

# Collection System Trouble Area Improvement Plan

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Did an image search – TA, TAI, TAI clip art



# Created your FOG Program... Now what?

- Outreach
- Count of FSEs
- Inspect
- Pumping Reports

.....HIT THOSE TROUBLE AREAS



# Trouble Areas Approach

- Operations, Operations, Operations
- Trouble Area List(~50)
  - Identify which are FSE related (8)
    - Need PT, PT upgrade, Increased service (31)
    - Any FSE not associated with a TA? (10)
    - Multi-Family
- Footage? Pictures?
  - Very helpful when approaching FSEs
    - Operations.....



# Tools

- Data tracking
  - Spread Sheets
  - Data Management Program
- Equipment for inspections
- Mailers
  - Outreach
  - Enforcement Letters



# Story?

- Ghost Pepper
- Very Hot
- Lesson Learned



# Enforcement

- Discharge Prohibitions
- Civil Penalty Process
  - Courtesy Notice
  - Notice of Violation
  - Fines.... Up, up, and away
- Installation



# Grease Interceptor Grant Program

- Spendy installations
  - \$19,000-80,000 GGIs
  - \$500-7,500 HGIs
- Budgeted \$25,000
- 5 a year
- Well received and softened the blow





# Follow Up Often

- Keep in contact with your Operations
- Track pump out reports for installed and upgraded FSEs
  - Awesome data to report back to Ops, Management, etc
- Follow up with FSEs
  - Let them know the impact of what they accomplished



**Before we Pull  
the Big Lever!**

# Questions?

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