



SEWER SYSTEM MANAGEMENT PLAN

City of Rialto
Updated October 2018



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LIST OF ACRONYMS

BMP	Best Management Practice
CCTV	Closed-Circuit Television
CDFG	California Department of Fish and Game
CFR	Code of Federal Regulations
CIP	Capital Improvement Plan
CIWQS	California Integrated Water Quality System
CMMS	Computerized Maintenance Management System
FOG	Fats, Oils and Grease
FSE	Food Service Establishment
GIS	Geographic Information System
GPM	Gallons per Minute
GRD	Grease Removal Device
I/I or I&I	Inflow & Infiltration
LRO	Legally Responsible Official
MGD	Million Gallons per Day
MRP	Monitoring and Reporting Program
NPDES	National Pollutant Discharge Elimination System
OERP	Overflow Emergency Response Plan
OES	San Bernadino Office of Emergency Services
RMC	Rialto Municipal Code
RWQCB	Regional Water Quality Control Board
RWS	Rialto Water Services
SSO	Sanitary Sewer Overflow
SWRCB	State Water Resources Control Board
SARWQCB	Santa Ana Regional Water Quality Control Board
WDR	General Waste Discharge Requirements
WWTP	Water Pollution Control Plant



LIST OF TERMS

Blockage – An object that partially or fully hinders flow through a sewer pipeline. The blockage can be caused by debris in the sewer, grease buildup, root intrusion, or a partial or full collapse of the pipeline; also known as a “stoppage.”

California Association of Sanitation Agencies (CASA) – A non-profit, statewide association representing public agencies that provide wastewater collection, treatment, disposal, and/or water reclamation services to California agencies. Web site: www.casaweb.org

California Integrated Water Quality System (CIWQS) – A computer system used by the State and Regional Water Quality Control Boards to track information about SSOs, among other information. CIWQS is the tool used for online submittal of SSO details, which are then made available to the public.

Web site: www.swrcb.ca.gov/ciwqs/

California Water Environment Association (CWEA) – The statewide association of wastewater professionals that trains and certifies wastewater professionals disseminates technical information and promotes policies to protect and enhance the environment. Web site: www.cwea.org/

Concession Agreement – The Service Contract for the Design, Construction and Financing of Upgrades and for the Operation of the Rialto Utility Authority Wastewater Facility and Water Facility.

Concessionaire – Rialto Water Services. Web site: www.rialtowaterservices.com

Contractor – Contract operator for the City of Rialto sewer and collection systems and wastewater treatment plant.

Enrollee – The legal public entity that owns a sanitary sewer system, as defined by the Statewide WDR. The sewer system agency or wastewater collection system agency.

FOG Control Program – Program implemented at the discretion of the agency, based on the identified causes of sewer overflows, to reduce the discharge of fats, oils and grease into the sewer system.

Geographic Information System (GIS) – A database linked with mapping that records sewer system information. The GIS database could include sewer features such as pipe location, diameter, material, condition or last date cleaned or repaired. GIS maps also typically contain base information such as streets and parcels.

Infiltration – The seepage of groundwater into a sewer system, including from service connections. Seepage frequently occurs through defective or cracked pipes, pipe joints, connections or manhole walls and joints.

Inflow – Water discharged into a sewer system from such sources as roof leaders, cellars, yard and area drains, foundation drains, through holes in manhole covers,



cross-connections from the storm system or street wash waters. Inflow differs from infiltration in that it is a direct discharge into the sewer rather than a leak through defects in the sewer.

Lateral or Private Lateral – The privately owned sewer pipeline that conveys wastewater from the premises of a user to the City’s sewer system. The upper lateral extends from the building to property line (or easement line). The lower lateral extends from the property or easement line to the connection to the pipe.

Monitoring and Reporting Program – The program used by the City to monitor, maintain records, report issues and complete needed public notifications.

Municipal Separate Storm Sewer System or MS4 – Collectively known as the Storm Drain or Storm Water Conveyance System.

National Pollutant Discharge Elimination System Permit – The Santa Ana Regional Water Quality Control Board (“RWQCB”) issued Permit Order No. R8-2010-0036 (“MS4 Permit”) to authorize the discharge of urban runoff from the collective San Bernardino County MS4s within the Region on January 29, 2010.

Operation and Maintenance Subcontract - The contract between Concessionaire and the Contractor to perform all or a portion of the Services and the obligations of the Concessionaire under the Concession Agreement.

Overflow Emergency Response Plan – The document identifying measures that are needed to respond to sanitary sewer overflows in a way that maximizes the protection of public health and the environment.

Preventive Maintenance (PM) – Regularly scheduled servicing of machinery, infrastructure or other equipment using appropriate tools, tests, and lubricants.

California State Regional Water Quality Control Board – Santa Ana Regional Board, 3737 Main Street, Suite 500, Riverside, CA 92501-3339

Rehabilitation and Replacement Plan (also referred to as a Capital Improvement Plan) – Identifies and prioritizes system deficiencies and implements short-term and long-term rehabilitation actions to address each deficiency.

Sanitary Sewer Overflow (SSO) – Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system, including overflows or releases that reach waters of the United States, overflows or releases that do not reach water of the United States, and backups into buildings and/or private property caused by conditions within the publicly owned portion of the sewer system.

Sanitary Sewer System – Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the wastewater treatment plant.

Sewer System Management Plan – A series of written programs that addresses



how a collection system owner/operator conducts daily business. Each SSMP is unique for an individual discharger. The plan includes provisions to provide proper and efficient management, operation and maintenance of sanitary sewer systems, while taking into consideration risk management and cost benefit.

SL-RAT – Sewer Line Rapid Assessment Tool that provides real-time blockage assessments in 6-12” gravity lines

State Water Resources Control Board – Also called the State Board. This agency developed and passed the Statewide Waste Discharge Requirements for collection systems and maintains the SSO reporting web site.

System Evaluation and Capacity Assurance Plan – A required component of an agency’s SSMP that provides hydraulic capacity of key sanitary sewer system elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event.

Statewide Waste Discharge Requirements – The Statewide General Waste Discharge Requirements for Sanitary Sewer Systems that was adopted by the SWCRB in 2006 to provide a structure and guidance for SSMP development; also known as Order No. 2006-0003-DWQ.



Sewer System Management Plan **LIST OF TERMS**

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EXECUTIVE SUMMARY

This Sewer System Management Plan (SSMP) has been prepared in compliance with the State Water Resources Control Board (SWRCB) Order No. 2006-0003-DWQ and the new Waste Discharge Requirement (WDR) Order No. 2013-0058-EXEC.

ES-1 Background

The Santa Ana Region (RWQCB) of the State Water Quality Control Board oversees the water quality in the waters of the State, particularly the Pacific Ocean. The beaches along the coast have been closed numerous times due to contaminated surface water run-off and sewage spills, and the closures have impacted the economy associated with the summer beach activity.

Similarly, on May 2, 2006, the State Water Resources Control Board (SWRCB) issued a directive through Order No. 2006-0003-DWQ to require all public wastewater collection system agencies in California with greater than one mile of sewers to be regulated under General Waste Discharge Requirements (Statewide WDR). The SWRCB action also mandates the development of an SSMP and the reporting of SSOs using an electronic reporting system. The SWRCB SSMP requirements are similar to those of the RWQCB but differ in organization and some details.

Further the Statewide WDR issued order WQ-2013-0058-EXEC that required amending and reporting program in the SSMP.

The intent of this SSMP is to meet the requirements of both the RWQCB and the Statewide WDR. The rules became effective on September 9, 2013, and are incorporated into this SSMP.

ES-2 City of Rialto Service Area

The City of Rialto (City) is located in San Bernardino County. As of July 1, 2017, the City had a population of 103,562, based on United States Census Bureau Website.

The City's sanitary sewer system, illustrated on Figure ES-1 (next page), consists of approximately 259 miles of pipe, ranging from 6 to 48 inches in diameter, and six lift stations. The City provides sewer service to most businesses and residents within the City as well as unincorporated areas within the City's sphere of influence. The City's sewer system also receives some flow from the cities of Fontana and Bloomington. Collected sewage is conveyed to the Rialto Wastewater Treatment Plant for treatment.

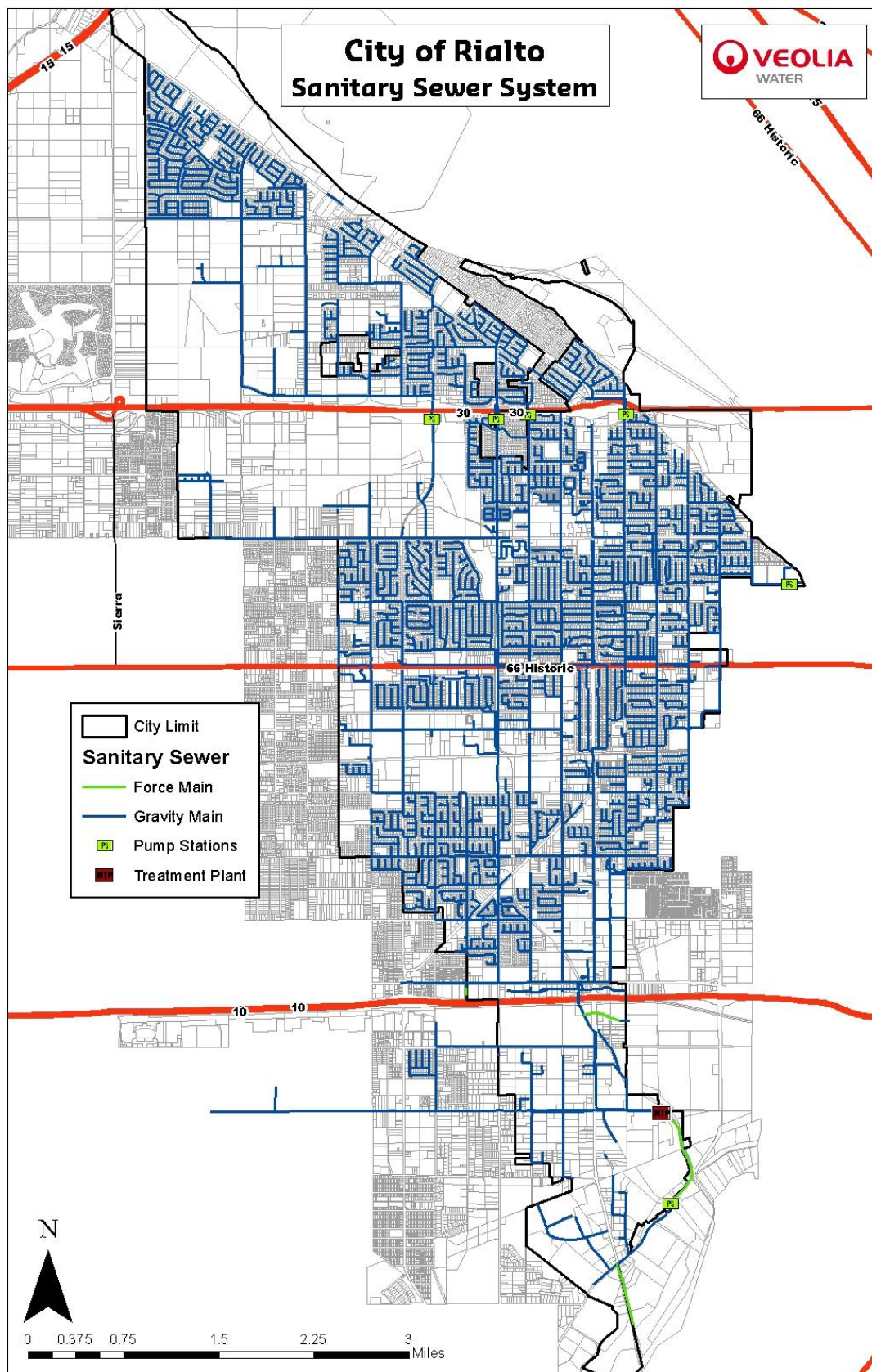
ES-3 SSMP Objectives

The objectives of the SSMP are to accomplish the following:

1. Establish goals that align the City of Rialto sewer collection system operation, management and capacity assurance activities in a manner that achieves the goals stated in the Elements;
2. Comply with the RWQCB SSMP Develop Guidelines and Statewide WDR through provision of the following:
 - Elements I through XI, following the outline of the Statewide WDR, including a description of the regulatory requirements and a summary of existing and planned documents and plans related to each element, and
 - Appendices and Document Library that are amended over time to reflect changes in contact personnel, job descriptions, policies, procedures and programs.



Figure ES-1. City of Rialto Service Area





Sewer System Management Plan **EXECUTIVE SUMMARY**

Table ES-1 (below) identifies the objectives that must be addressed to comply with each SSMP element.

Table ES-1. SSMP Objectives

Element	Objective
I. Goals	• Properly manage, operate and maintain the collection system • Provide capacity to convey base and peak flows • Minimize the frequency and severity of SSOs • Mitigate the impact of SSOs
II. Organization	• Identify agency staff responsible for the SSMP • Identify chain of communication for responding and reporting SSOs
III. Legal Authority	• Control I/I from the municipal and private collection system and laterals • Require proper design and construction of sewers and connections • Require proper sewer installation, testing and inspection
IV. Operation and Maintenance Program	• Maintain up-to-date maps • Allocate adequate resources for system operation and maintenance • Prioritize preventive maintenance activities • Identify critical equipment and spare parts to minimize equipment and/or facility downtime • Provide staff training on a regular basis
V. Design & Construction Standards	• Identify minimum design and construction standards and specifications
VI. Overflow Emergency Response Plan (OERP)	• Provide SSO notification procedures • Develop and implement a plan to respond to SSOs • Develop procedures to report and notify SSOs • Develop procedures to prevent overflows from reaching surface waters and to minimize or correct any adverse impact from SSOs
VII. FOG Control Program	• Work under City of Rialto's program director to develop a Fats, Oils and Grease (FOG) control plan
VIII. System Evaluation and Capacity Assurance	• Establish a process to assess current and future capacity requirements
IX. Monitoring, Measurement and Program Modifications	• Measure the effectiveness of each SSMP element • Monitor each SSMP element and make updates as necessary
X. SSMP Audits	• Conduct a bi-annual audit that includes deficiencies and identify steps to make corrections
XI. Communication Program	• Communicate with the public on SSMP development, implementation, and performance and create a plan for communication with tributary/satellite sewer systems



ELEMENT 1 - GOALS

The purpose of this section is to identify the goals that the City of Rialto has established for sewer collection system maintenance and the SSMP. These goals are intended to define a program that promotes continuous improvement for the City of Rialto and its existing wastewater collection system management and maintenance processes.

1.1 WDR SSMP Requirement

The City of Rialto must develop goals to properly manage, operate, and maintain its wastewater collection system in order to reduce and prevent SSOs, as well as to mitigate any SSOs that occur.

1.2 City of Rialto Sanitary Sewer System Goals

The goals of the City of Rialto or designee are the following:

- Manage, operate and maintain the wastewater collection system necessary to preserve and protect the public's investment in that system.
- Provide adequate capacity to convey peak flows to the WWTP.
- Minimize the frequency and duration of SSOs, including implementing regular, proactive maintenance of the system to remove issues that may cause sewer backups or SSOs.
- Mitigate the impact of SSOs on public health and the environment.
- Respond quickly and respectfully to public notifications of SSOs or other collection system issues.
- Collect complete and accurate information regarding SSOs for reporting to the appropriate regulatory agencies.
- Uphold the City's standards and specifications on newly constructed public and private sewers.
- Provide a safe working environment for City and Contractor employees.
- Provide City and Contractor employees with the tools and training needed to perform their work effectively and achieve the City's goals.
- Better control impacts of FOG.
- Provide adequate information for long-range planning purposes.

The SSMP will contribute to the proper management of the collection system and assist the City in minimizing the frequency and impacts of SSOs by providing guidance for appropriate maintenance, capacity management and emergency response.



ELEMENT 2 - ORGANIZATION

The purpose of this section is to identify City and Contractor staff responsible for implementing this SSMP, responding to SSO events and meeting the SSO reporting requirements. This section also includes the designation of the Legally Responsible Official (LRO) or Authorized Representative to meet RWQCB and Statewide WDR requirements for completing and certifying spill reports.

2.1 WDR SSMP Requirement

The SSMP must identify staff, including titles and phone numbers, who are responsible for implementing measures outlined in the SSMP, including management, administration, and maintenance positions. The SSMP must identify the chain of communication for reporting and responding to SSOs.

2.2 Organization Chart and SSMP Responsibilities

The City of Rialto sewer collection system is owned by the City which is responsible for sewer and treatment plant operations, maintenance and management. The City or designee is required to respond to sewer emergencies including SSOs.

Roles and responsibilities of key personnel involved in managing the wastewater collection system are as follows:

City Council. The Rialto City Council consists of five Council Members who are elected at large including a separately elected Mayor. The City Council appoints the City Administrator. The City Council chambers are located at: 150 South Palm Avenue, Rialto, California 92376. The main telephone number is: 909-820-2525.

City Clerk. The City Clerk supports the City Council and manages specific business functions for the City. The City Clerk's office is located at: 290 West Rialto Avenue, Rialto, California 92376. The main telephone number is: 909-820-2519.

City Administrator. The City Administrator is responsible for implementing City Council policy, directing departments and the City's administrative functions and for providing day-to-day leadership in policy development and implementation. The City Administrator's office is located at: 150 South Palm Avenue, Rialto, California 92376. The main telephone number is: 909-820-2689.

City Engineer. The City Engineer is responsible for managing the City's Capital Improvement Plan, studying, planning and designing City capital projects. The office is located at: 335 West Rialto Avenue, Rialto, California 92376. The main telephone number is: 909-421-4999.

City MS4 Consultant. The City's Municipal Separate Sewer Stormwater System (MS4) Consultant is responsible for compliance and management of the City's WDR Order No. R8-2010-0036/Stormwater NPDES Permit No. CAS 618036. The City's NPDES MS4 Consultant inspects grease interceptors/traps and removal devices that have been installed at non-residential locations and enforces discharge regulations, as needed. The MS4 Consultant office is located at: 335 West Rialto Avenue, Rialto, California 92376. The main telephone number is: 909-421-4999.



Sewer System Management Plan 2 - ORGANIZATION

City Utilities Manager. The City Utilities Manager is responsible for the sewage collection and treatment system. This function also prepares wastewater collection system planning documents; oversees the water and sewer system capital improvement delivery system; documents new and rehabilitated assets; provides information updates to City Council; arranges for emergency meetings if necessary; and coordinates development and implementation of the SSMP. The City Utilities Manager's office is located at: 150 South Palm Avenue, Rialto, California 92376. The main telephone number is: 909-820-8056.

City Construction Inspector. The City Construction Inspector performs inspections of various Public Works projects in order to ensure that all work performed complies with Design, Engineering and Operating plans and standards as necessary. The Construction Inspector's office is located at: 335 West Rialto Avenue, Rialto, California 92376. The main telephone number is: 909-421-4999.

Contractor General Manager. Contractor's General Manager is responsible for managing operations and maintenance of the WWTP and sewer and collection systems, and ensures compliance with applicable federal, state and local laws and regulations in behalf of the City, and oversees source control. The General Manager also serves as the primary contact between Contractor and the City. The General Manager is located at the WWTP at: 501 East Santa Ana Avenue, Bloomington, CA 92316, and the phone number is: 909-877-2752.

Contractor Wastewater Project Manager. The Contractor's Wastewater Project Manager is the designated Legally Responsible Official (LRO) for purposes of reporting and certifying SSOs into the California Integrated Water Quality System (CIWQS). Reports SSOs to the City and files all necessary regulatory reports relating to SSOs. The Project Manager is located at the WWTP at: 501 E Santa Ana Avenue, Bloomington, CA 92316 and the phone number is: 909-877-2752.

Contractor Operations Manager. Contractor's Operations Manager supervises field operations and maintenance activities, provides relevant information to the management team, prepares and implements contingency plans, leads emergency responses, investigates and reports SSOs to the Contractor's Wastewater Project Manager. The Operations Manager is also an LRO and will serve as an alternate to the Project Manager. The Operations Manager is located at the WWTP at: 501 E Santa Ana Avenue, Bloomington, CA 92316 and the phone number is: 909-877-2752.

Contractor Collections System Techs. Contractor's Collection System Techs performs preventive maintenance activities and mobilizes and responds to blockages and SSOs. The Collection System Techs operates the inspection and sewer cleaning equipment, bypass pumping equipment, portable generators and other equipment used to maintain the collection system.

Table 2-1, next page, presents individual responsibilities for each section of the SSMP.



Sewer System Management Plan 2 - ORGANIZATION

Table 2-1. SSMP Responsibilities

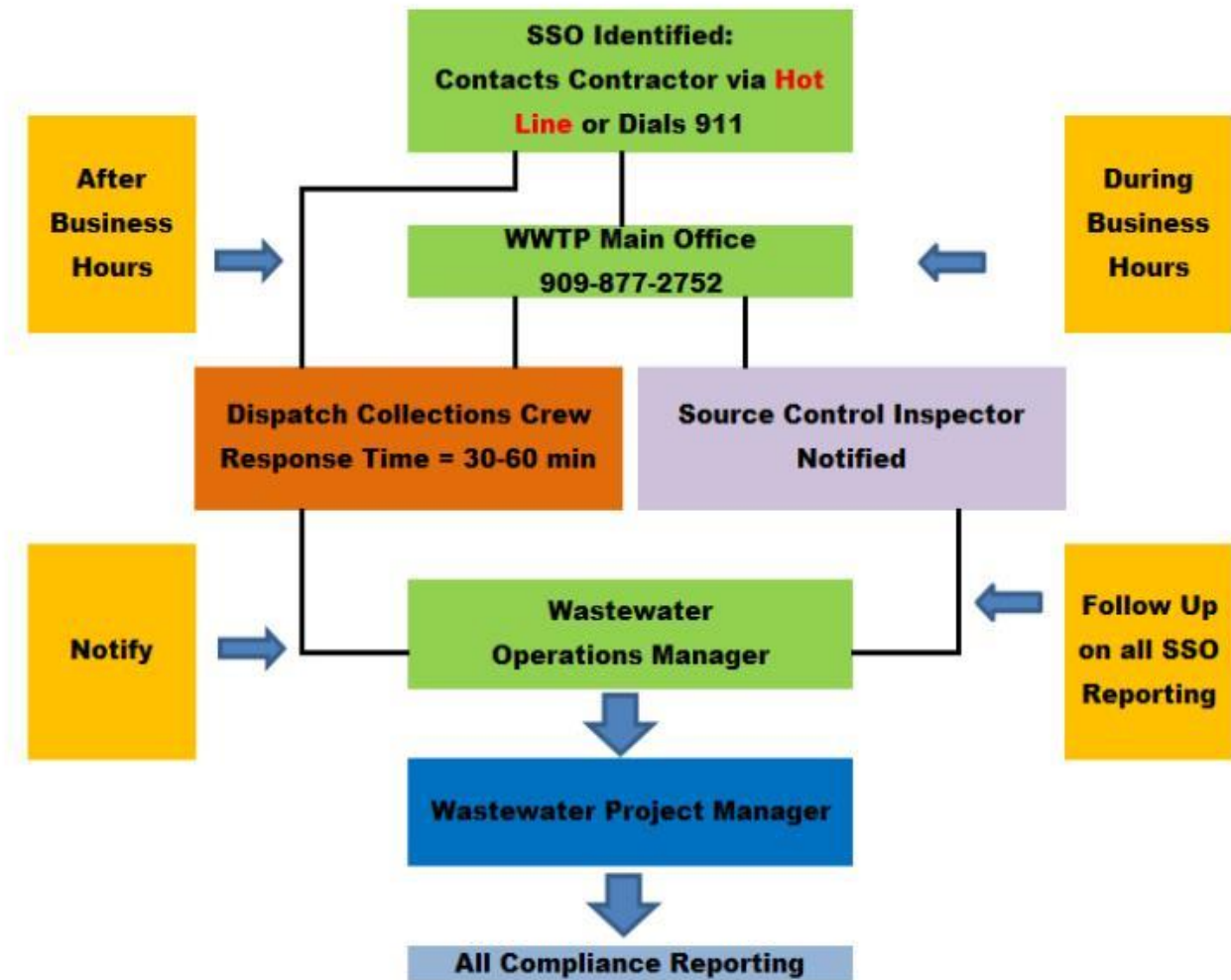
SSMP Element	Responsible Position
Goals	City Administrator leads staff in the implementation of the City's goals.
Organization	City Utilities Manager updates the organizational structure.
Legal Authority	City Administrator upholds the City Ordinance and directs the preparation of new ordinances as needed.
Operation & Maintenance	- City Utilities Manager manages the City's resources and budget. - Contractor General Manager manages Contractor's resources and budget, preventive maintenance, contingency equipment and replacement inventories, training, collection system map, project inspections and condition assessments.
Design and Construction Standards	City Engineer reviews design and construction documents to ensure that all construction projects meet the City's standards. The City Engineer also updates standards for installation, rehabilitation and repair, as needed.
Overflow Emergency Response Plan	Contractor staff implements the Overflow Emergency Response Plan, make revisions to the plan and conduct regular training for maintenance crew members. Staff reviews this plan annually.
FOG Control Program	City's NPDES MS4 Consultant inspects grease interceptors/traps that have been installed at non-residential locations and enforces discharge regulations, as needed.
System Evaluation and Capacity Assurance	City and Contractor's General Manager establish and assess capacity requirements for the City of Rialto collection system and manage implementation of the System Evaluation and Capacity Assurance Plan. The City also endorses the City's long-term Capital Improvement Plan as developed by Contractor, including updating City CIP budgets and schedules.
Monitoring, Measurement and Program Modifications	City Utilities Manager and Contractor's General Manager monitor implementation and assess success of the SSMP program elements, including identifying trends in SSOs, and reporting progress to the City Administrator.
SSMP Audits	Contractor's Wastewater Project Manager oversees biannual SSMP audits.
Communication Plan	City Utilities Manager communicates with the public about the City of Rialto SSMP.



2.3 Chain of Communication for Reporting

The chain of communication for the SSMP is illustrated below.

Figure 2-1. SSMP Communications Chain





2.3.1 During Normal Business Hours

- During normal business hours, telephone calls reporting SSOs are received at the Contractor's office, either directly or via the City or 9-1-1. Calls are dispatched by the Contractor Operations Manager to the Contractor Collection System Team.
- The Contractor Collection System Team responds to the SSO site within a target range of 30 minutes to one hour and evaluates the severity of the SSO.
- The Contractor Collection System Team relays the information to the Operations Manager.
- The Contractor Operations Manager communicates SSO details to the Planner/Scheduler during the SSO response. Information is recorded electronically on the handheld field devices and conveyed to the City and RWS via the Crisis Communication Protocol.

2.3.2 During Non-Business Hours

- After normal business hours, the Contractor Collection System Tech receives SSO calls from the Contractor office answering service and responds to the SSO site within one hour.
- The Contractor Collection System Tech designee relays the information to the Contractor Operations Manager.
- The Contractor Collection System Collection System Tech communicates SSO details to the Contractor Operations Manager who then reports this detail to the Contractor's Wastewater Project Manager. Information is recorded electronically on the handheld field devices and conveyed to the City and RWS via the Crisis Communication Protocol.

2.3.3 Regulatory Reporting

- The Contractor's Wastewater Project Manager is the primary LRO for all SSO reporting. The Contractor's Operations Manager will serve in a secondary LRO role.
-
- The Contractor Collection System Tech develops an SSO report with consideration given to the SSO category, volume calculations, vacuum and wash down operations, SSO causes, timeliness of response, etc. The information is conveyed to the RWQCB within the required two-hour notification period by the Contractor Project Manager and to the Office of Emergency Services (OES).
- The Contractor's Operations Manager finalizes the SSO report and transmits the report to the Contractor's Wastewater Project Manager who reports to appropriate authorities, including, but not limited to, the City, State and RWQCBs, San Bernardino County Environmental Health Department, San Bernardino County Flood Control District, California Department of Fish and Game, and the Office of Emergency Services (OES), as appropriate, following the three- and 15-day reporting requirements.



2.4 Element 2 Documents

The following documents related to this section are maintained in the WWTP Library and are available upon request:

City of Rialto Public Works Organization Chart

Contractor Organization Chart

Crisis Communication Protocol

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ELEMENT 3 - LEGAL AUTHORITY

This element of the SSMP discusses the City's legal authority provided through the Rialto Municipal Code (RMC).

3.1 WDR SSMP Requirement

The City of Rialto possesses the appropriate legal authority necessary to manage the sanitary sewer collection and wastewater treatment system through collection system use ordinances, service agreements and other legally binding documents, policies and procedures. This authority includes:

- Preventing illicit discharges into its wastewater collection system (examples may include infiltration and inflow (I&I), stormwater, chemical dumping, unauthorized debris and cut roots, etc.)
- Requiring that sewers and connections be properly designed and constructed.
- Ensuring access for maintenance, inspection or repairs for portions of the lateral owned or maintained by the public agency.
- Limiting the discharge of fats, oils, grease and other debris that may cause blockages.
- Enforcing any violation of its sewer ordinances.
- Responsible for authority over private pump or lift stations.

3.2 Legal Authority to Enforce SSMP Requirements

3.2.1 Prevention of Illicit Discharges

Municipal Code Reference: 12.24.020 "Prohibited Discharges"

Legally controlling inflow encompasses controlling the two major sources of inflow: illegal connections and submerged or flooded streets causing water to enter the pick holes in manhole covers. Illegal connections are usually connections to the sewer system by property owners who have drainage problems due to flat areas and low spots and who solve those problems by draining those areas to an inlet that is connected to the sewer system. When instances of these illegal connections are found, the property owner is required to immediately remove the connection. The City's sewer permit issuance procedure is supported by ordinance, and any illegal connections are subject to citations. A similar program exists through the City's NPDES program to enforce illicit discharges/illicit connections to the City's MS4 system.

The other source of inflow is from submerged intersections during heavy storms where the covers are subject to local flooding.

3.2.2 Proper Design and Construction of Sewers and Connections

Municipal Code Reference: 12.08.050 "Connections to Public Sewer- When Required" and 12.08.160 "Connections of Building Sewer to Public Sewers"

The following sections of the City of Rialto municipal code establish the requirement that sewers and connections must be properly designed and constructed. The City has its Standard Plans and Specifications for the Construction of Sanitary Sewers, which ensures the sewer lines and connections are properly designed and constructed. The



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City's specifications, by reference, incorporate the 2012 Greenbook: Standard Specifications for Public Works Construction and its subsequent revisions and updates, which help ensure proper design and construction of sewer facilities. Also included by reference are the "notes" related to the specifications.

3.2.3 Legal Authority to Ensure Access for Maintenance, Inspection or Repairs to Portions of Laterals Owned by the City

The City of Rialto shall provide maintenance, inspection and repair for portions of laterals owned by the City with respect to the City's sewer mains, pump stations, manholes and related facilities and equipment up to the point of delivery. In accordance with prudent industry practices, the Contractor maintains documentation of its pump station inspections, any material problems encountered during such inspections, and any material services performed in response to such problems.

3.2.4 Limit Discharge of Fats, Oils & Grease and Debris

Various sections of the City's Municipal Code contain FOG elements that will control the discharge of fats, oils and grease to the collection system. The City has a contract with Lynn Merrill and Associates, Inc. to implement the FOG program. Grease has been identified as the number one cause of sewer line stoppages and spills. Because of this finding, FOGs have been identified as the most important first step in improving sewer system reliability.

The City has the legal authority to control discharges to the sewer system from all sewer facilities located on private property that are outside any structure located on the property. This authority allows the City to require grease interceptors at any facility that generates FOG in the amount that will damage or increase the maintenance costs of the sewer collection system.

The legal authority for plumbing fixtures inside a building rests with the City's Development Services Building and Safety Department. Public Works has been working with Development Services to urge adoption of policies that will be consistent with the goal of removing FOG from the sewer system.

3.2.5 Enforcement Measures

The Sewer Use Ordinance describes the various enforcement measures available to the City to enforce the terms of the City's ordinance. The Rialto, CA, Code of Ordinances Title 12 - Public Utilities, Division 1. Water, Sewer and Underground Utilities - Chapter 12.08 Sewer System 12.08.010 thru 12.08.210, are referenced below.

3.3 Element 3 Documents

The following documents related to this section are maintained in the WWTP Library and are available upon request:

Part 1, WDR Order No. R8-2014-0010/Wastewater NPDES Permit No. CA0105295

Part 2, WDR Order No. R8-2010-0036/Stormwater NPDES Permit No. CAS 618036

Part 3, Rialto Sewer Use Ordinances



ELEMENT 4 - OPERATION AND MAINTENANCE PROGRAM

This section of the SSMP discusses the City of Rialto mapping, operations, preventive maintenance, inspection, training and outreach activities. This section fulfills the Operation and Maintenance Program SSMP requirement for the SWRCB.

The requirements and City of Rialto's plan for the Operations and Maintenance element of the SSMP are summarized in each category below. Since requirements for this SSMP element contain multiple categories, this summary is organized by category.

The categories that are addressed in Element 4 include:

- Collection System Mapping
- Resources and Budget
- Prioritized Preventive Maintenance
- Scheduled Inspections, Condition Assessment
- Critical Equipment and Spare Parts
- Training

4.1 SSMP Requirement for Collection System Maps

The City of Rialto and Contractor shall maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments, manholes, pumping facilities and pressure pipes.

4.2 City of Rialto Collection System Mapping

The City of Rialto and Contractor will use Geographic Information System (GIS) software to create and maintain maps of the sewer collection system facilities. The GIS database includes pipe, manhole and pump station asset information, and records pipe length, direction of flow, manhole numbers, most pipe diameters, rim and invert elevations and some materials. The sewer map grid system, which accompanies this plan, can be found on page 2 of the Executive Summary, Figure ES-1.

4.3 City of Rialto Resources and Budget for Sewer System Management

The City provides funding for the sewer system management through the City's annual budget process. As part of the assessment of revenues and expenses, the City periodically reviews the various charge schedules in order to ensure that the City is receiving revenues to support the City's sewer system. In addition, the City reviews and prioritizes the Capital Improvement Plan for sewer system maintenance, including establishing engineering estimates for the necessary repairs, maintenance and upgrades to the system. The City of Rialto's sewer-related budget and Fiscal Year Operating, Maintenance and Capital Improvement Program are hereby incorporated by reference at the time each is adopted by the City Council.

4.4 SSMP Requirement for Prioritized Preventive Maintenance

The SSMP shall describe routine preventive operation and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the



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sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventive Maintenance (PM) program uses a work order system to document scheduled and conducted activities.

4.5 Prioritized Preventive Maintenance Activities

The City of Rialto Contractor shall clean the gravity sewer mains. The SL-RAT tool shall be utilized to evaluate potential pipe blockages that require cleaning. The City of Rialto Contractor must also develop and maintain a “hot-spots” list for areas requiring more frequent maintenance.

4.5.1 Description of Activities

The City of Rialto Contractor will use hydro-cleaning and other methods to clean the sanitary sewer system. Gravity pipeline maintenance assets and activities are included in Contractor’s computerized maintenance management system (CMMS), which uses Innovyze® InfoNet™ software. Pump station data is maintained in a separate CMMS system named Oracle® Utilities Work and Asset Management (OWAM). InfoNet and OWAM generate work orders for sewer system and pump station preventive maintenance, respectively, and store the resulting findings and recommendations. OWAM and InfoNet are interfaced to utilize inventory management and purchasing cost capture for both systems.

4.5.2 Operations & Maintenance Planning

The City of Rialto Contractor shall clean the sewer collection system. Pipeline maintenance is planned according to this schedule and prioritized through field experience. City of Rialto Contractor shall develop a system cleaning plan. City of Rialto Contractor shall maintain internal documentation on maintenance activities and prioritization plans.

4.6 SSMP Requirements for Inspections, Condition Assessment and Rehabilitation

The City of Rialto and Contractor shall develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implementation of short-term and long-term rehabilitation actions to address each deficiency. The program includes regular visual and television (TV) inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. The program focuses on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan includes a Capital Improvement Plan (CIP) that addresses proper management and protection of the infrastructure assets. The plan includes a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed for the CIP.

4.7 CCTV Inspection Program

The City of Rialto Contractor shall conduct closed circuit television (CCTV) inspections of problem areas and complete a full survey of the pipelines on a ten year cycle. CCTV inspection activities are prioritized through general asset management principals, field experience and recorded in InfoNet.

4.8 SSMP Requirement for Training

The City of Rialto and the Contractor shall provide training on a regular basis for staff in sanitary sewer system operations and maintenance and requires contractors to be appropriately trained based on safety requirements outline in the Contractor Safety Program.



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The Contractor shall provide sewer maintenance and customer service training to its applicable employees, through either classroom or on-the-job exercises. The Contractor will also provide monthly safety training based on an established schedule. The Contractor will annually provide training to include the contents of the SSMP and the Overflow Emergency Response Plan.

Recipients of this training shall include City employees that are responsible for implementing the various elements of this SSMP. Records are kept of the training that is provided in support of the SSMP. The records include the date, time, place, content, name of trainer(s) and names of attendees.

4.9 SSMP Requirement for Contingency Equipment

The City of Rialto and Contractor shall provide equipment and replacement part inventories, including identification of critical replacement parts.

Contingency Equipment and Replacement Inventories

The current collection systems equipment inventory is listed below and a back-up Jet Truck Contractor Service Agreement as necessary:

- One Vactor Jet Trucks
- One CCTV Van
- One Utility Truck
- One SL-RAT

4.10 Critical Replacement Parts

The inventory of critical replacement parts is stored in the OWAM CMMS. Parts are checked out to work orders as utilized and inventory replenished based on defined inventory levels.

4.11 Element 4 Documents

Placeholder for Future Documents



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ELEMENT 5 - DESIGN AND CONSTRUCTION STANDARDS

This section of the SSMP discusses the City's design and construction standards.

5.1 WDR SSMP Requirement

The City of Rialto shall demonstrate that minimum design and construction standards and specifications are in place for the installation of new sewer systems and for the rehabilitation and repair of existing sewer systems.

5.2 Standards for Installation, Rehabilitation and Repair

City of Rialto standards for the design, construction and installation of sewer system components and for rehabilitation and repair of existing components are specified in part in the City of Rialto Municipal Code of Ordinances, Title 12 – Public Utilities, Division 1, Chapter 12.08, section 12.08.150. These codes are in accordance with American National Standard 2012 Uniform Plumbing Code, the California State amendments, and its subsequent revisions and updates.

The City's standard public works contract provides that the work is not placed into service and accepted by City Council until inspection and testing is completed. The City provides continuous inspection during the construction of sewer facilities and believes that proper installation is the key element to ensure proper operation and maximum life expectancy. The City Inspector has the Greenbook inspection manual for reference, if needed, although his experience and training allows him to provide excellent observation of contractor's work. With regard to testing sewer lines, the City uses the Greenbook-recommended air-testing procedures on any new main lines. Prior to accepting newly a completed sewer system for maintenance, the City requires assurance that the system has been designed and constructed to the City standards.

5.3 Standards for Inspection and Testing of New and Rehabilitated Facilities

The City of Rialto Standard Construction and Design Standards as maintained by the Public Works Department and approved by the City Engineer as adopted on June 30, 2014, and any subsequent revisions and updates, establish the standards the City follows when inspecting and testing new or rehabilitated sewers, pump stations and other appurtenances.

5.4 Element 5 Documents

The following documents related to this section are maintained in the WWTP Library and are available upon request:

City of Rialto Design and Construction Standards



ELEMENT 6 - OVERFLOW EMERGENCY RESPONSE PLAN

This section of the SSMP provides a summary of the Overflow Emergency Response Plan (OERP) developed and maintained by the City of Rialto, which fulfills the Overflow Emergency Response Plan requirements.

6.1 WDR SSMP Requirement

The City of Rialto shall develop and implement an OERP that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

- Proper notification procedures so that the primary responders and regulatory agencies are informed of SSOs in a timely manner.
- A program to ensure appropriate response to overflows.
- Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g., health agencies, regional water boards, water suppliers, etc.) of any SSOs that potentially affect public health or reach the waters of the State in accordance with the Statewide Monitoring and Reporting Program (MRP). SSOs shall be reported in accordance with this MRP, the California Water Code, other State laws, and other applicable Regional Water Board WDRs or NPDES permit requirements. The SSMP should identify the officials who will receive immediate notification.
- Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the emergency response plan and are appropriately trained.
- Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities.
- A program to ensure that reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to waters of the United States and 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.

6.2 OERP Goals

The purpose of the OERP is to support orderly and effective response to a sanitary sewer overflow. The OERP provides guidelines to follow in responding to, cleaning up and reporting SSOs that may occur within the City's service area.

The City of Rialto is required to:

1. Respond quickly to minimize the volume of the SSO;
2. Eliminate the cause of the SSO;
3. Contain the spilled wastewater to the extent feasible;
4. Minimize the public contact with the spilled wastewater;
5. Mitigate the impact of the SSO; and,
6. Meet regulatory requirements.



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6.3 SSO Categories

Category 1 SSO: Discharges of untreated or partially treated wastewater of any volume resulting from the City's sanitary sewer system failure or flow condition that:

- Reaches surface water and/or reaches a drainage channel tributary to a surface water; or
- Reaches a municipal separate storm sewer system and is not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the municipal separate storm sewer system is considered to have reached surface water unless the storm drain system discharges to a dedicated stormwater or ground water infiltration basin (e.g., infiltration pit, percolation pond).

Category 2 SSO: Discharges of untreated or partially treated wastewater of 1,000 gallons or greater resulting from the City's sanitary sewer system failure or flow condition that do not reach surface water, a drainage channel or a municipal separate storm sewer system unless the entire SSO discharged to the storm drain system is fully recovered and disposed properly.

Category 3 SSO: All other discharges of untreated or partially treated wastewater resulting from the City's sanitary system failure or flow condition.

6.4 Notification Procedures

Normal Working Hours

The Rialto WWTP is notified of potential SSO events through phone calls from the general public, Police and Fire departments, the City of Rialto, or an answering service. The Rialto WWTP will dispatch the call to the Contractor collections crew that is schedule to work that day. The Contractor collection system staff consists of four Collection System Techs and one Operations Manager.

During scheduled work hours at least two Contractor Collection System Techs are scheduled to be working that day along with the Contractor Operations Manager. The Contractor Collection System Tech will be the first responder to the call. They will assess the situation and begin taking measures to address the situation while the Contractor Operations Manager is in transit to the call. In instances where a call results in an SSO event, the Contractor Collection System Tech will determine the cause, restore the flow to the main line system and take measures to collect the spill to return to the sewer system, clean the affected area and remove contaminated soils if needed. The Contractor's Operations Manager will notify the Contractor's Wastewater Project Manager who is responsible for notifying the SWRCB of the spill within the required time frame, along with updating the CIWQS database.

After Working Hours

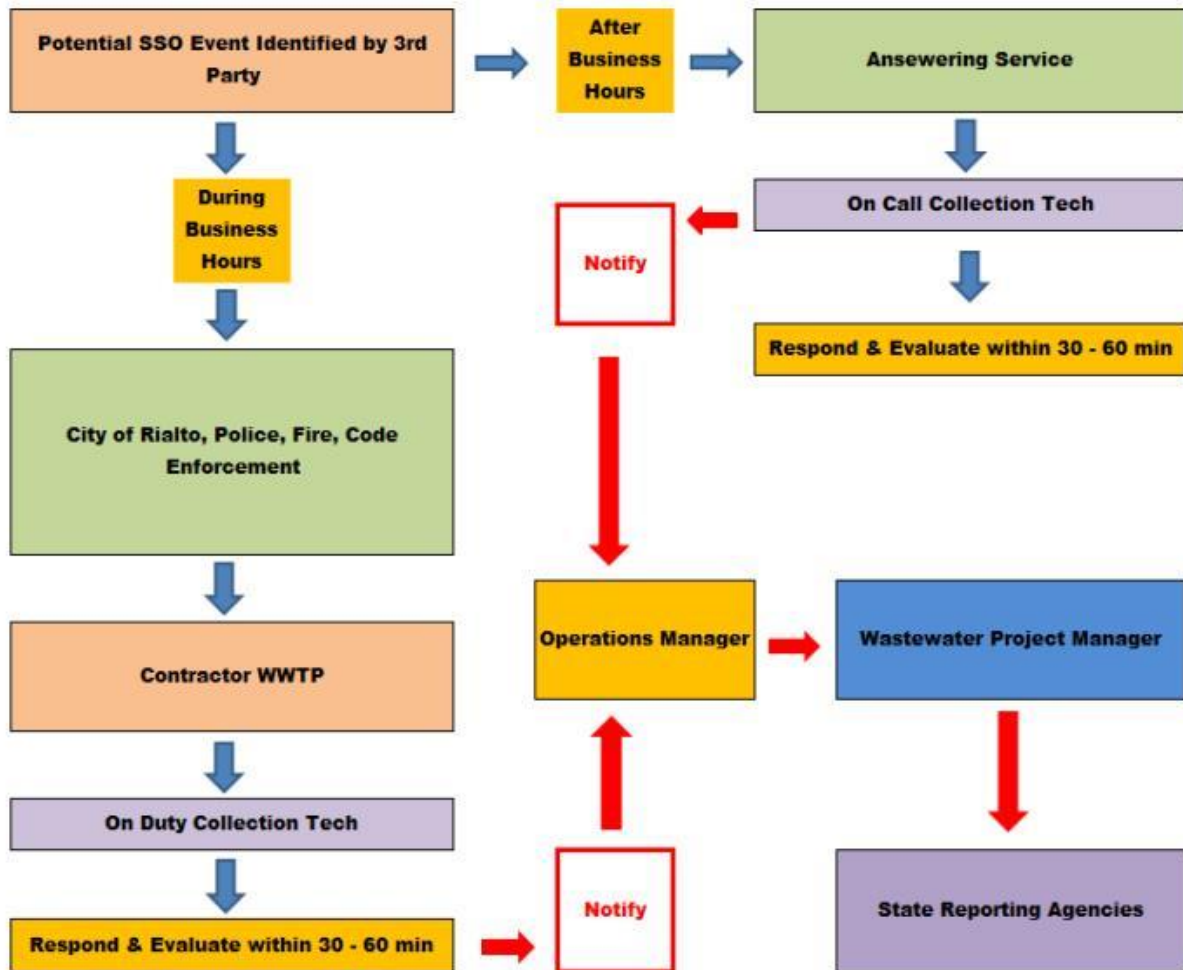
Phone calls from the public or Police and Fire departments will be received by the Contractor WWTP answering service. Contractor will assign one on-call Contractor Collection System Tech to receive after-hours calls, scheduled on a rotating basis. The Contractor WWTP answering service will contact the on-call Contractor Collection System Tech, who will be the first responder and determine the required actions. When a call is determined to be an SSO



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event the Contractor Operations Manager and other Contractor Collection System Techs will be contacted. Figure 6.1 provides a notification and response flow chart procedure for SSO occurrences.

Figure 6-1. SSO Response Flowchart





6.5 Notification from Pump Station SCADA Alarms

Any overflows associated with a lift station are detected and reported through the SCADA remote monitoring system. Pump or equipment failure and high wet well levels produce alarms that may require a response, depending on the circumstances. The Contractor on-call person would initiate a support response by the Contractor Collection System Tech as necessary. A lift station overflow may also be relayed to the Contractor by the public and addressed as described above. In a non-emergency response situation, a Work Order to address the issue is provided through the WWTP CMMS program.

6.6 First Responder Priorities

- To follow safe work practices, including those related to traffic control, confined space and employee and public safety.
- To respond promptly with the appropriate equipment.
- To evaluate the cause of a spill and determine responsibility.
- To restore the flow as soon as possible.
- To contain the spill whenever feasible.
- To minimize public access to and/or contact with the spilled sewage.

6.7 Response Program

OERP Response Contact Information is included in the OERP and is maintained in the WWTP Library located at the WWTP and is available upon request.

6.8 Initial Response

The First Responder must report to the SSO location within 30 minutes of the initial SSO during business hours and within one hour during non-business hours. The objective of the response is to minimize and/or eliminate the overflow. The appropriate response measure will vary based on the circumstances and nature of the SSO and the information provided by the caller. Actions related to external and internal SSOs are summarized below. The Contractor uses a computerized form to document the contact and response for each SSO that occurs. Separate forms are used for SSO response and customer issues. These forms are included in the OERP and available at WWTP Library.

6.8.1 External SSO Response

Upon arrival at the site, the First Responder should perform the following:

- Note notification time, crew arrival time, SSO start time and end time and cleaning completion time. Crew completes the report through the use of an InfoNet mobile tablet.
- Verify the existence of the SSO.
- Verifies the address and nearest cross street and confirms that the SSO is part of the City's sewer/conveyance system.
- Conduct visual monitoring to determine immediate actions, starting with documentation of SSO volume using the methods included in the OERP. The



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Collection System Techs have received this initial training and annual refresher training.

- Identify and clearly assess the affected area and extent of spill, including possible impacts on surface water. Where it is safe and practical, visually inspect the vicinity of the SSO and record observations on the InfoNet mobile table. Signs of receiving water impacts include clear signs of sewage (solids, grease and paper), abnormal color, fish kills, etc.
- Estimate spill volume using SSO reporting guidelines.
- Contain, mitigate and minimize impacts from the SSO. If the SSO is the result of a blockage and the blockage cannot be cleared expeditiously via hydro-cleaning from the downstream manhole, then clearing and vacuuming the blockage from the pipe, containment and/or bypass pumping must be initiated.
- If multiple efforts to a clear blockage have failed, immediately notify the Contractor Operations Manager, who will in turn call up other employees and local contractors to initiate emergency repair to restore flow and also provide assistance to initiate spill containment or bypass pumping.
- Where safe and feasible, take necessary water quality samples at the point of discharge and at upstream and downstream locations. Use best judgment, consulting with the Contractor Operations Manager if uncertain. Water quality monitoring is not given precedence over stopping the SSO or protecting public health. However, if sufficient personnel are available, monitoring is conducted in parallel with these activities or with the cleanup effort.
- Comply with safety precautions (traffic, confined space, etc.).
- Contact caller, identify SSO cause, including CCTV inspection as appropriate.
- Document SSO activities through photos and videos.

6.8.2 Internal SSO Response

Upon arrival at the location of a spill into a house or a building, the first responder should evaluate and determine if the spill was caused by a blockage in the lateral or in the sewer main. If a blockage is found in a property owner's lateral, it should be clearly communicated to the homeowner that response and repair of private laterals is not the City's responsibility. Convey that the homeowner is responsible for clearing any blockage or addressing a failure in the home's plumbing system or private lateral and for any resulting flood damage to the structure.

6.8.3 Recovery and Clean Up

The recovery and clean-up phase must begin when the flow has been restored and the spilled sewage has been contained to the extent possible. Spilled sewage shall be vacuumed or pumped and discharged to the extent possible back into the sanitary sewer system.

Estimate and Recover the Volume of Spilled Sewage

Use the methods outlined in the OERP to estimate the volume of the spilled sewage.



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Wherever possible, document using photos of the SSO site before and during the recovery operation. Spilled sewage shall be vacuumed or pumped and discharged to the extent possible back into the sanitary sewer system.

Clean Up and Disinfection

Clean up and disinfection procedures must be implemented to reduce the potential for human health issues and adverse environmental impacts that are associated with an SSO event. The procedures described are for dry weather conditions and should be modified as required for wet weather conditions.

Clean up should proceed quickly in order to minimize negative impact. Any water that is used in the cleanup process should be de-chlorinated prior to use. Where cleanup is beyond the capabilities of City staff, City may contact a clean-up contractor to complete the work. Spills inside houses or buildings should be cleaned by a professional cleaning company as discussed above. Contact information for professional cleaning companies can be found in the "Water Damage Restoration" section of the Yellow Pages and is also provided in the OERP.

Claims by homeowners should be forwarded to the City of Rialto. In the event of an SSO occurrence during night-time hours, the incident must be re-inspected as soon as possible the following day. The site shall be inspected for any signs of sewer-related debris/material that may warrant additional cleanup activities

Guidelines for Cleanup

On hard surface areas, collect sewage solids and sewage-related material either by hand or with the use of rakes and brooms. Take reasonable steps to contain and vacuum up the wastewater. Repeat the process if additional cleaning is required.

On landscaped or unpaved areas, collect sewage solids and sewage-related material either by hand or with the use of rakes and brooms. Allow the area to dry. Repeat the process if additional cleaning is required.

If the SSO has reached the storm drain system, the combination sewer cleaning truck should be used to vacuum/pump out the catch basin and any other portion of the storm drain that may contain sewage. In the event that an overflow occurs at night, the location should be re-inspected as soon as possible the following day. The operator should look for any signs of sewage solids and sewage-related material that may warrant additional cleanup activities.

6.9 Impact to Waters of the United States

If an SSO is confirmed to have entered waters of the United States, the Contractor's Wastewater Operations Manager is immediately notified. The first responders then proceed with the following additional activities:

- Determine the extent of the SSO by investigating downstream until there is no evidence of sewage or debris along the creek or water body.
- Conduct water quality sampling, following the process described below and in the Water Quality Monitoring Plan. If the SSO is 50,000 gallons or greater, collect water quality samples within 48 hours of becoming aware of the SSO.



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- Immediately post contaminated water sign(s) and protect the water body from public access on all sides.
- Photograph sign placement and evidence of the overflow in and around the water body to the farthest point reached by the sewage.
- Determine if the water body is safe to enter. During the winter storm season, cleaning the water body may not be feasible due to high water flows.
- If feasible, block the water body downstream of the affected area in a location that is safe to enter and is accessible to set up a pump or utilize other sewer cleaning equipment.
- To the extent feasible, recover and return contaminated water to the collection system.
- Perform follow-up sampling until the area shows no water quality impairment and the posted signs can be removed. The Contractor's Wastewater Operations Manager ultimately determines when this happens and makes any follow up calls to affected agencies.

6.10 Water Quality Sampling

Water quality sampling and testing is required whenever the spilled sewage enters a water body. The purpose of testing is to determine the extent and impact of the SSO. The listed guidelines must be followed:

- The Contractor Operations Manager should arrange for collection of samples. Samples should be collected as soon as possible after the discovery of the SSO event.
- For spills less than 1,000 gallons, at a minimum, water quality samples should be collected at the discharge point, 100 feet upstream and 100 feet downstream.
- If a spill is more than 1,000 gallons, additional sites should be sampled, following the requirements of the San Bernardino County Department of Environmental Health Services.
- The water quality sampling procedures should follow Health Services procedures, which are:
 - Keep the sterile collection bottle closed until it is to be filled. Do not contaminate inner surface of the lid or bottle rim.
 - Collect water sample just below the surface in knee deep water, approximately three feet deep (full arm's length), without rinsing. If needed, extend the sampling pole to the fullest length to reach deeper water depth. Minimize contact with bank or beach bed as water fouling may occur.
 - Remove cap and hold the bottle near its base and plunge it, neck downward, below the surface.
 - Turn bottle until neck points slightly upward and mouth is directed toward the current. Fill bottle leaving about 1 inch of air to allow lab to mix by shaking.



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Collect a minimum of 100 ml. (If applicable, insert sterile collection bottle into the holder on the sample pole. Extend the sample pole and plunge bottle end into the water, bottle opening downward.)

- Immediately place cap securely on bottle to avoid leaks and contamination.
- Dry the bottle.
- Label container with distinctive sample site name, date and time collected.
- Complete the laboratory requisition slip with requested information (site, bottle number, collector, date and time of collection, type of sample, test requested).
- Samples should be tested for total coliform.
- Samples should be stored and shipped according to the following procedures:
 - Place water sample bottle in a cooler with frozen blue ice. Water sample must be kept cool. Ice may be used but care must be taken so water samples are not contaminated or diluted by the ice.
 - Bring to a California state-certified laboratory within eight hours of collection. For compliance tests, the holding time must not exceed eight hours from the time of collection to time of processing or the tests will be invalidated. Other water tests for non-compliance purposes may be held below 6 degrees C until the time of analysis, up to 24 hours.
 - The water samples must be brought to the laboratory within eight hours of collection. If the laboratory is closed, an alternate testing laboratory that is certified for the required water quality tests may be used.
- Records of monitoring information shall include the date, exact place and time of sampling or measurements, the individual(s) who performed the sampling or measurements, the date(s) analyses were performed, the individual(s) who performed the analyses, the analytical technique or the method used and the results of such analyses.

6.11 Water Quality Monitoring Plan

A Water Quality Monitoring Plan shall be implemented immediately upon discovery of any Category 1 SSO of 50,000 gallons or more in order to assess impacts from SSOs to surface waters. Water quality testing must be completed within 48 hours of the City of Rialto becoming aware of the SSO.

6.12 SSO Technical Report

If 50,000 gallons or greater from an SSO reaches surface waters, an SSO Technical Report must be prepared and submitted to the CIWQS online SSO database within 45 calendar days of the SSO end date. The SSO Technical Report must include, at a minimum, the following:

- Causes and Circumstances of the SSOs.
- Complete and detailed explanation of how and when the SSO was discovered.
- Diagram showing the SSO failure point, appearance point(s) and final



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destination(s).

- Detailed description of the causes(s) of the SSO.
- Copies of the original Collection System Tech records used to document the SSO.
- Historical maintenance records for the failure location.
- Response to SSO:
 - Chronological narrative description of any actions taken to terminate the SSO.
 - Explanation of how the OERP was implemented to respond to and mitigate the SSO.
 - Final corrective action(s) completed and/or planned to be completed, including a schedule or actions not yet completed.
- Water quality monitoring:
 - Description of any water quality sampling activities conducted including analytical results and evaluation of the results.
 - Detailed location map illustrating the water quality sampling points.

The Contractor's Wastewater Project Manager, the LRO, is responsible for the development and certification of the SSO Technical Report.

6.13 Containment of Bypass

The First Responder should attempt to contain as much of the spilled sewage as possible using the following steps:

- Determine the immediate destination of the overflowing sewage.
- Plug storm drain manholes, catch basins, inlets and culverts using available equipment and materials, including sandbags, air plugs and plastic mats, to contain the spill, where feasible. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Contain/direct the spilled sewage using dike/dam or sandbags.
- Pump around the blockage or pipe failure, or vacuum up flow from upstream of the blockage and dispose of downstream of the blockage to prevent further overflow.
- If an SSO reaches a water body, follow the requirements below for posting and SSO notification signage. Also conduct water quality sampling as discussed below.

6.14 SSO Notification Signage

The City of Rialto supplies notification signage, which is posted by City staff. Barriers are installed where required to prevent the public from having contact with the sewage. Signs are posted with yellow "caution" tape to keep vehicles and pedestrians away from contact with spilled sewage. "Closed" signs should be posted at the outfall of streams and a minimum of 100 feet upstream and 100 feet downstream of the discharge. If there is a large volume of sewage, more signs must be posted downstream.



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6.15 Traffic and Crowd Control

Traffic and crowd control measures vary based on the size and potential impact of the overflow event. When appropriate, local Police and Fire departments and City contacts must be notified to aid in addressing traffic and crowd control issues.

General steps in implementing traffic and crowd control include the following:

- Contact impacted agencies, local law enforcement and fire/sheriff as needed.
- Set up barriers and delineation directing human and vehicular traffic around spill area, including closing any entrances or exits from adjacent facilities.
- Establish signage, including signs protecting public health and safety.
- Use staff personnel to control traffic and pedestrians.

6.16 SSO Documentation and Reporting

In accordance with the WDR, the City of Rialto shall maintain records for each sanitary sewer overflow. Records include:

- Documentation of response steps and/or remedial actions.
- Photographic evidence to document the extent of the SSO and Collection System Tech response to the SSO.
- Site conditions after Collection System Tech SSO response operations have been completed.
- The date, time, location and direction of photographs taken.
- Documentation of how any estimations of the volume of discharged and/or recovered overflow were calculated.

The records are maintained at the WWTP office and are also entered into the Contractor CMMS system.

6.17 Regulatory Reporting

Multiple Appearance Points – Single SSO

For reporting purposes, if one SSO event of whatever category results in multiple appearance points in a sewer system, a single SSO report is required in CIWQS that includes the GPS coordinates for the location of the SSO appearance point closest to the failure point, blockage or location of the flow condition that caused the SSO, and descriptions of the locations of any other discharge points associated with the single SSO event.

Two-Hour Notification to Regulatory Agencies of SSOs

Cal OES is only to be notified of a Category 1 SSO greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water. The Contractor Operations Manager is responsible for reviewing field data for reporting to regulatory agencies and notifies the Contractor's Wastewater Project Manager. If it is determined that the criteria for OES notification was met, then the Contractor's Wastewater Project Manager must notify OES of the event no later than two hours after:



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1. Contractor has knowledge of the SSO;
2. Notification is possible; and,
3. Notification can be provided without substantially impeding cleanup or other emergency measures.

The OES phone number is 800-852-7550. The Contractor's Wastewater Project Manager is responsible for obtaining an OES Control number. Following the initial notification to OES and until the SSO report is certified in the SWRCB online SSO Database, the Contractor's Wastewater Project Manager /LRO will provide updates (or provide direction for updates to be provided) to OES regarding substantial changes to estimated volume of untreated or partially treated sewage discharged and any substantial changes to known impact(s).

SSO Reporting for Category 1 SSOs

Cal OES shall receive notification of Category 1 SSOs greater than or equal to 1,000 gallons, as stated earlier in this Section. The Contractor's Wastewater Project Manager/LRO shall then submit the initial draft report to the SWRCB's CIWQS Online SSO database at <http://ciwqs.waterboards.ca.gov/ciwqs> within three business days of becoming aware of the SSO.

Within 15 calendar days of the SSO end date, the Contractor's Wastewater Project Manager /LRO shall review and certify the report in the CIWQS Online SSO database at <http://ciwqs.waterboards.ca.gov/ciwqs>.

SSO Reporting for Category 2 SSOs

Within three business days of becoming aware of the SSO, the Contractor's Wastewater Project Manager/LRO shall submit the initial report to the SWRCB's CIWQS Online SSO database at <http://ciwqs.waterboards.ca.gov/ciwqs>.

Within 15 calendar days of the SSO end date, the Contractor's Wastewater Project Manager/LRO shall review and certify the report in the CIWQS Online SSO database at <http://ciwqs.waterboards.ca.gov/ciwqs>.

SSO Reporting for Category 3 SSOs

Within 30 calendar days of the end of the calendar month in which the SSO occurred, the Contractor's Wastewater Project Manager/LRO shall submit and certify a report to the SWRCB's CIWQS Online SSO database at <http://ciwqs.waterboards.ca.gov/ciwqs>.

No Spill Certification (Monthly)

Within 30 calendar days of the end of a calendar month that there are no SSOs, the Contractor's Wastewater Project Manager/LRO must submit and certify a "No Spill" certification to the CIWQS online SSO database.

CIWQS Not Available

In the event that the CIWQS online SSO database is not available, the Contractor's Wastewater Project Manager/LRO will fax or email any required information to the RWQCB office at 510-622-2460 in accordance with the time schedules identified above. In such an event, the Contractor's Wastewater Project Manager/LRO will submit the appropriate reports using the CIWQS online SSO database when the database becomes available. A copy of



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the documents that certify the submittal in fulfillment of this section shall be retained in the SSO document file.

Amending SSO Reports

The Contractor's Wastewater Project Manager/LRO is responsible for amending SSO reports. Certified SSO reports may be updated by amending the report or adding an attachment to the SSO report within 120 calendar days after the SSO end date. After 120 days, the City must contact the State SSO Program Manager to request to amend an SSO report along with a justification for why the additional information was not available prior to the end of the 120 days.

The SWRCB SSO Program Manager's contact information is as follows:

Russell Norman, P.E.
State Water Resources Control Board
Division of Water Quality
1001 I Street, 15th Floor
Sacramento, CA 95814
Email: Russell.norman@waterboards.ca.gov
Phone: 916-323-5598

6.18 Technical Report

If 50,000 gallons or greater from an SSO reaches surface waters, an SSO Technical Report must be prepared and submitted to the CIWQS online SSO database within 45 calendar days of the SSO end date. The Contractor's Wastewater Project Manager/LRO is responsible for submitting the Technical Report.

6.19 Equipment

The specialized equipment that is available to support this overflow response plan includes the following equipment and a back-up Jet Truck Contractor Service Agreement as necessary:

- One Vactor Jet Truck
- One CCTV Van
- One Utility Truck
- One SL-RAT

6.20 Training

This section provides information on the training that is required to support the OERP.

Initial and Annual Refresher Training

The City of Rialto personnel responsible for responding to, reporting and or mitigating a sewer system overflow receive training on the contents of the OERP annually. New employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and procedures at a minimum which covers the following topics:

- The City of Rialto Overflow Emergency Response Plan



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- SSO Volume Estimation Techniques
- Impacted Surface Waters Response Procedures

6.21 Element 6 Documents -

The following documents are maintained in the WWTP Library located at the WWTP and are available upon request:

The City of Rialto Overflow Emergency Response Plan (OERP)

SSO Forms Part 1, Manhole Inspection Survey

SSO Forms Part 2, Overflow Pollution Incident

SSO Forms Part 3, Sewer Overflow Report

SSO Forms Part 4, Operator Essentials - Spill Estimating Guidelines



ELEMENT 7 - FOG CONTROL PROGRAM

The purpose of this section is to evaluate the extent and nature of SSOs related to fats, oils and grease (FOG) to determine the need for a FOG Control Program and to outline the elements of the City of Rialto FOG Control Program.

7.1 WDR SSMP Requirement

The City shall prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. The FOG source control program shall include the following as appropriate:

- An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG.
- A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area.
- The legal authority to prohibit discharges to the system and to identify measures to prevent SSOs and blockages caused by FOG.
- Requirements to install grease removal devices (such as traps or interceptors), design standards for the grease removal devices, maintenance requirements, Best Management Practices (BMPs) requirements, record keeping and reporting requirements.
- Authority to inspect grease-producing facilities, enforce requirements and determine whether the City of Rialto has sufficient staff to inspect and enforce the City of Rialto FOG ordinance.
- An identification of sewer system sections subject to FOG blockages and the establishment of a cleaning maintenance schedule for each section.
- Development and implementation of source control measures for sources of FOG discharged to the sewer system and for each sewer system section identified as subject to blockages.

The City of Rialto currently contracts a third party NPDES/Municipal Separate Storm Sewer System (MS4) consultant, Lynn Merrill and Associates, Inc. for management of components of the FOG source control program.

7.2 Public Education Outreach Plan

The City, through its NPDES inspection program, annually inspects food service establishments (FSEs). As part of the inspection process, the City provides information regarding BMPs which may be used to meet both the SSMP and NPDES requirements. Copies of brochures and posters, in both English and Spanish, are provided to the FSEs during the inspection process.



7.3 FOG Disposal Plan

The City does not require a formal FOG Disposal Plan. Each FSE is required to secure the services of a licensed and qualified FOG disposal company. During the NPDES inspection, the City reviews the manifests and pumping records to determine whether the FOG disposal company has the legal business license and authority to operate within the City.

7.4 Legal Authority to Prohibit SSOs and Blockages Caused by FOG Discharge

The City's existing Municipal Code, specifically the following sections, provides significant existing control over the FOG producers.

CODE SECTION	TITLE	Key Item:
12.27.011.D.f	Fats, Oils and Grease	Fat, Oil and Grease (FOG). No user shall discharge wastewater containing concentrations of fats, oils and greases (FOG) greater than one hundred mg/L without meeting one of the following: i. Compliance to the city's FOG grease trap/interceptor best management program; or ii. Obtain a site specific discharge limit (concentration based or mass based) to prevent pass through or interference of the POTW. FOG limits under this provision, shall be issued under a wastewater discharge permit as authorized under this chapter. Fat, oil and grease (FOG) is defined as the n-hexane extractable material (HEM) measured in the EPA Method 1664. FOG represents all sources of fats, oils and greases, including those of animal, vegetable, mineral spirit, and petroleum origin
12.60.210	Best Management Practices	A. All businesses, regardless of permit status, shall implement all applicable BMPs, as listed in the California Storm Water Best Management Practice Handbooks or the current San Bernardino County Municipal Storm Water Management Program, to reduce pollutants in stormwater runoff and reduce non-stormwater discharges to the MS4 to the maximum extent practicable. All structural controls and BMPs shall also be maintained to effectively prevent pollutants from contacting stormwater or remove pollutants from stormwater runoff to the maximum extent practicable. Maintenance records for structural BMPs and treatment devices, including waste hauling receipts, shall be kept for a period of five years and made available to the city's inspector upon request. B. If structural or treatment controls or BMPs are not functioning as designed or are not effective in reducing stormwater pollutants or non-stormwater discharges to the maximum extent practicable, the public works director is authorized to immediately require that the control device or BMP be repaired, rebuilt or replaced. C. Food Wastes. Food wastes generated by nonresidential food service and food distribution sources shall be properly disposed of and in a manner so such wastes are not discharged to the MS4.
12.60.080	Prohibited Discharges	It is prohibited to: A. Discharge directly or indirectly to the city's MS4, or any street, line or drainage channel which leads to the city's MS4, any non-stormwater or other solid, liquid or gaseous water unless such discharge is authorized by either a separate NPDES permit or as otherwise specified in Section 12.60.090. If such discharge is permitted by an NPDES permit, or is generally exempted, but causes a violation or potential violation of any



Sewer System Management Plan 7 - FOG CONTROL PROGRAM

CODE SECTION	TITLE	Key Item:
		portion of the municipal NPDES permit, such discharge is also prohibited. B. Discharge stormwater into the city's MS4 containing pollutants that have not been reduced to the maximum extent practicable. C. Throw, deposit, place, leave, maintain, keep or permit to be thrown, deposited, placed, left, maintained or kept, any refuse, garbage, sediment or other discarded or abandoned objects, articles and accumulations, in or upon any street, alley, sidewalk, storm drain, inlet, catch basin, conduit or other drainage structures, business place or upon any public or private lot of land in the city, so that the same may be and/or may become a pollutant. This prohibition shall not apply to refuse, rubbish or garbage deposited in containers, bags or other appropriate receptacles which are properly placed in designated locations for regular solid waste pick up and disposal. D. Throw or deposit any refuse, garbage or any other pollutants into any fountain, pond, lake, stream or any other body of water in a park or elsewhere within the city. E. Discharge any of the following types of waste into the city's MS4: 9. Restaurant wastes, such as grease, mop water and wash water from cleaning dishes, utensils, laundry, floors, floor mats, trash bins, grease containers, food waste, etc.;
12.60.215	Commercial, Restaurant And Industrial NPDES Inspections	There is hereby established a National Pollutant Discharge Elimination System ("NPDES") Inspection Program to be managed by the public works director or their designee. A. On the basis of the SIC or NAICS code provided to the city by a place of business for which application of a business license is required by the Rialto Municipal Code, the public works director or their designee will cause an initial inspection of said new business to occur within thirty calendar days from the date that the business license is issued by the city. B. Upon completion of the initial inspection of a new business, the city shall determine the potential for said business to discharge pollutants or other prohibited substances to the municipal separate storm sewer system (or "MS4"), and shall therefore assign the business to an inspection priority based on that potential for discharge. C. All businesses that operate within the city of Rialto shall be assigned to a NPDES inspection priority based on their SIC/NAICS Code and other factors set forth in Chapter 12.60 of the Rialto Municipal Code. The frequency of a NPDES inspection of each business shall be based on this priority or other mechanism that may be adopted by the Santa Ana Regional Water Quality Control Board. D. The following priorities shall be established with a corresponding NPDES inspection frequency: 1. High Priority. Business shall be inspected once per year. 2. Medium Priority. Business shall be inspected once every two years. 3. Low Priority. Business shall be inspected once every five years.

7.5 Requirements and Design Standards for Installation of Grease Removal Devices

The City of Rialto incorporates the 2016 California Uniform Plumbing Code, which sets forth



the design and installation standards for grease removal devices (GRDs) into any new or retrofitted FSEs. Any FSE is required to submit their development plans to the City for review, which would include review of the need for and engineering plans of the GRDs. The City of Rialto may not issue a Certificate of Occupancy without the installation of a GRD.

7.6 Device Maintenance Requirements

The City of Rialto requires that BMPs be maintained in such a manner as to prevent an SSO or a discharge to the MS4. Due to the variation in operations for each FSE, each facility is required to establish a maintenance schedule which ensures compliance with the City's Municipal Code. As part of the City's NPDES inspection program, each FSE's GRD is physically inspected for proper operation and maintenance. As part of the NPDES inspections of the interceptors, the inspector determines what volume of grease is currently in the interceptor at the time of inspection. Any interceptor that has more than 25% volume is placed on a follow-up. Any interceptor that has greater than 35% grease volume is issued a written Notice to Correct, which directs the FSE to pump the GRD within three calendar days from the inspection. A follow-up inspection verifying that the interceptor has been pumped is conducted after the three-day period concludes. In addition, the inspector will note any components of the GRD that need to be repaired, and these are also included in the Notice to Correct.

7.7 BMP Requirements, Recordkeeping and Reporting

The City requires that each FSE maintain records regarding the maintenance and servicing of the GRD for review by the City at the time of the NPDES inspection. Failure to maintain these records are the grounds for issuance of a Notice of Correction, which requires the FSE to locate and present the records to the inspector in order to verify that the GRD has been serviced by a properly licensed FOG removal transport company. As part of the review, the inspector will verify the name of the FOG transport company and will further check with the Business Licensing staff in order to ensure that the company is properly licensed to operate within the City.

7.8 Authority to Inspect Grease Producing Facilities and Enforce Requirements

Authority to inspect Grease Producing Facilities and Enforce Requirements are set forth in the various sections of the City of Rialto Municipal Code. Specifically, Section 12.60.215 establishes the NPDES Inspection program, which includes commercial and industrial users and restaurants within the City. In the event that any Notice of Correction is not completed, the City has the authority to issue a Notice of Violation and to proceed through a progressive enforcement process, including civil and criminal action if necessary.

7.9 Sewer Sections Subject to FOG Blockages

No sewer sections have been identified as being subject to FOG blockages.

7.10 Element 7 Documents

The following documents are maintained in the WWTP Library located at the WWTP and are available upon request:

NPDES Inspection Forms



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Sewer System Management Plan 8 – SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN

ELEMENT 8 - SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN

This section of the SSMP discusses the City of Rialto's activities related to capacity management.

8.1 WDR SSMP Requirement

The City of Rialto shall establish short- and long-term CIPs to address identified hydraulic deficiencies, including includes prioritization, alternatives analysis and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding. The City of Rialto shall develop a schedule of completion dates for the CIP. This schedule shall be reviewed and updated at least every two years. At a minimum the plan should include:

- (a) Evaluation: Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs that escape the system) associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies and the major sources that contribute to the peak flows associated with overflow events.
- (b) Design Criteria: Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) to establish appropriate design criteria.
- (c) Capacity Enhancement Measures: The steps needed to establish short- and long-term CIPs to address identified hydraulic deficiencies, including prioritization, alternatives analysis and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding.
- (d) Schedule: The City of Rialto shall develop a schedule of completion dates for the CIP developed in (a) - (c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements.

8.2 System Evaluation and Capacity Assurance Plan

8.2.1 Pipeline Capacity Assessment and Capital Improvement Plan

Science Applications International Corporation (SAIC) was retained by the City of Rialto in September 25, 2012, to update the City's Sewer Master Plan (Plan). This Plan reflects current information on the system, evaluates its performance with existing sewage flows and projects improvements needed within the five-year period from 2013-2018, as well as improvements anticipated through full development of the City as projected in the City's 2010 General Plan.

In a separate study, SAIC prepared a preliminary design for needed improvements to the Rialto WWTP. The recommendations of that study are included in the Sewer Master Plan. The Master Plan used a calibrated, fully dynamic hydraulic model developed in the H2OMAP sewer software developed by MWH Soft, Inc., that was used to model the sewer system. The sewer pipelines, manholes and the characteristics of the sewage pump stations were used to



Sewer System Management Plan

8 – SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN

create a database for use in the model. Sewage flows were distributed to the manholes (referred to as nodes in the hydraulic model) and the sewer system was evaluated through a series of computer runs simulating existing and future flow conditions. The model was only run in the “steady state” mode as compared with an “extended period analysis.” Previous studies had determined that the time required for sewage to travel from the extremity of the system to the WWTP was relatively short (approximately 2.7 hours). In addition, the use of peaking factors based on the Los Angeles curve is considered a sufficient test of the ability of the sewer collection system to transport peak flows.

The Rialto sanitary sewer system was first tested for existing peak flows to identify existing problems in the system. The identified problem areas were used as the basis for determining the Five-Year Capital Improvement Plan (2013-2018). The CIP improvements were then added to the sewer system and it was tested for the full development future conditions as outlined in the City’s General Plan.

The two sewage flow studies were conducted by V&A Flow Monitoring Company to assist in the preparation of the Sewer Master Plan:

- June 3-10, 2009, 6 manholes sampled
- August 4-18, 2009, 11 manholes sampled

8.2.2 Pump Station Capacity Assessment and Capital Improvement Plan

Flows generated by the system hydraulic model were compared to City’s existing pump stations. Table 8.1 provides a comparison of the model results to the pump capacity.

Table 8.1. Comparison of Model Results to Pump Capacity

Pump Station	Capacity (GPM)	Peak Existing Flow, (GPM)	Peak Future Flow, (GPM)
Ramrod	250	49	62
Sycamore at I-210	406	115	182
Lilac	468	93	116
Cactus at I-210	450	270	337
Ayala	1900	1153	1998
Agua Mansa	650	663	824
Sycamore	450	27	36



8.3 Element 8 Documents

The following documents are maintained in the WWTP Library located at the WWTP and are available upon request:

Part 1, Sewer System Master Plan Executive Summary

Part 2, Sewer System Five-Year Capital Improvements Plan

Part 3, Contractor O&M Schedule A 10 - Facility Improvement Description _Wastewater

Part 4, Contractor O&M Schedule B 9 - Water Facility Improvement Description



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Sewer System Management Plan

9 – MONITORING, MEASURING AND PROGRAM MODIFICATIONS

ELEMENT 9 - MONITORING, MEASUREMENT AND PROGRAM MODIFICATIONS

This section of the SSMP discusses the Monitoring, Measurement, and Program Modifications.

9.1 WDR SSMP Requirement

The City of Rialto shall:

- Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities.
- Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP.
- Assess the success of the preventive maintenance program.
- Update program elements, as appropriate, based on monitoring or performance evaluations.
- Identify and illustrate SSO trends, including SSO frequency, location and volume.

9.2 Utility Metrics to Measure Progress and Prioritize Activities

Preventive maintenance sewer metrics shown in Table 9-1(below) are for the City and Contractor's use in monitoring, measuring and adjusting sewer maintenance activities. The City and Contractor's responsibilities pertain to source control and claims as well as for monitoring and measuring progress in sewer system performance. These metrics are monitored on a regular basis.

Table 9-1. Success Factors and Metrics

Sewer Maintenance Success Factor	Metric
System Pipes	• Miles
Pipes Assessed (SL-RAT)	• Miles/Year
Pipe Inspected (CCTV)	• Miles/Year
Hot Spots Cleaned	• Number and Miles/Year
SSOs	• Number by Underlying Cause
Repeat SSOs	• Number by Address
Response Time	• Minutes per SSO after Notification
Pump Station Overflows	• Number by Cause
Pipe Repaired/Replaced	• Miles/Year
Claims	• #/Year and \$/Year/Incident

9.3 SSO Trends – Frequency, Location and Volume

Table 9-2 (below) summarizes the nature of reported SSOs beginning in 2010 through December 31, 2017 (the most recently certified SSOs as of the date of this SSMP).



Sewer System Management Plan

9 – MONITORING, MEASURING AND PROGRAM MODIFICATIONS

Table 9-2. Summary of SSOs from 2010 through December 31, 2017

Year	Roots	FOG	Debris	Structural & Other	Capacity	Total (#)	Recovered Vol (gal)	Lost Volume (gal)	Total Volume (gal)
2010	0	1	2	0	0	3	8,005	2,955	10,960
2011	0	0	0	0	0	0	0	0	0
2012	0	0	0	0	0	0	0	0	0
2013	2*	1	1	0	0	2	390	6,000	6,390
2014	0	1	1	0	0	2	1,820	0	1,820
2015	0	0	0	1	0	1	150	0	150
2016	2	1	2	1	0	6	17,900	4,225	22,125
2017	0	0	0	0	0	0	0	0	0

9.4 Element 9 Documents

The following documents are maintained in the WWTP Library located at the WWTP and are available upon request:

Table 9.1 Annual Historical Data



Sewer System Management Plan

9 – MONITORING, MEASURING AND PROGRAM MODIFICATIONS

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ELEMENT 10 - SSMP PROGRAM AUDITS

This section of the SSMP discusses plans for required self-audits of the SSMP.

10.1 WDR SSMP Requirement

The City of Rialto shall conduct periodic internal audits, appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and compliance with the SSMP requirements, including identification of any deficiencies in the SSMP and steps to correct them.

10.2 Audit Procedures, Roles and Responsibilities

The City of Rialto shall prepare a biannual SSMP audit for submittal to the RWQCB (and to keep on file in accordance with the Statewide WDR). The new audit format that integrates relevant items from the SWRCB and RWQCB Inspection Checklists will be used.

10.3 SSMP Certification

The SSMP shall be certified by the authorized representative of the City to be in compliance with the requirements set forth in the WDRs and be presented to the City Council for approval by resolution at a public meeting. The City-authorized representative must also complete the certification portion in the online SSO database questionnaire by checking the appropriate milestone box, printing and signing the automated form and sending the form to the below address:

State Water Resource Control Board
Division of Water Quality
Attn: SSO Program Manager
P.O. Box 100
Sacramento, CA 95812

10.4 SSMP Program Modification/Update Process

If the biannual audit identifies significant changes to be made to the SSMP, then the SSMP will be updated by June 30 of the same year in which the audit was submitted. However, it is anticipated that the main SSMP document will remain generally unchanged then any changes will be reflected in the SSMP documents or websites.

10.5 Element 10 Documents

Placeholder for Future Documents



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ELEMENT 11 – COMMUNICATION PLAN

This section of the SSMP discusses the City's Communication plan.

11.1 WDR SSMP Requirement

The City of Rialto shall communicate on a regular basis with the public on the development, implementation and performance of its SSMP. The communication system shall provide the public with opportunity to provide input to the City as the program is developed and implemented. The City shall also create a plan of communication with systems that are tributary and/or satellite to the sanitary sewer system.

11.2 Communication Plan

The City of Rialto has several means to communicate the elements of the SSMP to the public. These are through direct mailings, the City's website, personal contact by the Contractor's collection system crew, Environmental Technician, and Pretreatment Program, and the City's call center.

Direct Mailing, Counter Brochures, and Internal Memos

The City will use utility billing inserts and brochures for communicating with the residential and commercial customers on a wide range of topics, including SSOs and managing FOG. The brochures will be available at City Hall, Public Works, Development Services, and the City Clerk's office. Residents and commercial customers are encouraged to participate in any City programs through a variety of media, including televised City Council meetings, area command meetings and workshops.

City Website

A great wealth of information regarding the SSMP development efforts can be found on the City's website at the following address: <http://www.yourrialto.com/>. Moreover, the website offers reports on deliverables available as viewable and/or downloadable documents: <http://www.yourrialto.com/>.

Copies of the SSMP will be maintained in the City's Public Works Department and the WWTP Library. The document shall also be made readily available to the Regional Water Quality Control Board representatives upon request and to the operators of any collection system or treatment facility downstream of the City's system.

Personnel Contact

The Contractor's Wastewater and Collection System personnel respond to SSOs and are the first means of communication regarding prevention of SSOs and preventive maintenance. If an SSO is caused by a blockage in a private lateral, the private lateral sewer policy is explained to the customer. The City also provides information regarding appropriate corrective actions. The customer is instructed to call a private plumber to make the necessary repairs or corrections. As a courtesy, City crews will clean the sewer line that services the area to ensure that there are no obstructions causing the private lateral problem.



The City's NPDES contractor personnel interact with the commercial and industrial businesses, including restaurants. Inspections will be conducted at restaurants to ensure that grease interceptors, sewer laterals and outdoor areas are properly maintained. The inspectors use the inspection as an opportunity to communicate laws, regulations and policies that affect the industry or commercial business. These laws include the FOG Program, NPDES Storm Water Permit requirements, the SSMP and good housekeeping practices. The inspectors deliver program information in the form of brochures and other printed materials in English and Spanish.

The City's Public Works Department main line 909-820-2602 allows residents of Rialto's service area to report problems related to any City services. Calls are routed according to established procedures to the proper City and/or contracted services to respond in a timely manner. The RWS customer service number is 909-820-2546 and provides information regarding the water and wastewater services.

11.3 Element 11 Documents

Placeholder for Future Documents

"END"