

Element 09 – EMS Communications

Version Number: 10

Version Date: March 23, 2015

Purpose

The following describes the District's procedures for providing up-to-date information to its employees, interested parties, and biosolids customers regarding the District's biosolids management program through public education and outreach.

Responsible Parties

EMS Coordinator
Public and Intergovernmental Affairs Officer
Director of M&O
Director of Monitoring & Research
Division Heads
Technical Projects Unit Head
District Webmaster
MWRDGC Board of Commissioners

Procedures

1. On an annual basis in January, as part of the Internal Audit, the EMS Coordinator will request a list of completed public education, outreach activities and tours related to the District's biosolids management program from all Divisions. This request should be made in January/February for activities completed in the previous calendar year.
2. When the Biosolids Program and EMS Performance Report is complete, the EMS Coordinator will work with the Public and Intergovernmental Affairs Officer to incorporate a link to the *Biosolids Program and EMS Performance Report*, on the website, in the District's Employee Newsletter.
3. The EMS Coordinator will work with the District's Webmaster to maintain the Biosolids EMS page on the District's website. The website will include the Biosolids Management Policy, applicable legal and other requirements, biosolids program goals and objectives for continual improvement, the Biosolids Program and EMS Performance Report, and a detailed report of the independent, third party EMS verification audit results.
4. The EMS Coordinator will work with the staff designated by Director of M&O and Director of Monitoring & Research to develop brochures and fact sheets for public distribution regarding the District's biosolids program and general biosolids information.
5. The Public Information Section staff and the MWRDGC Board of Commissioners routinely address school and community groups regarding District facilities, operations and activities. Information about the District's biosolids and EMS programs will be included as part of their standard presentations.
6. The 1.800.332.DUMP hotline is available for the public to report illegal sewer dumping and other incidents or complaints.

7. The public is able to access specific information regarding biosolids formally through the Freedom of Information Act. Each request is handled to ensure that the requestor receives an accurate, timely response. Illinois law requires that a response be sent within seven working days from receipt of the request. Copies of all correspondence and the information furnished are kept in the Public Information Office.

Procedures for filing a FOIA request are located in the District's web page. Also, the staff in the Public Information Office will give verbal guidance to any callers who want specific information on any topic, advising them to submit their request in writing to assure an official response.

8. Inquiries received via telephone by the EMS Coordinator or by the Public and Intergovernmental Affairs Officer are handled immediately. If a response can not be given by the EMS Coordinator or by the Public Information Coordinator, the caller will be transferred to an engineer or scientist who is best fit to give a complete response.
9. The EMS Coordinator will be responsible for reviewing District biosolids land application contracts during contract preparation to ensure that a mandatory Public Relations Program is included in the detailed specifications. A list of all the biosolids contracts is on file with the EMS Coordinator.
10. A summary of education and public outreach related to the District's biosolids management program will be published in the *Biosolids Program and EMS Performance Report* described in Element 15.

References

Element 05 – Goals and Objectives
Element 06 - Public Participation in Planning
Element 15 - Biosolids Program and EMS Performance Report
List of Biosolids Contracts (on file with the EMS Coordinator)
MWRDGC Web Site (www.mwrd.org)

Revision History

Version Number	Version Date	Description of Revision
0	7/28/05	Original issue.
1	9/15/05	Added procedure for PRP in land application contracts. Information to be posted on the website. Added procedure to define the process used for assuring a timely and complete response to inquiries by interested parties.
2	7/24/06	Revised procedures on requesting public education and outreach activities from the Public Information Coordinator and the Technical Projects Unit Head.
3	3/19/07	Delete reference to the Biosolids Annual Task Memo; Added requirement for an annual memo every January. Revised Procedure 7.
4	1/9/08	Included list of tours to request from the Public Information Coordinator.
5	5/9/2008	Revised Procedure 9 to remove EMS Coordinator review of biosolids contracts. The EMS Coordinator is now the Biosolids Manager and all contracts are reviewed by this position.
6	4/22/09	Updated Position Titles for Division Heads
7	7/6/11	Changed Title of Annual Report throughout procedure. Procedure 2. Removed "Summary of Annual Report in District Newsletter" with "a link to the Report on the website.
8	10/17/11	Edited Footer with Official Document Location
9	5/14/13	Where appropriate, update title of Public Information Coordinator to Public and Intergovernmental Affairs Officer. Updated title of Annual Report.
10	3/23/15	Revised Step 1 to include Internal Audit and all divisions.