



# 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?

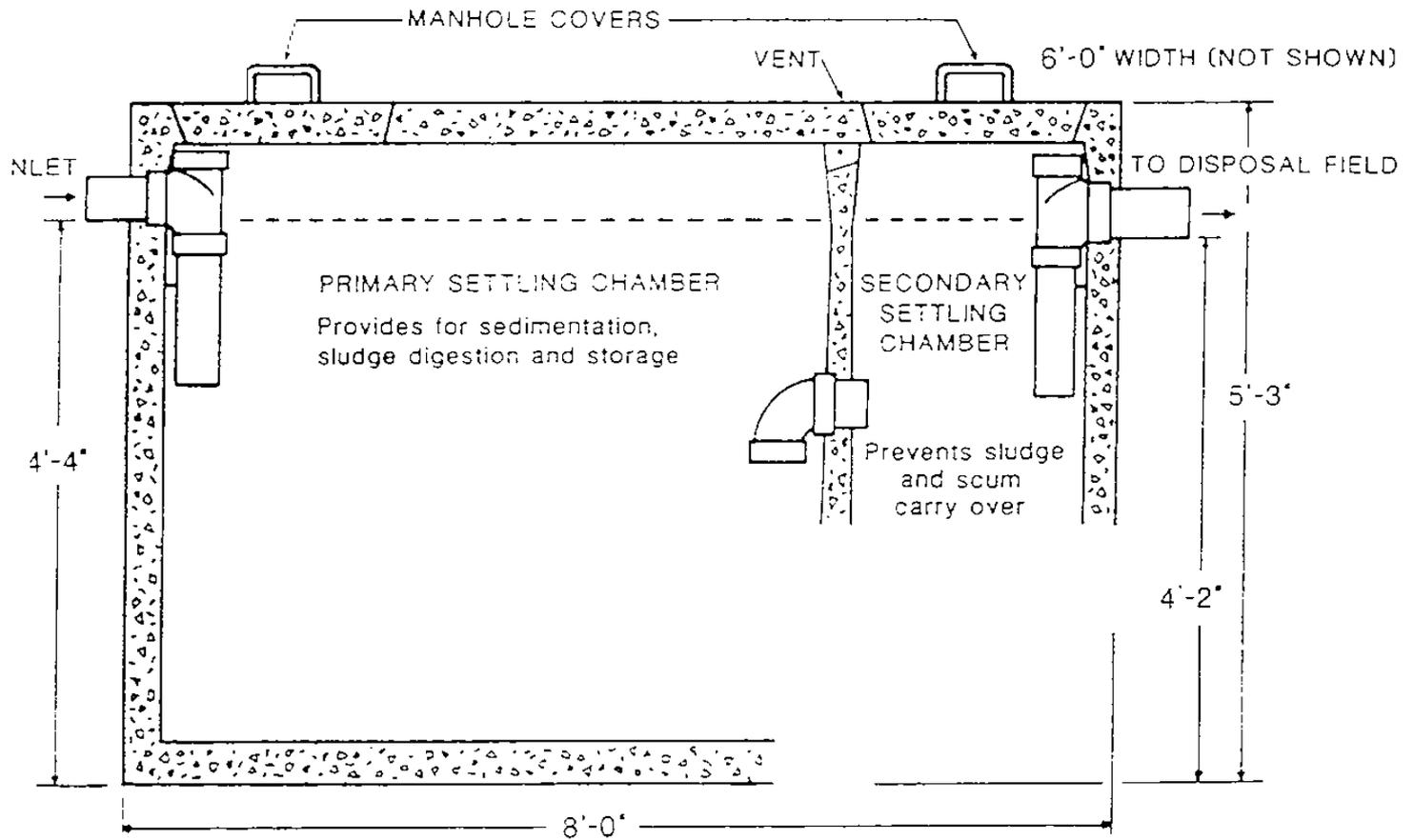
## ◆ Recognition

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

## ◆ Dye tablets

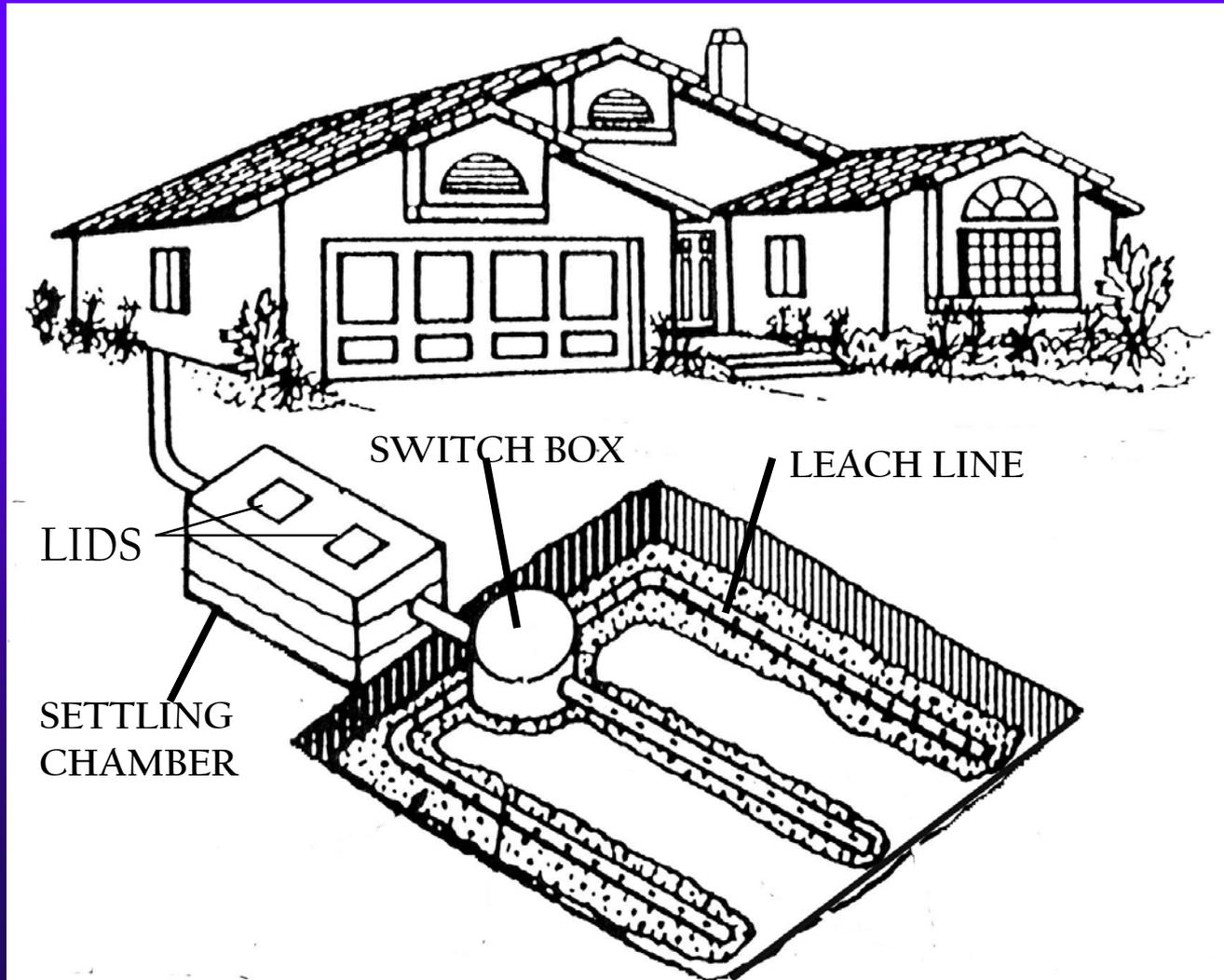


# Septic Systems: Internal Structure

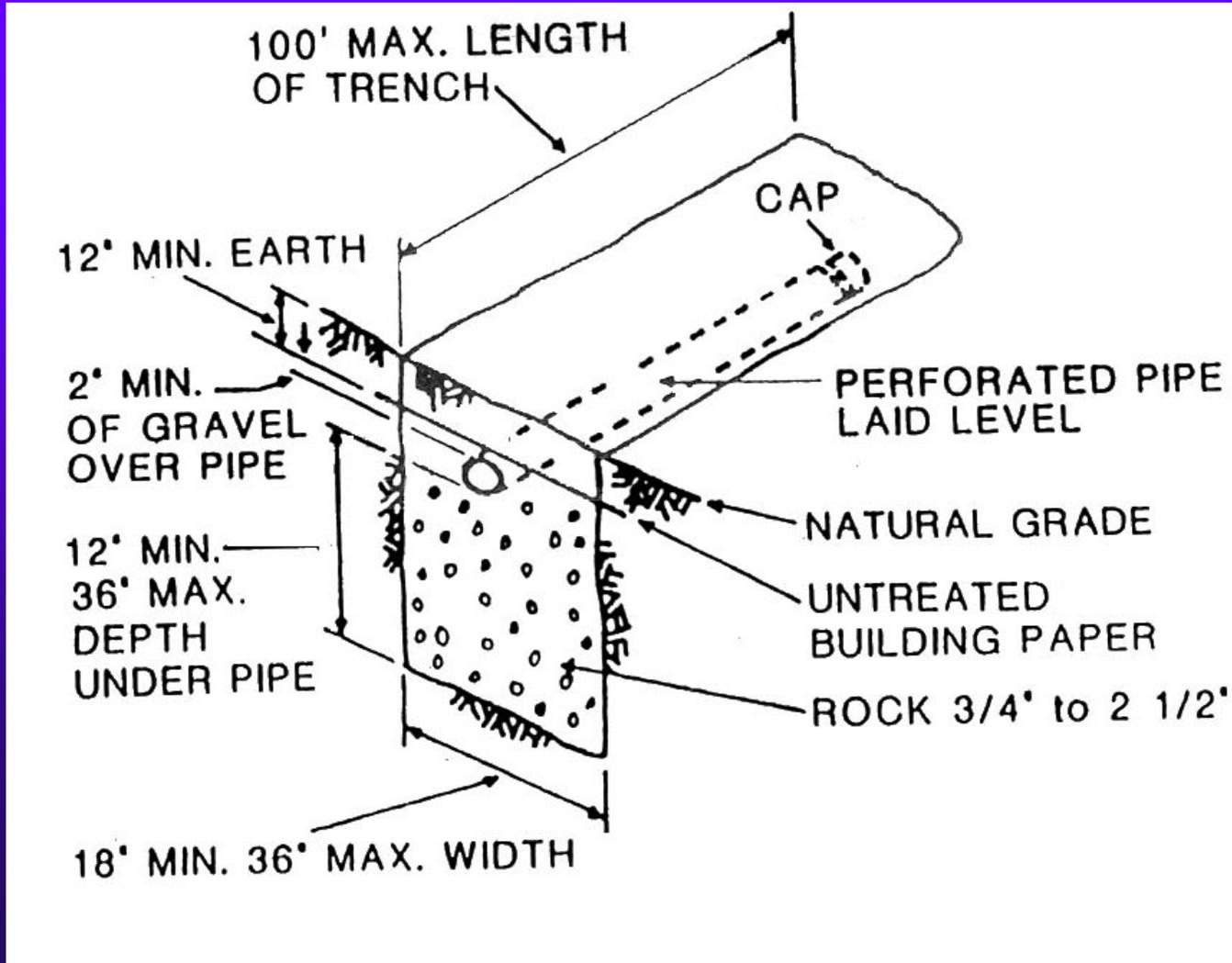


**TYPICAL CONCRETE 1000 GALLON SEPTIC TANK (3 BEDROOM DWELLING)**

# 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			✓	

