HAYWARD

# SEWER SYSTEM MANAGEMENT PLAN

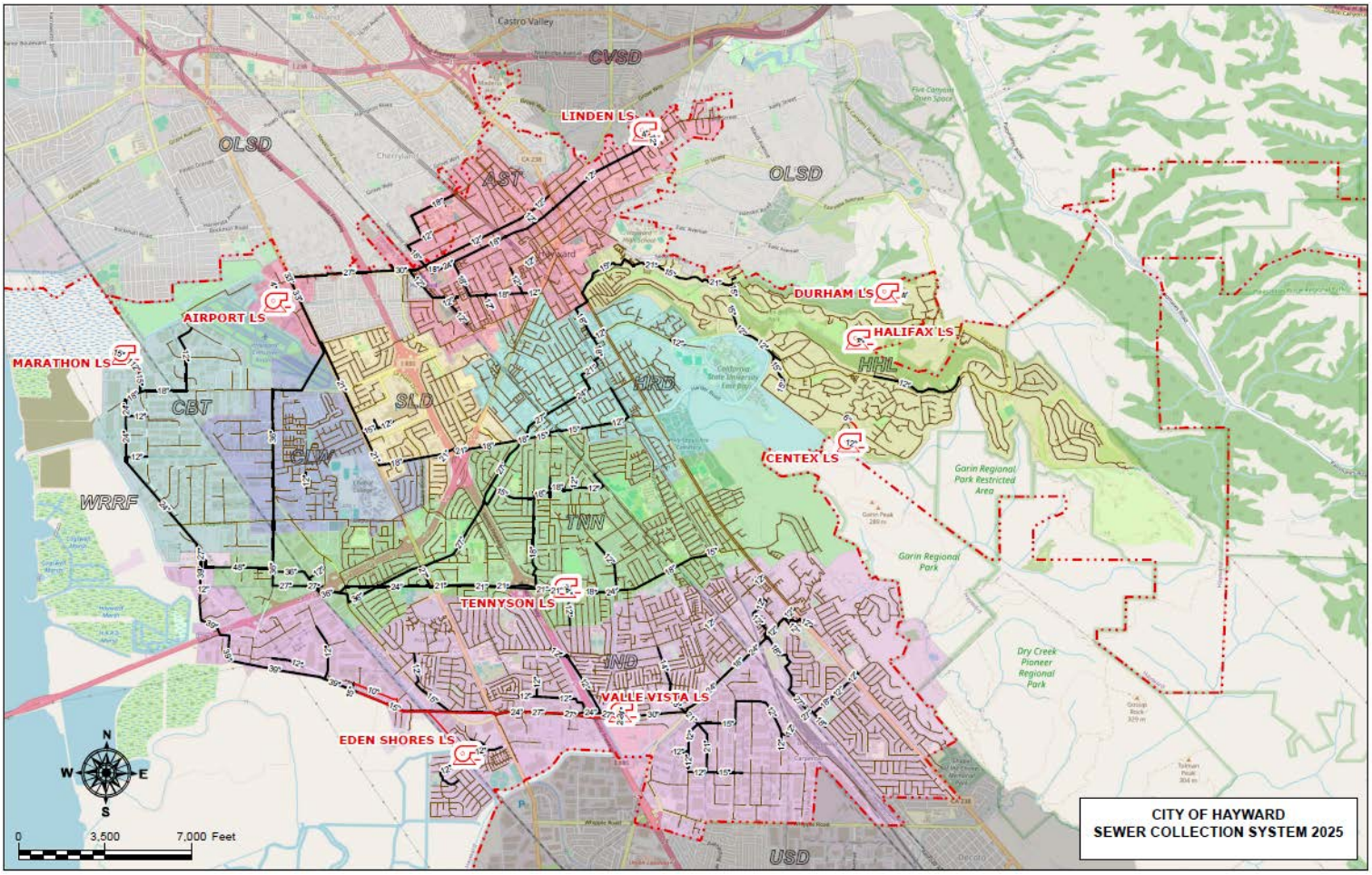
## City of Hayward
## Public Works & Utilities Department

May 2025

# SEWER SYSTEM MANAGEMENT PLAN
## INTRODUCTION

- **City of Hayward Collections System**

- **Service Area Boundaries: (Map Updated 2025)**




- The City's Collection System serves a population of approximately 163,000

- Maintains 322 miles of public gravity mainline by type: 4 miles of force (pressurized) mainline pipe and assisted by 9 pump/lift stations.

- Estimated Percentage of Connections by type:
  - Residential: 91%
  - Commercial: 5%
  - Industrial: 4%

- The City faces challenges performing hydraulic cleaning and CCTV inspections in easements and hilly areas but is still able to complete the work.

# SEWER SYSTEM MANAGEMENT PLAN

## GOALS

The goals of the Sewer System Management Plan (SSMP) are:

- To protect public health and the environment through proper management of the public wastewater collection system.

- To professionally manage, operate, and maintain all parts of the public wastewater collection system.

- To provide adequate capacity to convey peak flows:
    - Flow Monitoring of approximately 20 different locations on a recurring 10-year cycle (next cycle estimated for completion in March 2026).
    - Pump Stations:
        - Daily SCADA Checks on Pump Performance
        - Weekly Inspections of Pump Stations, including Pump and Wet Well Condition Assessment
        - Backup Generators
            - Exercised Monthly
            - Annual Load Bank Testing

- To implement measures to minimize the frequency of sanitary sewer spills:
    - Ongoing audits of the Collection System's high-frequency areas to ensure adequate capacity needs are achieved.
    - Conduct system-wide CCTV inspections every 8 years (next cycle estimated for completion in December 2031)
    - Track and maintain the status of damaged areas identified through CCTV and in need of repair. These are usually smaller repairs that can be performed promptly versus postponing for a larger Capital Improvement Program (CIP) such as the FY24 Sewer Line Replacement Project.

- To respond to and mitigate the impacts of a sewer system spill:
    - A new Hydro Flushing unit was purchased and went into operation in May 2024.
    - Demonstrations are being set up for the City's replacements of Combo units (2014 & 2015).
        - Vehicle replacement is on a 15-year cycle unless earlier replacement is necessary due to mileage, maintenance needs or overall condition.

- To provide an effective and efficient guidance document for responding to and managing sewer collection system emergencies.

- To complete the Sewer System Management Plan:
    - Current Due Date:  05/02/2025
    - Next Due Date:  05/02/2031
    - Next Audit Due Date:  11/02/2027 (05/03/2024 – 05/02/2027)
        - Next Audit Start Date: 03/01/2027

- To notify the City Council of any significant shortcomings identified during an emergency or annual SSMP review and will be informed of major projects, budget, or new CIP projects.

- To be updated with input from staff, management and engineering:
    - As a living document, it will incorporate acquired data to conduct audits and updates as needed, ensuring the city remains in compliance and continuously strives to improve effectiveness across all elements.  Updates will be managed by the Wastewater Collections System Manager.

- To be implemented as outlined.

## ORGANIZATION

### A. Identify Agency Staff Responsible for Implementing, Managing, Updating, Responding and Reporting Spills

Attached is the Organizational Chart showing the lines of authority of all the administrative and field staff and their responsibility during a sanitary sewer spill.

| | |
|---|---|
| Director of Public Works | Has overall administrative responsibility and ultimate decision-making authority for the department. Receives information directly from the Utilities O&M Manager. |
| Utilities Operations & Maintenance Manager | Is the Legally Responsible Official (LRO) for spill reporting, updating the SSMP, reviews all spill reports prior to submission, and assures reports are submitted in a timely manner. During a spill, the LRO receives information from the Wastewater Collections System Manager and will provide oversight and direction as required. |
| Wastewater Collections System Manager | Is the Legally Responsible Official for spill reporting and is responsible for all emergency response activities. The Wastewater Collections System Manager is responsible for providing direction and oversight to the field staff responsible for the day-to-day operation and maintenance of the sewer collection system, reviews all spill reports prior to submission and assures all reports are submitted to the proper agencies in a timely manner. During a spill, the LRO receives information from field crews, and provides oversight and direction as required. |
| Water Pollution Source Control Staff | WPSC staff may assist in determining whether sewer from spill has entered the City's storm drain system. |
| Sewer Collection System Field Crews | Implements emergency response, clears stoppage, stops spill, clean up spill, and gather data for reporting. |
| Utilities Electrical Mechanical Operations & Maintenance | Receives information from the Sewer Collection Manager and if necessary, modifies operation of sewer and storm water pump stations. The EMOM division aids with portable pumping equipment as necessary and provides specialty repair staff to include welders or equipment repair staff as necessary. |
| Utilities EMOM Staff | Responsible for the day-to-day operation and maintenance of all City pump stations. During a spill event, staff may be asked to reduce, stop or set up for bypass pumping at a pump station while repairs are being made. |
| Utilities Field Services Manager | Provide assistance as necessary making repairs or with any construction activity or equipment operation. |

## B. Emergency Contact Information

All positions identified in this Organizational Chart can be reached 24 hours/day either at home or by cell phone. Sewer and pump station field staff are on standby 24 hours/day and can be reached through the Police Department Dispatcher by pager 24 hours/day. Standby staff assignments rotate on a weekly basis.

**Contact List**

| | | | |
|---|---|---|---|
| Bert Weiss<br>Utilities O&M Manager<br>Legally Responsible Official | Work: (510) 881-7901 | Mobile: (510) 246-2827 | Home: (650) 345-3336 |
| Mark McGrath<br>Wastewater Collections System Manager – Legally Responsible Official | Work: (510) 881-7970 | Mobile: (510) 385-0191 | Home: (925) 207-7325 |
| Benji Foreman<br>Utilities EMOM Manager | Work: (510) 881-7978 | Mobile: (510) 385-1091 | Home: (510) 421-0054 |
| Dallas Bracelin<br>Utilities Field Services Manager | Work: (510) 881-7949 | Mobile: (510) 385-0339 | Home: (925) 337-9950 |

| | | |
|---|---|---|
| City of Hayward Water Pollution Source Control, Weekdays, 08:00-17:00 | | (510) 881-7900 |
| City of Hayward Water Resource Recovery Facility, Weekends & After Hours | | (510) 293-5398 |
| San Francisco Bay Section RWQCB | Direct: (510) 622-5633 | Fax: 510) 622-2450 |
| California Office of Emergency Services (Cal OES) | Direct: (800) 852-7550 | Fax: (916) 262-1677 |
| California Department of Fish & Wildlife (matthew.wong@wildlife.ca.gov) | | (707) 299-0036 |
| City of Hayward Customer Services | | (510) 583-4600 |
| City of Hayward Police Dispatch | | (510) 293-7000 |
| Oro Loma Sanitary District | | (510) 276-4700 |
| Oro Loma Sanitary District Field Supervisor | | (510) 667-5132 |
| Oro Loma Sanitary District On-Call Person | | (510) 667-5248 |
| Castro Valley Sanitary District | | (510) 537-0757 |
| Castro Valley Sanitary District On-Call Person | | (510) 506-5821 |
| Union Sanitary District | | (510) 477-7500 |
| Wastewater Collections System Manager | | (925) 207-7325 |

## EMPLOYEE CONTACT LIST

| Employee | Title | Mobile | Home |
|---|---|---|---|
| Alex Ameri | Director of Public Works | (510) 385-1080 | (650) 681-9377 |
| Bert Weiss<br>*bert.weiss@hayward-ca.gov* | Utilities O&M Manager | (510) 246-2827 | (650) 918-2388 |
| Mark McGrath<br>*mark.mcgrath@hayward-ca.gov* | Wastewater Collection System Manager | (510) 385-0191 | (925) 207-7325 |
| Benji Foreman | Utilities EMOM Manager | (510) 385-1091 | (510) 421-0054 |
| Dallas Bracelin | Utilities Field Services Manager | (510) 385-0339 | (925) 337-9950 |
| **SEWER COLLECTIONS** | | | |
| VACANT | Senior Collection System Utility Leader | | |
| Joe Estrada | Utility Leader | (510) 376-0732 | (510) 435-1813 |
| Steven Klausing | Utility Leader | (510) 376-0210 | (510) 432-8687 |
| Joseph Brennan | Utility Leader | (510) 385-0782 | (925) 209-0513 |
| Abraham Anaya | Utility Worker | (510) 362-4164 | (925) 862-3146 |
| Heriberto Garduno | Utility Worker | (510) 362-4164 | (650) 455-8425 |
| Miguel Ramos | Laborer | (510) 385-0157 | (510) 294-9148 |
| Jesse Crawford | Utility Worker | (510) 695-0124 | (925) 348-4808 |
| Omar Buenrostro | Utility Worker | (510) 876-2933 | (510) 856-8908 |
| **UTILITIES ELECTRICAL MECHANICAL OPERATIONS AND MAINTENANCE** | | | |
| Barry Burke | Utilities Electrician II | (510) 385-0349 | (510) 676-0648 |
| Sean Bui | Utilities Electrician II | (510) 385-1092 | (408) 892-2340 |
| VACANT | Utilities Electrician II | (510) 385-0432 | (xxx) xxx-xxxx |
| Ignacio Salceda | Utilities Mechanic | (510) 224-8766 | (510) 427-6300 |
| Nano Velasquez | Utilities Mechanic | (510) 385-0008 | (925) 348-0252 |
| Gardner Halliburton | Utilities Mechanic | (510) 385-0341 | (510) 612-1135 |
| Louie Carreon | Utilities Mechanic | (510) 385-0775 | (650) 504-3011 |
| Peter Villalobos | Utilities Mechanic | (510) 385-1088 | (209) 988-8983 |
| Jeffrey Bashir | Utilities Mechanic | (510) 828-2423 | (510) 566-1293 |
| Moises Muniz | Utilities Service Worker | (510) 476-7680 | (510) 362-4285 |
| Manuel Gonzalez | Utilities Service Worker | (510) 385-1093 | (510) 962-2408 |

## C. Chain of Communication for Reporting Sanitary Sewer Spills.

The protocol for the reporting of Sanitary Sewer Spill is conducted by the City of Hayward Sanitary Sewer Spill Emergency Response Plan, referenced in Chapter 6 of this manual.

A sewer problem can be reported to the Sewer Collection System by several different methods including:

- Calling the Utilities Center during normal business hours.
- Calling the Hayward Police Dispatch, after normal business hours, weekends and holidays, who will notify the Sewer Collections Standby staff to respond.
- Observation by a City employee who will notify the Utilities Center.
- Notification from a neighboring agency or city regarding a sewer problem outside of the agency's jurisdiction.

All calls for service are responded to within 30 minutes to an hour. Sewer collection staff are on standby 24 hours/day, 7 days/week to respond after hours, weekend, and holiday emergencies.

The First Responder is responsible for evaluating the spill upon arrival, implementing best management practices to contain it, and if possible, prevent it from entering the storm drain. Additional responsibilities include clearing the blockage, notifying the Sewer Collections Manager, and reporting the incident to the California Office of Emergency Services (CalOES) within two (2) hours if the spill is greater than or equal to 1,000 gallons.

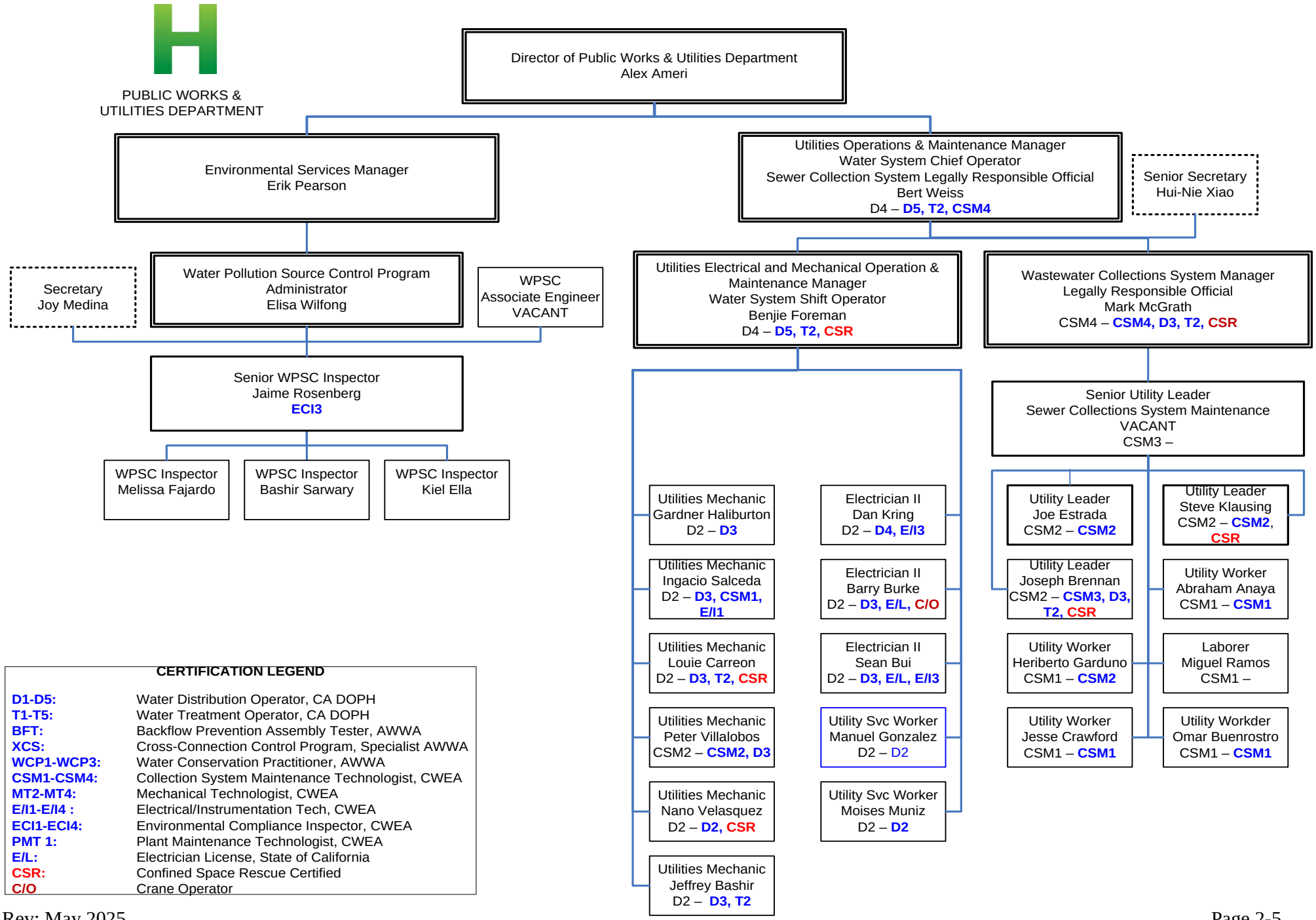
During normal work hours, the Sewer Collections Manager will respond to the spill upon notification, take control of the containment and cleanup efforts, estimate the spill volume for CalOES reporting, submit any follow-up reports to CalOES, and notify the Utilities Operations & Maintenance Manager.

The Sewer Collections Manager is also responsible for notifying the Utilities Operations & Maintenance Manager of the event and completing the online Sanitary Sewer Spill Report to California Integrated Water Quality System (CIWQS) within three (3) business days for Category 1 and 2 Spills, or within thirty (30) days following the end of the month in which a Category 3 spill occurred.

The Sewer Collection Manager is also responsible for ensuring all response activities conducted safely, and in compliance with all applicable laws, regulations, City ordinances and policies. Additionally, they must ensure that an investigation is conducted to determine the cause of the spill and that appropriate corrective actions are taken.

The Utilities Operations & Maintenance Manager is responsible for notifying the Director of Public Works of the event and ensuring all response activities are conducted safely and in compliance with all applicable laws, regulations, and City ordinances.

All Sewer Collection staff are equipped with mobile smart phones. Additionally, there are four line-of-sight radios available for use when there are communications disruptions or situations requiring radio communications such as confined space entries, main line cleaning, televising and investigating canyons for sewer spills.




**CERTIFICATION LEGEND**

| | |
|---|---|
| **D1-D5:** | Water Distribution Operator, CA DOPH |
| **T1-T5:** | Water Treatment Operator, CA DOPH |
| **BFT:** | Backflow Prevention Assembly Tester, AWWA |
| **XCS:** | Cross-Connection Control Program, Specialist AWWA |
| **WCP1-WCP3:** | Water Conservation Practitioner, AWWA |
| **CSM1-CSM4:** | Collection System Maintenance Technologist, CWEA |
| **MT2-MT4:** | Mechanical Technologist, CWEA |
| **E/I1-E/I4 :** | Electrical/Instrumentation Tech, CWEA |
| **ECI1-ECI4:** | Environmental Compliance Inspector, CWEA |
| **PMT 1:** | Plant Maintenance Technologist, CWEA |
| **E/L:** | Electrician License, State of California |
| **CSR:** | Confined Space Rescue Certified |
| **C/O** | Crane Operator |

# LEGAL AUTHORITY

The City has sufficient legal authority to effectively implement its SSMP through the Sanitary Sewer System chapter of the **City of Hayward Municipal Code** and binding policy documents. The City can require system users to meet discharge standards, maintain user-owned facilities, and pay penalties for non-compliance. Specifically, the City has authority to:

A. **Control infiltration and connections from inflow sources.**
The City requires all inhabited properties in its service area to connect to the public sewer system, except under very specific circumstances via **Section 11-3.201 of the City of Hayward Municipal Code**. The City, in cooperation with the County Health Officer, may also take appropriate action, including limiting or suspending water service, if a private sanitary sewer spill is causing a dangerous and unsanitary condition via **Section 11-3.100 of the City of Hayward Municipal Code**.

B. **Require that sewers and connections be properly designed and constructed.** The City requires that sewer system facilities and connections be designed and constructed in accordance with specific design standards and material specifications via the **Section 11-3.300 to 11-3.311 of the City of Hayward Municipal Code**. Sewer connections must be permitted and constructed by a licensed sewer contractor per **Section 11-3.250 & 11-3.252 of the City of Hayward Municipal Code**.

C. **Ensure proper installation, testing and inspection of new and rehabilitated sewers**. The City has specific criteria for construction of sewers and connections in **Section 11-3.350 to 11-3.362 of the City of Hayward Municipal Code**. City inspectors are trained and experienced in construction of sanitary sewers and connections and have authority to stop construction if the inspector determines the work does not meet City standards. The City also has specific requirements for inspecting and testing new connections in **Section 11-3.259 & 11-3.260 of the City of Hayward Municipal Code**.

D. **Regulate wastewater discharge, including limitations on fats, oil and grease**. Appendix A of the City's municipal code contains the City's **Wastewater Discharge Regulations** (WDR), are administered by the Public Works & Utilities Department's Water Pollution Source Control Program, which conducts regular inspection, monitoring, and permitting of certain industrial users. The WDR includes limitations on wastewater constituents, including fats, oil and grease. In addition, **Public Works Policy Memo 5-11** makes specific requirements for grease control devices in appropriate facilities. This policy is administered by Public Works & Utilities Department and Building Inspection Department staff.

E. **Jurisdictional Agreement**
The City of Hayward Maintenance Services Department (MSD) oversees the maintenance and operation of the stormwater system within the jurisdictional

boundaries. The Collections Division works alongside MSD when needed during emergency events, allowing us access to MSD stormwater inlets and drainage systems. The stormwater collection system within the City of Hayward intersects and/or is tied into the Alameda County Flood Control (ACFC) stormwater conveyance system through pipes, culverts, and open channels. The City of Hayward does not possess the legal authority or necessary interjurisdictional agreements with ACFC to perform maintenance services outside of the conveyance system that is specifically owned and operated by the City. Maintenance responsibilities are limited to areas clearly delineated and labelled on City of Hayward official stormwater maps. In the event of a spill reaching the ACFC system, ACFC is responsible for determining the appropriate abatement actions. Typically, a local environment contractor is called, such as Environmental Logistics, to contain the spill, pump affected areas, and conduct sampling to confirm the receiving waterway is free of contamination.

# SEWER SYSTEM MANAGEMENT PLAN
# OPERATION AND MAINTENANCE PROGRAM

A. **Collection System Map.** Comprehensive sewer and storm base maps are available to staff detailing the location, size and installation date of sewer and storm mains, manhole locations with invert and rim elevations, as well as property lines with addresses. Electronic maps were last updated in 2024. Paper map books in crew trucks were last distributed in 2016 and are constructed of more durable plastic/paper hybrid pages. The City's Geographic Information System (GIS) is continuously updated as changes to the system occur. The printed map books were recently updated and due in May 2025.

B. **Prioritized Preventive Maintenance.** The Collection System consists of over 320 miles of various diameter pipe, nine sewage pump stations, approximately 38,000 service connections, and a Water Pollution Control Facility. The pump stations are maintained by the City of Hayward Utilities Division. Adequate staffing is provided for routine operations and maintenance of these facilities. Pipeline maintenance staff includes a Wastewater Collections System Manager, three (3) Utility Leaders, and five (5) Utility Workers.

   The Utilities Division is responsible for the mechanical operation & maintenance activities for pump stations, which include one (1) Utilities Electrical, one (1) Mechanical Operations & Maintenance Manager, three (3) Electricians, six (6) Utilities Maintenance Mechanics and two (2) Utilities Service Workers, who are also responsible for all water pump station, reservoir, pipeline, and pressure reducing valve operation, maintenance and repair and storm water pump station operation, maintenance and repair. Pipeline and facilities personnel are available 24 hours/day, 7 days/week to respond to emergency conditions.

   With current staffing levels, the entire collection system could be cleaned every 2 to 3 years, assuming no interruptions from other work.

   Areas requiring more frequent cleaning known as "High Frequency Areas" are cleaned as frequently as every 60 days.

   Areas identified for repair or upgrade due to physical condition or flow restriction are scheduled for attention as they are discovered. The City has allocated funding for an annual Emergency/Spot Repair and a Line Replacement CIP to address these needs.

   Root control is managed through a chemical treatment program that targets areas with known root intrusion. The program cleans and cuts roots then chemically treats the mains in compliance with industry standards.

   All customer complaints are responded to as they are received.

CCTV inspection data, including video, are stored on separate removable drives.

C. **Scheduled Inspections and Condition Assessment.**
The Sewer Collection staff continuously inspect and assess the condition of the City's sewer collection system. Root cutting and foaming are performed as needed in areas where root instruction has been identified as a concern.

Areas that present flow challenges, and which are not physically defective or in need of upgrade, are placed on High-Frequency lists (2, 3, 4, 6, and 8 month frequency) based on their specific issue. These are typically areas that accumulate grease at a higher-than-normal rate and must be cleaned more frequently to maintain proper flow.

Staff also maintain a selective check list which includes areas identified during routine cleaning as possibly prone to stoppage. The list is reviewed quarterly until the area is televised and repairs are made.

D. **Training.** All Sewer Collection System staff receive regular training through a combination of in-house resources and external vendors, as well as wastewater organizations such as CWEA, WEF, and California State University, Sacramento (Office of Water Programs) courses. Since the onset of COVID-19 restrictions, staff implemented DKF virtual trainings in lieu of some in person tailgates and trainings.

The City is also actively encouraging all Sewer Collections staff to obtain certification as Collection System Maintenance Operators through CWEA.

Additionally, the Utilities O&M staff are encouraged to obtain CWEA certifications, and an Electrician is currently certified as Grade III Electrical/Instrumentation Technologist.

E. **Contingency Equipment.** All sewer lift stations and storm water pump stations have been upgraded to support a streamlined and efficient bypass pumping process. All stations have suction and discharge connections with quick-connect couplings installed for portable trash pumps. In the event of a pump failure, a portable trailer mounted trash pump can be towed to the site and hooked up in short order, re-establishing flow from the station.

Additionally, for stations without permanent emergency generators, the Motor Control Centers (MCCs) are equipped with quick connect plugs. This allows a portable, trailer mounted emergency generator to be towed to the site and connected quickly in the event of a power failure, restoring station operations.

# SEWER SYSTEM MANAGEMENT PLAN

## DESIGN AND PERFORMANCE PROVISIONS

### A. Standards or Installation, Rehabilitation and Repair.

The City of Hayward's standards for the proper installation and inspection of sewer lines are contained in two documents: The **City of Hayward Public Works & Utilities Standard Details** and the **City of Hayward DEPARTMENT OF PUBLIC WORKS SPECIFICATIONS FOR THE CONSTRUCTION OF SANITARY SEWER MAINS AND APPURTENANCES**.

### B. Standards for Inspection and Testing of New Rehabilitated Facilities

The City of Hayward Standard Public Works contracts require that new and/or rehabilitated facilities are not placed into service until inspection and testing is completed per **City of Hayward Municipal Code – Sec. 11-3.259 Tests.**

The City of Hayward Public Works & Utilities Department is responsible for these inspections and testing and maintains an adequate staff of Construction Inspectors to complete the task.

The Standard Test Requirement for Sanitary Sewers is detailed in the City of Hayward Detail SD-311 in the **City of Hayward Public Works & Utilities Standard Details** and **City of Hayward DEPARTMENT OF PUBLIC WORKS SPECIFICATIONS FOR THE CONSTRUCTION OF SANITARY SEWER MAINS AND APPURTENANCES**.

**City of Hayward Municipal Code – Sec. 11-3.259 Tests.**
Upon completion of the work, the City Engineer may require the house sewer to be subjected to appropriate tests, such as a water test or video test/inspection. The pressure for a water test shall be that imposed by a five-foot head of water. The house sewer shall be plugged before test at a point just before conversion is made to public sewer or place of disposal. Under test the water pressure shall remain constant for not less than fifteen (15) minutes without any further addition of water or indication of leaks.

The video camera and recording equipment used for video testing shall be suitable for the intended purpose and shall be equipment that is in common use at the time of the test. A complete and continuous taped record and written log of the inspection shall be made. The taped record shall be of such quality as providing a clear, sharp image when playback on a conventional television set. The taped record shall conform to the owner's video recorder requirements. The image shall show sufficient detail to determine cracks in the pipe, offset joints, leaking joints, and other flaws in the installation of the sewer main. The videotaping shall be done with no flow in the sewer.

# SEWER SYSTEM MANAGEMENT PLAN

# SPILL EMERGENCY RESPONSE PLAN

## A. Notification

A sewer problem can be reported to the Collection System by several different methods including:

- Calling the Utilities Center during normal work hours.
- Calling the Hayward Police Dispatch, after normal work hours, weekends and holidays, who will notify the Sewer Collections Standby person to respond.
- Observation by a City employee who will notify the Utilities Center.
- Notification from a neighboring agency or city regarding a sewer problem outside of the agency's jurisdiction.

All calls for service are responded to within 30 minutes to an hour. Sewer collection staff are on standby 24 hours/day, 7 days/week to respond after hours, weekend and holiday emergencies.

## B. Response

All Spill response activities will be in compliance with the **City of Hayward Sanitary Sewer Spill Emergency Response Plan (SERP)**.

All Spill reporting procedures are also covered in the **California Water Board's Enrollee's Guide to the Spill Database**, as well as the City's **SERP**.

For guidance in responding to, and reporting Spill events, refer to the City's **SERP.**

# SEWER SYSTEM MANAGEMENT PLAN

## FATS, OILS, AND GREASE (FOG) CONTROL PROGRAM

Based on a comprehensive review of Spill incidents and sewer cleaning history, the City determined that FOG is not a major concern for the City's collection system. The City's Collection Division has an aggressive high frequency cleaning system that has proven victorious over the occurrence of FOG Spills. There has not been a spill due to FOG in recent history. The City will maintain its FOG identification and control program. In addition, to taking a proactive approach, the City has incorporated several other elements into its FOG Control Program as detailed below.

### A. Identification and Sewer Cleaning

The City's Sewer Collection staff track areas requiring increased frequency of cleaning. Factors contributing to increased cleaning frequency such as structural problems, roots, or FOG are documented.

Identified problematic sewer lines with grease is cleaned at least once per year. Areas known to have problems are included on one of the City's High Frequency Main Cleaning Lists and are cleaned between 2 and 8 months. Sewer lines in the downtown area are cleaned bi-annually.

The Water Pollution Source Control Division is notified when areas with significant grease buildup or spills suspected to be caused by FOG are identified. Water Pollution Source Control Inspectors may conduct further investigation to determine possible contributors to the grease buildup, where feasible. In some cases, the Collection Division utilizes camera technology to help identify FOG source contributors (i.e. by televising lateral-main connections).

### B. Source Control

The City has promulgated a Fats, Oils, and Grease (FOG) program as described in **Public Works Policy Memo 5-11**. This memo, entitled "Grease Control Devices and Grease Handling Procedures in Food Service Facilities", outlines the City's policy regarding grease control devices in restaurants and other food service establishments (FSEs).

Based on information provided by prospective FSE proprietors, City staff incorporate grease control device requirements into building plan checks. The minimum requirement for an FSE is to install a grease trap. In some cases, grease interceptors are required.

**Public Works Policy Memo 5-11** also details grease control device maintenance requirements, including those pertaining to frequency of cleaning and record retention.

In addition, the City also conducts public outreach activities to raise awareness of FOG-related problems. Efforts include distributing BMP posters to restaurants and other FSEs, mailing informational brochures to residents, and exhibiting a FOG informational display at public outreach events.

## C. Facility Inspection

Water Pollution Source Control Inspectors conduct inspections of FSEs known or suspected to have caused FOG-related problems in the collection system. This is typically done in the course of an investigation as described above.

Permitted Industrial Users, some of whom have the potential to contribute FOG to the collection system, are regularly inspected on a frequency of at least once per year.

## D. Legal Authority

The City has legal authority to prohibit discharges to the collection system through its **Wastewater Discharge Regulations**, Appendix A of Chapter 11, Article 3 of City of Hayward Municipal Code.

In addition, the City also has authority through Section 11-3.104 (Abatement) of the **City of Hayward Municipal Code**.

# SEWER SYSTEM MANAGEMENT PLAN

## SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN

The Sewer Collection System Master Plan is estimated for completion in 2026. The Master Plan flow monitoring is estimated to begin in Winter 2025 and continue through March of 2026.

(a) The sewer collection system is constantly monitored and evaluated. As crews clean and televise the system, discrepancies are documented, then forwarded for repair. The City has an active Capital Improvement Program (CIP) with projects addressing system needs and allowing for rapid response in rectifying the issues as they are identified.

Additionally, immediately following a Sanitary Sewer Spill, an investigation is conducted to determine the cause and identify corrective actions needed to address issues in the system.

The most current evaluation of capacity analysis is detailed in the **Sewer Collection System Master Plan Chapter 4**.

(b) For information on sewer collection system design criteria, refer to the following sources;
**City of Hayward, Department of Public Works SPECIFICATIONS FOR THE CONSTRUCTION OF SANITARY SEWER MAINS AND APPURTENANCES**
and
**City of Hayward Public Works & Utilities Department STANDARD DETAILS**.

(c) The City is constantly monitoring the system for capacity deficiencies. In addition to the recommendations outlined in Chapter 5 of the Sewer Collection System Master Plan **Sewer Collection System Master Plan Chapter 5**, improvements are made as deficiencies and defects are discovered during CCTV and sewer main cleaning activities.

Funding is reserved in Capital Improvement Projects specifically for emergencies and spot repairs to the system discovered during day-to-day activities. The amounts of these funds are adjusted annually.

(d) A schedule of planned projects and system upgrades can be seen in the most recent Capital Improvement Program list of projects. **CIP Directory**

(e) The City is currently in the process of updating the Sewer System Master Plan with completion estimated in 2026. In preparation of climate change, the update will include determining the appropriate design storm. During the storm event from December 31, 2022, through January 1, 2023, which produced 4.67 inches of rain, equivalent to a 10-year storm, the City's sewer system performed well with no reported incidents.

# MONITORING, MEASUREMENT AND PROGRAM MODIFICATIONS

## Monitoring, Measurement, and Program Modifications:

The City of Hayward:

(a) Maintains relevant information to support the establishment and prioritization of appropriate SSMP activities, as demonstrated by the City's SSMP being active since March 2006. In that time, it has been audited biennial and underwent a major update in March 2012 and again in 2016. The existing SSMP and all future audits will be transitioning to triennial to conform with the new WDR mandates. A record of the audits can be found in Chapter 10.

(b) Monitors the implementation of each element of the SSMP and, where appropriate, measure their effectiveness. This is demonstrated in the table referenced below in item (c), which highlights the trends over the past five years. Overall, the city performed well with the exception of 2020, when an increase in issues were attributed to staff limitations during the COVID-19 related closures and unforeseen challenges with contractors, and a dust cover incident.

The main cleaning footage is averaging 1,400,000 ft/year and the CCTV is averaging 200,000 ft/year.

In addition, the High-Frequency Cleaning Schedules are continually adjusted. Areas that no longer require frequent attention, due to repair or capacity improvements, are removed, while new areas are added as needed. Currently the City maintains cleaning schedule at 2,3,4,6 and 8 months. Additionally, the Selective Check List is used as inspections of identified designated areas during cleaning as having potential flow issues.

During Selective Checks, areas identified to be free-flowing, and subsequent televising shows no obstruction or grease and/or sediment buildup, the site is removed from the Selective Check List. If the site has a grease accumulation issue that cannot be remedied by upgrades or repairs, it is placed on one of the High Frequency Lists. If a defect or deficiency is identified, the site is documented and scheduled for appropriate repair or improvement.

(c) Assesses the success of the preventative maintenance program, which is depicted in the table below showing the City's Spill trends and noting the drastic drop coinciding with the addition of staff and equipment.

| | Cat 1 | Cat 2 | Cat 3 | Cat 4 | **TOTAL** | Notes | Total Spill Vol | Total Recovered | Total Reach S/W |
|---|---|---|---|---|---|---|---|---|---|
| 2024 | 0 | 0 | 0 | 0 | **0** | | 0 | 0 | 0 |
| 2023 | 0 | 0 | 1 | 3 | **4** | | 685 | 385 | 0 |
| 2022 | 0 | 0 | 4 | n/a* | **4** | | 1,876 | 1,876 | 0 |
| 2021 | 0 | 0 | 4 | n/a* | **4** | | 855 | 52 | 0 |
| 2020 | 0 | 0 | 4 | n/a* | **4** | 2 Separations / COVID-19 Restrictions / Limited Staff | 1,420 | 1,300 | 0 |

*Note: CAT 4 started in 2023, so the data is not applicable from 2020 to 2022

(d) Updates program elements, as appropriate, based on monitoring or performance evaluations. In fact, the City is constantly upgrading its system and making improvements as technology changes and practices are honed.

(e) Identifies and illustrates spill trends, including frequency, location, and volume by reviewing the details of the past five years spills. The City's Spill activity is generally low in volume, which is a testament to the initiative and work ethic of the personnel who operate and maintain the system. This outcome is not surprising, given the City's ongoing collection system cleaning, regular televising activities, and thorough investigations conducted following a spill.

# SEWER SYSTEM MANAGEMENT PLAN

## SSMP PROGRAM AUDITS

The Utilities Operations & Maintenance Manager will conduct a triennial audit of the City of Hayward (CoH) SSMP. The audit will cover the most recent calendar year.

The audit report will detail the successes achieved in implementing the most recent version of the SSMP and highlight any revisions needed to enhance the effectiveness of the program. The audit report will include the following:

- Progress made on development of SSMP elements, including an evaluation of whether the COH is on schedule with SSMP development.
- A summary of how the COH implemented SSMP elements in the past reporting year.
- The effectiveness of implementing SSMP elements.
- A description of the additions and improvements made to the sanitary system in the past reporting year.
- A description of additional improvements planned for the upcoming reporting year.

SSMP audits can be viewed by clicking **here**.

# SEWER SYSTEM MANAGEMENT PLAN

## COMMUNICATION PROGRAM

A. The City is committed to maintaining a positive relationship with all customers. Staff at all levels are available to address customer inquiries and discuss customer concerns.

B. The City recently developed a pamphlet **Sewer Lateral Maintenance Responsibility Handbook** to explain the responsibilities of the City and the Customer regarding sewer mains and laterals. The pamphlet contains excerpts from the Hayward Municipal Code that outlines the areas maintained by the City and explain why customers are responsible for their individual sewer lateral.

C. The City also recently produced a pamphlet titled **City of Hayward Plumber and Sewer Contractors Responsibilities handout** to inform plumbers and sewer contractors of their responsibilities when cleaning sewer laterals. The handout outlines best practices to help prevent conditions that could lead to a sanitary sewer spill.

D. As detailed in Chapter 2; Organization, the protocol for reporting Sanitary Sewer Spills is as follows.

A sewer problem can be reported to the Collection System by several different methods including:

- Calling the Utilities Center during normal business hours.
- Calling Hayward Police Dispatch after normal business hours, weekends and holidays, who will notify the Sewer Collections Standby person to respond.
- Observation by a City employee who will notify the Utilities Center.
- Notification from a neighboring agency or city regarding a sewer problem and outside of the agency's jurisdiction.

All calls for service are responded to within a 30 minutes to an hour. Sewer collection staff are on standby 24 hours/day, 7 days/week to respond after hours, weekend and holiday emergencies.

All Sewer Collection staff are equipped with mobile phones. Additionally, there are four line-of-sight radios available for use when there are communications disruptions or situations requiring radio communications such as confined space entries, main cleaning and televising and investigating canyons for sewer spills.