 <p style="text-align: center;">City of Grand Rapids Environmental Services Department Policies and Procedures</p>	
Title: Element 7 – Roles and Responsibilities	Approved by: <i>Randall Fish</i>
Policy Number: 1103-7	Effective: 2/16/2006

General

Defining individual roles and responsibilities is fundamental to the long term viability of the City's Biosolids EMS. Each employee needs to know how their work impacts biosolids quality throughout the biosolids value chain and what they are responsible for as well as the responsibilities of others^A. Furthermore, employees need adequate authority along with sufficient technical resources so that they are able to successfully carry out their responsibilities.

Procedures

- 1) Roles and responsibilities are assigned to workgroups whose activities may impact biosolids quality^B.
- 2) Descriptions of the general duties of the internal EMS team and their assigned workgroup:
 - a) *WPS-EA* This staff member is responsible for all activities related to the wastewater treatment plant environmental assessment, laboratory, internal audit and industrial pretreatment.
 - b) *WPS-OP* This staff member is responsible for all activities related to the wastewater treatment plant operation including preliminary, primary, secondary, disinfection, internal audit and biosolids.
 - c) *WPS-MAINT* This individual is responsible for all activities related to the wastewater treatment plant equipment maintenance, internal audit and collection system maintenance.
 - d) *Contractors* The City utilizes a contractors to provide biosolids transport of dewatered biosolids to the landfill(s). The contractor is responsible for following policies and procedures they develop which are necessary to ensure that operations are conducted in a safe and environmentally sound manner. The contractor is involved in the Biosolids EMS and develops internal procedures utilized by their employees to support and supplement the department's Biosolids EMS. The contractor shares this information with the City and the City shares its information with the contractor.
 - e) *EMS coordinator* This individual has overall responsibility regarding implementation of Biosolids EMS, audits, compliance, and coordination with the ESD Manager.
 - f) *Biosolids Program Manager* This individual has the following responsibilities:

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- i) Oversees day to day Biosolids related activities.
 - ii) Coordinates and plans activities with the Biosolids contractor.
 - iii) Manages the service agreement (term contract) with the Biosolids contractor.
 - iv) Regularly meets with and periodically reviews contractor operations to maintain conformance with the City’s EMS for Biosolids.
 - v) Prepares annual reports required by the Michigan Department of Environmental Quality (MDEQ).
 - vi) Oversees Biosolids contractor nonconformance incidents and works with Biosolids contractor to resolve.
- 3) The organizational chart shown in Figure 7.1 shows the reporting structure in place at the Grand Rapids facility.
- 4) Element 3 “Critical Control Points” Table 3.1 identifies critical control points and operational controls. Table 7.1 and 7.2 identify the responsible party for each critical control point.
- 5) The internal EMS team is responsible for annually reviewing these assignments during the last quarter of the calendar year and updating appropriate sections of the Biosolids EMS as necessary.
- 6) The EMS coordinator has overall responsibility to ensure that the Biosolids EMS implementation schedules^C are carried out and maintained.
- 7) Committees will normally have an assigned chair that will be responsible for general oversight of the committee activities and will be responsible for tracking and reporting as defined for the committee.
- 8) The internal EMS team ensures the Biosolids EMS program is incorporated into the daily activities and facility operations as they relate to the biosolids value chain. They help the EMS coordinator plan and execute EMS implementation, participate in internal audits, provide recommendations for improvement, oversee that roles and responsibilities assigned to their workgroup are carried out, manage assigned goals and objectives, and identify and help resolve possible nonconformance issues.

References

- Appendix A Glossary
- Appendix B Tables, Figures, Forms
- Appendix C CCP Postings

EMS DOCUMENT REVISION HISTORY		
Rev#	Date	Description
<i>Element 7 – Roles and Responsibilities</i>		
02	4/27/2006	Revised Figure 7.2 Schedule of Annual Biosolids Activities, added legal document review to schedule

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03	4/30/2006	Revised Table 7.1 – improved for better tie-in with Table 3.1 CCP.
04	5/5/2006	Revised Figure 7.2 Schedule of Annual Biosolids Activities, organized activities by responsible party
05	5/6/2006	Updated references – added Appendix C Added document control header
06	5/10/2006	Updated Figure 7.2, added annual review of operational controls to schedule
07	6/13/2006	Revised Figure 7.2, added annual review of goals and objectives
08	6/15/2006	Included roles and responsibilities for committee chairs
09	6/26/2006	Updated Table 7.3, Contractor telephone number was changed
10	7/1/2006	Updated document approval due to reorganization, revised Table 7.3 to reflect organizational change, note: organizational chart (Figure 7.1) reflects reorganization changes, revised item 6.e to reference “utilities director”
11	7/18/2006	Modified Figure 7.2, removed EMS coordinator quarterly review of goals and objectives with lead responsible party. A review meeting will only be scheduled when the EMS coordinator identifies deficiencies in the quarterly data or progress is significantly behind schedule
12	9/20/2006	Revised Figure 7.2 schedule resultant from changes in quarterly review of legal and other requirements assignments. Revised Table 7.3 – included WPS-OP appointment to Biosolids Program Manager
13	9/26/2006	Revised procedures – added section 2.f detailing responsibilities of the “Biosolids Program Manager”
14	10/4/2006	Revised Table 7.1 – included roles and responsibilities associated with WAS centrifuge operation, gravity belt thickener, and maintenance associated with scum handling
15	10/24/2006	Revised document header in accordance with SOP 1110 requirements.
16	2/14/2007	Revised Figure 7.2 – included annual review of Table 6.2 interested parties contact information
17	3/7/2007	Revised Figure 7.2 corrected inconsistency identified during annual internal audit. Changed reference to “CCP Quarterly Review” to “CCP Periodic Review”. Add new item to Figure 7.2 under “EMS Coordinator” – added activity to review progress reports submitted by responsible party identified in Figure 7.2.
18	7/30/2007	Clarified Figure 7.2 – changed references to periodic external audit to interim audits as identified during verification audit as an opportunity for improvement.
19	11/6/2007	Revised Figure 7.2 – included annual submittal of Table 13.2 & Figure 5.1 for all assigned goals during first month of calendar year.
20	1/7/2008	Revised Figure 7.2 CCP Periodic Review and Quarterly Legal and Other Requirements Document review frequency to annual from quarterly based on 16 months of operating experience.
21	3/27/2008	Documents managed with Sharepoint.

^A Reference Table 7.2 “Employee Roles and Responsibilities grouped by Biosolids Value Chain Component”

^B Reference Table 7.1 “Roles and Responsibilities – Internal EMS Team”

^C Reference Figure 7.2 “Schedule of Annual Biosolids Activities”

Table 7.1 Roles and Responsibilities – Internal EMS Team

ROLES AND RESPONSIBILITIES – INTERNAL EMS TEAM		
Biosolids Value Chain	Responsible Party ^D (L=Lead)	Critical Control Point
<i>Wastewater Collection and Pretreatment</i>		
	WPS-EA	Significant Industrial Users
	WPS-EA	Commercial User Discharges
	WPS-EA	Discharge Authorization Permits
	WPS-EA	Pollutant Minimization
<i>Wastewater Treatment and Solids Generation</i>		
	WPS-OP(L), WPS-MAINT, WPS-EA	Solids Screening & Grit Collection
	WPS-OP(L), WPS-MAINT, WPS-EA	Scum
	WPS-OP(L), WPS-MAINT, WPS-EA	Primary Treatment
	WPS-OP(L), WPS-MAINT, WPS-EA	Raw Sludge Storage
	WPS-OP(L), WPS-MAINT, WPS-EA	Secondary Treatment
	WPS-OP(L), WPS-MAINT, WPS-EA	Septage (Portable Toilet) Receiving
<i>Solids Stabilization, Conditioning, and Handling</i>		
	WPS-OP	Centrifuge dewatering
	WPS-OP(L), WPS-MAINT, WPS-EA	Centrifuge thickening (Waste Activated Sludge)
	WPS-OP	Odor control
<i>Solids Storage and Transportation</i>		
	WPS-OP(L), Contractor	Truck loading
	WPS-OP(L), Contractor	Truck cover
	WPS-OP(L), Contractor	Truck transport to landfill(s)
	WPS-OP(L), Contractor	Truck washing procedure
<i>Biosolids End Use or Disposal</i>		
	WPS-OP	Landfill(s)

^D Reference Table 7.3 “Internal EMS Team Name and Contact Information”

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Table 7.2 Employee Roles and Responsibilities grouped by Biosolids Value Chain Component

EMPLOYEE ROLES AND RESPONSIBILITIES			
Biosolids Value Chain	Activity	Internal EMS Team Assignment	Classification(s) Responsible
<i>Wastewater Collection and Pretreatment</i>			
	Sewer cleaning	WPS-MAINT	Sewer Maintenance Worker
	IPP SIU sampling	WPS-EA	Water Pollution Control Inspector
	Issuance of permits	WPS-EA	Water Pollution Control Officer
	IPP annual inspections	WPS-EA	Water Pollution Control Officer
	Non-domestic user survey	WPS-EA	Water Pollution Control Officer
	Pollutant minimization program	WPS-EA	Water Pollution Control Officer
	Lift station wet well cleaning	WPS-OP/WPS-MAINT	Plant Assistant, Sewer Maintenance Worker
	Lift station maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Lift station instrumentation	WPS-MAINT	Instrument Technicians
	Bar screen maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Influent sample collection	WPS-OP	Wastewater Plant Operator
	Odor control system maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Odor control system operation	WPS-OP	Wastewater Plant Operator
	IPP sample collection	WPS-EA	Water Pollution Control Inspector
	Influent sampler maintenance	WPS-MAINT	Utility Maintenance Mechanic
	IPP sample analysis	WPS-EA	Laboratory Technician, Chemist
	Influent sample analysis	WPS-EA	Laboratory Technician, Chemist
	Grit equipment maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Grit pass maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Bar screen operation	WPS-OP	Wastewater Plant Operator
	Grit pass operation	WPS-OP	Wastewater Plant Operator
	IPP enforcement	WPS-EA	Water Pollution Control Officer
	Process data records/review	WPS-OP	Utility Supervisor
	Maintenance data records/review	WPS-MAINT	Utility Supervisor
	Grit sample collection	WPS-OP	Wastewater Plant Operator
	Grit sample analysis	WPS-EA	Laboratory Technician, Chemist
	Instrumentation records/review	WPS-MAINT	Utility Supervisor
	Scum collection operation	WPS-OP	Wastewater Plant Operator
	Scum collection maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Instrumentation calibration	WPS-MAINT	Instrument Technicians

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EMPLOYEE ROLES AND RESPONSIBILITIES

Biosolids Value Chain	Activity	Internal EMS Team Assignment	Classification(s) Responsible
	Electrical service maintenance	WPS-MAINT	Plant Electrician
<i>Wastewater Treatment and Solids Generation</i>			
	Sludge pump maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Sludge sample collection	WPS-OP	Wastewater Plant Operator
	Primary clarifier maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Primary clarifier operation	WPS-OP	Wastewater Plant Operator
	Process data records/review	WPS-OP	Utility Supervisor
	Maintenance data records/review	WPS-MAINT	Utility Supervisor
	Instrumentation calibration	WPS-MAINT	Instrument Technician
	Instrumentation records/review	WPS-MAINT	Utility Supervisor
	Sludge sampler maintenance	WPS-MAINT	Utility Maintenance Mechanic, Instrument Technician
	Primary sample collection	WPS-OP	Wastewater Plant Operator
	Primary sample analysis	WPS-EA	Laboratory Technician, Chemist
	Primary sampler maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Ferrous feed for Phosphorus control	WPS-OP	Wastewater Plant Operator
	Ferrous feed pump maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Ferrous feed records/review	WPS-OP	Utility Supervisor
	Ferrous feed instrumentation	WPS-MAINT	Instrument Technician
	Sludge pumping	WPS-OP	Wastewater Plant Operator
	Primary clarifier cleaning	WPS-OP	Utility Crew Leader, Plant Assistant
	Activated sludge process control	WPS-OP	Utility Supervisor
	Activated sludge sample collection	WPS-OP	Wastewater Plant Operator
	Activated sludge sample analysis	WPS-EA	Laboratory Technician, Chemist
	RAS pumping	WPS-OP	Wastewater Plant Operator
	RAS pump maintenance	WPS-MAINT	Utility Maintenance Mechanic
	RAS sampling	WPS-OP	Wastewater Plant Operator
	RAS sample analysis	WPS-EA	Laboratory Technician, Chemist
	WAS pumping	WPS-OP	Wastewater Plant Operator
	WAS pump maintenance	WPS-MAINT	Utility Maintenance Mechanic
	WAS sampling	WPS-OP	Wastewater Plant Operator
	WAS centrifuge operation	WPS-OP	Wastewater Plant Operator
	WAS centrifuge maintenance	WPS-MAINT	Utility Maintenance Mechanic

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EMPLOYEE ROLES AND RESPONSIBILITIES

Biosolids Value Chain	Activity	Internal EMS Team Assignment	Classification(s) Responsible
	WAS sample analysis	WPS-EA	Laboratory Technician, Chemist
	Septage (Portable Toilet) Receiving	WPS-OP	Utility Supervisor, Wastewater Plant Operator
	Septage (Portable Toilet) Analysis	WPS-EA	Laboratory Technician, Chemist
	Septage (Portable Toilet) Authorization	WPS-EA	Water Pollution Control Officer
<i>Solids Stabilization, Conditioning, and Handling</i>			
	Centrifuge operation	WPS-OP	Wastewater Plant Operator
	Centrifuge maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Load out facility operation	WPS-OP	Wastewater Plant Operator
	Load out facility maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Polymer feed operation	WPS-OP	Wastewater Plant Operator
	Polymer feed maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Dewatering records/review	WPS-OP	Utility Supervisor (Operations)
	Centrate pump operation	WPS-OP	Wastewater Plant Operator
	Centrate pump maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Odor control system operation	WPS-OP	Wastewater Plant Operator
	Cake sample analysis	WPS-EA	Laboratory Technician, Chemist
	Feed sludge, centrate sample collection	WPS-OP	Wastewater Plant Operator
	Feed sludge, centrate sample analysis	WPS-EA	Laboratory Technician, Chemist
	Odor control system maintenance	WPS-MAINT	Utility Maintenance Mechanic
	Operating reports submittal	WPS-OP	Utility Supervisor (Operations)
	Facility/grounds housekeeping	WPS-OP	Plant Assistant I/II
<i>Solids Storage and Transportation</i>			
	Truck loading	WPS-OP/Contractor	Wastewater Plant Operator/Contractor
	Truck cleaning	WPS-OP/Contractor	Wastewater Plant Operator/Contractor
	Truck transport to landfill	WPS-OP/Contractor	Wastewater Plant Operator/Contractor
	Truck maintenance	WPS-OP/Contractor	Wastewater Plant Operator/Contractor
<i>Biosolids End Use or Disposal</i>			
	Truck unloading	WPS-OP/Contractor	Wastewater Plant Operator/Contractor
	Residuals handling at landfill monitoring/oversight	WPS-OP/Contractor	Wastewater Plant Operator/Contractor

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Table 7.3 Internal EMS Team Name and Contact Information

INTERNAL EMS TEAM			
Title	Employee	Telephone	Email
WPS-EA/WPS-OP/Biosolids Program Manager	Gary DeKock	(616) 456-3813	gdekock@grcity.us
WPS-MAINT/EMS Coordinator	Kathie Kuzawa	(616) 456-3635	kkuzawa@grcity.us
ESD Assistant Manager (Acting)	Chuck Schroeder	(616) 456-3690	cschroeder@grcity.us
ESD Manager (Acting) ^E	Mike Lunn	(616) 456-3914	mlunn@grcity.us

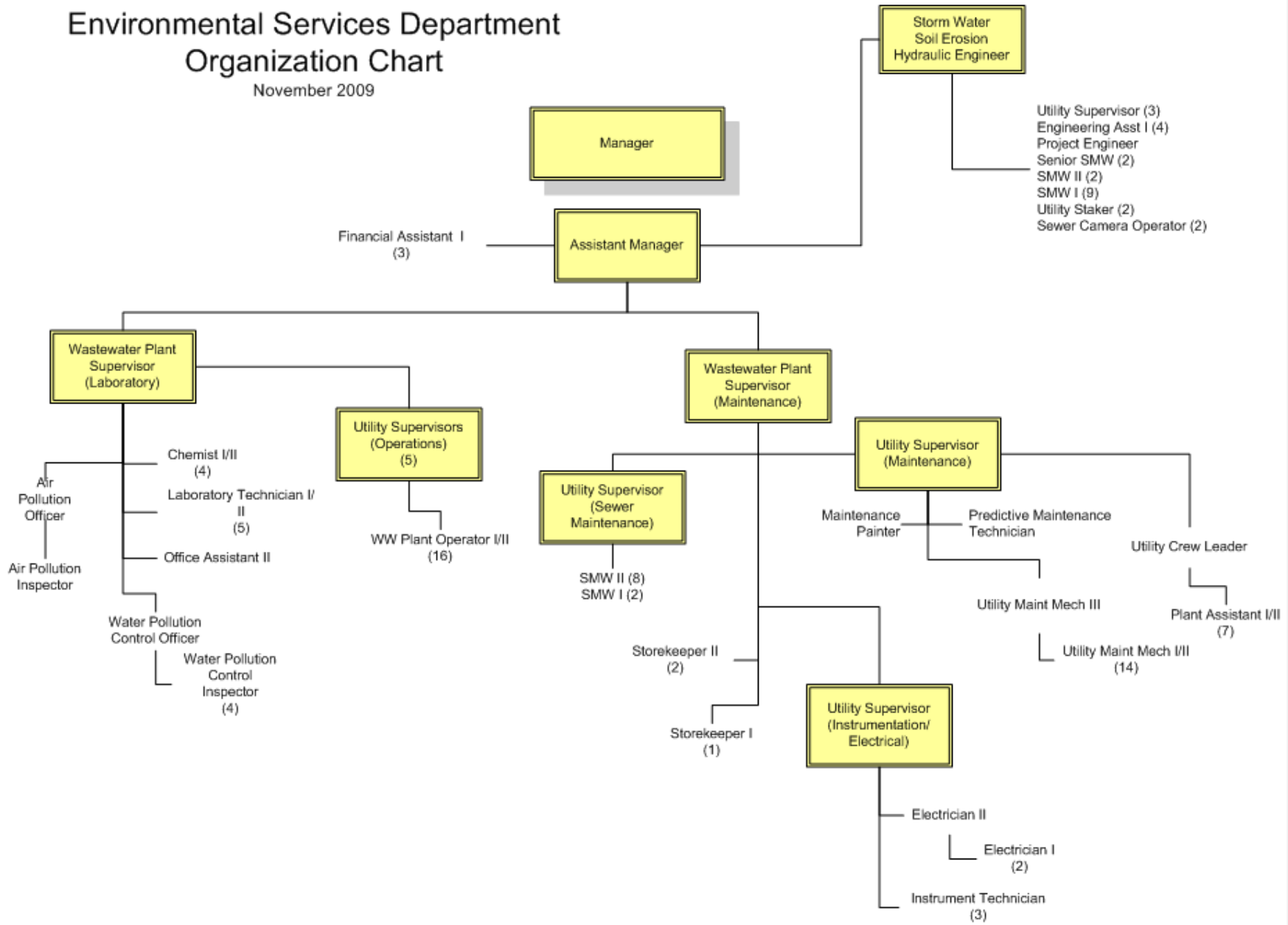
^E Participation limited to Periodic Management Review of Performance

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Figure 7.1 Organizational Chart

Environmental Services Department Organization Chart

November 2009



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Figure 7.2 Schedule of Annual Biosolids Activities

SCHEDULE OF ANNUAL BIOSOLIDS ACTIVITIES	01	02	03	04	05	06	07	08	09	10	11	12
	(Q1) Jan-Mar	(Q2) Apr-Jun			(Q3) Jul-Sep			(Q4) Oct-Dec				
Responsibility: WPS-OP												
Legal and Other Requirements Document Review reference Figure 4.1 and review assigned regulations and guidance and submit form							1					
Compliance inspection of contractor(s) activities – in accordance with Element 10 procedures. Submit Form 10.2 for each contractor	1			1			1			1		
CCP Periodic Review – Reference Element 3 Figure 3.1 – complete review, sign, date, and submit form to EMS Coordinator							1					
Submit progress report covering prior quarter’s activities. Reference element 13, submit table 13.1 and figure 5.1	1			1			1			1		
During the first month of the calendar year submit Table 13.2 Action Plan(s) and Figure 5.1 Action Plan Status Worksheet for all assigned goals	2											
Annually review operational controls – review operational controls for each critical control point and submit form 10.1 to EMS coordinator										2		
Responsibility: WPS-MAINT												
Submit progress report covering prior quarter’s activities. Reference element 13, submit table 13.1 and figure 5.1	1			1			1			1		
During the first month of the calendar year submit Table 13.2 Action Plan(s) and Figure 5.1 Action Plan Status Worksheet for all assigned goals	2											
Responsibility: WPS-EA												
Submit progress report covering prior quarter’s activities. Reference element 13, submit table 13.1 and figure 5.1	1			1			1			1		
Legal and Other Requirements Document Review reference Figure 4.1 and review assigned regulations and guidance and submit form							1					
CCP Periodic Review – Reference Element 3 Figure 3.1 – complete review, sign, date, and submit form to EMS Coordinator							1					
Table 6.2 “Interested Parties Contact Information” Review Table 6.2 for accuracy and submit revised Table 6.2 to EMS Coordinator	2											
During the first month of the calendar year submit Table 13.2 Action Plan(s) and Figure 5.1 Action Plan Status Worksheet for all assigned goals	2											
Annually review operational controls – review operational controls for each critical control point and submit form 10.1 to EMS coordinator										2		

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Responsibility: EMS Coordinator/Biosolids Program Manager												
Annual review of goals and objectives – use Form 5.1 to identify and screen new goals, use form 5.2 to obtain input from interested parties												2
Conduct annual internal audit covering prior years activities and implement corrective action if needed	2											
Schedule periodic management review of performance meeting with department director to review prior year’s activities	2											
Complete periodic Biosolids program performance report, notify interested parties, employees, contractor(s) and post on Internet	2											
Review progress reports - submitted by responsible parties, sign, date, and file in EMS file.	2			2			2			2		
Schedule and perform employee annual refresher training, see element 8, share key outcomes and seek input from employees on ways to improve.				2								
EMS coordinator schedules interim audit with audit agency, in years required. Notify interested parties of upcoming audit.							2					
Conduct interim audit, in years required. Coordinate with audit agency												2
1	Complete task during specified month covering activities since the last review period (e.g., April report covers the previous calendar quarter)											
2	Activity takes place during the specified time period											