

## Utility Services Division Performance Objectives

The following performance objectives were established for the Utility Services Division for the Sewer Collections System for FY 2010-2011.

Complete monthly, quarterly, semi-annual, and annual routine maintenance work as scheduled 95% of the time.

Provide for the health and safety of the citizens of Lancaster through proper maintenance of the sewer collection system.

Respond to and report all public Sanitary Sewer Overflows (SSO) in accordance with WDR.

Respond to citizen concerns within 24 hours of receiving notification for general issues and within 2 hours for emergency issues.

Train staff to CWEA Sewer Collection System Technician Certification Requirement.

Provide an Annual Sewer Collection System Report to City Council.



### Goal:

The City's goal is to provide the residents of Lancaster the best possible service at the most economical cost. By reporting vandalism, Sanitary Sewer Overflows (SSO) and by properly disposing of fats, oils and grease (FOG), citizens can assist in keeping service up and costs down.

### Sanitary Sewer Overflows

SSO pose a health risk to the public and must be immediately addressed. Such overflows can be costly to the City, as they may result in state and federal fines as well as additional man-hours. Blockages impede scheduled maintenance efforts and require maintenance crews to take strenuous steps in order to clear, clean, and disinfect the area to protect public health.

### FOG

FOG is a combination of fats, oils and grease used in food processing and in preparation of meals. FOG bearing materials, among others, include: cooking oil, fat, lard, grease, butter, tallow, shortening and margarine. During food preparation, meats such as beef, pork, lamb, poultry, and seafood also generate FOG. Kitchen waste containing these materials, as well as water that has been used to wash kitchen equipment and floors, contains waste FOG. FOG does not belong in the sewer system as it is a major contributor to SSO.

### No Drugs Down the Drain

Please do not dispose of medications, other drugs, syringes, or lancets in the sewer system. They can be dropped off at the:

Lancaster Sheriff's Station  
501 Lancaster Blvd  
(Lancaster Blvd & Sierra Hiway)  
Lancaster, CA 93534  
(661) 948-8466



### You Can Help

Please report vandalism, FOG violations, suspicious activity around manholes, spills or strong sewage odors to the City at (661) 723-5985 during regular business hours or (661) 810-7000 after hours.



# 2010-2011 Sanitary Sewer System Third Annual Performance Report

November 2011

# 2010-2011 Sanitary Sewer System Annual Performance Report

**Purpose:** This is the third annual sanitary sewer system performance report relating to the operations and maintenance (O&M) of the Lancaster Sewer Collections System. This report is intended to provide pertinent information on the O&M of the system during the previous fiscal year.

**Background:** The City assumed responsibility for the O&M of its sanitary sewer system from the County of Los Angeles Consolidated Sewer Maintenance District on July 1, 2008, believing that local control of the system was in the best interest of its residents.

The Public Works Department Utility Services Division is responsible for O&M of the system.

On July 1, 2008, the system consisted of approximately 325 miles of various sized sewer mains, 7450 manholes and a single lift station. On June 30, 2011, the system consists of approximately 425 miles of various sized sewer mains, 8879 manholes and a single lift station.

This indicates a 20% increase in the size of the system over three years.

The sewer mains range in age from 1 to 50+ years old with an average age of 30.



**Accomplishments:** During the reporting period the Utility Services Division was able to purchase its first Closed Circuit Television (CCTV) Inspection van, which is considered the foundation of any sewer maintenance function. This acquisition allows the City to conduct pro-active maintenance on its sewer system. It will also allow City crews to verify the quality of their work, to establish cost-effective maintenance schedules, provides immediate condition assessment and assures that those Food Service Establishments (FSEs) that are discharging excessive fats, oils and grease (FOG) are held accountable.

*Purchased Equipment including:* Along with the CCTV Van, various small tools such as confined space entry equipment, nozzles, bars, and other hand tools.

*Training:* Staff received training in various areas of responsibility including: pipe assessment, confined space entry and rescue, atmospheric monitoring, sewer cleaning methods and tools, emergency response to sewer spills, pump station maintenance, First Aid/CPR, job site safety and defensive driving, recycled water site supervision, hazardous waste management, transporting hazardous materials, basic and fundamental inspection, California Water Environment Association (CWEA) training for Grades I, II and III and other training provided through the City.

*Certification:* Five staff were certified by the National Association of Sewer Service Companies in the Pipe Assessment Certification Program. In addition, all staff maintained their certifications for their positions: 5 CWEA Grade I, 6 CWEA Grade II, 1 CWEA Grade III; 3 California Department of Public Safety Administration PC 832 POST, 2 Cal EPA Basic Environmental Inspector and 1 Cal EPA Fundamental Inspector.

**Performance:** Staff provided the following O&M services to the citizens of Lancaster. Note 87% of the work accomplished by the Utility Maintenance Crews was Preventative Maintenance (PM) work.

Sewer System Performance	7/1/10 to 6/30/11
Pipe Cleaning	
Flushing	
Planned Maintenance	70 Miles
Unplanned Maintenance	8 Miles
Root Cut	
Planned Maintenance	3.5 Miles
Unplanned Maintenance	1.5 Miles
Percent of Planned to Unplanned Maintenance	*87%
CCTV Inspection	11 Miles
Manholes	
Inspected	369
Repaired/Raised to Grade	18
Number of Public SSO Events	10
SSO Rate, SSOs/100 Mi/Yr	2.3
Portion of SSO Contained	98%
Portion of SSO to Surface Waters	0%
SSO Causes	
Grease	90%
Roots	10%

\*See Lancaster Sanitary Sewer Collections System 2010-1011 Annual Performance Report