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Building Backups

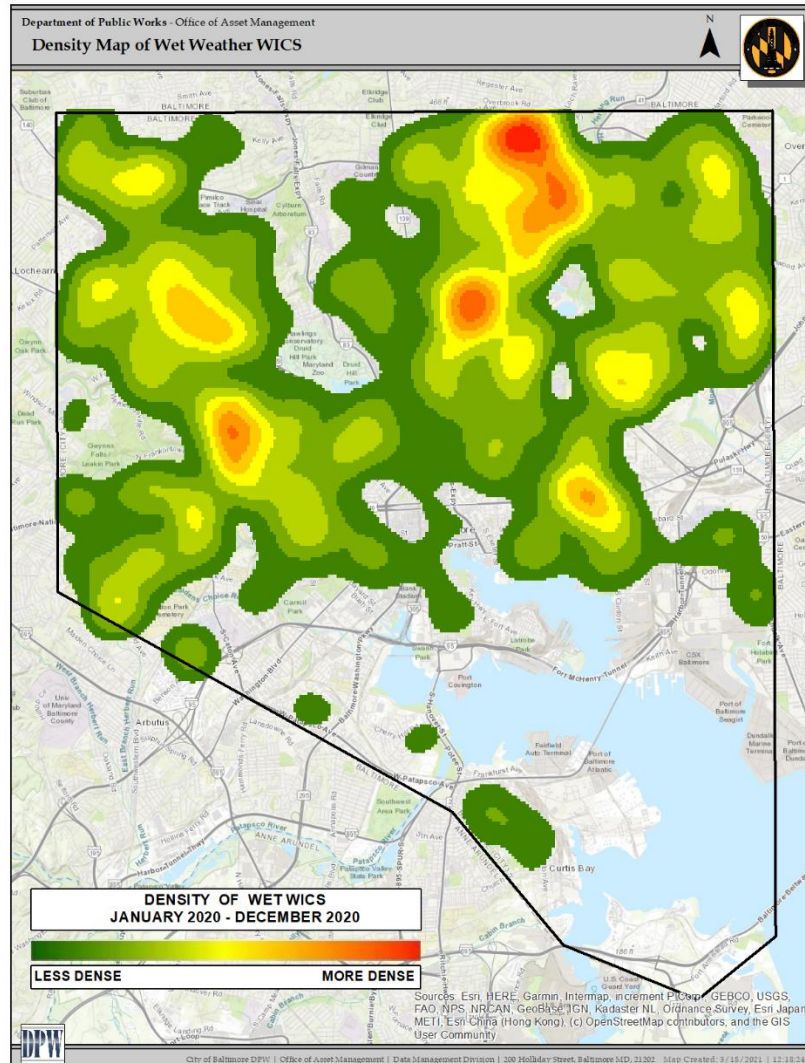


What Causes Building Backups ?

- A sewage building backup occurs when water is pushed up into a dwelling through the pipes from a sanitary sewer or drainage system.
- Sewage building backups have two primary causes:
 - **Pipe blockages or failures**
 - **Stormwater and groundwater entering the sewer system during wet weather and causing capacity-related issues**



Wet Weather Building Backup Heatmap CY 2020



Sanitary Sewer Rehabilitation Highlights

- Two-Phased Consent Decree Program with Projected Completion in 2030
- Key Achievements of Program:
 - \$173M of sewer rehab/replacement projects completed in 2020 projects
 - \$430M enhancement to Headworks at Back River Wastewater Treatment Plant
 - Expected elimination of 10-mile sewer system backup
 - Successful elimination of 146 sanitary sewer overflow (SSO) locations
 - Recurring cleaning and inspection program of our sewer assets
 - Enhancement of Expedited Reimbursement Program
- Currently, Assessing Effectiveness of Phase I and Planning for Additional Rehabilitation and Upsizing of Sewer Assets in Phase II



Expedited Reimbursement Program (BBERP)



Basement Backup Expedited Reimbursement Program (BBERP)

- Applies to sewage backups caused by wet weather (rain/snowmelt) capacity-related events only
- Reimburses residential customers for reasonable interior space cleanup and disinfection expenses related to a sewage backup
- Maximum reimbursement is \$5,000 per residence, per occurrence



BBERP Communications and Community Engagement - Reach

- Communication provided before and after wet weather events on social media, issuance of media press releases and distribution of handouts to residents and community leaders in neighborhoods prone to backup.

Note: Residents who subscribe to DPW's website receive notifications and information immediately on registered wireless devices.

- When there is a significant rain forecasted, OCSA promotes BBERP aggressively (direct contact with communities leaders in communities prone to backup).



BBERP Communications and Community Engagement Efforts - Metrics

Efforts are measured by gathering data from Google analytics, direct community outreach reports, Drupal and GovDelivery statistics monthly.

On average, OSCA reaches residents and communities by distributing:

- approximately 1-2 Press Releases monthly
- 313 E-communications (emails, phone calls) monthly
- 32 Social Media Posts annually

In 2020, approximately 2,504 residents were reached.





BBERP Communications and Community Engagement – Accessibility

- Information about BBERP along with its application is easily accessible on DPW's website and can be downloaded and submitted online to an email address that is monitored daily. Applicants also receive a confirmation email once application is submitted. Information and application is in the process of being translated into other language to ensure equitable distribution of information.
- BBERP information is also shared through the Office of Emergency Management (OEM).
- OEM and OCSA are beginning to canvass and survey communities inquiring about knowledge of BBERP and BBERP experiences.



BBERP Communications and Community Engagement Efforts – Marketing Collateral


To learn more, please visit
<https://publicworks.baltimorecity.gov/sewer-consent-decree/building-backup>



BALTIMORE CITY
Department of Public Works

**SEWAGE BACKUP
EXPEDITED REIMBURSEMENT
PROGRAM**

PUBLICWORKS.BALTIMORECITY.GOV
Call 311 to Report Backups



BALTIMORE CITY
Department of Public Works

**UNDERSTANDING
AND PREVENTING
SEWAGE BACKUPS**

PUBLICWORKS.BALTIMORECITY.GOV
Call 311 to Report Backups



SOS

**SEWAGE ONSITE SUPPORT
CLEANUP PROGRAM**

Professional sewage backup cleaning...
at no cost to you.

To report a sewage backup,
call 311 or go to
311.baltimorecity.gov



BBERP FY 2020 Summary Applications

| Category | Count | % of Total Applications |
|----------------------------------|-------|-------------------------|
| Total | 22 | 100% |
| Final Determinations | 22 | 100% |
| Denied - Procedural Issues | 4 | 18% |
| Denied - non-Procedural Issues | 15 | 68% |
| Approved | 2 | 9% |
| Approvals awaiting documentation | 0 | 0% |
| Application Under Review | 1 | 5% |

| Category | Count | % of Apps Meeting Procedural Requirements |
|--------------|-------|--|
| Total | 18 | 100% |
| Denied | 16 | 89% |
| Approved | 2 | 11% |



BBERP Amount Paid to Date by FY

| Fiscal Year | Amount Paid to Date (03/16/2021) |
|--------------|----------------------------------|
| FY 2018 | \$ 4,500.00 |
| FY 2019 * | \$ 10,275.00 |
| FY 2020 ** | \$ 1,108.43 |
| FY 2021 | \$ 3,784.41 |
| TOTAL | \$ 19,667.84 |

* Determinations on reimbursement amounts are outstanding for two approved applications. Thus, the amount paid for applications occurring in FY 19 is subject to change.

** This value includes one reimbursement for \$108.43 that has been approved but has not been paid; waiting on applicant signature of waiver document



SOS

SEWAGE ONSITE SUPPORT



Sewage Onsite Support (SOS) Cleaning Program

- Pilot program to provide cleaning and disinfection services at no cost to the homeowner or tenant authorized by homeowner
- For customers impacted by sewage damage caused by a wet weather capacity-related event
- service provided by 3rd party professional cleaning vendors



SOS Service Request Process

1

Contact 311

Customer calls or emails 311 to report sewage backup at property

2

Get Assessed

DPW assigns an inspector to determine cause of sewage backup

3

Verify Cause

If a wet weather capacity related basement backup event has been recorded, DPW offers SOS program to customer

4

Schedule Visit

A DPW contractor is assigned to the customer to schedule appointment

5

Receive Service

Contractor provides service and confirms service items are complete with customer



SOS Program Eligibility

- Residential property owners or authorized by owner tenants
- Flooded due to a wet weather capacity-related event
- Reported flooding to 311 soon enough to allow for determination of relevance to wet weather event



SOS Cleanup Program Elements

- Dehumidify and Dry
- Disinfect and Sanitize
- Deodorize
- Dispose and Remove



SOS Communications and Community Engagement Efforts

- Program Information Brochure
- Frequently Asked Questions (FAQs)
- Website updated
- Social Media Graphics and Messaging Regularly with Wet Weather Forecast
- Canvassing and Surveying Communities
- Brochures and FAQs to be translated into other languages

Note: Residents who subscribe to DPW's website received notifications and information immediately on registered wireless devices.



Questions

