



**ENGINEERING DIVISION STANDARD OPERATING
PROCEDURE**

Illicit Discharge Detection and Elimination – Call in Inspections

SOP Identification No: SOP-IDDE 3.1

BMP No: 3.1

PURPOSE:

To provide a uniform procedure to receive phone calls or on-line reports and collect information regarding suspected illicit discharges.

CONTACT:

Stormwater Manager	Telephone No. (816)-582-5326
Sewer Maintenance Dispatch	Telephone No. (816)-331-2377
Engineering Department	Telephone No. (816)-331-1852
Codes Enforcement	Telephone No. (816)-331-1803

PROCEDURE:

Use the Incident Tracking Sheet to collect the appropriate information from the caller. Transfer the information from the Incident Tracking Sheet to The City of Raymore's CivicPlus Request Tracker. The Request Tracker automatically transfers the report to the proper authority (i.e. Department Head, Stormwater Manager, or other assigned personnel).

The assigned personnel promptly acknowledges receipt of request and investigates reported incident.

If an illicit discharge of unknown source is confirmed, follow the procedure of SOP IDDE 3.4- Tracing Illicit Discharges

If an illicit discharge of known source is confirmed, follow the procedure of SOP IDDE 3.5- Removing Illicit Discharges

DOCUMENTATION:

File and save all completed forms

Document any further action to be taken on the Request Tracker

If no further action is needed, document action taken on the Request Tracker and closeout the Request Tracker report.

Review incidents reported by citizens on an annual basis to look for patterns of illicit discharge and to evaluate the call-in inspection process.

