

**JEFFERSON COUNTY PUBLIC HEALTH – PLANNED PERFORMANCE MEASURES 2015
ONSITE SEWAGE PROGRAM (OSS)**

PROGRAMS: Onsite Sewage (OSS) Permitting and Onsite Operations and Monitoring (O&M) Programs

MISSION: The mission of the Onsite Sewage Program is to minimize the threat of surface and ground water contamination from failing or improperly designed, installed or maintained onsite sewage systems. The mission of the Operation and Monitoring Program is to protect public health by ensuring onsite sewage systems are monitored, identify failures, and items that may lead to costly premature failures of OSS that contaminate ground and surface waters.

Goal	Objective	Task	Performance Measure	2011 Actual	2012 Actual	2013 Actual	2014 Projected	2015 Planned
Goal 1: Educate homeowners, builders, real estate personnel, banks, installers, designers and onsite system maintenance personnel in the proper operation and maintenance of onsite sewage systems	Develop written informational materials and conduct workshops for the public addressing OSS operation and maintenance, program incentives for initial inspection, installation of monitoring access risers and homeowner inspection program	Conduct OSS operations and maintenance needs and requirements workshops for homeowners & professionals	# of workshops and presentations	4	4	20	13	10
		Issue press releases about OSS training opportunities and general OSS info	# of press releases provided	--	--	6	4	18
	Provide training to community groups to increase awareness of OSS regulatory requirements	Create OSS operation and maintenance information to be included in Monitoring Inspection Reminders	Statements/info created	--	--	2	2	6
Goal 2: Ensure a high quality-onsite sewage system monitoring program	Send Monitoring Inspection Reminders to property owners	Create and send inspection reminders	# of reminders sent	--	--	Approx. 800	4,000	4,000
	Review monitoring and inspection reports, provide timely follow-up and coordinate with online submittal program data	Develop procedure and standards to triage reports with corrective actions required	% of OSS receiving monitoring inspection	3.4%	3.8%	4.7%	6%	6%
			Pass/Fail	--	--	PASS	PASS	PASS
		Review reports, triage, send follow-up letters/notices	# reports reviewed	--	--	641	800	800
	# follow-up letters sent		--	--	154	150	175	
Ensure Local Sewage Management Plan is consistent with current status and practices	Update Local Sewage Management Plan to reflect progress and needed	Pass/Fail	--	--	FAIL	PASS	PASS	

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Goal 3: Investigate complaints and action requests in a timely manner to reduce the threat of human contact with untreated wastewater	Utilize existing data systems to track action requests and complaints ¹	Develop system to quantify response time for complaints within 30 days	Pass/Fail	--	--	FAIL	PASS	PASS
		Create a report to track response time	Pass/Fail	--	--	FAIL	PASS	PASS
			% OSS complaints investigated within 30 days	--	--	Unkn ²	90%	90%

Goal 4: Document all onsite sewage systems in Jefferson County	Identify previously unknown onsite sewage systems	Complete sanitary surveys to move sites served by OSS from unknown to known status	# of systems identified	100	107	204	120	120
			% of estimated existing 13,500 systems identified	74%	75%	78%	78%	78.5

Goal 5: Implement the Homeowner Inspection Program adopted in code revisions May 2012 to comply with monitoring requirements under WAC 246-272A	Establish Homeowner Authorization program	Complete database upgrade incorporating all elements of Homeowner Inspection Authorization	Pass/fail	--	--	PASS	PASS	PASS
	Establish online portal for monitoring inspection report submittal	Link database to online report portal	Pass/fail	--	--	PASS	PASS	PASS
	Establish access to training programs (Septics 101 and 201) for homeowners to obtain authorization to complete monitoring inspections	Provide trainings and link to online trainings	# of homeowners who take in person and online trainings	--	--	410	200	200
		Respond to requests for authorization to inspect by homeowners	# of homeowners authorized	--	--	192	150	150
			# of homeowners that submit inspection reports	--	--	15	50	150

¹ Complaints include all reports from the public and others regarding onsite sewage issues. These range from reports of someone parking or driving on their drainfield, living on property without a permitted septic system to surfacing sewage.

² A system to track the response time is in development.

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SUMMARY OF KEY FUNDING/SERVICE ISSUES: Tracking will be done with existing data systems to evaluate effectiveness of permitting and monitoring programs. Ongoing O&M activities will be funded through state and federal grants as well as the ‘filing’ fee that is submitted with monitoring inspection reports. Implementation will focus on implementing the code revisions adopted in May 2012 to allow homeowners to be trained, complete monitoring inspections and report results to meet state requirements for assurance that OSS system are functioning properly. Follow-up with homeowners on inspection results is critical to the understanding of how systems work and why maintenance and proper operation is important. A system for correspondence and follow-up has been implemented and we have had good response with follow-up reports and corrections. We developed a method to track ‘transfer of title’ and will continue to notify those who did not have a monitoring inspection that one is required. We will conduct community outreach to increase awareness of the new requirements and send out site specific reminders when monitoring inspections are due. An incentive program to assist homeowners in completing inspections and install access risers and monitoring ports will be continue to be available in 2015. Work to implement the online Homeowner Septic System Inspection Authorization has continued in 2014 and is nearly ready for use. Staff have continued to take the Septics 101 and 201 ‘on the road’ to meet the desire of homeowners to obtain the inspection authorization. This has been positively received and we are working actively to resolve the issues and make the online program available to all. With the roll out of the online program we expect to offer fewer ‘in person’ classes and expect an increased use of the web based program.

Identification of previously unknown onsite sewage systems is ongoing as part of a project in the Marine Recovery Area (MRA) along the Hood Canal. The project will continue to move forward the work identified in the Local Onsite Sewage Management Plan. The state requirement that all unknown systems be identified by 2012 was not met but we are pursuing the goal as resources permit.

Revised and new elements of the Local On-site Sewage Management Plan will continue to be implemented in 2015 as identified in the plan.

Onsite sewage permitting and staffing has declined due to the economic downturn of the past several years. The number of permits received dropped significantly in 2010 and 2011 from previous years. A small uptick in activity occurred in 2012 but was not continued into 2013. At mid-year 2014 are very slightly above the 2013 numbers. The proportion of repair permit applications to new has increased over the last several years (from 14% of total applications to 29%) We observe that the time involved in bringing these repairs to a successful conclusion is much greater than for new cases. The team continues to strive to maintain effective communication with our clients and partners (other state and local departments) to effectively manage workload and requests for information while diligently reviewing and enforcing county code and policies. Coordination with our Environmental Health Tech is assisting staff in timely review and documentation of activities in the database.

Training and Round Table meetings continue on a regular basis with professionals certified by JCPH. These meetings assist in improving the quality of submittals and offer an opportunity to resolve questions about the codes and challenging site conditions.

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PROGRAM STATISTICS

<u>PERMITS</u>	2009	2010	2011	2012	2013	2014 Projected	2015 Projected
# of septic permit applications submitted ¹	169	158	118	147	148	148	155
# of systems repaired/upgraded	32	37	31	43	40	40	45
% of system failures less than 5 years in use	0	0	0	0	0	0	0
# of complaints received	43	52	36	20	60	45	45
# of complaints closed*	19	33	25	26	25	30	30
# of Installers Certified	37	37	36	34	31	34	31

<u>OPERATION, MAINTANANCE & MONITORING</u>	2009	2010	2011	2012	2013	2014 Projected	2015 Projected
# of evaluations of existing system (EES)	255	463	469	511	641	641	650
% of existing systems receiving regular O&M Inspections. ²	1.80%	3.40%	3.40%	3.80%	4.7%	4.8%	4.8
% of existing systems known, with records. ²		73%	74%	75%	77.7%	77.8%	78.5
# of O & M inspections for previously unknown systems	9	10	15	14	15	120	100
# of previously unknown systems found due to Water Quality sanitary surveys		59	85	93	204	200	150
% of monitoring inspections resulting in some maintenance needed.	28%	56% ⁴	68% ⁴	59% ⁴	63% ⁴	60%	60%
% of monitoring inspections resulting in required significant maintenance or repair.	16%	18.70%	12.40%	18.50%	13%	15%	17%
% of monitoring inspections that identified system failure	<2%	<2%	<2%	<2%	<2%	<2%	<2%

<u>EDUCATION AND OUTREACH</u>	2009	2010	2011	2012	2013	2014 Projected	2015 Projected
# of educational workshops	5	19	4	9	20	13	10
# of workshop participants	102	355	156	220	410	300	200

*The number of Closed complaints can be greater than Received because cases from previous years may have been closed during the current year.

¹Number of applications does not equal approved permits

² Based on estimated 13,500 systems in the County (from the Local Sewage Management Plan)

³Number of workshops includes 5 Septics 101 classes and 4 public workshops on proposed code revisions and homeowner inspection authorization program.

⁴ Includes inspections where the only maintenance item identified was that the tank needed to be pumped. Previous years did not include this maintenance item.

⁵14 systems were identified and observed via regular monitoring inspections, 93 systems were identified (and had some level of observation) via sanitary surveys and are sites where no previous records exist.