

County-Based 24-Hour Hotline and Coordinated Complaint Response (WCIDEP #1)*

24 Hour Hotline/Complaint Response

The Wayne County Department of Public Services (WCDPS) maintained the County's telephone "Environmental Hotline" (888-223-2363) during the reporting period. The hotline is operated 24 hours per day seven days a week, to log and coordinate responses to environmental concerns and information requests of all types. During the reporting period, 1,454 calls were handled through the WCDPS Environmental Hotline as follows:

- 121 calls required technical assistance;
- 13 calls were referred to outside agencies;
- 1,294 inquiries were addressed by staff over the telephone, without need for a field investigation; and
- 39 calls were transferred to WCDPS field operations staff in the Land Resource Management Division (LRMD), the Facilities Management Division (FMD) or the Water Quality Management Division (WQMD). As summarized below, complaints regarding environmental matters are also received directly by these different divisions in WCDPS as well as by the Wayne County Environmental Health Division and Roads Division.

Coordinated Complaint Response

The WQMD handled a total of 39 complaints during the reporting period as follows: 13 were referred to other agencies or County Departments, with 2 were confirmed as illicit discharges by others; 1 resulted in partnering with the community to complete a bulk mailing of informational materials; and 23 were investigated by WQMD. Of the 23 investigated by WQMD, 19 were illicit discharge complaints with 8 being confirmed as illicit discharges as follows: oil discharge in storm drain, fuel in county drain, resident dumping motor oil in storm drain, diesel fuel spill, resident dumping paint & chemicals, 2 suspicious discharges, and green dye in manhole. All 8 confirmed discharges have been removed or referred to others for correction follow-up.

The Facilities Management Division (Drain Office) handled a total of 37 complaints concerning County Drains during the reporting period, categorized as follows: log jams/woody debris – 12, debris –13, catch basin/manhole – 5, flooding – 4, sink hole – 1, and standing water – 2.

LRMD staff responded to over 1,300 information requests regarding the recycling and/or disposal of household hazardous waste materials. Additionally, LRMD received and responded to 146 complaints in 2013, categorized as follows: 127 landfill odors, 15 soil erosion sedimentation control, 1 blowing landfill trash; 1 non-landfill odor, 2 misc/other.

<i>Method of Identification and Type of Illicit Connection</i>	<i>Number Handled or Investigated</i>	<i>Number of Confirmed Illicit Discharges</i>
Total Number of Environmental Concerns Handled or Investigated		
Calls into Wayne County Hotline	1,454	NT
Water Quality Complaints into DPS-Water Quality Division	39	10
Drainage Complaints directly into DPS-FMD Drain Office	37	0
Environmental Complaints directly into DPS-LRMD (15 SESC)	146	NT
Subtotal, Complaints Handled	222	10
Types of Environmental Concerns or Illicit Discharges Identified during Complaint Investigations (WQMD, FMD and LRMD)		
Illicit Discharge Concern - Grease/Oil/Fuel	7	3
Illicit Discharge Concern - Sewage/Grey Water	2	0
Illicit Discharge Concern – Other	14	7
Requesting Information/Technical Assistance	1	0
Soil Erosion Sedimentation Control	16	0
Landfill Odor	127	0
Odor – Other (referred to MDEQ Air Quality)	1	0
Blowing Trash	1	0
Illegal Dumping	0	0
Logjams/Woody Debris	12	0
Catch basin/Manhole Issue	5	0
Flooding/Poor Drainage	6	0
Sinkhole	1	0
Debris	13	0
Miscellaneous	16	0
Subtotal, Complaint Investigation	222	10
Emergency Spill Response	1	1
Subtotal, Emergency Spill Response	0	0

NT = Not Tracked separately