

**JEFFERSON COUNTY PUBLIC HEALTH – PLANNED PERFORMANCE MEASURES 2014
ONSITE SEWAGE PROGRAM (OSS)**

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 and identifying failures and items that may lead to premature OSS failures that can contaminate ground and surface waters.

Goal	Objective	Task	Performance Measure	2010 Actual	2011 Actual	2012 Actual	2013 Projected	2014 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	19	4	4	15	13
		Issue press releases about OSS training opportunities and general OSS info	# of press releases provided	--	--	--	4	4
	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	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	--	--	--	3,000	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%	3.4%	3.8%	4.4%	6%
		Review reports, triage, send follow-up letters/notices	Pass/Fail	--	--	--	PASS	PASS
			# reports reviewed	--	--	--	600	800
	# follow-up letters sent	--	--	--	90	150		
Ensure Local Sewage Management Plan is consistent with current status and practices	Update Local Sewage Management Plan to reflect progress and needed	Pass/Fail	--	--	--	PASS	PASS	

**JEFFERSON COUNTY PUBLIC HEALTH – PLANNED PERFORMANCE MEASURES 2014
ONSITE SEWAGE PROGRAM (OSS)**

Goal	Objective	Task	Performance Measure	2010 Actual	2011 Actual	2012 Actual	2013 Projected	2014 Planned
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	--	--	--	PASS	PASS
		Create a report to track response time	Pass/Fail	--	--	--	PASS	PASS
			% OSS complaints investigated within 30 days	--	--	--	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	69	100	107	100	120
			% of estimated existing 13,500 systems identified	73%	74%	75%	78%	80%
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
	Establish online portal for monitoring inspection report submittal	Link database to online report portal	Pass/fail	--	--	--	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	--	--	--	200	200
		Respond to requests for authorization to inspect by homeowners	# of homeowners authorized	--	--	--	100	150
			# of homeowners that submit inspection reports	--	--	--	50	50

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.

**JEFFERSON COUNTY PUBLIC HEALTH – PLANNED PERFORMANCE MEASURES 2014
ONSITE SEWAGE PROGRAM (OSS)**

PROGRAM STATISTICS

<u>PERMITS</u>	2008	2009	2010	2011	2012	2013 Projected	2014 Planned
# of septic permit applications submitted ¹	231	169	158	118	147	140	160
# of evaluations of existing system (EES)	295	255	463	469	511	600	800
# of systems repaired/upgraded	32	32	37	31	43	40	45
% of system failures less than 5 years in use	0	0	0	0	0	0	0
% of failures/major maintenance	<2%	<2%	<2%	<2%	<2%	<2%	<2%
# of complaints received	42	43	52	36	20	45	45
# of complaints closed*	24	19	33	25	26	30	30
# of Installers Certified		37	37	36	34	34	34

<u>OPERATION, MAINTANANCE & MONITORING</u>	2008	2009	2010	2011	2012	2013 Projected	2014 Planned
% of existing systems receiving regular 3 rd party monitoring. ²	2.20%	1.80%	3.40%	3.40%	3.80%	4.4%	6%
# of previously unknown systems having a monitoring inspection	15	9	10+ 59 ⁵	15+ 85 ⁵	14+93 ⁵	100	120
% of monitoring inspections resulting in some maintenance needed.	29%	28%	56% ⁴	68% ⁴	59% ⁴	30%	60%
% of monitoring inspections resulting in required significant maintenance or repair.	12.5	16%	18.70%	12.40%	18.50%	15%	15%

<u>EDUCATION AND OUTREACH</u>	2008	2009	2010	2011	2012	2013 Projected	2014 Planned
# of educational workshops	6	5	19	4	9	15	13
# of workshop participants	239	102	355	156	220	450	300

*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.