responder calls back and obtains information from Call Taker or Dispatcher. If no call back from Sewer Service On-call Worker responder, the Assistant Operations Manager is contacted.
4	Assistant Operations Manager or On-Call Responder	<u>Initial Assessment:</u> Responder performs an initial incident assessment based on information provided by the caller and requests additional equipment and staff if circumstances dictate.
5	Assistant Operations Manager or On-Call Responder	<u>On-Site Assessment:</u> Upon arriving at SSO site, the Responder conducts a preliminary assessment of SSO extent and suspected cause. Photographs of spill source and extent of spilled sewage are taken, if possible. The responder will request additional equipment and staff as circumstances dictate. Operations Manager is notified if spill meets conditions requiring the two-hour notification to regulatory agencies.
6	Assistant Operations Manager or On-Call Responder	<u>Repair, Divert, Contain and Clean:</u> If the SSO is from City maintained laterals/mains, Responder and field crew(s) (as appropriate) stop the SSO, divert the spill from sensitive areas, contain and return the spill to the system, if possible, and assign staff to post signage, as necessary, and perform necessary clean-up activities,. Responder writes up the appropriate sanitary sewer overflow report containing all relevant information regarding the incident. If SSO is not from City maintained lateral/main, property owner is notified and such steps as possible are taken to minimize environmental and health impacts. Photographs are taken of all steps implemented, if possible.

Step No.	Staff Responsible	Description of Activity
7	Assistant Operations Manager or On-Call Responder	Sampling: If the SSO reaches or is likely to reach surface waters, the responder will contact the Operations Manager concerning the discharge into surface waters. Based upon further direction from Sonoma County Environmental Health, the Operations Manager will direct the collection of receiving water samples (contact the Environmental Services Supervisor for necessary assistance).
8	Assistant Operations Manager or On-Call Responder	Response to Impacted Water Bodies: If creeks/channels/river is impacted, the Operations Manager is contacted for additional investigation and possible clean-up.
9	Assistant Operations Manager or On-Call Responder	Additional Resources Required: If additional resources are required to contain/recover the SSO, the responder contacts the Operations Manager to request additional assistance. The Operations Manager obtains necessary resources from other local agencies and/or private service companies.
10	Field Crew SSO On-Call Responder	Documentation – On-Call Responder: The responder completes the Sanitary Sewer Overflow Report, City Maintenance Report and follows the actions detailed in the “Guide to Reporting to Regulatory Authorities.”
11	Deputy Director - Operations	Documentation – Deputy Director: The Deputy Director - Operations Manager insures that appropriate SSOs are reported within two-hour to the Office of Emergency Services (OES), the Sonoma County Environmental Health Services Department and the Regional Water Board. The Deputy Director also insures that all necessary reporting has been completed per the “Guide to Reporting to Regulatory Authorities.” Including reports to the California Integrated Water Quality System (CIWQS) at http://ciqws.waterboards.ca.gov as required by the SWB.
12	Director	Documentation – Director: The Director verifies that all reporting has been completed per City policy and regulatory requirement. Necessary corrective actions are taken if reporting requirements have not been precisely followed.

List of Documents in Element 2 Appendix:

1. PWU Department Key Staff Telephone List
2. PWU Department Organizational Chart