

PPP

Preferred Pumper Program

CITY OF
PORTLAND

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CITY OF
WILSONVILLE

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CLEAN WATER
SERVICES

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CITY OF
GRESHAM

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CITY OF
TROUTDALE

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CLACKAMAS
COUNTY WATER
ENVIRONMENT
SERVICES

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CITY OF
CANBY

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OAK LODGE
SANITARY
DISTRICT

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CITY OF
NEWBERG

Preferred Pumper Program Standards for Committee Participants and Member Companies

- **Uniformity** - For the success and progress of the PPP consistency in our responses and following the inspection standards we have set forth is imperative. If the PPP members are not consistent then program and member credibility will be lost. The purpose of the PPP will be negated.
- **Voluntary** – it should be kept in mind this is a “voluntary program” for the pumpers as well as the municipalities but it should not be forgotten that failure to adhere to the standards set forth may be grounds for removal from the program as decided by the executive committee.
- **Annual Meeting** – there will be an annual meeting with all municipalities and pumpers too discuss the achievements of the PPP. This is to facilitate communication of how far we have come and to keep it a positive progressive program.
 - ✓ Any programmatic forms will be reviewed annually
- **Safety** – The PPP wants to ensure the safety of its members and as such adheres to all Oregon OSHA standards.
- **Scheduling** - All pumping companies will give us schedules a week in advance. If there is a pump out of particular interest the WWTP inspector will notify the pumping company in advance and the pumping company will make every effort to make sure that proper scheduling occurs.
 - ✓ It is agreed that problems occur (trucks break down, employee issues, emergency schedules etc...) and sometimes pumpers may not have time to notify the inspectors in a timely fashion. However these are exceptions to the rule not standard operation. The pumper will notify the municipalities as soon as possible of any issue or change.
 - ✓ The Municipalities dictate the pumping frequency, enforce timely repairs and installations.

- **Cleaning/Inspection Standards** - All municipalities, Food Service Establishments and pumper companies agree to follow the same set of cleaning standards and inspection standards established for performance (attach/include standards)
 - ✓ **Training on cleaning** – Training is made available to the member companies to help clarify the grease removal device cleaning goals of the PPP.
 - ✓ **Training on inspection** – The Food Service Establishments, Property Owners and Property Management are educated on cleaning standards and what to look for to ensure proper service is rendered.

- **Communication** - If an inspector finds a failure to adhere to the cleaning standards set forth by the PPP the inspector may contact the management of the pumper company (not the pumper) and allow management of the pumper company 24-hours to correct the failure. In the event the company does not correct the discrepancy, is unwilling to correct or it is a chronic situation then the inspector shall contact the food service establishment with the inadequacy or issue a violation (up to individual municipality). There will only be one contact person from each POTW that is represented.

- **Chronic Issues** - If there are chronic issues with a pumper company the executive committee will contact the management of the company to work out the issue or remove the company from the program. The executive committee may ask the individual inspectors with issues to attend with examples and evidence including dates and times the incidents occurred and communication protocol was followed.

- **Reports**
 - ✓ **Routing** - when receiving pump out reports if reports belonging to other municipalities are included we will ensure they get to the respective municipality.
 - ✓ **Follow-Up** – it was agreed to follow-up on problems identified on pump out reports the pumpers send us such as (broken vaults, traps, and restaurants that cancel service, etc).
 - ✓ **Timely Reports** - pump-out reports are to be submitted no later than 10 days after pump-out

- **Documentation** – When there is a complaint, issue, discrepancy etc. with any requirements of the PPP a standard form or format will be used to document the incident. This will be sent to the respective pumper company representative (dispatcher, manager, owner, etc.). This will create a record for historical data and create consistency thus removing potential hearsay situations.

- **<http://preferredpumper.org/>** – The official website source of information for all program participants, members and customers.
 - The site will contain such items as:
 - ✓ A description of the program with a summary of the values, purpose and overall plan of the program. This will educate the public and potential members on what the program is doing, working to improve and has accomplished.
 - ✓ Program standards and performance requirements for municipal participants and member companies. This will include a set of inspection and cleaning standards agreed upon by the municipalities. To assist with accomplishing the performance standards training and training material will be made available.
 - ✓ Contact information for the member Municipalities and Pumpers. The contact information will have a regional map of municipalities with one contact for each region. The contact information for the Pumpers will have all their contact information including a link to their respective websites.
- **New Members (Pumpers)** – Potential new members will fill out the necessary Preferred Pumper Registration form located on the website. This form will be submitted to the proper program representative. The potential new member will go through a review and interview process with the municipal members. Upon approval the new member will receive an orientation on program membership requirements and standards. After a six months time from date of program admittance full membership will be confirmed, pending Preferred Pumper Municipal group consensus. This initial time will allow both new member and municipalities to confirm the Preferred Pumper Program objectives are a fit for the new member and being implemented. This will be denoted on the website by an asterisk (*) noting those still within the initial six month time frame.
- **New Members (Municipal)** – New municipal members will be instructed on program standards and requirements. The new municipal member will be included in the standard letterhead. Their contact information will be added to the website and location map.