



FO G C o m p l i a n c e f o r t h e M o d e m A g e

NORTH CAROLINA PRETREATMENT CONSORTIUM
ANNUAL CONFERENCE 2021

BILL GINTERT/PRESTON WHITLEY

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Flow Free Charlotte Water's FOG Program

Program Stats

Program Elements

Program History

Program Today

Program in the Future

Program Stats

5,500+ Food Service
Establishments (FSEs)

Service area is 546 square miles

304,029 Water Service Connections

270,640 Wastewater Connections

16,080 Commercial Water Service
Connections

5,000+ miles of sewer pipe

32.5 billion gallons of WW treated FY21

26 Permitted Grease Pumps

5 Inspectors for FSEs

3 Multi-family Inspectors

1 Supervisor



Program Elements

Sewer Use Ordinance

The Grease Trap Policy

The Grease Handling and Hauler
Permit Program

The Oil/Water Separator Policy

Inspection Program with Sanitary
Sewer Overflow Follow Up

Enforcement Response Plan

Public Outreach Program



Program History

Program Development began in 1997

"Grease Free"

2 Inspectors, 1 Supervisor

The Grease Trap Policy

The Grease Handling and Hauler Permit Program

The Oil/Water Separator Policy

Inspection Program with Sanitary
Sewer Overflow Follow Up

Enforcement Response Plan

Public Outreach Program



Program Today

5 Inspectors focused on FSEs

3 Inspectors focused on Multi-family housing units

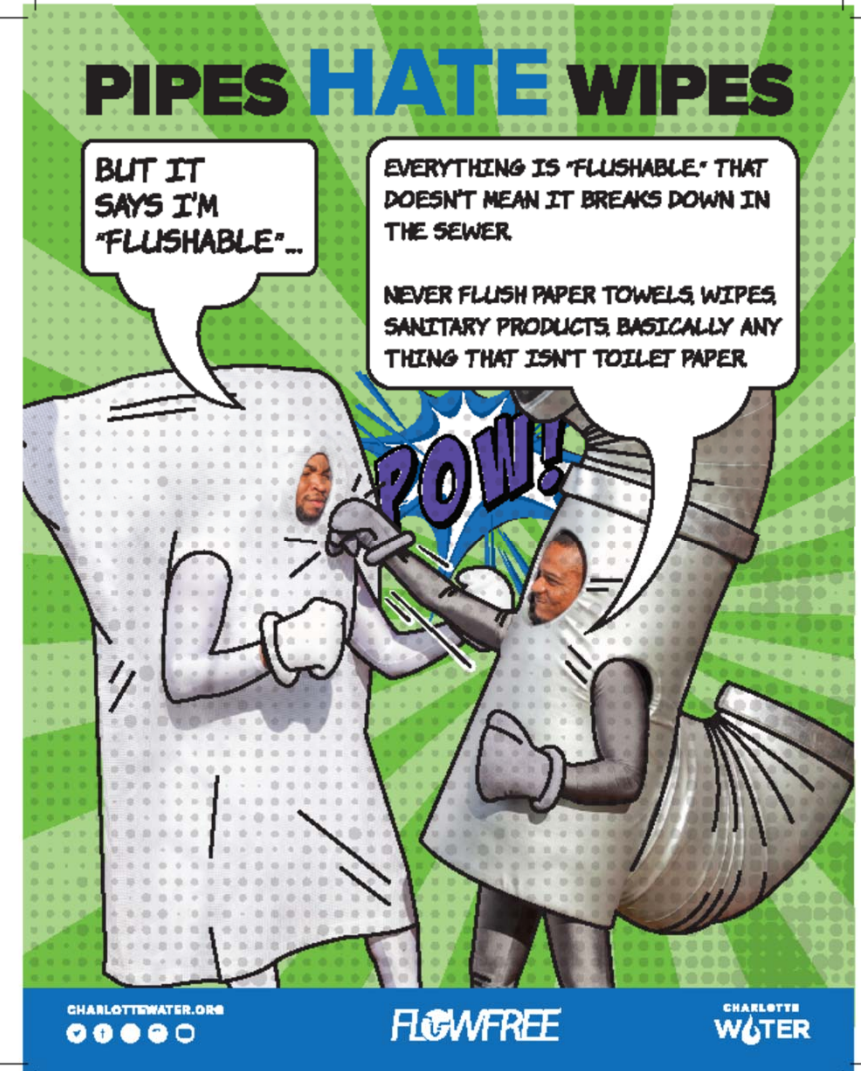
Septage Receiving Program

1 Supervisor

Charlotte is the 6th fastest growing US city in 2021

Rebranded to Flow Free

Impact of COVID

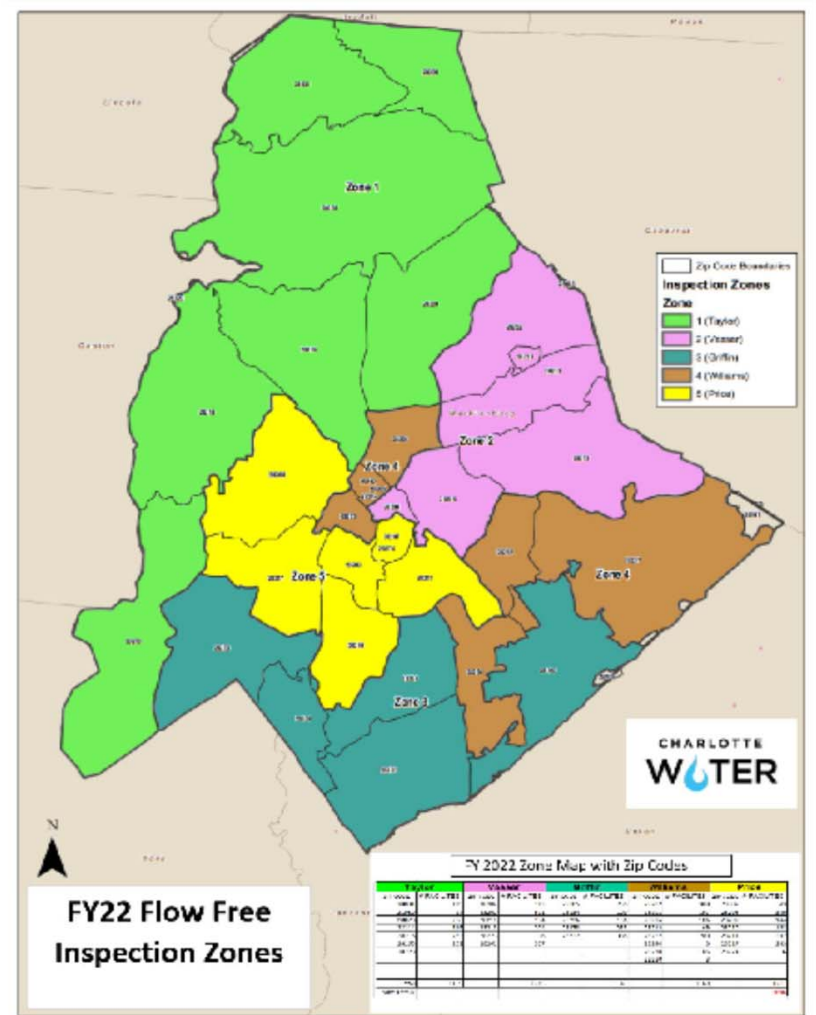


Program Today

County is divided into zones
with 1 inspector per zone

Program hard to manage and
get all inspections done,
investigations, etc.

Needed a tracking system to help with records and compliance management



Records Management

Pump Out Manifest

Monthly/Quarterly Reports

Records not on site a constant challenge at FSEs

Records Review wasn't "real time"

Had to be a better way



We get a new system !

July 2018 RFP put out

August/September 2018 went through the selection process

December 2018 Request for Council Action

February 2019 began implementation

System setup

Employee Training

Customer Outreach/Training



Implementing the new system !

Hosted training sessions for FSEs

Hosted training and account set up sessions for pump haulers

Sent a series of introductory letters to users

Inspectors made phone calls and signed FSEs up during inspections



Benefits of the new system !

Realtime records updates and review

Easily communicate with FSEs through messaging

Records are accessible in the field through a mobile device

Pumper/Haulers can upload records for their customers as an added service

Improved Inspection Scheduling



Program Goals

Reduced inspections for
consistently compliant FSEs
Focus our time/inspections on
collection system hot spots
Permitting all FSEs
FSE recognition/awards
program
Tracking for Multi-family
program



Introduction

- Charlotte Water sent out an announcement letter and email to service providers in May of 2019.
- Charlotte Water held an information session with service providers, also in May of 2019.
- Charlotte Water Flow Free team rolled out their digital reporting system to Food Service Establishments (FSEs) in June of 2019.

How Has This Reporting System Helped the Flow Free Team ?

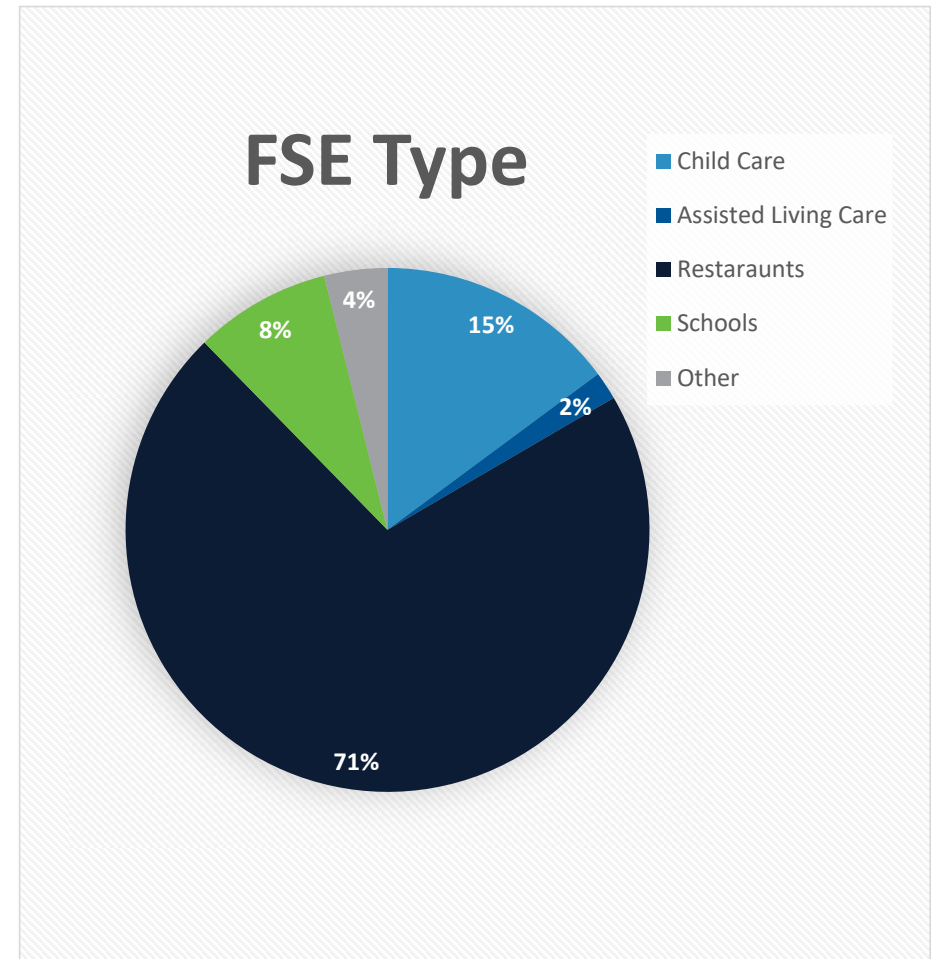
General Organization

The new reporting system allows inspectors to effectively organize Food Service Establishment (FSE) data

- Allows inspectors to filter by zone and zip code.
- Contacts are added to profiles for FSEs during enrollment or inspection. This allows inspectors to easily follow up with FSEs or contact them when they are out of compliance.
- Allows tag to be added (such as; newly added, temporarily closed, bounced, etc).

General Organization Continued

- The digital reporting system allows inspectors to organize FSEs by establishment type (restaurant, daycare, school, etc.).



COVID-19



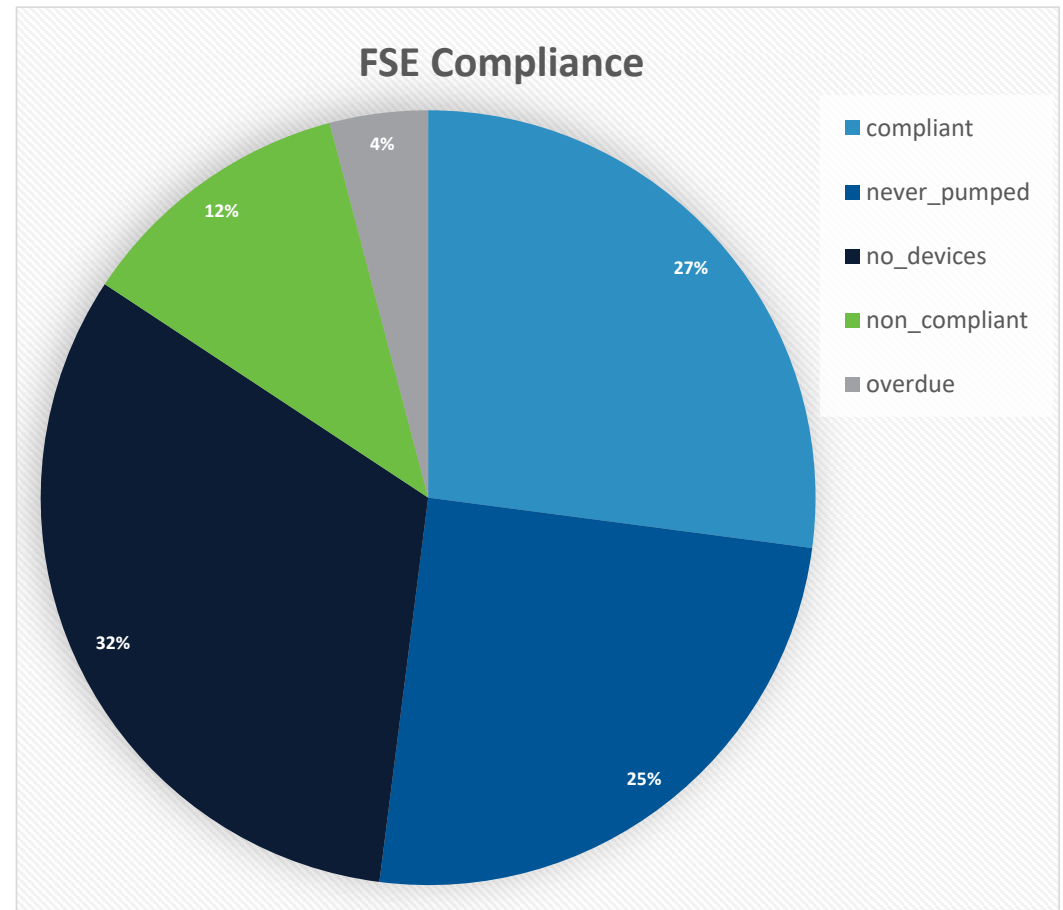
- The digital reporting system sends automated messages to FSEs. During Covid-19 these messages were adapted to include information on what to do if the establishment had to close due to Covid.
- The digital reporting system allowed inspectors to monitor FSE compliance and closure status while working remotely.

Inspections

- Inspection reports streamline the inspection process by having a template prepared that is easy to fill out during inspections.
- The digital reporting system allows us to readily see previous inspections done by other inspectors. Before, there was not a convenient way to do this other than asking previous inspectors who may or may not be with the department anymore or checking paper records of inspections.
- The digital reporting system allows grease haulers to upload manifests as well as restaurant owners which greatly reduces the time during inspections, waiting on management to find paperwork, and allows inspectors to focus more on doing a thorough inspection.

Compliance Tracking

- The digital reporting system allows Flow Free staff to more efficiently track which FSEs are in compliance, and which are not.
- Reports are generated weekly with priority inspections which allow us to focus on establishments that are not in compliance.
- Allows FSEs to see their profiles online. Their profile allows them to upload paperwork or see paperwork uploaded by haulers, as well as their inspection reports.



Enforcement

- Allows inspectors to be able to track previous enforcement actions more efficiently. Rather than having to ask previous inspectors or go back through old records, Inspectors can easily see enforcement under FSE profiles.
- Having the ability to upload Notice of Deficiencies (NODs) into the digital reporting system makes it easier to keep track of due dates for NODs, as well as completion status of NOD.
- The digital reporting system also makes it easier to keep track of total enforcement actions issued by the Flow Free team. These numbers are used for reports that are sent to the state.

Future

- Mapping feature would make planning inspection days more efficient.
- In the future we would like to see this program completely replace the need for inspectors to fill out a monthly report of inspections completed. This can be very time consuming. Instead, we would like to be able to have an automated report generated each month that says all the information inspectors would normally manually enter in a separate excel sheet.

Future continued

- Require haulers to upload paperwork from cleanings.
- Online application for haulers.
- Uniform manifest for all haulers, ensuring that information from cleanings are thoroughly documented.

QUESTIONS???

- If you need further information following the seminar, please email the Environmental Compliance Supervisor



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