

Sewer System Management Plan Audit and Recertification

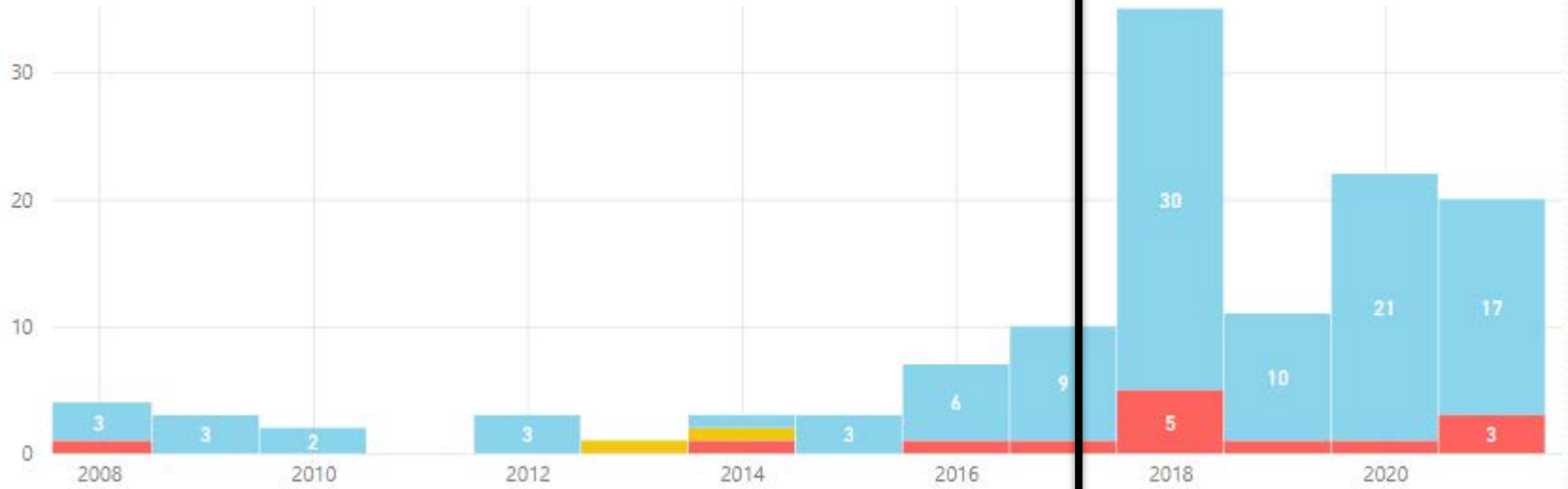
October 7, 2021



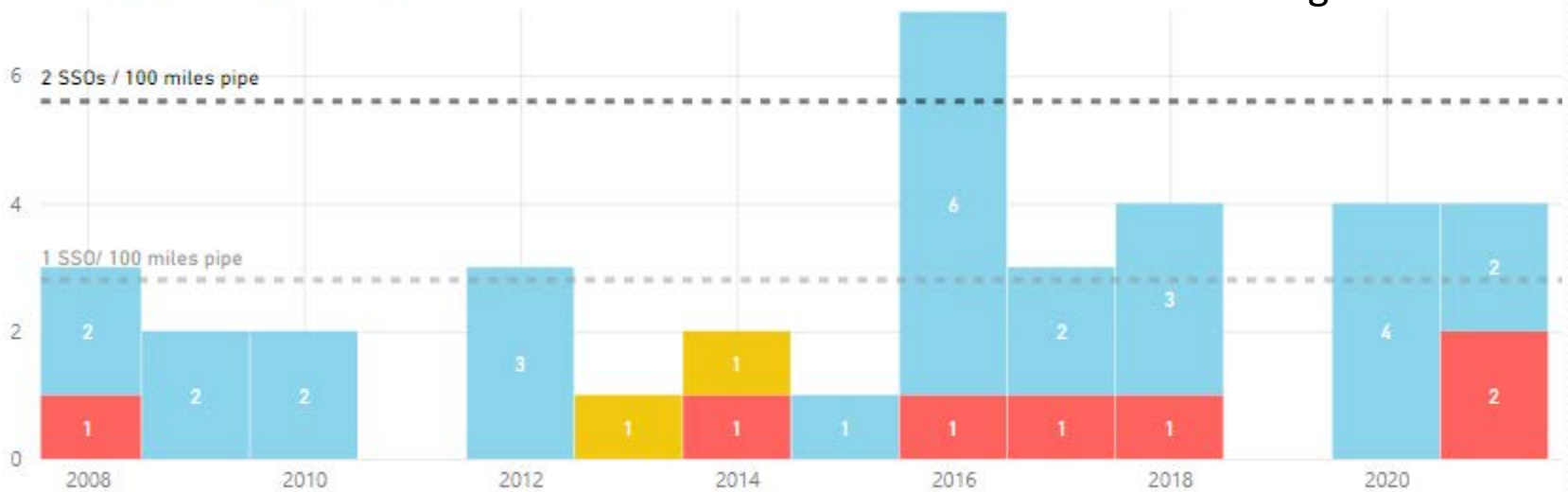
SSMP Audit

- Required every two (2) years
- Conducted by internal staff
- Evaluate compliance and effectiveness of SSMP
- Facilitate evolution of SSMP document

SPILL_TYPE ● Category 1 ● Category 2 ● Category 3



SPILL_TYPE ● Category 1 ● Category 2 ● Category 3



Summary of Major SSMP Changes

- Update to overall formatting to increase usability
- Updates to reflect recent staffing changes
- Updates references to reflect new Sewer Code
- Clarifying language to capture evolution of work programs
- Adding links to references to streamline use of the document
- Incorporation of key performance indicators



v Design and Performance Provisions

The design and construction phase of the lifecycle of sewer facilities is critical to achieve a high level of service. If portions of the sewer system are designed and/or constructed incorrectly, they likely will not function properly regardless of the operation and maintenance program efforts. This element of the SSMP is crucial reducing and preventing SSOs.

v-a. Design and Construction Standards and Specifications

Requirement	Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems.								
Responsible	District Engineer								
Discussion	<p>The District's Standard Specifications and Improvement Standards for Sanitary Sewers (Standards) provide design and construction standards for the installation of new sewers facilities and for the repair/rehabilitation of existing sewer facilities. The Standards are organized into sections covering general requirements, materials, design, pump stations, installation, easements, building sewers, and standard details.</p> <p><u>Plan Review Process</u> The plans and specifications for any public or private sewer facilities within the District must be approved in writing by the District prior to any commencement of any construction activities. The Technical Services Department coordinates the review and approval of all planned sewer construction by developers and residents. The plan review process is outlined on the District's website. This process helps ensure that sewer facilities are planned and designed in accordance with District Standards so those facilities effectively convey sewer and do not increase the likelihood of SSOs.</p>								
Related Documents	<ul style="list-style-type: none"> • South Placer Municipal Utility District – Standard Specifications and Improvement Standards for Sanitary Sewers • New Development Plan Check Process 								
Plan & Schedule	<table border="1"> <thead> <tr> <th>Task</th> <th>Responsible Party</th> <th>Scheduled Date</th> </tr> </thead> <tbody> <tr> <td>Review the Standards and update as necessary</td> <td>DE</td> <td>Every 5 years Last Update May 2021</td> </tr> </tbody> </table>	Task	Responsible Party	Scheduled Date	Review the Standards and update as necessary	DE	Every 5 years Last Update May 2021		
Task	Responsible Party	Scheduled Date							
Review the Standards and update as necessary	DE	Every 5 years Last Update May 2021							
Performance Indicators	<ul style="list-style-type: none"> • Timeliness of Plan Review 								

SSMP Section:	D.13 (vi) - Overflow Emergency Response Plan (OERP)
Responsible Person:	Superintendent
Performance Indicators:	
1 Average SSO Response Time (During Business Hours) in the last year Data Collection Method: Average of the Lucity field "Response Time (min)" [WO_USER24] for the work orders with a "Main Task" of "221-CALL OUT SSO" and "Call Time Category" [WO_USER31] of "1-During Business Hours" in the last year.	
2 Average SSO Response Time (During Non-Business Hours) in the last year Data Collection Method: Average of the Lucity field "Response Time (min)" [WO_USER24] for the work orders with a "Main Task" of "221-CALL OUT SSO" and "Call Time Category" [WO_USER31] of "2-During Non-Business Hours" in the last year.	
3 Success in Meeting SSO Response Time Goals in the last year Data Collection Method: The percentage of time that the SSO Response Time Goal (i.e., <=30 minutes during business hours and <=60 minutes during non-business hours) was met in the last year.	

Performance Indicators		Rating			
		Below Goal	Above Goal	Good	Excellent
1	SSO Response Time (Business)	>30 min	<30 min	<25 min	<20 min
2	SSO Response Time (Non-Business)	>60 min	<60 min	<55 min	<45 min
3	SSO Response Time Goals Met	<95%	95%	>95%	100%

Periodic Performance Tracking					
Date	Measured Value				Performance Assessment Comments
	Goal	1	2	3	
6/30/20	Value	18	68	91%	The average response time during non-business hours is skewed by one event. The caller left a message per the District's notification process. Neither the person on standby or the standby supervisor received notification so the response was not made until the next day.
6/30/21	Goal	1	2	3	
	Value	18	48	96%	Performance improved.

Summary of Effectiveness of SSMP Elements / Recommendations for Updates

Two modifications were made following the review in 2020. First, the notification process was reviewed to determine the cause of the missing voicemail. The system appears to have failed to forward the message. The system was tested and the problem did not repeat itself. Also, the procedure was modified to require the standby supervisor to acknowledge receipt of the call. The person on standby has always been required to call the standby supervisor. This is the first level protection from missed calls. This was the first time that both missed the call. Now if both miss the call, others who monitor SSO calls know to follow up. Second, the department held a discussion on the urgency of responding to calls in a timely manner. Many times a response time goal was missed due to assumptions. The priority and urgency of meeting these goals was reiterated.

Performance in these areas improved the following year.

What's Coming

- New SSS WDR Order
 - Clearer, more enforceable

