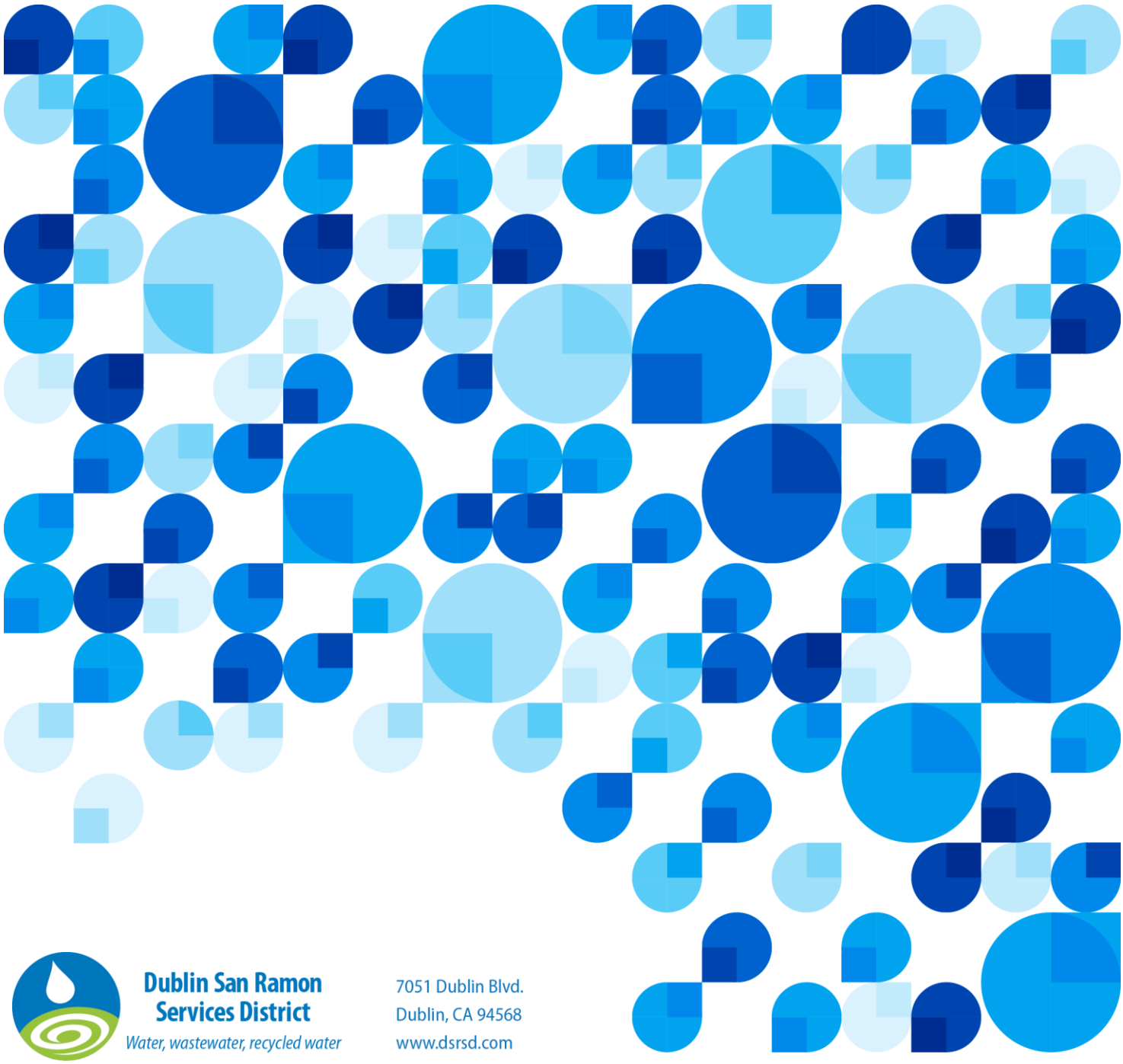
# 2016

# Pollution Prevention Report



Dublin San Ramon Services District
*Water, wastewater, recycled water*

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# Introduction

This report on the Dublin San Ramon Services District Pollution Prevention Program from January 1 through December 31, 2016 is prepared in accordance with the requirements of National Pollutant Discharge Elimination System (NPDES) Order R2-2012-0005, NPDES Permit CA0037613.

## DSRSD Background & Service Area

Founded in 1953, Dublin San Ramon Services District (DSRSD, District) serves 173,000 people, providing potable and recycled water service to the City of Dublin and the Dougherty Valley area of the City of San Ramon, wastewater collection and treatment to Dublin and south San Ramon, and wastewater treatment to the City of Pleasanton (by contractual agreement). Its distribution and collection network includes 307 miles of potable water pipe, 62 miles of recycled water pipe, and 205 miles of collection system, along with 14 potable water reservoirs, 16 potable water pump stations, 4 recycled water reservoirs, 6 recycled water pump stations, and 2 wastewater lift stations. DSRSD pumps effluent to San Francisco Bay through pipelines operated by the Livermore Amador Valley Water Management Agency (LAVWMA) into the East Bay Dischargers Authority (EBDA) for disposal.

## Treatment Plants & Processes

DSRSD's Regional Wastewater Treatment Facility is located in Pleasanton and treats domestic, commercial, and industrial wastewater. The wastewater treatment plant discharges under National Pollutant Discharge Elimination System (NPDES) Order No. R2-2012-0005 effective January 18, 2012. With a permitted capacity of 17 million gallons per day (MGD), the plant currently treats approximately 9.75 MGD of wastewater utilizing an activated sludge process, sedimentation, and hypochlorite disinfection. An adjacent water recycling plant applies advanced tertiary treatment to up to 9.7 MGD of secondary effluent, using either sand filtration or microfiltration, followed by ultraviolet disinfection.

*DSRSD uses four secondary clarifiers to remove "spent" microorganisms from treated wastewater effluent.*

CHAPTER 1

# Pollutants of Concern & Their Sources

A pollutant of concern (POC) is defined as a substance that exceeds the applicable water quality objectives from the California Toxic Rule (CTR), NPDES permit limits, or the water quality criteria established in the Regional Water Quality Control Board (RWQCB) Basin Plan. The District identifies pollutants of concern:

- By reviewing monitoring data from DSRSD and EBDA influent, effluent, biosolids, and industrial discharges;
- When they are designated as such by the RWQCB in the District's NPDES permit; or
- When applicable pollutants are addressed by the Bay Area Pollution Prevention Group (BAPPG) through Bay Area Clean Water Agencies (BACWA).

DSRSD has had a Pollution Prevention Program since 1995. During the current reporting period, District staff worked to monitor and reduce four pollutants of concern: mercury, copper, fats/oils/grease (FOG), and pharmaceuticals. The District monitored dry cleaners for the use of perchloroethylene (perc) and found that all have stopped using perc in their cleaning process. The District also has evaluated cyanide and polychlorinated biphenyls (PCBs) and determined control programs are not necessary.

In addition, the District actively participated in several regional collaborations that address pollution minimization, such as with the BAPPG. Priorities and accomplishments are outlined in Chapter 4, Table 5.

The District has identified these sources for the above referenced POCs and the other pollutants:

- Mercury – dentists (amalgam waste) and the general public (thermometers, light bulbs, mercury containing products)
- Copper – vehicle service facilities, potable water system, copper plumbing, and pool/spa maintenance
- Fats/Oils/Grease (FOG) – kitchen waste from restaurants and residences
- Pharmaceuticals – improper disposal by the general public and human consumption
- Perchloroethylene – dry cleaners
- Cyanide – industrial users

- PCBs – industrial users
- Triclosan – residences
- Trash and wipes – residences

CHAPTER 2

# Tasks to Minimize Pollutants

## Pretreatment & Waste Minimization Audits for Industrial Users

Environmental Compliance inspectors continue to look for ways to expand and enhance the District's Pretreatment Program to reduce pollutants discharged into the sanitary sewer system. The Pretreatment Program currently has 25 permitted industrial and commercial users. During annual inspections, District staff evaluates the users' practices for cleaning, storing material and waste, and cleaning up secondary containment, as well as their efforts for minimizing waste. Detailed information is available in the District's Pretreatment Program Annual Report.

## Mercury Control

### *Dental Amalgam Waste*

Mercury continues to be a pollutant of concern for the District since the San Francisco Bay is impaired for mercury. The RWQCB adopted a Total Maximum Daily Load (TMDL) for mercury in 2006. The regional watershed permit, Order No. R2-2012-0096, requires San Francisco Bay municipal wastewater dischargers to implement and maintain programs that reduce discharges of mercury amalgam waste from dental practices.

Developed in accordance with permit requirements and current American Dental Association guidelines, the District's Ordinance No. 325, mercury source control provision requires dental offices that generate mercury amalgam waste to implement Best Management Practices (BMPs) and install amalgam separators approved by the International Standards Organization (ISO). Since the implementation of the mercury TMDL, the District's Mercury Source Control Program has accomplished the following:

- Permitted qualifying dental practices (currently 96)
- Received documentation that 96 percent of the permitted dental practices have instituted BMPs for managing mercury amalgam waste
- Received documentation that 100 percent of the permitted dental practices have installed amalgam separators

- Conducted 36 inspections in 2016 to ensure separators are installed, maintained, and used in accordance with BMPs
- Maintained an up-to-date database of dental facilities that includes tracking program results

During the next 12-month period, the District plans to:

- Continue to maintain an up-to-date list of dental practices to ensure all have submitted dental practice surveys and been issued permits, if qualified
- Reissue permits to qualifying dental practices
- Continue to perform inspections as needed to ensure compliance with permit requirements

### *Collection & Recycling*

The District educates the public about problems associated with mercury on an ongoing basis by collecting and recycling mercury-containing products such as thermometers, light bulbs, and thermostats. This program is explained further in Chapter 3, Public Outreach.

## Copper Control

Local limits for copper are not chronically exceeded in the District's service area. Less than five percent of the samples collected from industrial users in calendar years 2014-2016 tested above the local limit of 1.0 mg/L for copper. Two industrial users exceeded the local and/or categorical limits for copper in the last two years: Thoratec (plastic molding and forming; laser etch rinse) and Valent (testing laboratories). Violations for Thoratec occurred during March, April, and September 2016. The violation for Valent occurred in October 2016.

In addition, the wastewater treatment plant's copper effluent concentration average for calendar year (CY) 2016 was 8.61 ug/L. This is significantly lower than the NPDES permit maximum daily effluent limit of 78 ug/L. These results confirm copper is not a concern in DSRSD's effluent.

To ensure that our copper concentrations remain well below the maximum allowable limits, the District has continued inspections and outreach efforts as outlined below. See also Chapter 4, Table 2.

- Businesses that wash vehicles as part of their work must install wash pads equipped with solids removal devices (sand/oil interceptor), which are routinely inspected.
- Vehicle service facilities with sewer connections inside shop bays are included in the vehicle inspection program.
- Residential and commercial customers are allowed to discharge pool and spa wastewater to the sanitary sewer system to avoid discharge to the storm drain system. The District's website provides information for residential and commercial customers regarding proper pool and spa maintenance to minimize the amount of copper-based algaecides discharged to the sewer system.

- Mandatory installation of dental amalgam separators will also contribute to copper control, since amalgam waste does contain some copper.
- The District continues to support BAPPG's copper pipe corrosion and pool and spa maintenance outreach efforts.

## Fats/Oils/Grease (FOG) Control

The District has had a grease reduction program for more than 15 years. Currently, 245 food service establishments participate in this program. Most restaurant grease traps and grease interceptors are inspected annually to ensure that equipment is functioning as designed and being serviced at proper intervals.

During 2016, the District conducted 182 grease trap inspections and issued one notice of violation (NOV).

For more information on inspection results, refer to Chapter 4, Tables 3 and 4. Public outreach on FOG is discussed further in Chapter 3, *Adult Education.*

*DSRSD regularly inspects grease traps at restaurants and other food service facilities.*

## Pharmaceutical Collection

A permanent pharmaceutical collection center opened at the City of Pleasanton's police department in 2014. Available 24 hours a day and seven days a week, the site collected 2,747 pounds of pharmaceuticals during this reporting period. The District and the City of Pleasanton are partners in the project. The District filed a Medical Waste Generator Permit with Alameda County and is paying pharmaceutical disposal costs. It is the only collection center hosted by a police department within the cities of Dublin, Pleasanton, and Livermore. The District's website promotes this and other local drug collection sites and events, as well as the regional BAPPG website, www.Baywise.org, which lists collection pharmaceutical centers throughout the Bay Area.


*A 24/7 drug drop box is available to the public in the Pleasanton Police Department's lobby.*

## Perchloroethylene Control

Perchloroethylene (perc) is a solvent used in a wide variety of industrial and consumer settings: dry cleaning, degreasing, in paints and coatings, and as an adhesive. It is considered a toxic air pollutant and is subject to federal regulations under the Clean Water Act. Discharging perc to wastewater treatment systems has been linked to soil and groundwater contamination. The majority of these discharges come from dry cleaning facilities.

In 2007, the California Air Resources Board approved amendments to the Airborne Toxic Control Measures for Emissions of Perchloroethylene (Perc) from Dry Cleaning Operations (Dry Cleaning ATCM). The amendments prohibit dry cleaners from installing new perc dry cleaning machines, require converted machines and those that are 15 years or older be removed from service by July 1, 2010, and require all perc machines to be removed from service once they are 15 years old. With these regulations, perc will no longer be used in the dry cleaning industry by January 1, 2023. Due to the Air Resources Board's amendments, all dry cleaners in the District service area have phased out the use of perc.

## Cyanide Control

The District has submitted to the RWQCB an inventory of potential contributors of cyanide to the Regional Wastewater Treatment Facility and determined there are no potential contributors of cyanide to the treatment plant. Cyanide levels were low and not considered to be significant in Significant Industrial User (SIU) discharges, treatment plant influent, and final effluent, as explained below.

During the reporting year, 34 compliance samples were collected from industrial users and analyzed for cyanide. The majority of the samples (28 out of 34) were "non-detect" and the rest of the samples were considerably lower than the District's local limit of 0.50 mg/L. The majority of the plant's influent and

effluent cyanide concentration levels for CY 2016 were less than the detection limit of 3.2 ug/L. The only influent result above the detection limit was estimated to be 3.9 ug/L. Based on all the data, the District concludes it is not necessary to implement a Cyanide Control Program at this time.

## PCBs Control

NPDES Permit, Order R2-2012-0096, requires the District to evaluate controllable sources of polychlorinated biphenyls (PCBs) to the treatment plant. The District has reviewed sampling data from industrial and commercial users within its service area and determined that there are no potential contributors of PCBs to the treatment plant. Sample results for PCBs have been virtually "non-detect" for all industrial and commercial users for the last several years.

PCBs have been found in older building sealants, but it is highly unlikely PCBs would be discharged to the sanitary sewer system during building remodeling or demolition. Sealants are solid and would be physically removed with other debris during remodeling, with little chance of being washed into the sanitary sewer. Additionally, the District requires sanitary sewer systems to be disconnected during building demolition. Based on the sampling results noted above and the requirement to disconnect sewer drains during building demolition, the District has concluded the implementation of a PCBs Control Program is not necessary at this time.

## Triclosan

The Bay Area Pollution Prevention Group (BAPPG) has been targeting Triclosan for many years. Triclosan is an antibacterial and antifungal agent, found in many consumer products, that has been linked to a range of adverse health and environmental effects. BAPPG members performed outreach that educates the public about Triclosan, its harmful effects, and which consumer products contain it.

In September 2016, the U.S. Food and Drug Administration banned Triclosan from many consumer products because manufacturers did not demonstrate that it is more effective than plain soap and water in preventing illness.

The District office is certified as an Alameda County Green Business. To achieve this endorsement, the District must verify that products containing Triclosan are not used onsite. District employees have received outreach via email about Triclosan and its negative impacts. The email provided guidance on choosing products that do not contain Triclosan.

## Trash & Wipes

Toilets should not be used as trash cans. Non-woven wipes and other non-flushable items such as hair, Q-tips, and all hygiene products claiming to be biodegradable or flushable should not be discarded into the toilet. These items are known to cause problems with POTW's pump station equipment, grinders, and other infrastructure, as well as sanitary sewer clogs and overflows. BAPPG group members continuously perform public outreach on this topic; DSRSD's outreach efforts are described in the public outreach section of this report.

CHAPTER 3

# Outreach Programs

## Public Outreach

The District uses public outreach programs to directly reduce sources of mercury and pharmaceuticals, encourage proper disposal of wastewater pollutants, and educate adults and school children about the ways wastewater and stormwater become polluted and what they can do to prevent it. The District website contains all forms, program descriptions, staff contacts, and resources for Pretreatment and Pollution Prevention Program participants. The District collaborates with other wastewater agencies to provide pathways to careers related to pollution prevention, prevent pollution of our waterways more efficiently and effectively, and advocate for legislation, regulations, and new technologies that reduce and prevent pollution.

### *Waste Mercury Collection & Recycling*

Through its website, the District encourages the public and employees to properly dispose of batteries and other products that contain mercury. Anyone can drop off such products at the District Office or wastewater treatment plant for recycling or find other locations on the Bay Area Pollution Prevention Group (BAPPG) website, www.Baywise.org. In 2016, the District recycled 332 lbs. of items containing mercury, 144 UV lamps, and 436 lbs. of alkaline, lead acid, nickel, and lithium batteries.

### *Waste Pharmaceuticals Collection*

Throughout the year, the District and the City of Pleasanton partner in providing and promoting a permanent pharmaceutical collection site. Located in the lobby of the city's police department, the site is accessible to the public 24 hours a day, seven days a week. The District provided the collection bin and is paying disposal costs.

In the spring and fall, water bills sent to all District customers promoted pharmaceutical take-back events conducted by Dublin Police Services on the 2016 National Drug Take-Back Days, April 30 and October 22.

## *Website Targets So-Called Flushables, FOG*

The District promotes proper disposal of so-called "flushable" products, as well as fats, oil, and grease (FOG), on its website. Videos demonstrate the problems with flushing wipes and a link to www.Baywise.org provides a searchable directory of FOG collection centers. From Thanksgiving through New Year's Day, the District posts messages on its Twitter and Nextdoor social media sites to attract traffic to attract residents its web page, FOG Clogs Pipes.


## *Education Efforts for Adults*

In 2016, District staff provided 17 tours of the Regional Wastewater Treatment Facility to 188 adults and 172 students. Tour guides emphasize how individuals and businesses can prevent pollution through proper disposal of hazardous waste and grease. Quarterly public tours are promoted through customer bills, the District website, and local media.

The District hosts an annual field trip for Cal State East Bay's Environmental Studies class. In 2016, 18 students—all on the verge of graduating college—attended. Staff gave a presentation about the services the District provides, the wastewater treatment and water recycling processes, and the types of careers available in the wastewater industry. The students then toured the wastewater and recycled water treatment plants and the analytical laboratory.

District management hosts an annual Neighborhood Meeting to promote constructive dialog with residents living near the wastewater treatment plant. In 2016, 19 people attended and discussed on-going efforts to reduce odors and improve treatment processes.

## *Education Programs for Children*

From 2003-09, the District made 612 classroom presentations on water conservation and pollution prevention, reaching more than 9,414 students in grades K-12. The program was suspended in July 2009 and may be reinstated if funding becomes available. In the interim, DSRSD asked its water wholesaler, Zone 7 Water Agency, to expand its water education program to include schools in Dublin and San Ramon. In 2016, Zone 7 visited 127 classrooms in the DSRSD's service area, reaching approximately 3,556 students. Zone 7's Grade 2 lesson, *Creek and Stream Environments*, teaches how water from storm drains and pollution from residential areas ends up in creeks and how students can prevent such pollution. In a middle school lesson, *The Wonder Down Under*, students learn how our groundwater and surface water systems are connected, pollutants common to our valley, and effects of urban development on our watershed.

The District's website offers free lesson plans for grades K-6. Grade 3, *The Amazing Watershed*, teaches pollution prevention and watershed protection. Grade 5, *Every Drop Counts*, reveals how little potable water we have on the earth and the need to recycle and protect water.
Grade 6, *Sum of the Parts*, demonstrates the cumulative effects of pollution and the best management practices that protect the Earth's resources.

*Arshia Mehta, an eighth grader at Gale Ranch Middle School in San Ramon, explains her award-winning project, "Pure2 – A Low Cost Portable Water Filter," to DSRSD boardmembers.*

The District organized the regional *Excellence in Water Research Awards* for the 2016 Contra Costa County and Alameda County Science and Engineering Fairs, annual events affiliated with the Intel International Science and Engineering Fair. The awards are jointly sponsored and promoted by 19 water and wastewater agencies to honor outstanding student research on water and wastewater topics. Six of the eleven winning projects related to preventing pollution or protecting public health.

To help students understand the value of recycled water, the District distributed an activity booklet, *Give Water a Second Chance…Re-Cycle It*, to all fifth graders in areas where it treats wastewater (2,777 students at 23 schools). Teachers were encouraged to borrow the equipment needed to teach the fifth grade lesson plan, *Every Drop Counts,* and schedule tours of the wastewater and recycled water treatment plants.

### *Career Training*

*DSRSD Laboratory Supervisor Raj Gumber teaches water chemistry to future water and wastewater operators.*

To train a skilled workforce for Bay Area wastewater treatment plants and utilities, DSRSD participates in the Bay Area Consortium of Water and Wastewater Education (BACWWE). This 19-agency partnership teams with Solano Community College to offer college-level training in water and wastewater operations.

Since 2007, more than 1,500 students have participated, either to obtain entry-level or additional certifications that will advance their careers. Students attend courses at treatment plants throughout the East Bay, including DSRSD's facility. The sponsoring agencies pay for students' tuition and books and provide working professionals as instructors. DSRSD is very proud of our Laboratory Supervisor Raj Gumber and Wastewater Treatment Plant Operations Supervisor Levi Fuller are among the adjunct faculty. The program is filled to capacity.

## Employee Outreach


*Senior Wastewater Operator Todd Millison (left) explains how a band screen removes tiny plastic particles during water recycling.*

Three District Office employees—a Human Resources Analyst, the HR Supervisor, and an Administrative Analyst—participated in quarterly public tours of the wastewater treatment and water recycling plants. With greater understanding of treatment processes, these employees are better equipped to educate customers and the business community on how the District and the public work together to prevent pollution.

# Partnering with Other Agencies and Cities

Collaborating with other agencies enables DSRSD to reach a larger audience at a lower cost. Consistent pollution prevention messages and coordinated outreach are particularly important among Bay Area wastewater agencies, which all discharge to the San Francisco Bay and its tributaries.

## *Bay Area Pollution Prevention Group*

The District's Clean Water Programs Specialist participates in meetings of the Bay Area Pollution Prevention Group (BAPPG), a committee of Bay Area Clean Water Agencies (BACWA) that is responsible for implementing public outreach related to pollution prevention. DSRSD also contributes funding to BAPPG to support meaningful information exchanges among wastewater agencies and coordinated regional projects. BAPPG is comprised of 43 wastewater agencies that discharge primarily into the San Francisco Bay and local waterways.

## *California Association of Sanitation Agencies*

The DSRSD Community Affairs Supervisor, Sue Stephenson, chairs the Communications Work Group of the California Association of Sanitation Agencies (CASA). In 2016, the Committee:

- Provided guidance for the Association's communications plan
- Published various articles related to outreach, marketing and public relations in the Association's e-news and hardcopy conference newsletters
- Participated in strategic planning and implementation of communications projects on behalf of the Association

## *Bay Area Biosolids to Energy Coalition*

DSRSD's Graphic Designer continues to maintain a public website for the Bay Area Biosolids to Energy Coalition (BAB2E) and the program's fact sheets and brochures. This consortium of 19 public agencies, representing 4.3 million residents, is determining the feasibility of regional biosolids processing to generate energy from the natural byproducts of wastewater treatment (biosolids) and organic waste that currently ends up in landfills. Reducing organic wastes in landfills will reduce associated greenhouse gasses, and locating facilities in the Bay Area to convert biosolids into energy would reduce hauling and associated emissions.

### *East Bay Municipal Utility District & Recycled Water Users*

The District partners with East Bay Municipal Utility District to provide recycled water for irrigation and other non-potable uses in Dublin and San Ramon through the San Ramon Valley Recycled Water Program (SRVRWP). In 2016, SRVRWP produced 1.2 billion gallons of recycled water from wastewater that otherwise would have been pumped into San Francisco Bay. In conjunction with the City of Pleasanton, the partnership began expanding treatment capacity to more fully utilize the city's wastewater for recycled water production.

## Legislative and Regulatory Advocacy

DSRSD supports a deliberate legislative agenda that contributes to achieving its pollution prevention goals. In 2016, DSRSD advocated for:

- A Safe Drug Disposal Ordinance, adopted by the Contra Costa County Board of Supervisors, that requires drug manufacturers to create a stewardship organization that will offer convenient drop boxes for unwanted, expired, and unused medications
- Adequate funding of the U.S. Environmental Protection Agency's Clean Water State Revolving Fund, which makes loans for vital infrastructure projects that improve water quality
- The U.S. Food and Drug Administration to end its recommendation that consumers flush certain medications for disposal

The District actively participates in regional, state, and federal associations that seek to speak with one voice on legislative and regulatory issues related to pollution prevention, including Bay Area Clean Water Agencies, California Association of Sanitation Agencies (CASA), Association of California Water Agencies (ACWA), WateReuse Association, and Western Recycled Water Coalition (WRWC).

CHAPTER 4

# Measuring Effectiveness & Progress

It is simpler and less costly to measure the effectiveness and progress for site-specific programs than it is to measure public outreach aimed at raising general awareness. For site-specific programs related to its industrial, institutional, and commercial customers, the District tracks the number of targeted businesses that are implementing best management practices, number of permits issued, number of inspections conducted, site-specific sampling results, and wastewater treatment plant influent sampling results. The District evaluates site-specific outreach and education based on the number of events and participants, the amount of materials distributed, number of impressions, or other activity-based criteria such as the amount of waste (e.g., mercury) collected or survey responses received. The District has not attempted to measure changes in general awareness of pollution prevention messages due to the prohibitive cost of such analysis.

The following tables include criteria used to measure the effectiveness of DSRSD pollution prevention programs and document the District's progress. When a public outreach activity is not easily measured, it is labeled as N/A in the table.

1. Mercury Education and Outreach
2. Copper Education and Outreach
3. FOG Education and Outreach
4. Pharmaceutical Education and Outreach
5. Triclosan
6. Trash & Wipes

# Table 1

## Mercury Education & Outreach

| | SOURCES | |
|---|---|---|
| | **RESIDENCES** | **DENTAL OFFICES** |
| **Audience** | General and Employees | Dentists |
| **Message/Program** | Direct the public to baywise.org; in addition, collection containers are placed at the District Office and wastewater treatment plant for waste mercury products and used batteries | Follow recommended Dental Amalgam Best Management Practices (BMPs)<br>Install amalgam separators if they replace and/or remove amalgam fillings<br>Perform regular maintenance on the amalgam separator |
| **Implementation Plan/Timeline for 2016** | Year around: collect products during regular business hours | *Ongoing throughout the year:*<br>1. Issue permits to qualifying dental practices<br>2. Require dentists to submit forms that document implementation of BMPs and installation of amalgam separators<br>3. Conduct dental facility inspections as needed to ensure compliance<br>4. Post BMPs, forms, program description, and staff contacts on District website |
| **Evaluation Criteria** | The quantity of mercury items collected and recycled | 1. Number of permits issued<br>2. Number of dentists participating in the program<br>3. Number of separators installed |
| **Evaluation of Effectiveness** | 332 lbs. of items containing mercury, 144 UV lamps, 436 lbs. of used alkaline, lead acid, nickel, and lithium batteries | 1. 96 active dental permits<br>2. Added 25 dental facilities in 2016<br>3. Collected 92 completed BMP forms<br>4. 100% have installed amalgam separators<br>5. Conducted 36 site inspections |
| **Specific Tasks and Time Schedule for 2017** | Continue to collect and properly dispose of mercury containing products during regular business hours | *Ongoing throughout the year:*<br>1. Maintain up-to-date list of dental facilities<br>2. Issue new permits to qualifying dentists and reissue expiring permits<br>3. Track the number of permitted dental offices that have installed amalgam separators<br>4. Conduct site inspections as needed |

# Table 2

## Copper Education & Outreach

| | SOURCE | |
|---|---|---|
| | **COMMERCIAL** | **RESIDENTIAL/COMMERCIAL** |
| **Audience** | Vehicle service and wash facilities | Pool/spa owners |
| **Message/Program** | Clean sand/oil interceptors regularly and keep brake pad shavings out of the sewer and storm drains | Do not add chemicals that contain copper algaecides and drain your pool and spa to the sanitary sewer system properly. Instructions available on District website and in public lobby. |
| **Implementation Plan/ Timeline for 2016** | Ongoing | Ongoing |
| **Evaluation Criteria** | Number of inspections and number of notice of violations (NOV) issued | N/A |
| **Evaluation of Effectiveness** | Conducted 56 inspections; no NOV were issued | N/A |
| **Specific Tasks and Time Schedule for 2017** | Ongoing | Ongoing |

# Table 3

## FOG Education and Outreach

| | SOURCE | | |
|---|---|---|---|
| | **RESIDENCES** | **RESIDENCES** | **RESTAURANTS** |
| **Audience** | General | General | Restaurant managers/ employees |
| **Message/Program** | Inform residents about problems caused by putting used cooking oil and grease down sinks | Advertise proper FOG disposal on District vehicles | Restaurant owners and managers shall maintain their grease trap systems properly and follow the BMPs |
| **Implementation Plan/Timeline for 2016** | Ongoing outreach through bill inserts, website, and social media | Used "wrap" ads on CCTV truck to create mobile billboard that is seen year-round as it works in service area | Conduct restaurant inspections |
| **Evaluation Criteria** | N/A | N/A | Number of inspections, number of NOVs issued |
| **Evaluation of Effectiveness** | N/A | N/A | Conducted 182 inspections; one NOV was issued |
| **Tasks and Time Schedule for 2017** | Ongoing through bill inserts, website, and social media, especially during holiday season | Continue using magnetic signs on DSRSD pickups and "wrapped" CCTV truck as mobile billboard | Continue to conduct site inspections |

# Table 4

## Pharmaceutical Education & Outreach

| | SOURCE | | |
|---|---|---|---|
| | **RESIDENCES** | **RESIDENCES** | **COMMUNITY** |
| **Audience** | General | General | Government and pharmaceutical producers |
| **Message/Program** | Pharmaceutical collection | Maintained permanent pharmaceutical collection center at City of Pleasanton Police Department | Support Alameda County's Safe Drug Disposal Ordinance and the California Product Stewardship Council efforts to establish more producer-funded take-back programs |
| **Implementation Plan/Timeline for 2016** | Promote the baywise.org website and local pharmaceutical collection days | Opened September 2014 | Successfully advocated for a Safe Drug Disposal Ordinance in unincorporated Contra Costa County, which will establish producer-funded take-back programs |
| **Evaluation Criteria** | N/A | Amount of pharma-ceuticals collected | N/A |
| **Evaluation of Effectiveness** | Increased use of pharmaceutical collection centers throughout the Bay Area | The Pleasanton Police Department pharmaceutical collection bin has collected 2,747 lbs. of medicines this year, for a grand total of 5,946 lbs. since opening in 2014 | N/A |
| **Tasks and Time Schedule for 2017** | Continue promoting disposal sites | Continue promoting disposal site and paying for disposal of unwanted pharmaceuticals | Contribute $1,000 to the Product Stewardship Council's efforts |

## Table 5

**Triclosan**

| | |
|---|---|
| **Source** | Community |
| **Audience** | General and employees |
| **Message/Program** | Do not use products that contain Triclosan such as antibacterial soaps and toothpaste |
| **Implementation Plan/Timeline for 2016** | Promote the baywise.org website and local pharmaceutical collection days |
| **Evaluation Criteria** | N/A |
| **Evaluation of Effectiveness** | N/A |
| **Tasks and Time Schedule for 2017** | Increase outreach efforts |

## Table 6

**Trash & Wipes**

| | |
|---|---|
| **Source** | Residences and employees |
| **Audience** | General and employees |
| **Message/Program** | The toilet is not a trash can. Do not throw wipes, Q-tips, dental floss, non-flushable items in the toilet. |
| **Implementation Plan/Timeline for 2016** | Year around outreach |
| **Evaluation Criteria** | N/A |
| **Evaluation of Effectiveness** | N/A |
| **Tasks and Time Schedule for 2017** | Residences and employees |