



**Dublin San Ramon
Services District**

Water, wastewater, recycled water



2023 Pollution Prevention Report

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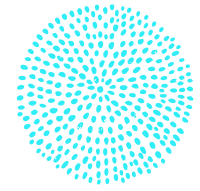
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Introduction

This report on the Dublin San Ramon Services District Pollution Prevention Program from January 1 through December 31, 2023, is prepared in accordance with the requirements of the National Pollutant Discharge Elimination System (NPDES) Order R2-2022-0024, NPDES Permit CA0037613.

DSRSD Background and Service Area

Founded in 1953, Dublin San Ramon Services District (DSRSD) serves 192,900 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 the City of Dublin and southern City of San Ramon, and recycled water supplier and wastewater treatment to the City of Pleasanton (by contractual agreement). DSRSD's distribution and collection network includes 347 miles of potable water pipe, 73 miles of recycled water pipe, and 229 miles of the collection system, along with 14 potable water reservoirs, 17 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.



DSRSD's Regional Wastewater Treatment Facility is located in Pleasanton and treats domestic, commercial, and industrial wastewater.

Treatment Plants and Processes

The wastewater treatment plant discharges under the National Pollutant Discharge Elimination System (NPDES) Order No. R2-2022-0024, effective September 1, 2022. With a permitted capacity of 20.2 million gallons per day (MGD) (which consists of 17.0 MGD domestic wastewater plus 3.2 MGD of Zone 7 brine), the plant treats approximately 10.41 MGD of wastewater utilizing an activated sludge process, sedimentation, and hypochlorite disinfection. An adjacent water recycling plant applies advanced tertiary treatment to up to 16.2 MGD of secondary effluent using enhanced sand filtration. Following advanced tertiary treatment, it receives ultraviolet disinfection.

Pollutants of Concern and Their Sources

CHAPTER



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

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

DSRSD has had a Pollution Prevention Program since 1995. During the current reporting period, DSRSD staff monitored and focused on reducing the following pollutants of concern: mercury, copper, fats/oils/grease (FOG), and pesticides in flea and tick control products. DSRSD has performed evaluations for cyanide and polychlorinated biphenyls (PCBs) and determined control programs are not necessary. DSRSD also actively participates in several regional collaborations, i.e., with BAPPG, to address pollution minimization. Priorities and accomplishments are outlined in Chapter 4, Table 5.

The list below identifies the sources of pollutants of concern:

- Mercury – dentists (amalgam waste) and the public (thermometers, light bulbs, mercury-containing products)
- Copper – vehicle service facilities and pool/spa maintenance
- Fats/Oils/Grease (FOG) – kitchen waste from restaurants and residences
- Pesticides in flea and tick control products – pet owners
- Trash and wipes – residences
- PFAS – industrial and residential
- Pharmaceuticals – improper disposal by the public and human consumption
- Cyanide – industrial users
- PCBs – industrial users

Tasks to Minimize Pollutants

CHAPTER



Pretreatment and Waste Minimization Audits for Industrial Users

Environmental Compliance inspectors continue to look for ways to expand and enhance the DSRSD's Pretreatment Program to reduce pollutants discharged into the sanitary sewer system. The Pretreatment Program currently has 29 permitted industrial and commercial users. During annual inspections, DSRSD 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 DSRSD's Pretreatment Program Annual Report.

Mercury Control

Dental Amalgam Waste

Mercury continues to be a pollutant of concern for DSRSD since the San Francisco Bay is impaired by mercury. The RWQCB adopted a Total Maximum Daily Load (TMDL) for mercury in 2006. The regional watershed permit, Order No. R2-2022-0038 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, DSRSD Code Chapter 5.20, wastewater discharge and pretreatment regulations require dental offices that generate mercury amalgam waste to implement Best Management Practices (BMPs) and install amalgam separators approved by the International Standards Organization (ISO).

On July 14, 2017, the EPA's Final Dental Rule 40 CFR Part 411 became effective. The Final Rule is technology-based pretreatment standards under the Clean Water Act to reduce mercury discharges from dental offices. The Final Rule requires dental offices to submit a one-time compliance report to DSRSD, and applicable dental offices to install amalgam separators and implement best management practices. Existing dental dischargers must comply with this rule by July 14, 2020. New dental dischargers are required to install approved amalgam separators and submit the one-time compliance report within 90 days after the first discharge to the publicly owned treatment works (POTW). All 115 permitted dental facilities have submitted the one-time compliance report, verifying the installation of an approved amalgam separator and implementation of the best management practices.

The Mercury Source Control Program activities for Calendar Year (CY) 2023 include:

- Receive one-time compliance reports.
- Permit qualifying dental practices.
- Received documentation indicating permitted dental practices have instituted the required BMPs and installed approved amalgam separators.
- Maintains an up-to-date database of dental facilities.

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

- Continue to implement the EPA's Dental Final Rule requirements.
- Continue to maintain an up-to-date list of dental practices while ensuring all have submitted EPA's one-time compliance report, installed approved amalgam separators, and implemented the required BMPs.
- Reissue permits to existing dental practices.

Collection and Recycling

DSRSD educates employees and the public on an ongoing basis about problems associated with mercury. In addition, DSRSD has a collection and recycling program for mercury-containing products such as thermometers, light bulbs, and thermostats. The program is explained further in Chapter 3, Public Outreach.

Copper Control

Twelve influent and effluent samples were collected in CY 2023, and the monthly discharge limit was not exceeded. To ensure that copper concentrations remain well below the maximum allowable limits, DSRSD will continue inspections, sampling, 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.
- Mandatory installation of dental amalgam separators will also contribute to copper control since amalgam waste does contain some copper.
- 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. DSRSD'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.
- DSRSD continues to support BAPPG's copper pipe corrosion efforts.

Fats/Oils/Grease (FOG) Control

DSRSD has had a grease reduction program for more than 26 years. Currently, 208 food service establishments and automotive repair shops participate in this program. Most restaurant grease traps and grease interceptors are inspected to ensure that equipment is functioning as designed and being serviced at proper intervals.

District staff prioritizes inspections based on facilities' history of grease buildup in the collection system, responds to incidents of grease accumulation in sewer lines to assist collection crews and contacts the suspected sources of FOG contributions. In 2023, staff performed 109 grease trap inspections.

For more information on inspection results, refer to Chapter 4, Table 4. Public outreach on FOG is discussed further in Chapter 3, *Wipes and Fog section*.



Pharmaceutical Collection

In 2014, the City of Pleasanton and DSRSD opened a permanent pharmaceutical collection center within the City of Pleasanton Police Department. In May 2017, the collection center became part of the Alameda Medication, Education, and Disposal Project (Med Project). The Pleasanton Police Department continues to house and supervise the collection kiosk. The center is open 24 hours a day, seven days a week.

The City of Dublin opened a permanent pharmaceutical collection site within the Dublin Police Services lobby on November 20, 2017. The collection site is accessible to the public from Monday through Friday, 8:00 a.m. to 5:00 p.m. This is a free service open to the public.



Cyanide Control

DSRSD 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 the Significant Industrial User (SIU) discharges, treatment plant influent, and final effluent, as explained below.

During the reporting year, 40 compliance samples were collected from industrial users and analyzed for cyanide, and all samples were below the local limit of 0.50 mg/L.

The two influent sample results above the 5.0 µg/L reporting limit were 5.6 µg/L and 6.1 µg/L. All twelve effluent sample results were less than the 5.0 µg/L reporting limit. Based on all data, DSRSD concludes it is not necessary to implement a Cyanide Control Program at this time.

PCBs Control

NPDES Permit, Order R2-2022-0038, requires DSRSD to evaluate controllable sources of polychlorinated biphenyls (PCBs) to the treatment plant. PCBs have been found in older building sealants, but it is 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 renovation, with little chance of being washed into the sanitary sewer. Furthermore, DSRSD requires sanitary sewer systems to be disconnected during building demolition. In past years, DSRSD has reviewed sampling data from industrial and commercial users within its service area and determined no potential contributors of PCBs to the treatment plant.

Trash and Wipes

Toilets should not be used as trash cans. In addition, 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 discussed further in the public outreach section of this report.



Pesticides

DSRSD put the word out to customers and businesses about protecting waterways from pesticides such as fipronil, Imidacloprid, Indoxacarb, and pyrethroids. These pesticides are widely used on pets for flea and tick control. Spot-on treatments, collars, sprays, shampoos, and foggers can contain pesticides that spread around the home and can end up in waterways when people bathe pets, wash bedding, or clean any floors or upholstery that may come into contact with house pets treated with these pesticides.

Pet owners can avoid exposing themselves, local waterways, and the San Francisco Bay to toxic pesticides by talking to their veterinarians about available oral medications to control fleas and ticks.

DSRSD posted information on social media about flea and tick control options.

Dublin San Ramon Services District - DSRSD
January 16 at 7:02 AM · 🌐

Did you know some pet meds can affect water quality? 🐾💊 Ask your vet about chewable flea and tick meds - a safer option than topical treatments that may end up in your home and the San Francisco Bay. Learn more: <https://loom.ly/thuGGok>

Dublin San Ramon Services District
Water, wastewater, recycled water

The image shows a social media post from the Dublin San Ramon Services District. The post includes a profile picture of the district, the name 'Dublin San Ramon Services District - DSRSD', and the date 'January 16 at 7:02 AM'. The main text of the post asks if the user knows that some pet medications can affect water quality and suggests asking a veterinarian about chewable flea and tick medications as a safer alternative to topical treatments. A link is provided for more information. Below the text is a photograph of a brown dachshund dog and a calico cat sitting together. The Dublin San Ramon Services District logo is visible in the bottom right corner of the image.

PFAS

Per- and polyfluoroalkyl substances (PFAS) are a group of manmade fluoridated compounds used for a variety of industrial and residential applications. PFAS chemicals have been used in various products worldwide since the 1940s. They do not fully break down and are often called “forever chemicals.” These chemicals have become popular and have been used widely due to their resistance to heat, water, and oil. They can be found in food containers, electronics, carpets, paint, sealants, varnishes, firefighting foams, and many household products such as nonstick cookware, furniture, clothing, cosmetics, lubricants, paint, carpets, pizza boxes, and popcorn bags.

DSRSD staff contacted local fire departments within the service area the about proper disposal of firefighting foam and distributed a “How to Properly Dispose of PFAS” flyer to ensure fire departments are aware of January 1st, 2022, the phase-out date.

The District supports BAPPG’s efforts on tracking sources of PFAS in wastewater and supporting legislative efforts on banning and/or restricting the use of PFAS substances in household products.

DSRSD staff continuously updates the [PFAS Information](#) page on the “Outreach” section of the website.

Outreach Programs

CHAPTER



Public Outreach

DSRSD uses public outreach programs to reduce sources of pollutants of concern, encourage proper disposal of wastewater pollutants, and educate adults and children about how wastewater and stormwater become polluted and what they can do to prevent it. The DSRSD website contains all forms, program descriptions, staff contacts, and resources for Pretreatment and Pollution Prevention Program participants. In addition, DSRSD 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 and Recycling

DSRSD encourages the public and employees to properly dispose of thermometers, light bulbs, batteries, and other mercury-containing products through its website. Webpages focus directly on dental offices and public use, such as light bulbs, thermometers, and batteries.

Waste Pharmaceuticals Collection

DSRSD uses its website, social media, and Pipeline eNewsletter to promote ways for residents to dispose of waste pharmaceuticals properly. These include permanent drop boxes operated by police departments in the cities of Dublin, San Ramon, and Pleasanton, as well as regional collection sites found through search engines such as the Bay Area Pollution Prevention Group (BAPPG) website, www.Baywise.org and Med Project website, <https://med-project.org>.

In April and October 2023, the District promoted pharmaceutical take-back events conducted by Dublin Police Services. DSRSD publicized these on social media (Nextdoor, Facebook, and Twitter) to inform residents about the events.



Drug take-back events were publicized on DSRSD's social media channels.

Wipes and FOG

DSRSD promotes proper disposal of so-called “flushable” products, as well as fats, oil, and grease (FOG), on its webpage: [What Not To Flush, Wipes Clog Pipes](#), and [FOG Clogs Pipes](#). Links to [www.Baywise.org](#) and [Resource by StopWaste](#) provide searchable directories of FOG collection centers.

The District used social media to continue its outreach. DSRSD tied in FOG messaging with the fall and winter holidays when people cook large meals. Posts went out on how to dispose of FOG properly. The District also continued to work with the California Association of Sanitation Agencies’ communications committee to spread the word about how single-use wipes clog pipes. Additionally, the District shared posts from other regional agencies about the problems involved when flushing wipes.

In January, the District unveiled a new closed-circuit television (CCTV) truck featuring FOG messaging on what not to put down the drain. The vehicle was used throughout the Cities of Dublin and San Ramon to rate the condition of wastewater system pipelines in order to help forecast future replacement costs more accurately and to prioritize cost-effective maintenance and repairs before pipes fail.

Education Efforts for Adults

DSRSD staff typically provide quarterly tours of the Regional Wastewater Treatment Facility. Tours are conducted by Operations staff and emphasize how individuals and businesses can prevent pollution through proper disposal of hazardous waste and grease. Over the course of 2023, eight special in-person tours and four quarterly in-person tours were held.

Additionally, video tours of the DSRSD wastewater and recycled water plants were available on the District’s YouTube channel and were routinely promoted on social media and in newsletters.



YOUTUBE.COM
 Super Quick Video Tips: The Easiest Way to Dispose of Used Frying Oil
 All you need are four plastic bags and an extra pair of hands. Watch more Super Quick Video T...

FOG messaging was shared on DSRSD’s social media channels.



DSRSD’s new closed-circuit television truck featuring FOG messaging.



A DSRSD Senior Wastewater Treatment Plant Operator provides an in-person tour during 2023.

The District publishes the monthly Pipeline electronic Newsletter to help get the word out about DSRSD news and messages to more than 14,000 customers. The newsletter promoted pollution prevention messaging throughout the year, including the new CCTV vehicle's FOG messaging, drug take-back events, and proper FOG disposal during holiday cooking with links to more information about waste drop-off locations.

Education Programs for Children

Zone 7 Water Agency, DSRSD's water wholesaler, visits classrooms in DSRSD's service area to teach various grade levels about pollution prevention. Zone 7 made lessons available in-person and virtually through a series of videos. In 2023, Zone 7 offered lessons for different ages, including a Grade 2 lesson, Creek and Stream Environments, and a middle school lesson, *The Wonder Down Under*. The second-grade lesson teaches how water from storm drains and pollution from residential areas ends up in creeks and how students can prevent such pollution. The middle school lesson teaches students how groundwater and surface water systems are connected, what pollutants are common to the Tri-Valley area, and the effects of urban development on the watershed. In Dublin and San Ramon's Dougherty Valley, the program visited 106 classrooms with about 2,700 students. Teachers were also able to directly access the virtual lessons for use in the classroom.

DSRSD'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. The "Classroom Programs About Water" webpage received over 350 views in 2023.

DSRSD is one of 11 agencies participating in the special regional *Excellence in Water, Wastewater, & Recycled Water Research Award* for the 2023 Alameda County and Contra Costa County Science and Engineering Fairs. The awards honor outstanding student research on water and wastewater topics. In May, the DSRSD Board of Directors recognized one student from the District's service area who won for their project. Dublin eleventh-grader Anwesha Ghosh received First Place for her project, "Arduino Monitored Biophotovoltaic Algal Microbial Fuel Cell with Conveyor Belt Cathode Biofilm Modification for Heavy Metal Removal."



City of Dublin junior Anwesha Ghosh is recognized by the DSRSD Board for her first-place project.

Career Training

DSRSD participates in the Bay Area Consortium of Water and Wastewater Education (BACWWE) to train a skilled workforce for Bay Area wastewater treatment plants and utilities. This 22-agency partnership teams with Solano Community College, Gavilan College, Santa Rosa Junior College, Evergreen College, Laney College, and Los Medanos College to offer college-level water and wastewater operations training.

Since 2007, more than 1,500 students have participated 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.

During Water Professionals Appreciation Week in October, DSRSD highlighted four staff members who work in various departments throughout the District, such as the laboratory, customer services, field operations, and environmental health and safety. Profiles were posted to the website, shared on social media, and sent out internally to District staff. The Q&A style profiles described each employee's background on the job and some of the training needed to get started.



DSRSD highlighted several staff members during its Water Professionals Appreciation Week social media campaign.

Employee Outreach

DSRSD usually holds an Employee Academy for new and long-term staff from all departments each year. The academy includes learning about reliable water supply and associated challenges, wastewater treatment, recycled water, and potable water distribution. It also includes tours of the Regional Wastewater Treatment Facility and the Jeffrey G. Hansen Water Recycling Plant. Throughout 2023, DSRSD held one Employee Academy session in November.

Partnering with Other Agencies and Cities

Collaborating with other agencies enables DSRSD to reach a broader audience at a lower cost. Additionally, 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

DSRSD's Clean Water Programs Administrator participates in meetings of the BAPPG, a Bay Area Clean Water Agencies committee 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 comprises about 45 wastewater agencies that discharge primarily into the San Francisco Bay and local waterways. BAPPG outreach and legislation support efforts are detailed further in the [BAPPG 2023 Annual Report](#).

Recycled Water Committee

DSRSD's Clean Water Programs Administrator, Stefanie Olson is the Bay Area Clean Water Agencies (BACWA) Recycled Water Committee co-chair. The committee is responsible for promoting and developing recycling to protect the environment and improve water supply reliability for the Bay Area communities.

Legislative and Regulatory Advocacy

DSRSD 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 (BACWA), California Association of Sanitation Agencies (CASA), Association of California Water Agencies (ACWA), WaterReuse Association, and Western Recycled Water Coalition (WRWC).

Measuring Effectiveness and Progress

CHAPTER



It is simpler and less costly to measure the effectiveness and progress of site-specific programs than to measure public outreach to raise general awareness. For site-specific programs related to its industrial, institutional, and commercial customers, DSRSD tracks the number of targeted businesses that are implementing best management practices, the number of permits issued, the number of inspections conducted, site-specific sampling results, and wastewater treatment plant influent sampling results. In addition, DSRSD evaluates site-specific outreach and education based on the number of events and participants, the amount of materials distributed, the number of impressions, or other activity-based criteria such as the amount of waste (e.g., mercury) collected or survey responses received. DSRSD 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 DSRSD's progress. When a public outreach activity is not easily measured, it is labeled as not applicable (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. Trash and Wipes
6. PFAS
7. Pesticides in Pet Products

Table 1

Mercury Education and Outreach

	SOURCE	
	RESIDENCES	DENTAL OFFICES
Audience	General and Employees	Dentists
Message/Program	Direct the public to baywise.org. Employees can dispose of waste mercury products and used batteries at the district office, field operations, and wastewater treatment plant.	Follow recommended Dental Amalgam Best Management Practices (BMPs) Install amalgam separators if they replace and/or remove amalgam fillings Perform regular maintenance on the amalgam separator
Implementation Plan/Timeline for 2023	Year-round: Employee collection of mercury products and used batteries	<i>Ongoing throughout the year:</i> 1. Collect One-time Compliance Reports. 2. Issue permits to applicable dental practices. 3. Require dentists to submit forms that document the implementation of BMPs and installation of amalgam separators. 4. As needed, conduct dental facility inspections 5. Post BMPs, forms, program description, and staff contacts on the DSRSD website
Evaluation Criteria	The quantity of mercury items collected and recycled.	1. Submitted One-time Compliance Reports 2. Number of active permits 3. Number of separators installed
Evaluation of Effectiveness	Products were collected from employees.	1. 115 active dental permits 2. Issued 8 new dental permits in 2023. 3. All submitted the one-time Compliance BMP Report Form 4. 100% have installed amalgam separators
Specific Tasks and Time Schedule for 2024	Continue the collection of used mercury products and batteries.	<i>Ongoing throughout the year:</i> 1. Continue to implement EPA’s Dental Final Rule requirements 2. Maintain an up-to-date list of dental facilities. 3. Obtain EPA’s one-time compliance report. 4. Issue new permits to qualifying dentists and reissue expiring permits. 5. Conduct site inspections as needed

Table 2
Copper Education and 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 containing copper algaecides and properly drain your pool and spa to the sanitary sewer system. Instructions are available on the DSRSD website and in the public lobby.
Implementation Plan/ Timeline for 2023	Ongoing	Ongoing
Evaluation Criteria	Number of vehicle service/wash facilities that participate in the program. Track number of inspections and number of notices of violations (NOV) issued.	N/A
Evaluation of Effectiveness	Conducted 9 inspections; no notice of violation was issued.	N/A
Specific Tasks and Time Schedule for 2024	Ongoing	Ongoing

Table 3
FOG Education and Outreach

	SOURCE		
	RESIDENCES	PUBLIC	RESTAURANTS/AUTOMOTIVE SERVICE FACILITIES
Audience	General	General	Restaurant managers/ employees
Message/Program	Inform residents about problems caused by putting used cooking oil and grease down sinks.	Inform the public about problems caused by discharging cooking oil and grease down sinks and drains.	Restaurant owners and managers shall properly maintain their grease trap/interceptor systems and follow the BMPs.
Implementation Plan/Timeline for 2023	Ongoing outreach through bill inserts, website, and social media.	Ongoing outreach through bill inserts, website, and social media.	Conduct restaurant inspections
Evaluation Criteria	N/A	N/A	Number of inspections, number of NOVs issued
Evaluation of Effectiveness	N/A	N/A	Performed 109 inspections. No notice of violations issued
Tasks and Time Schedule for 2024	Ongoing through bill inserts, website, and social media, especially during the holiday season.	Ongoing through bill inserts, website, and social media, especially during the holiday season. Continue to support BAPPG's FOG outreach programs.	Continue to conduct site inspections.

Table 4
Pharmaceutical Education and Outreach

	SOURCE
	Community
Audience	General
Message/Program	Dispose of unused/unwanted medicines at local collection centers
Implementation Plan/Timeline for 2023	Continuously promote the baywise.org and MED-Project websites that list collection center locations
Evaluation Criteria	# of collection centers in DSRSD's service area
Evaluation of Effectiveness	12 collection centers are located throughout DSRSD's service area
Tasks and Time Schedule for 2024	Continue promoting disposal sites

Table 5
Trash and Wipes

	SOURCE
	Community
Audience	General and employees
Message/Program	The toilet is not a trash can. Do not throw wipes, Q-tips, dental floss, or non-flushable items in the toilet.
Implementation Plan/Timeline for 2023	Year-round outreach
Evaluation Criteria	N/A
Evaluation of Effectiveness	N/A
Tasks and Time Schedule for 2024	Continue outreach efforts

Table 6
PFAS

	SOURCE
	Industrial, Commercial, and Community
Audience	Public
Message/Program	To keep the public up to date on what are PFAS compounds, consumer products that contain PFAS, current regulations that address PFAS compounds, and research efforts to reduce public and environmental exposure.
Implementation Plan/Timeline for 2023	Year-round outreach
Evaluation Criteria	N/A
Evaluation of Effectiveness	N/A
Tasks and Time Schedule for 2024	Continue support BAPPG's efforts and outreach to community

Table 7
Pesticides in Pet Products

	SOURCE
	Community
Audience	Pet Owners, veterinarians, and animal shelters
Message/Program	Use integrated pest management (IPM) practices for flea control and talk to your veterinarian about systemically acting flea and tick control medications for your pet.
Implementation Plan/Timeline for 2023	Year-round outreach
Evaluation Criteria	N/A
Evaluation of Effectiveness	N/A
Tasks and Time Schedule for 2024	Continue outreach efforts, including reaching out to local animal shelters