



Public Complaints

County Codes/Procedures/Tactics



Policy 106: Complaint Procedures

- ◆ In *incorporated* areas
 - Ordinance 650 (overflowing sewage)
 - *County Code 8.124*
 - Permitted facilities
 - City contracts
 - City Code Enforcement/ Building and Safety



Policy 106: Complaint Procedures

In *unincorporated* areas

- Ordinance 650 (overflowing sewage)
 - *County Code 8.124*
- Ordinance 657 (household trash & garbage)
 - *County Code 8.132*



Policy 106: Complaint Procedures

◆ In *unincorporated* areas

- Greywater or sewage complaints
- Permitted facilities



Field Investigations

◆ The Investigation

- Consent
- Other access
- Collecting evidence





County Code 8.124

◆ Sewage discharge

- Owner/ tenant responsibility
- Fines
- Fee schedule (permits for modification)
- Enforcement procedures

What is Sewage?

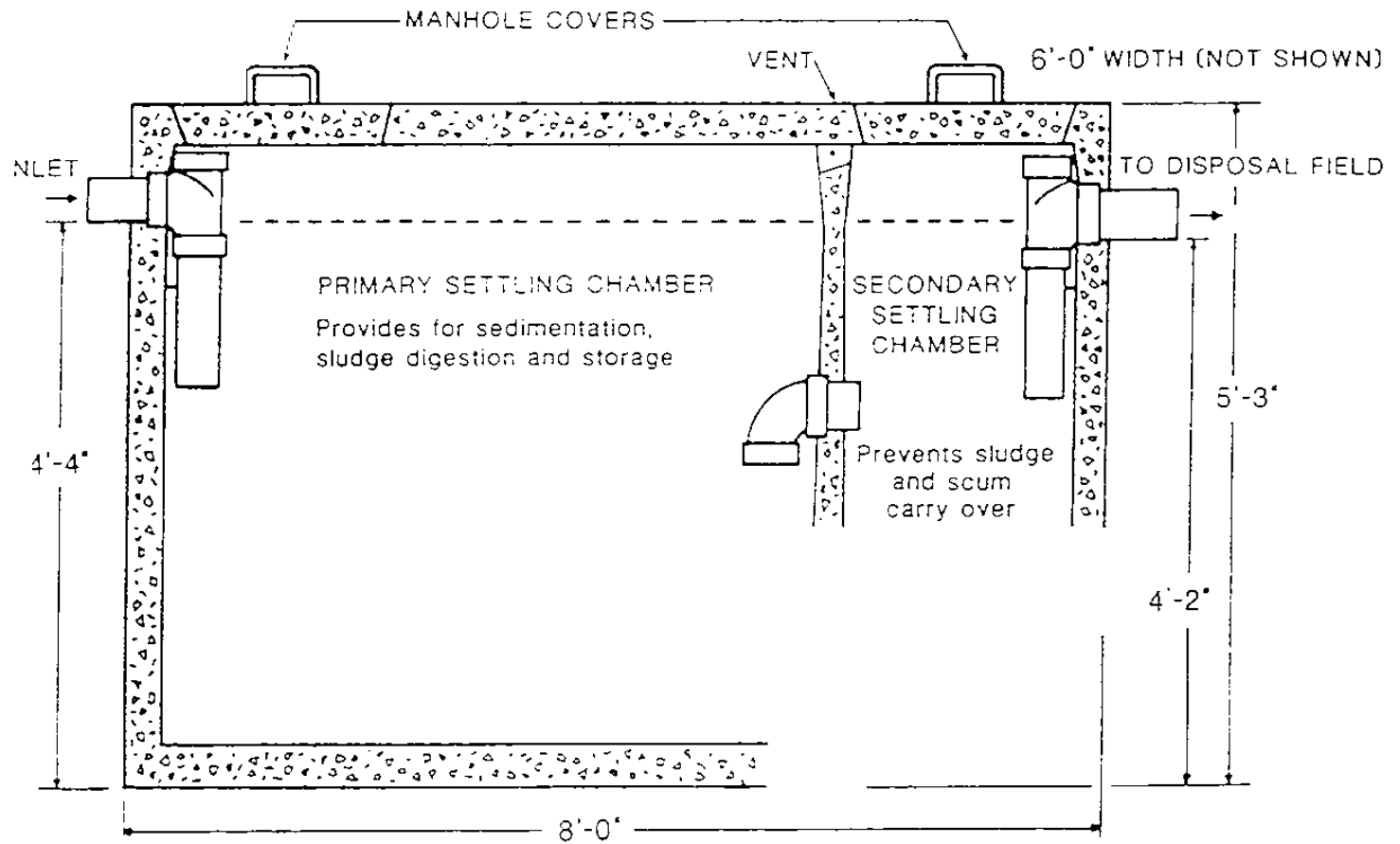
◆ Recognition

- Dark colored liquid
- Toilet paper and ...
- Lush vegetation
- Insect/ mosquito breeding

◆ Dye tablets

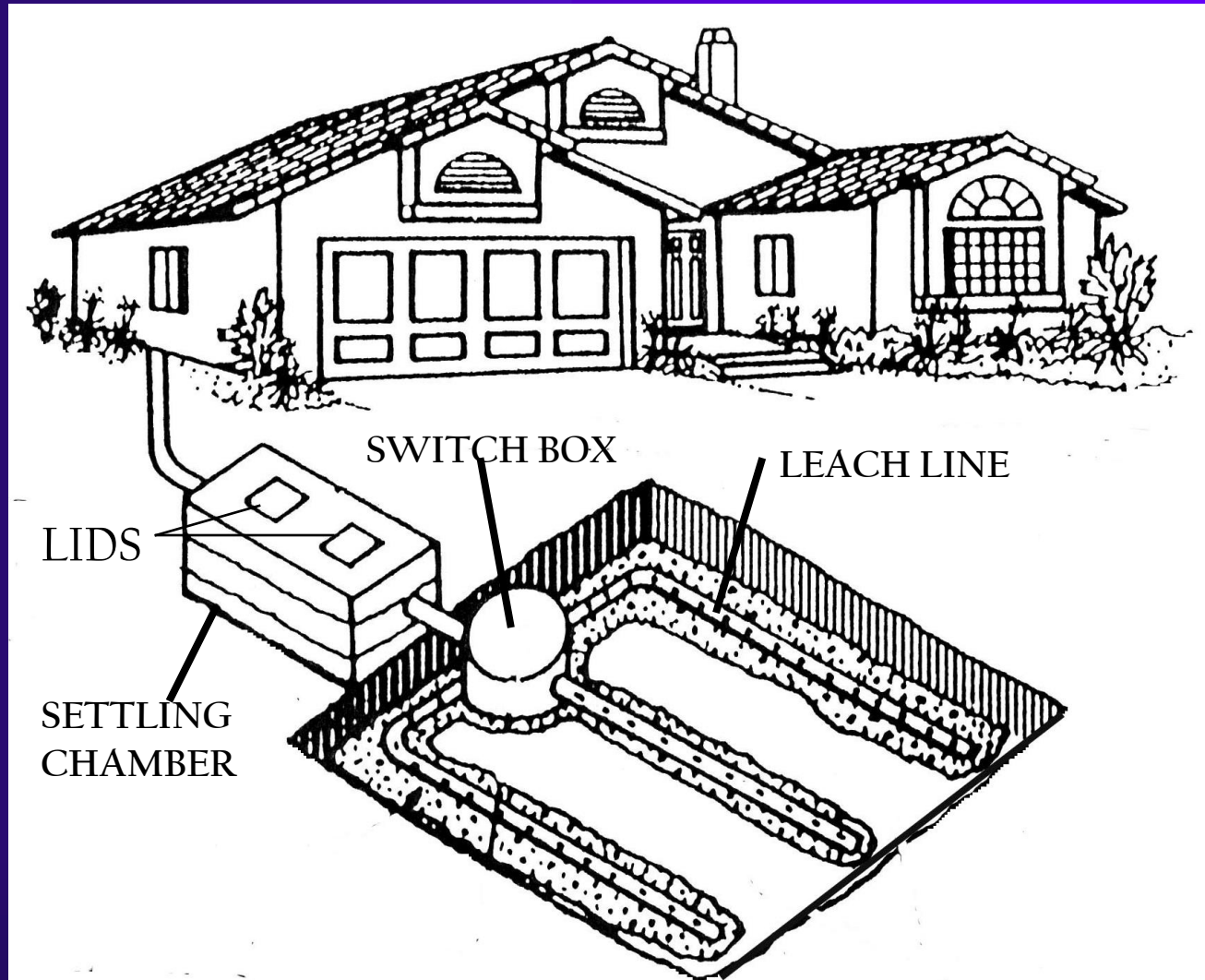


Septic Systems: Internal Structure

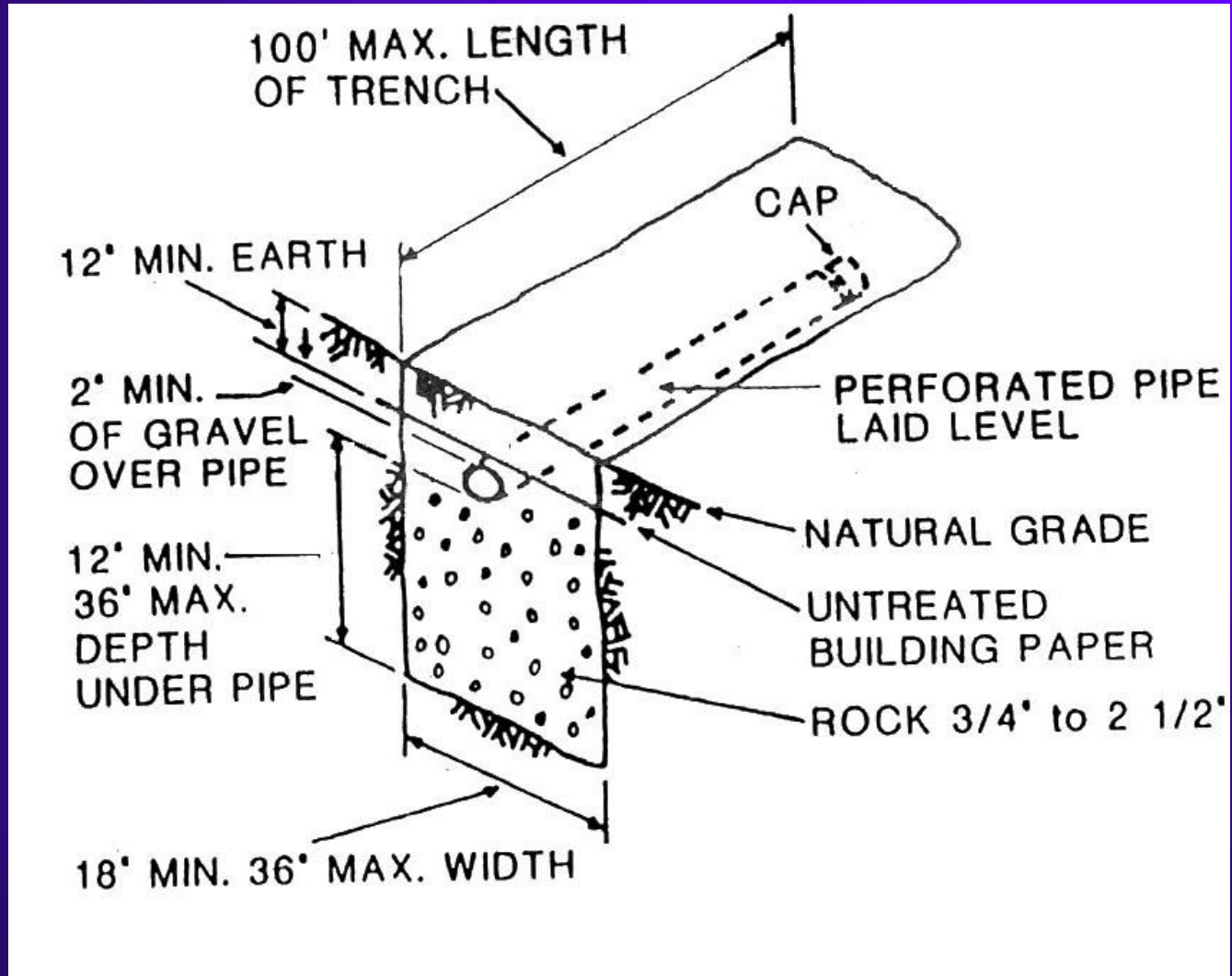


TYPICAL CONCRETE 1000 GALLON SEPTIC TANK (3 BEDROOM DWELLING)

Septic Systems: Basic plan



Septic Systems: Typical Trench





Septic Systems: Septic Tanks

- ◆ Principle: Anaerobic degradation
- ◆ Materials- concrete, steel, fiberglass
- ◆ Pumping recommendations
 - Residential (3 years)
 - Commercial (1 year)



Septic Systems: Septic Tanks

- ◆ Tank Capacity
 - 750-1500 gallons
 - 2BDR/4 people, 4BDR/ 8 people
- ◆ Advantages and disadvantages



Septic Systems: Leach Lines

- ◆ Length determined by capacity
- ◆ Soil porosity
- ◆ Materials
 - Clay
 - PVC
 - High density plastics (Infiltrator system)

What is Sewage?

◆ Other wastewater discharge

– Greywater

- Staining
- Above ground drainage pipes
- Insect/ mosquito breeding
- Lush vegetation



Ordinance 657- Household trash

- ◆ Only *household* trash and garbage
- ◆ Removal weekly
- ◆ Leak-proof containers
- ◆ “Acts of God”



Ordinance 657- Household trash



- ◆ “Trash letters”
- ◆ Hold for 90 days
- ◆ Second complaints

NPDES Waste Handling

Type of complaint			DES	ERM	HAZ	BS
Residential trash and garbage			✓			✓
Building debris and brush				✓		✓
Land filling- actual burial				✓		
Junkyards/ vehicles						✓
Medical waste				✓		
Sewage			✓			
Hazardous Materials					✓	

