

<b>DOCUMENT TYPE</b>	<input checked="" type="checkbox"/> Administrative Directive	<input type="checkbox"/> Operating Procedure	
	<input type="checkbox"/> Guideline	<input type="checkbox"/> Standard	
<b>DOCUMENT ID/VERSION</b>	EUS-007 (1)	<b>EFFECTIVE DATE:</b>	12/04/2024
<b>APPLIES TO</b>	San José State University - All campuses		
<b>SUBJECT</b>	<b>Sanitary Sewer Overflow (SSO) Response</b>		
<b>RESPONSIBLE ADMINISTRATOR</b>	Senior Director of Energy, Utilities & Sustainability		

**Purpose**

This administrative directive establishes a comprehensive framework for managing and responding to Sanitary Sewer Overflows (SSOs) at San José State University (SJSU). SSOs are categorized into two types: non-discharges and discharges to state waters.

**Objectives**

The primary objectives of this directive are to:

1. Minimize risks to public health, the environment, and university infrastructure.
2. Ensure compliance with local, state, and federal regulations.
3. Provide a systematic approach for FD&O and departments to manage overflows effectively.
4. Deliver timely and effective customer service.

**Types of SSO Responses**

This document provides a framework for responding to Sanitary Sewer Overflows (SSOs) based on the time of occurrence and the type of incident.

**Overview**

When an SSO is observed and reported, the first priority is to stop the flow of wastewater by closing the restrooms, kitchens or other sources that contribute to sanitary sewer system. The second priority is to deploy containment methods such as barriers or sandbags to prevent the overflow from reaching State Waters. FD&O trades staff will then determine the location of the blockage and develop a plan to remove the blockage and secure equipment and supplies to remove the blockage.

Cleanup and disinfection efforts begin after containment and removal of blockage. Crews use specialized equipment to remove sewage from affected areas, ensuring no visible residue remains. FD&O staff with appropriate training that cleans and disinfects the area affected. EH&S oversees the disinfection process, ensuring the affected areas are sanitized and safe for

reentry. All incidents are documented in an Overflow Report, which includes photographs, descriptions, and an assessment of damages to university property.

During this process, and upon request from FD&O assistance is provided from other departments who occupy the space or who are actively managing an activity in the affected areas to assist with controlling access and maintaining safety in impacted areas. This includes closing restrooms, kitchens, and other affected facilities to prevent access, redirecting individuals to alternative locations, and ensuring clear communication about the incident. These actions help minimize risks to public health and maintain order while cleanup and disinfection efforts are underway.

### **Response During Normal Business Hours (Monday to Friday, 8:00 AM to 5:00 PM)**

1. Any person who observes a Sanitary Sewer Overflow (SSO) shall report their observations to FD&O Customer Service at 408-924-1990. FD&O Customer Service will use the radio to notify the Utilities and/or Plumbing shops to respond to the SSO.
2. **Initial Actions:**
  - **Stop the Flow:** Plumbing or Utilities Shop staff shut off contributing water fixtures to stop further overflow.
  - **Locate the Blockage:** Determine the location of the blockage within the system.
  - **Clear the Blockage:** Take appropriate measures to remove the obstruction.
3. **Documentation - photos and estimates**
4. **Cleanup and Disinfection:**
  - **Cleanup:** Clear all sewage from affected areas, ensuring no visible residue remains.
  - **Disinfection:** Sanitize the area based on direction from Environmental Health & Safety (EH&S).
5. **Reporting:**
  - If the overflow **reaches state waters:**
    - The incident is reported to EH&S overflow report
    - EH&S prepares an After-Action Report (AAR) and submits notifications to the California Office of Emergency Services (Cal-OES) and the State Water Resources Control Board (SWRCB) and the City of San José as required.
  - If the overflow **does not reach state waters:**
    - The incident is reported to EH&S.
6. **Signage:**
  - If the blockage was caused by misuse (FOG, foreign objects), FD&O trades staff will put up prepared signage relevant to the type of blockage and communicate with the users of the facility to reduce the potential of future SSOs.

## Response During After-Hours and Campus Closures (Monday to Friday, 5:01 PM to 7:59 AM; Weekends and Campus Holidays)

1. When anyone observes and reports an overflow during after-hours or campus closures, immediate notification is critical to ensuring a swift and effective response. The observer must contact the University Police Department (UPD) Dispatch at 408-924-2222, which serves as the initial point of contact. UPD notifies the FD&O after-hours on-call manager, who calls back appropriate trades staff or contacts trades staff working on alternate schedules or scheduled overtime.
2. Large-scale special events can occur after hours. Typically, one or more FD&O tradespeople are working scheduled overtime to cover for the event.
3. **Initial Actions:**
  - **Stop the Flow:** The on-call Plumbing or Utilities Shop staff shut off water fixtures to halt further overflow.
  - **Locate the Blockage:** Identify the source of the blockage.
  - **Clear the Blockage:** Address the blockage to restore proper system function.
4. **Cleanup and Disinfection:**
  - **Cleanup:** Remove sewage from affected areas to ensure a clean environment.
  - **Disinfection:** Sanitize the area EH&S supervises the sanitization of affected areas to ensure health and safety standards.
5. **Reporting:**
  - If the overflow **reaches state waters:**
    - EH&S submits an AAR and notifies OES and SWRCR and the City of San José.
  - If the overflow **does not reach state waters:**
    - The incident is reported to EH&S.
6. **Signage:**
  - If the blockage was caused by misuse (FOG, foreign objects), FD&O trades staff will put up prepared signage relevant to the type of blockage and communicate with the users of the facility to reduce the potential for SSOs.

## After-Action Reporting

After every Sanitary Sewer Overflow (SSO) incident, an Overflow Report must be prepared to document the response and identify opportunities for improvement. The Plumbing and Utilities Shop is responsible for completing an Overflow Report after resolving the incident, including photographs, a description of the event, an assessment of damages, and corrective measures taken. Environmental Health & Safety (EH&S) will review the report to ensure compliance with regulatory requirements. The FD&O Manager will coordinate a post-incident review with all involved departments to evaluate the response's effectiveness and recommend process improvements. Final reports are retained for a minimum of five years to support audits, regulatory inspections, and future training initiatives.

ASSOCIATED FORMS	
<i>Name of the Form</i>	
<a href="#">Overflow Report</a>	
<a href="#">SSO Field Guide for FD&amp;O Staff</a>	
<a href="#">Liquid Waste ONLY signage</a>	
<a href="#">Toilet paper-only signage</a>	

REFERENCE DOCUMENTS	
<i>Document Title</i>	
<a href="#">SJSU SSMP</a>	
<a href="#">SJSU SORP</a>	

VERSION HISTORY		
<i>Version</i>	<i>Approved By</i>	<i>Revision Date</i>
(1) Original		N/A

***FD&O's commitment to process improvement***

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

<https://app.smartsheet.com/b/form/2b6a143125f149718758d29bbd546c65>

