

## MEMORANDUM

To: Craig Smith, Clean Water Plant Superintendent  
William Dooley, P.E., Director of Public Works

From: Dave Oostindie, Environmental Services Supervisor

Date: June 17, 2011

Re: Annual Biosolids Program Performance Report

Element 15 of the biosolids EMS requires an annual Performance Report. This memo serves as that report, and follows the format prescribed by Element 15. This report will be discussed at our next EMS team meeting planned for June 29<sup>th</sup>, 2011, which fulfills the requirements of Element 17, Management Review.

A complete set of reportable data and additional data is included with the Biosolids Annual Report submitted to the MDEQ in October 2010. The subjects of our Performance Report and annual Management Review are:

1. Performance against Policy  
2010 was another great year for our plant's performance against the stated biosolids policy. Our NBP third party certification was continued after our one year audit by Mr. Jon Shaver, lead auditor from DEKRA Certification, Inc. The audit took place December 6-8, 2010 with a follow-up on March 4<sup>th</sup> 2011. The program has continued to meet our monitoring criteria with regular EMS team meetings. Our integrated contingency plan and emergency response plans have been completed and are ready for action if needed. The sustainability and environmental acceptability policy goals were both refined some in 2010 and are proving to be a success with our on-going financial analysis and monitoring of national and international water environment professions.
2. Performance against Goals and Objectives  
Our performance meeting our goals and objectives is on target for yearend 2011. Our goals and objectives were re-written as a result of the last audit to be SMART (Specific, Measurable, Achievable, Relevant, and Time-bounded) and updated on a regular basis.  
Goal #1 is to reduce the environmental impact of the biosolids program. Two of the three objectives have been met with the third being planned for the fall.  
  
Goal # 2 is to provide a consistent, value-added product. The two objectives for this goal are ongoing and being achieved to this point. Increased monitoring of the commercial users of the sanitary sewer system and Treatment Plant

efficiencies continue to be closely regulated.

Goal # 3 is to maintain 100% compliance with 503(b) Land Application Regulations. This goal has a five year target and is ongoing.

Goal # 4 is to have a publically accepted biosolids program. There are two objectives for this goal and both are being met successfully by participating in State level committees and implementing a pre-emptive assessment plan for field selection.

Goal # 5 is to encourage the culture of valuing employee participation. The two objectives for this goal are being met in providing professional development opportunities for the employees and creating a participative environment that the employees have input into problem solving and decision making activities with-in the program.

3. Performance against Desired Results  
The team is confident in our desired results of running a cost effective program while maintaining and enhancing public acceptance. The benefits realized with the use of the product are well known with our users and promoted around the region continuously. Our contractors have continued ongoing investment and improvement that keeps our program cost effective.
4. Need for Change in our system  
There are no outstanding issues from the audit that need addressing at this time. The EMS team will be conducting an internal audit later this fall at which time future needs could be discovered. The team has also come to the conclusion, after some correspondence with the NBP, that the need to merge EMS plans with our GVRBA partners is no longer necessary.  
The year two audit will take place before the end of 2011, but no date has been scheduled at this time.
5. Recommendations for improvement  
The EMS team and management will be considering opportunities for improvement that came up during the last 3<sup>rd</sup> party audit to include:
  1. A formal corrective and preventative action plan should be utilized to analyze, correct and prevent a lack of understanding of emergency procedures.
  2. A formal "Management of Change" procedure could help in planning significant changes to the program, like new or modified legal requirements or the addition of new equipment.
6. Follow-up to recommendations for improvement  
See items 4 and 5 above.