
	<p><b>STANDARD OPERATING PROCEDURE</b>  <b>DEPARTMENT OF PUBLIC WORKS</b></p> <p><b>PROGRAM:</b>  Emergency Spill and Illegal Dumping Hotline</p>		<p><b>ISSUE DATE:</b>  11/24/2021</p>
<p><b>APPROVED BY:</b></p> <hr/> Public Works Director			
<p><b>PERMIT REQUIREMENT:</b></p> <p>4.2.3.5, 4.2.3.5.1, 4.2.3.6.1, 4.2.3.9, 4.2.3.9.1, 4.2.3.10, 4.2.3.11  The MS4 permit requires publicizing a hotline for emergency spills and illegal dumping. This requirement must include methods for containment, repair and enforcement for discharges or potential discharges.</p>			
<p>General:  THIS SOP IS NOT EXPECTED TO COVER ALL NECESSARY PROCEDURE ACTIONS. OPERATORS ARE ALLOWED TO ADAPT SOPs TO UNIQUE SITE CONDITIONS IN GOOD JUDGMENT WHEN IT IS NECESSARY FOR SAFETY, AND THE PROPER, AND EFFECTIVE CONTAINMENT OF POLLUTANTS. HOWEVER, ANY CHANGES OF ROUTINE OPERATIONS MUST BE AMENDED IN THIS SOP.</p> <p><b>1. RATIONAL:</b></p> <ol style="list-style-type: none"> <li>A written plan is necessary to ensure a reliable, responsive and effective system to contain, discharges resulting from illegal dumping and spills. It is also necessary for a basis to document the proper implementation of the program.</li> <li>Callers reporting or responding to emergency spills and illegal dumping, should be connected to available personnel, but NEVER DROPPED TO VOICEMAIL.</li> <li>The SOP system will ensure the necessary staff will have the direction for the proper procedure.</li> </ol> <p><b>2. APPLICATION:</b></p> <ol style="list-style-type: none"> <li>This SOP is primarily for staff whose tasks include receiving calls from the public and Stormwater staff responding to the call. <ul style="list-style-type: none"> <li>Typical Riverton Staff are: receptionist, secretaries, supervisors, and on call personnel (after hours personnel).</li> </ul> </li> </ol> <p><b>3. PROGRAM:</b></p> <ol style="list-style-type: none"> <li>Webpage Emergency Spill and Illegal Dumping Hotline, posted on homepage in plain view.</li> <li>Hotline SOPs and training for key personnel.</li> </ol> <p><b>4. EMERGENCY DEFINITIONS:</b></p> <ol style="list-style-type: none"> <li>Emergency Level <ul style="list-style-type: none"> <li><u>Minor</u>: Illegal dumping or spills less than 1-5 gallon.</li> <li><u>Moderate</u>: Illegal dumping or spills of 10-50 gallon.</li> <li><u>Major</u>: Illegal dumping or spills greater than 50 gallons and or it is uncontained.</li> </ul> </li> <li>Hazardous Material: <ul style="list-style-type: none"> <li><u>Liquid</u>: Any liquid that is not culinary or uncontaminated irrigation water.</li> </ul> </li> </ol>			



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- Solid: Generally, any solid material being dumped directly into water bodies. . Including but not limited to: storm drain, stream, creek, river, pond, lake, ditch and canal.

**5. AUTOMATED PHONE SYSTEM:**

- a) Phones should be configured to route callers accordingly. Configure phones to cycle until a live person is reached. After hours call should go directly to on call personnel.
- b) Webpage Hotline Number. The hotline callers should ring to the following offices without going to voicemail. Phone cycle number: 1. Stormwater Utility Manager(mobile), 2. Stormwater Inspector(mobile), 3. Stormwater Maintenance(mobile), 4. Public Works Receptionist(office), 4. Public Works Office Manager(mobile), 5. Public Works Director(office), 6. City Hall Receptionist(office), 7. On call Phone(only after business hours). Systems should be configured to bypass voicemail. Message should state "Please be patient a live person is being located".
- c) The person the call lands with finds Stormwater Division Staff or if not available any other Public Works Staff who can either contain the spill or stop the illegal dumping. Use the Incident Response Flow Chart as support. DO NOT DROP THE CALL TO VOICEMAIL.
- d) On Call Personnel: Contain any emergency spills as necessary. For support use Incident Response Flow Chart for mobilizing appropriate personnel and proceed to part 7 for, Response and Containment Procedure until support arrives. Contact Stormwater Division Staff or other Public Works staff for support to contain the spill or stop the illegal dumping.
- e) The automated system is not currently operational.
- f) Hotline number is online and routed to the Stormwater Manager, Public Works receptionist and after hours on call staff.

**6. LIVE PERSONNEL PHONE SYSTEM:**

- a) City Hall Receptionist or the Phone Operator (Also anyone of receives the subject call). Phone Operator finds Stormwater Division Staff or if not available any other Public Works staff who can either contain the spill or stop the illegal dumping. Use the Incident Response Flow Chart as support. DO NOT DROP THE CALL TO VOICEMAIL.

**7. RESPONSE PROCEDURE:**

- a) Response Personnel:
  - Stormwater Division must always be contacted.
  - Use Incident Response Flow Chart for mobilizing HAZMAT and SLCO HD if necessary. This step should typically be implemented by Stormwater, Public Works or after hours the call staff.
    - Generally, contact HAZMAT and SLCO HD when illegal dumping or spills are greater than 50 gallons and is uncontained.
    - Generally, contact the SLCO HD when amounts of substance illegally dumped or spilled are 10-49 gallons into a stormwater system or reaches a water body. Including but not limited to: storm drain, stream, creek, river, pond, lake, ditch and canal.
    - Generally, contact the SLCO HD when any amount of substance is illegally dumped anywhere regardless of water contamination.
- b) Proceed to containment.

**8. CONTAINMENT AND CLEANUP PROCEDURE**

- a) Mobilize spill kits.
- b) Mobilize incident command trailer as necessary.
- c) Cleanup as coordinated with HAZMAT and SLCO HD for incidents involving these entities.
- d) Cleanup per Spill and Containment and Clean SOP for incidents not requiring HAZMAT and SLCO HD.



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**9. DOCUMENTATION:**

- a) Complete Hotline Report Form (See form Stormwater Webpage / Standard Operation Procedures / Emergency Spill or Illegal Dumping Hotline)
- b) Stormwater personnel will document all steps with iworqs Code Enforcement module.
  - Input convention: (top right and corner of Interlocking).
  - File perpetrator by full company name in applicant block when known. Do not abbreviate. Check "Contacts" tab for existing applications
  - File perpetrator by "last name", then "first name" when company not known or an incident regarding a resident dwelling. Most residents can be found under the "Contacts" tab.

**10. SWIMMING POOL:**

- a) Utah Administrative Code:
  - Waste Water - <https://rules.utah.gov/publicat/code/r392/r392-302.htm>
  - Numeric Criteria - <https://rules.utah.gov/publicat/code/r317/r317-002.htm#T16>
- b) Chlorine Treated
- c) Brine Treated

**10. ENFORCEMENT:**

- d) Per Enforcement SOP.

**11. TRAINING:**

- a) Train staff 1/Year
- b) Materials: this SOP

**12. CONTACTS:**

- a) HAZMAT: 911
- b) DWQ – 801-231-1769, 801-536-4123, 801-536-4300
- c) SLCo HD - Emergency 24hr: 801-580-6681, Main Office: 385-468-3862

**13. OTHER INFORMATION:**

- a) Generally, leaky vehicle cases are not handled with stormwater ordinances because leaky vehicles are regulated by the State IM programs. Also leaky vehicles are not included in the Used Oil Management ACT, when there is no free flowing oil or illegal dumping occurring (Title 19, Chapter 6, Sections 701-723) (Last Revised 2012). Therefore enforcement of leaky vehicles citing stormwater ordinances will likely be thrown out by the Riverton City Judge.

**14. SWIMMING POOL AND SPA RELATED DISCHARGES:**

- a) Measure for chlorine using test strips X
  - If chlorine is found call SLCoHD Emergency Number
  - If chlorine is not found file the Swimming Pool or Spa Problem online form: <https://slco.org/health/report-a-problem/swimming-pool/>



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PERMITTED LIQUID WASTE HAULER FROM SALT LAKE VALLEY HEALTH DEPARTMENT

EST NUM	Premise Name	Phone
<b>USED OIL</b>		
35-018995	GOLDEN EAGLE INC	(801) 298-9818
35-0009524	EMERALD RECYCLING SERVICES INC	(801) 973-4131
35-0015412	TRI-STATE RECYCLING SERVICES	(800) 876-8645
35-0011577	THERMO FLUIDS	(801) 631-1449
35-0011573	SAFETY KLEEN	(402) 333-6321
35-0013481	ORRCO	801-977-0220
35-0013086	CHAMPION INDUSTRIAL SERVICES LLC	(801) 886-2625
35-018643	M P ENVIRONMENTAL SERVICES INC	(435) 884-0808
35-0012428	SUMP & TRAP CLEANING	(801) 595-8151
35-019749	VEOLIA ES INDUSTRIAL SERVICES	(801) 294-2992
35-0012471	PACIFIC WEST LLC	(801) 514-3626
<b>PORTABLE POTTY</b>		
35-018620	AFFORDABLE PORTABLE	(801) 359-8200
35-0011574	HONEY BUCKET	(801) 972-3115
35-0013343	OUTBACK SHACK	(801) 274-0074
35-0011584	A CO INC	801-362-3193
35-0012477	ANYTIME SERVICES	(801) 222-9237
35-018844	MOBILE RESTROOM RENTAL	(801) 598-0781
35-0011585	ALL STAR SANITATION LLC	(801) 691-2995
35-0011571	UNITED SITE SERVICES	(801) 621-7814
<b>KITCHEN SUMP ( GREASE TRAP)</b>		
2439 S CONSTITUTION BLVD	A & B PLUMBING & DRAIN	(801) 860-3774
35-0009510	A-1 PUMPING	(800) 631-0403

35-0009467	A1 SEPTIC TANK	(801) 756-4025
35-0014418	AAA ACTION QUICK RESPONSE PLUMBING	(801) 636-3333
35-017620	B & E SANITATION	(801) 266-1559
35-0011576	BECKS SANITATION INC	(801) 521-7867
35-0011586	BONNEVILLE LIVESTOCK INC	(801) 768-4491
35-0014297	ELECTRIC DRAIN & SEWER ROOTER	(801) 266-8041
35-019709	JOHN KUHN AND SONS	(801) 373-7600
35-0012631	KECHER DEVELOPMENT LLC	(801) 391-9610
35-0012478	PUMPERS PLUS	(801) 594-9980
35-0009523	RENEGADE OIL INC	(801) 973-7912
35-0009511	RESCUE ROOTER	(801) 261-3200
35-017801	ROCKY MOUNTAIN SANITATION INC	(801) 381-2981
35-0012480	ROTO ROOTER	(801) 282-2775
35-0009508	SOS PUMPING SERVICES	(877) 768-4451

#### KITCHEN GREASE ( FRY OIL)

35-0011576	BECKS SANITATION INC	(801) 521-7867
35-0009523	RENEGADE OIL INC	(801) 973-7912
35-020724	CLEARSKY BIOFUEL	(801) 763-4850
35-018074	DETAIL BUILDERS INC	(801) 598-8833
35-019709	JOHN KUHN AND SONS	(801) 373-7600
35-0014026	METAL CRAFT TRAILERS	(801) 487-7586
35-0009510	A-1 PUMPING	(800) 631-0403
35-0011586	BONNEVILLE LIVESTOCK INC	(801) 768-4491

#### ANTIFREEZE

35-0013481	ORRCO	(801) 977-0220
35-0011573	SAFETY KLEEN	(402) 333-6321
35-0011577	THERMO FLUIDS	(801) 631-1449
35-0009524	EMERALD RECYCLING SERVICES INC	(801) 973-4131
35-0011593	ON-SITE ANTIFREEZE RECYCLING INC	(801) 244-3031

#### REPAIR SHOP SEPERATOR ( GREWASE TRAP)

35-0011576	BECKS SANITATION INC	(801) 521-7867
35-017620	B & E SANITATION	(801) 266-1559
35-0009523	RENEGADE OIL INC	(801) 973-7912

#### WASTE WATER

35-0011576	BECKS SANITATION INC	(801) 521-7867
35-0012471	PACIFIC WEST LLC	(801) 514-3626
35-0012428	SUMP & TRAP CLEANING	(801) 595-8151
35-019749	VEOLIA ES INDUSTRIAL SERVICES	(801) 294-2992
35-017620	B & E SANITATION	(801) 266-1559
35-0011587	TWIN D INC	(801) 771-3038

#### SEPTIC TANK/HOLDING TANK

35-0009510	A-1 PUMPING	(800) 631-0403
35-0013079	BOY SCOUTS OF AMERICA	(801) 582-3663
35-017620	B & E SANITATION	(801) 266-1559
35-0012478	PUMPERS PLUS	(801) 594-9980
35-017801	ROCKY MOUNTAIN SANITATION INC	(801) 381-2981
35-0011576	BECKS SANITATION INC	(801) 521-7867
35-0012480	ROTO ROOTER	(801) 282-2775
35-0009467	A1 SEPTIC TANK	(801) 756-4025

35-019749	United Site	801-355-4507
35-0011574	HONEY BUCKET	(801) 972-3115
35-018620	AFFORDABLE PORTABLE	(801) 359-8200
35-0011584	A CO INC	801-264-1200
35-0009523	RENEGADE OIL INC	(801) 973-7912

# SPILL REPORT FORM

Date of Spill \_\_\_\_\_ Time \_\_\_\_\_ Duration \_\_\_\_\_

Chemical name or identity of any substance spilled

List the SDS health risk warnings

List safety precautions taken

List the SDS requirements for clean up, i.e. cleanup and disposal

Any discharge to storm drain? Yes No Comments

Estimate amount spilled

Parties involved

Explanation of spill

Explanation of cleanup, i.e. containment & cleanup, method & materials, date(s)

Disposal Location

Staff and supervisors informed

Filed Report with Stormwater Division

Date \_\_\_\_\_ Time \_\_\_\_\_ Name \_\_\_\_\_