

Public Outreach

DEAN WOEHL
CITY OF BISMARCK
2019 R8PA



You are here



US Dept of State Geographer
© 2018 Google

Does
your sign
say what
you want
it to say?



Agenda

- What, Who, How and Where
- City of Bismarck Outreach Materials
- Results

Please stop putting grease and wipes down the drain.

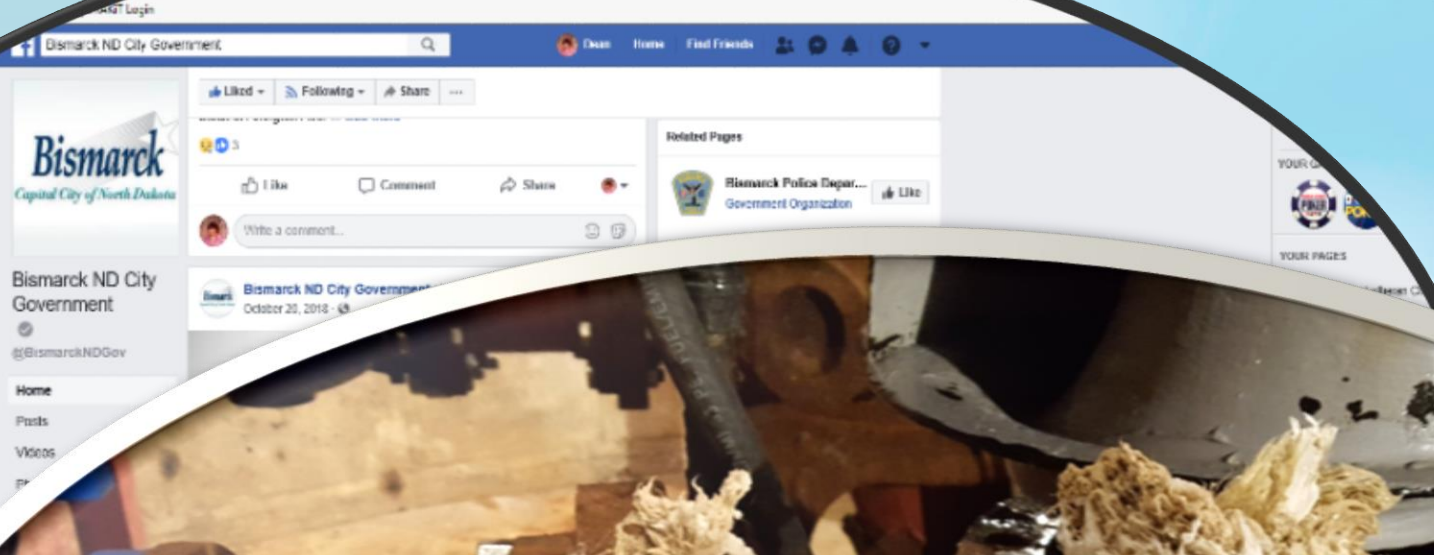


Consider the Following

- Your message (WHAT)
- Your audience (WHO)
- Your method of delivery (HOW)
- Most importantly (WHERE)

Does your home have a lead service line?

If your home was built before the 1990s, it may have a lead service line. You can work with Bismarck Public Works to schedule a visit from our Field Service Technicians to inspect your service line.



Addressing Precipitation Issues with Water Fixtures



KEEP COOKING
FREE RECYCLING
Public Works
601 South 26th Street

Bismarck Residents Household Users Only
During Normal Business Hours 8am-5pm



<https://nd-bismarck2.civicplus.com/212/Household-Users>

Grease Problems



Grease Problems



Wipes Problems



Wipe Problems

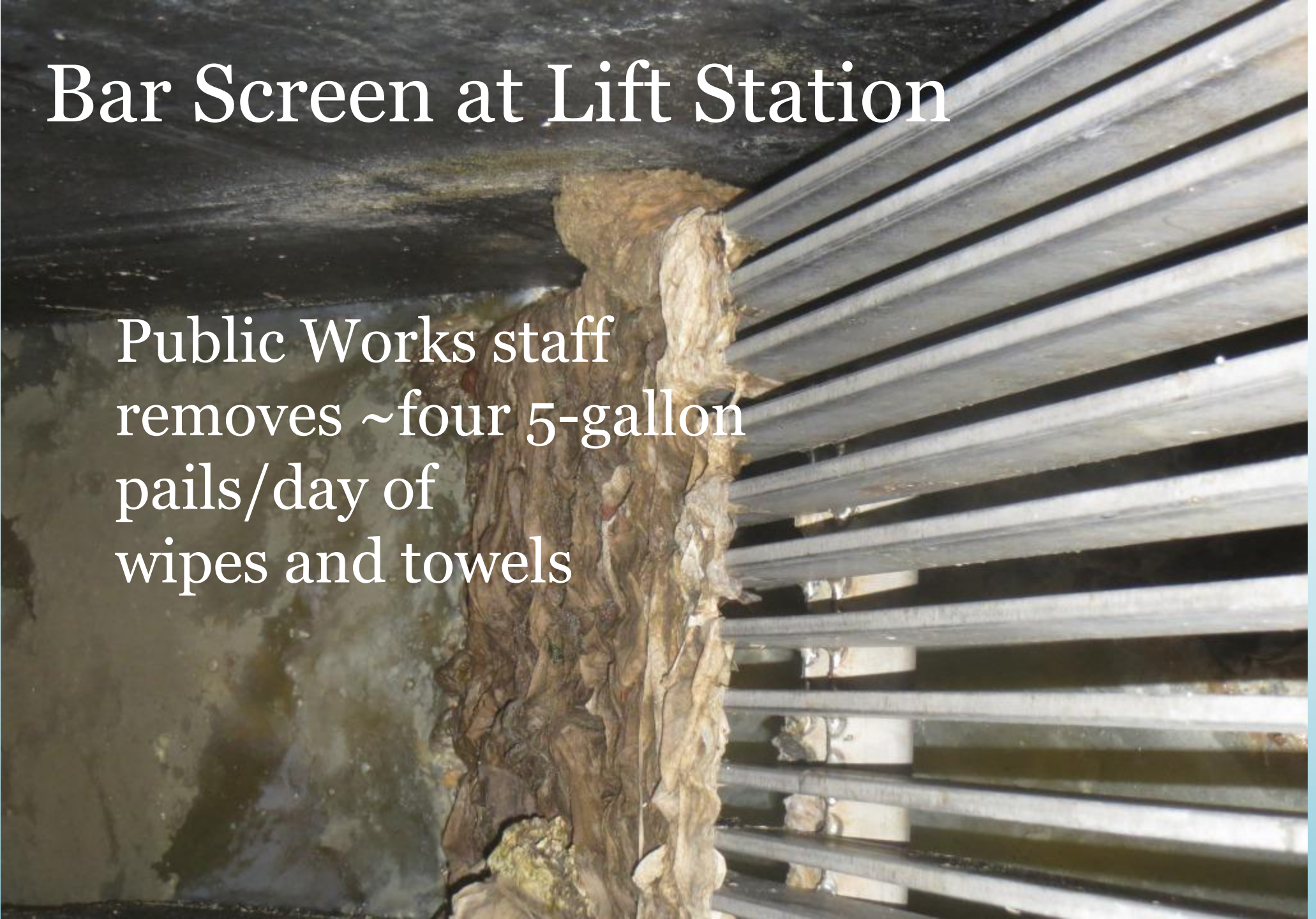


Wipes Problems



Bar Screen at Lift Station

Public Works staff
removes ~four 5-gallon
pails/day of
wipes and towels



Write Up/Blurb on Water Bill March 2015

Help! Tissues, paper towels, feminine products, wipes and trash are plugging our sewers! This costs residents and the city of Bismarck a lot of money. Products may say “flushable”, but when flushed they are causing sewer blockage problems. **Don't Flush Trouble; Use the trash, not the toilet!**

For more information visit www.bismarcknd.gov/publicworks, select Sewage and What Not to Flush.

People who do not receive water bills

Locations Types	Count	Living Units	GPD Water Use
Apartments	433	6543	541500
Mobile Home Park	20	2770	398500
Unclassified	201	2322	197000
Condo or Townhouse	178	1345	90000
Long Term Care	11	547	46500

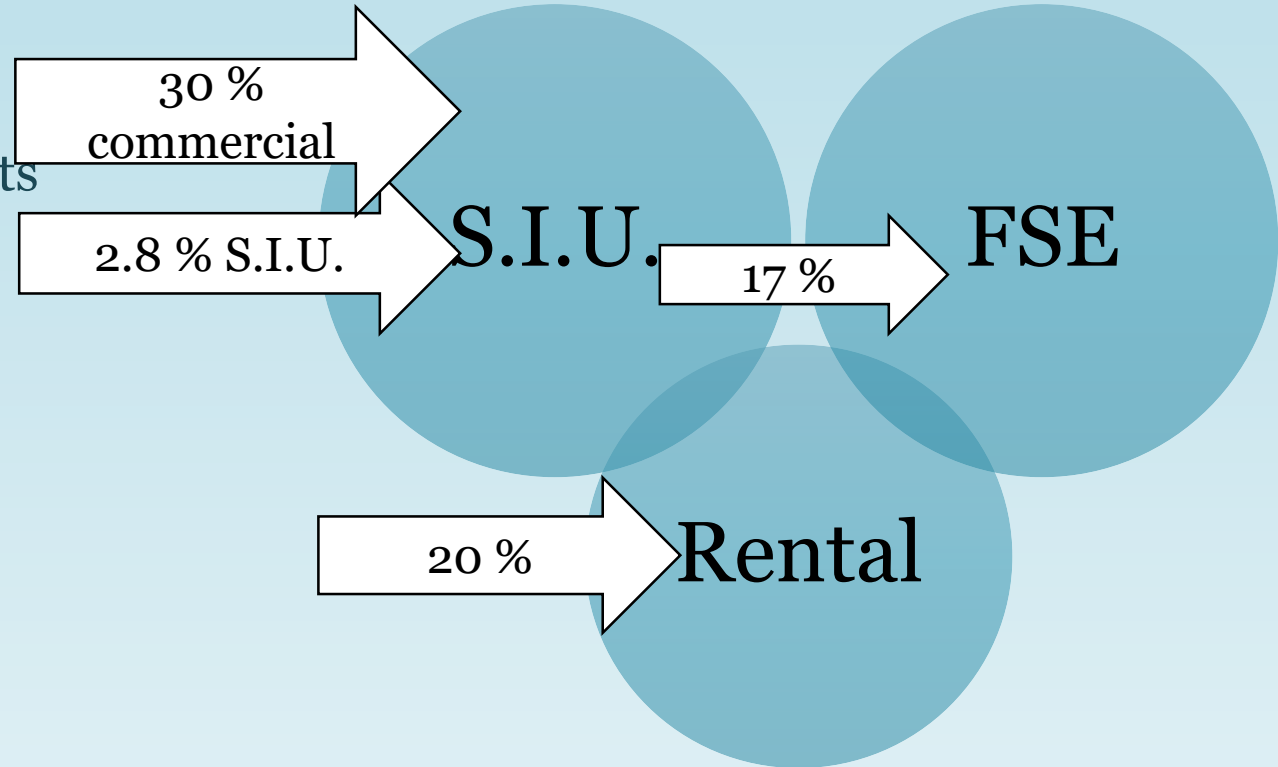
~13,500 living units
daily flow from these
places: 1.27 MGD

1.27 MGD / 6.3 MGD
daily flow = 20%

Majority of
these units
are rental.

Where does our wastewater come from

- Industrial Users
 - Commercial facilities
- Food Service Establishments
- Rental
 - Apartment Complexes
 - Trailer Courts
 - Rental



What you say vs what they hear

- Steel
- Base
- Mercury
- Grease
- Nondispersibles???



Do you
have
Grease in
your
sewer?



Here's your sign



waqud dayazil
mamnu' altadkhin

A new tanker arrives on site in Qatar:
The newly appointed American Manager
tells the local supervisor to ensure that
the tanker is clearly labeled:
"Diesel Fuel" in Arabic and
"No Smoking" in Arabic
This is what he got.

**CHILDREN PLAYING
PLEASE
SLOW DOWN**



FALLING ROCK ZONE

CARTOONSTOCK.com

Search ID: dren996

Reynolds



**NEXT
2 MILES**

Consider proper punctuation

LET'S EAT GRANDMA.

LET'S EAT, GRANDMA.

Punctuation saves lives.

WASH HANDS
VIGOROUSLY FOR 20 SECONDS



BEFORE WORKING
WITH FOOD

AFTER USING
THE RESTROOM

AFTER BREAKS,
EATING, OR SMOKING



Dettol

Sticker Development

Message: Keep it Simple

**If it is not toilet paper,
it shouldn't be flushed!**

*A message from the
Portland Water District*



**PLEASE FLUSH
ONLY TOILET
PAPER AND WHAT
NATURE PROVIDES**

**DO NOT THROW
TRASH OR PAPER
TOWELS IN ~~TOILET~~**

TRASH CAN



**USE THE TRASH CAN
NOT THE TOILET FOR**

 **DISPOSABLE
DIAPERS
CLEANING WIPES
FACIAL WIPES
BABY WIPES
TAMPONS
SANITARY PADS
~~CONDOMS~~**

**DO NOT THROW
TRASH OR PAPER
TOWELS IN TOILET**



**NO ARROJE BASURA
NI TOALLAS DE PAPEL
EN EL INODORO**

Bisama Logo

PLEASE
DO NOT FLUSH:

PAPER TOWELS
CLEANING WIPES
FACIAL WIPES
BABY WIPES
DIAPERS
TRASH
FEMININE HYGIENE PRODUCTS



Thank

PLEASE,
DO NOT FLUSH:

PAPER TOWELS
CLEANING WIPES
FACIAL WIPES
BABY WIPES
DIAPERS
FEMININE -
HYGIENE PRODUCTS

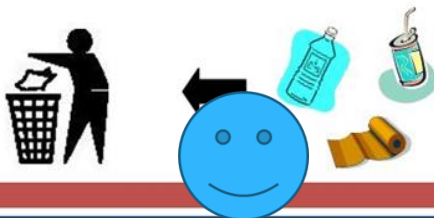


**USE THE TRASH CAN,
NOT THE TOILET FOR:**

PAPER TOWELS
CLEANING WIPES
FACIAL WIPES
BABY WIPES
DIAPERS

**USE THE TRASH CAN,
NOT THE TOILET FOR:**

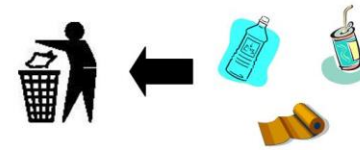
PAPER TOWELS
CLEANING WIPES
FACIAL WIPES
BABY WIPES
DIAPERS
FEMININE HYGIENE PRODUCTS



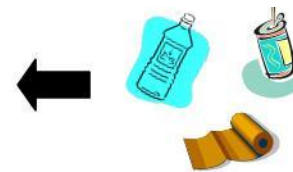
Thank you for your cooperation!

P LEASE
DO NOT
FLUSH...

Paper towels
Cleaning wipes
Facial wipes
Baby wipes
Diapers
Trash
Feminine hygiene products



Thank you!



WHAT GOES WHERE?

TRASH CAN

- ◆ Paper towels
- ◆ Baby wipes
- ◆ Diapers
- ◆ Tampons
- ◆ Sanitary pads
- ◆ Cleaning wipes

TOILET

- ◆ Pee
- ◆ Poop
- ◆ Toilet paper

**USE THE TRASH CAN,
NOT THE TOILET FOR:**

PAPER TOWELS
CLEANING WIPES
FACIAL WIPES
BABY WIPES
DIAPERS
FEMININE HYGIENE PRODUCTS



Thank you for your cooperation!

Hand Outs on Wipes



Hand outs on Grease Control



http://www.bismarcknd.gov/index.aspx?mid=189

Public Service Announcement ... Bismarck, ND - Official Web...

File Edit View Favorites Tools Help

+myConnections: Engage your community - connect to news, events and information you care about. [View more information...](#) Sign In

Home + SHARE Print RSS

Industrial Pre-Treatment Program

Sewer Back-Ups

Wastewater Treatment Plant

Tree Roots in Your Line

What Not to Flush

Bids & RFPs

Report a Concern

Jobs

How Are We Doing?

Online Services

Maps

You are here: Home > Departments > Public Works > Sewage > What Not to Flush

What Not to Flush

Fats, oils and grease (FOG) - should never be poured down the sink, garbage disposal or toilet. FOG sticks to the interior surface of the sewer pipes, hardens over time and eventually may cause sewage to backup and lead to a sewage spill in your home or on our streets. Running hot water as you pour the grease down the drain will not help either. Many people are unaware that pouring hot water and detergent down the drain only breaks up grease temporarily. Pour grease into a can (an empty coffee can works great). Keep it in the refrigerator so the grease can cool/harden, and then dispose of it in the trash. Remember to put FOG where it belongs.

Bathroom wipes - which sometimes are advertised as flushable, are not, sewer officials insist. Neither are tissues, paper towels, feminine hygiene products, make-up pads, various medical materials, condoms and dental floss. Paper towels, diapers, baby wipes and facial tissues are made of materials that don't break down easily and can cause all pipes to clog. Even if a large object like a diaper makes it to the sewer main (if you're that lucky) they can cause blockages in the sewer main and can cause city pumps to fail. The trash is the place for these items.

[Don't Flush Trouble Public Service Announcement 30 sec.](#)
[Don't Flush Trouble Public Service Announcement 60 sec.](#)

Food - should not be flushed down the sink. Use a drain screen in your sink to catch any remaining bits of food as you wash the dishes. Use your garbage disposal sparingly. Using the drain as a dump will have unforeseen consequences of clogging sewer lines and possible backups in your home. Never use your garbage disposal as a substitute for the trash can. Scrape grease and food scraps from trays, plates, pots, pans, utensils, grills and cooking surfaces into a can or the trash for disposal. Be especially careful with pasta, potatoes, and other starchy foods. Starch and water make paste, which can plug pipes. Be even more careful with what goes down the kitchen drain if you don't have a garbage disposal. Another way to get rid of food is to compost what you can and wipe or scrape the remnants in the trash.

Never dump kitty litter down the drain - many of these products contain clay which will narrow the opening of your sewer pipe. Eventually it may plug your sewer pipe.

Coffee grounds and eggshells - should be properly disposed of in the trash. Never put them in the garbage disposal. Crushed eggshells and coffee grounds can also be used for making garden compost

Hair - always seems to make its way past the plug. Hair will catch and stick to other items and is very difficult to get out of piping once it gets in. Keep hair from going into the pipes by using a fine drain screen to catch hair in your bathtub and shower and dispose of it properly in the trash.

3:56 PM 4/9/2015

City Webpage

Dakota MEDIA Access

Building Community through Media in Bismarck & Mandan

- Home
- Community Access
- Government Access
- Gallery
- Submit Announcement
- Get Involved
- Resources
- Contact
- About

Community Access
Cable 12 & 612 HD

Government Access
Cable 2 & 602 HD

Watch Live

Show Search

USE THE TRASH CAN

NOT THE TOILET FOR:
 PAPER TOWELS
 CLEANING WIPES
 FACIAL WIPES
 BABY WIPES
 DIAPERS
 FEMININE HYGIENE PRODUCTS

Don't let your garbage go to the toilet!

DAKOTA FILM FESTIVAL

RADIO ACCESS

102.5

Recent Government Programs

- February 4 - Mandan Public School Board
- February 4 - Burleigh County Commission
- January 29 - Morton County Commission
- January 28 - Mandan Planning & Zoning





Bismarck ND City Government @BismarckNDGov

- Home
- Posts
- Videos
- Photos
- About
- Notes
- Community
- Events
- Info and Ads

Create a Page

Liked Following Share

Like Comment Share Write a comment...

Bismarck ND City Government July 24, 2018 #TidBitTuesday Bismarck household residents are able to dispose of cooking oil for free.



You and 13 others 2 Comments 15 Shares

Like Comment Share

- Write a comment...
- Nicole Wojahn Lane Hoffer Like Reply · 31w
- Joe Kostelecky The sewer rats need to eat healthy too..... Like Reply · 31w

Bismarck ND City Government shared a photo.

Hours 8:00 AM - 5:00 PM Open Now Suggest Edits

Related Pages

- Dakota Zoo Zoo Like
- Bismarck Veterans Me... Library Like
- Meteorologist Henry B... News Personality Like
- Government Organizations in Bismarck, North Dakota

Pages Liked by This Page

- ND Emergency Manag... Like
- Northwestern Divis... Like
- Morton County She... Like

English (US) · Español · Português (Brasil) · Français (France) · Deutsch

Privacy · Terms · Advertising · Ad Choices · Cookies · More · Facebook © 2019

Chat (9)



Bismarck ND City Government



2 mins • 🌐

Fight the Grease Menace by Keeping Cooking Oil Out of Drains. Household users can save time and money by recycling! Free recycling of household cooking oil is available to Bismarck residents. Learn more!
<https://tinyurl.com/y4t7ll78>
#BismarckNDGov

KEEP COOKING OIL OUT OF DRAINS

FREE RECYCLING AT
Public Works
601 South 26th Street

Bismarck Residents Household Users Only
 During Normal Business Hours 8am-5pm

<https://nd-bismarck2.civicplus.com/212/Household-Users>



Los Luna's- A Taste of New Mexico





KXMA KXNews
MyNDNow.com
Nexstar Broadcasting
EP55 - In Google Play

VIEW

Bismarck News

Keep grease from the drain

By:

Sonji Milburn

Updated: Mar 09, 2019 08:01 PM CST



22



Public Education and Community Involvement

- Presentations
- Brochures
- Partnerships
- Media Relations: Radio and Newspaper
- Videos
- Face to Face
- Social Media: Twitter, Facebook
- School Education: Environmental Festival (5th grade),
Water Festival (3rd grade)
- Door hanger

STICKERS IN PUBLIC BATHROOM

Hospitals

City Schools and Colleges

Long Term Care & Child Care Facilities

Shopping Malls & Grocery Stores

Food Service Establishments

Commercial Facilities

Large Apartment Complexes

City, State and Federal Buildings

Types of Public Education and Outreach Performed

- News Releases
- Information on Water Bill
- Water Bill Insert
- Internet Web Site
- Newspaper – Bismarck Tribune
- Public Notice
- Télévision
- Facebook
- Twitter



USE THE TRASH CAN,
NOT THE TOILET FOR:

- PAPER TOWELS
- CLEANING WIPES
- FACIAL WIPES
- BABY WIPES
- DIAPERS
- PERMINE HYGIENE PRODUCTS



Display
at Local
Hospital
(language
looks
familiar)



Display at
Hardware Store



Display at Grocery Store

DEPOSITOS BANCARIOS

ARGENTINA • BOLIVIA • BRASIL • CHILE • COLOMBIA • COSTA RICA
ECUADOR • EL SALVADOR • GUATEMALA • HONDURAS • NICARAGUA • PANAMA
PARAGUAY • PERU • PUERTO RICO • REPUBLICA DOMINICANA • URUGUAY

Ria

Te da más

TEL 800 315 4147

Display at Mexican Restaurant

Keen

Luche contra
la Amenaza de Grasa

GREASE MENACE

Bismark

MANTENGA LAS TOALLITAS FUERA DE LAS TUBERIAS

Keen

Keen

Keen

7. If occupant cannot or will not pay rent or any bill chargeable to said occupant or trailer, then an automatic lien shall come into force on any and/or all occupants personal and/or real properties, until all monies due and owner is paid in full.

8. Rental agreement may be terminated at any time by either party giving other party thirty (30) days notice in writing, from the first of each month to the first of next month. **Failure to give written 30 day notice will result in loss of security deposit.**

9. It is hereby agreed that the owner may at his discretion refund the pro-rate unearned rent to the occupant should he/she desire to vacate prior to the stated rental period, provided the occupant pays for procuring suitable replacement.

10. \$_____ damage, cleaning and performance deposit is refundable when tenant is moved out, if living unit and yard is clean, orderly, and undamaged. Cleaning, replacement and non-performance costs are chargeable to occupant or his/her/their estate.

11. Rent is due on the first day of each month. A penalty of \$10.00 plus \$1.00 per day will be charged after the 10th of each month. After the tenth day of the month, notice to vacate will be served.

12. Thirty day notice to occupant of rent increases, if any, must be expected along with inflation and increase in cost of living, higher repair costs, taxes, etc.....

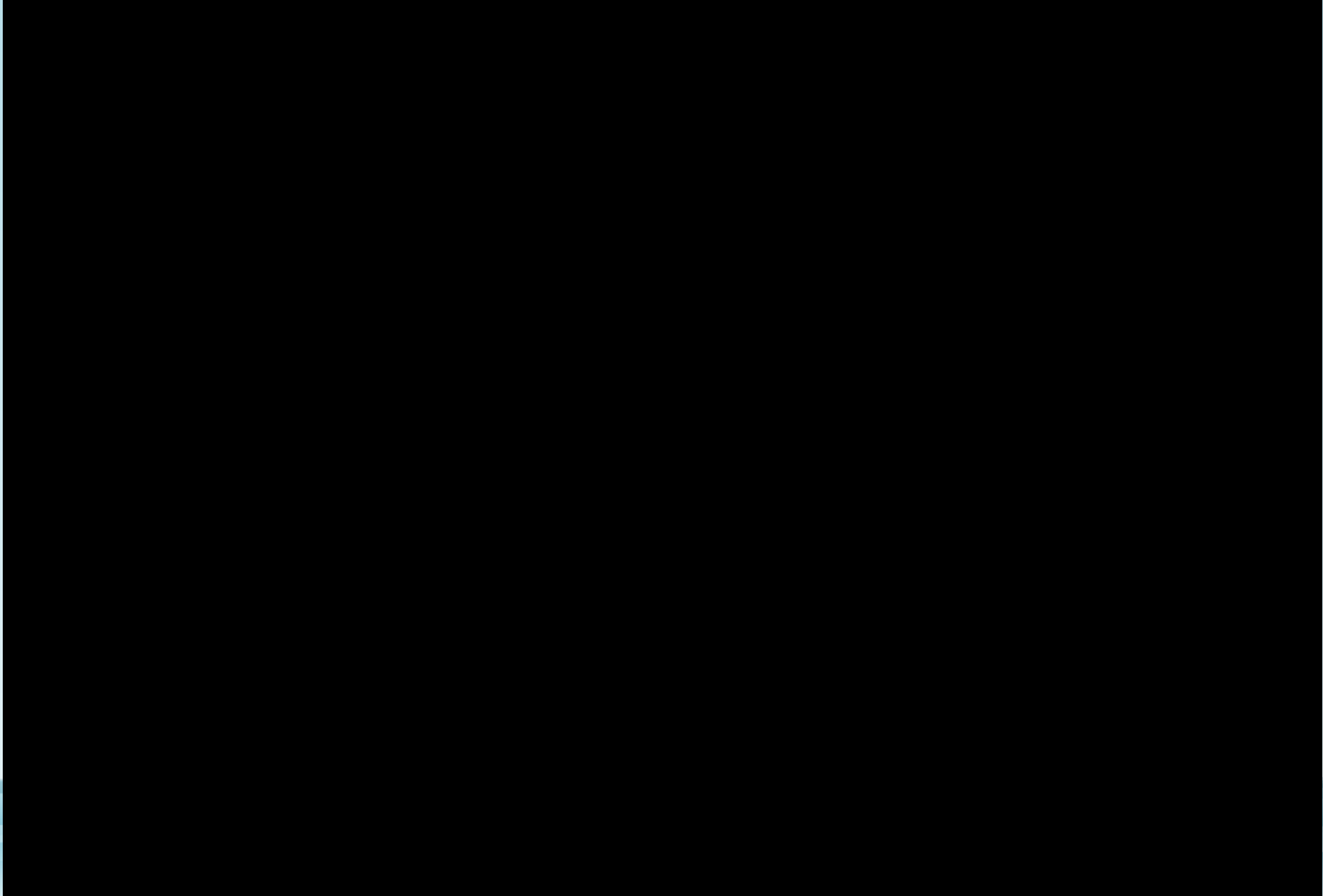
13. **Avoid embarrassment of having plumber remove from your drains such items as sanitary napkins aquarium rocks, paper towels, cloth and plastic items. Oatmeal, coffee grounds and grease also clog drains and toilets. This includes foreign objects in garbage disposal. All of these will be charged to occupant.**

14. All garbage must be put inside of garbage containers. Also must be put out by curb.

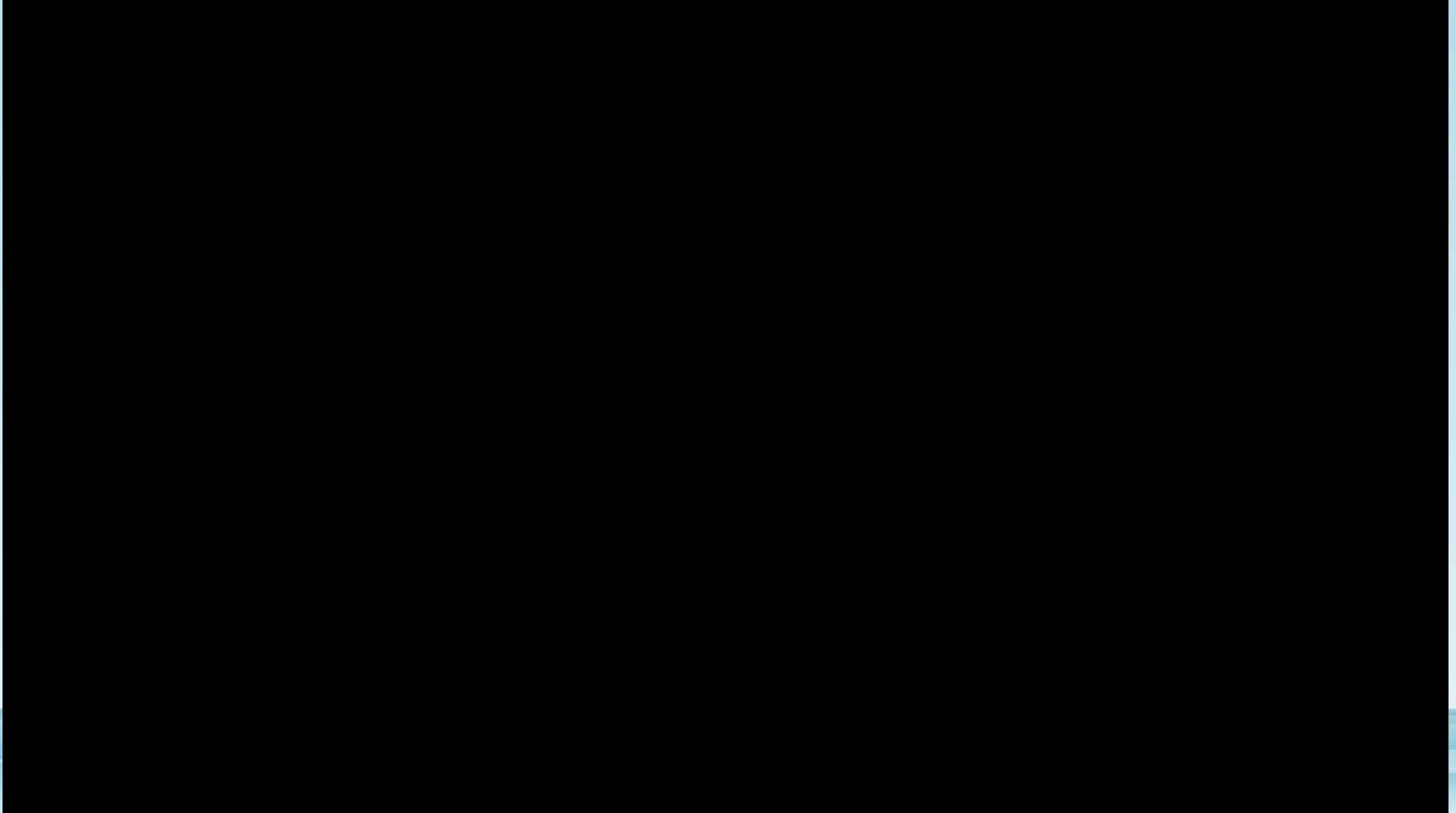
15. Respect for head bolt heater stalls and/or assigned parking for neighbors keeps the peace. All guest parking must not affect your neighbors' parking.

Lease agreement at motor home park

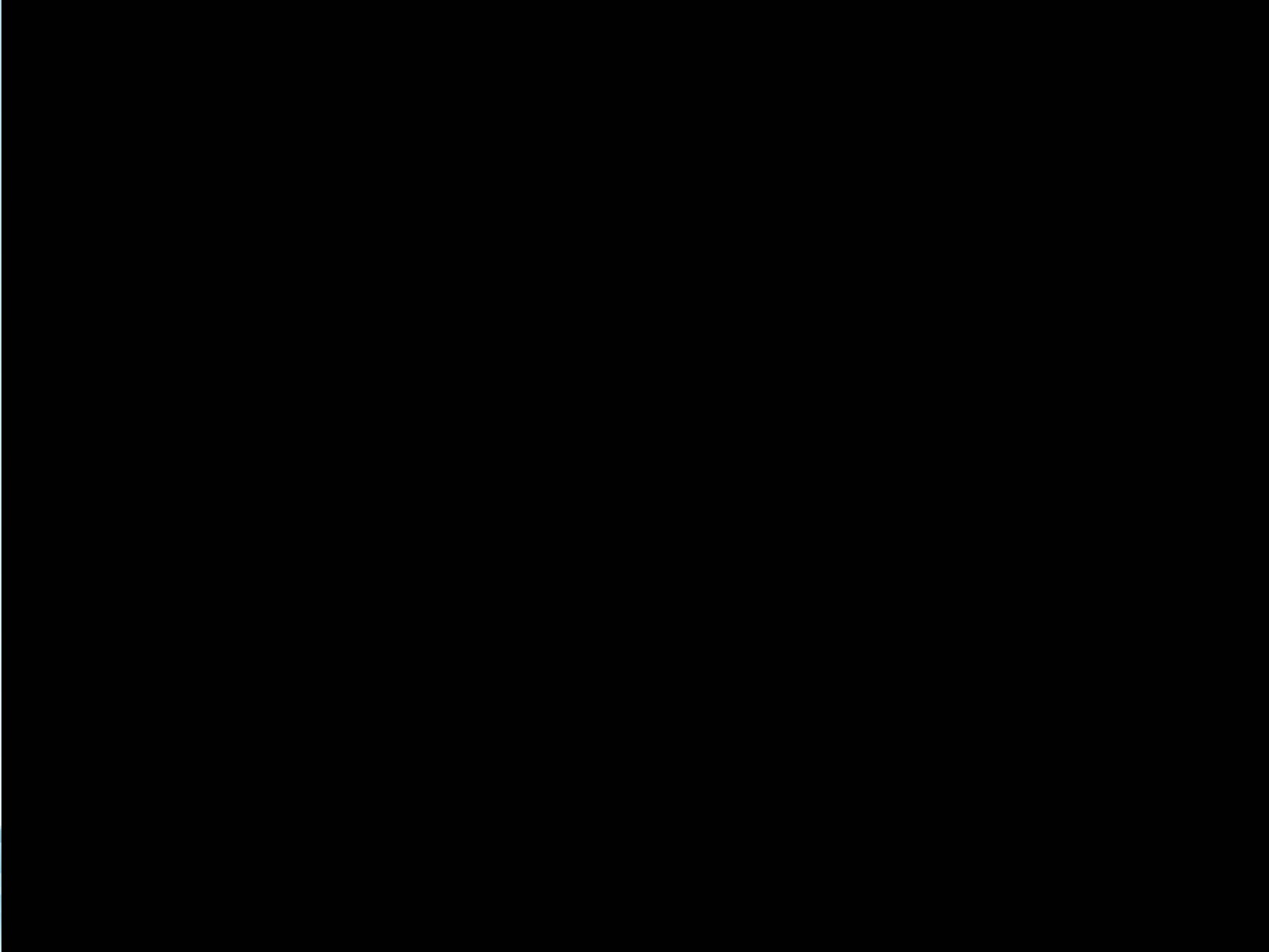
<https://archive.org/details/PublicServiceAnnouncement2015-02-16-Non-Flushables-30-seconds>



<https://archive.org/details/PublicServiceAnnouncement2015-02-16-Non-Flushables-90-seconds>

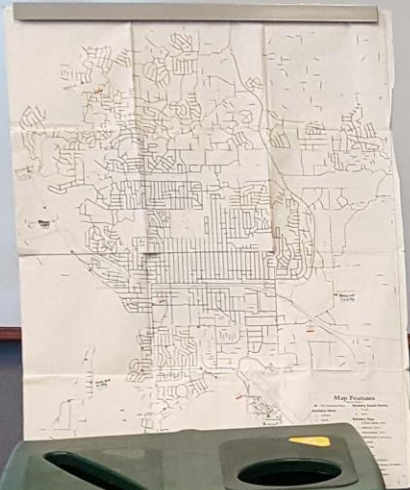


Grease Menace Video



What goes
Where...?

(Toilet, Sink, Recycle, Garbage)



PUBLIC
WORKS
DAY



Environmental Festival (5th grade),

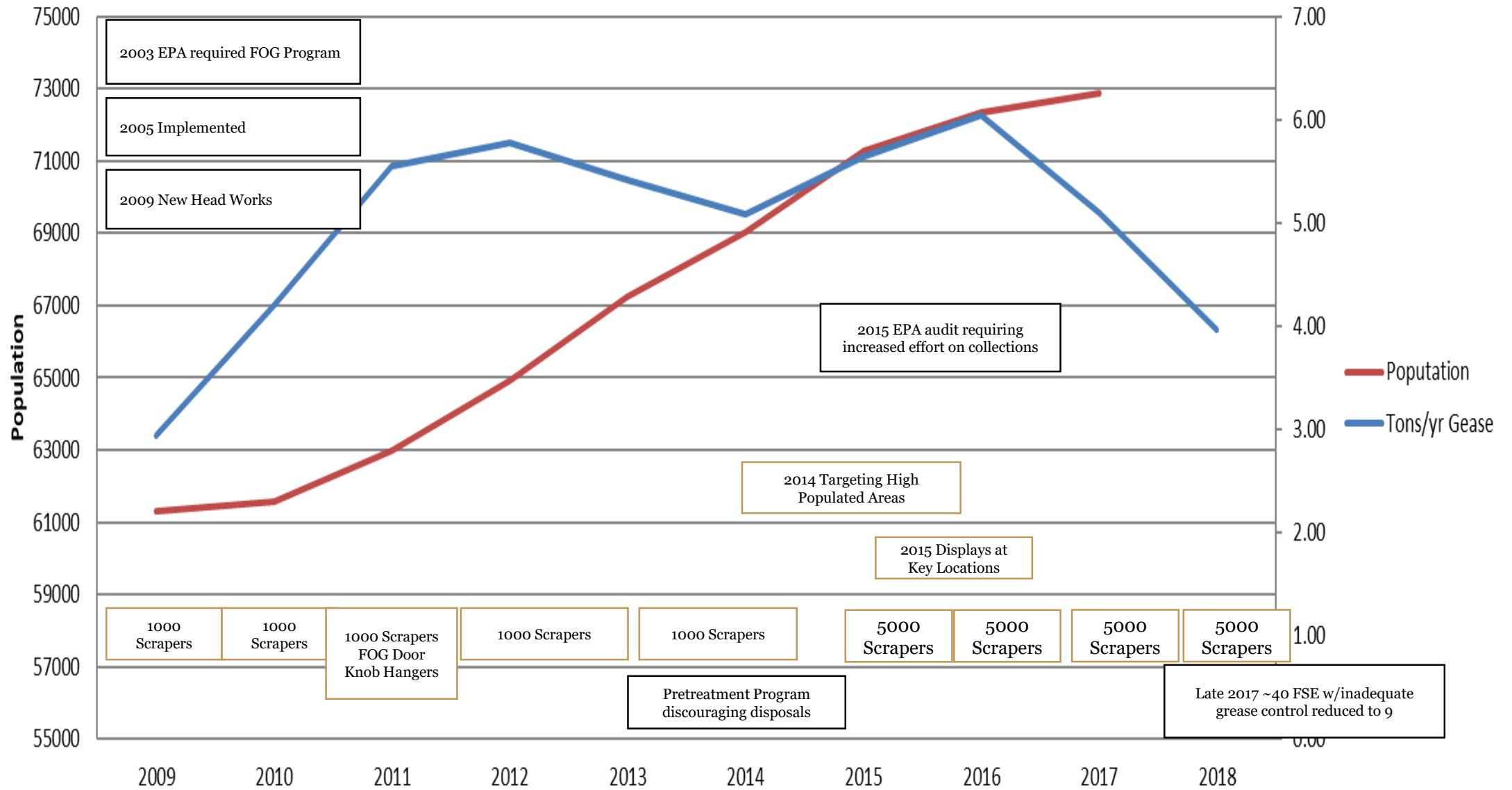


Water Festival (3rd grade)

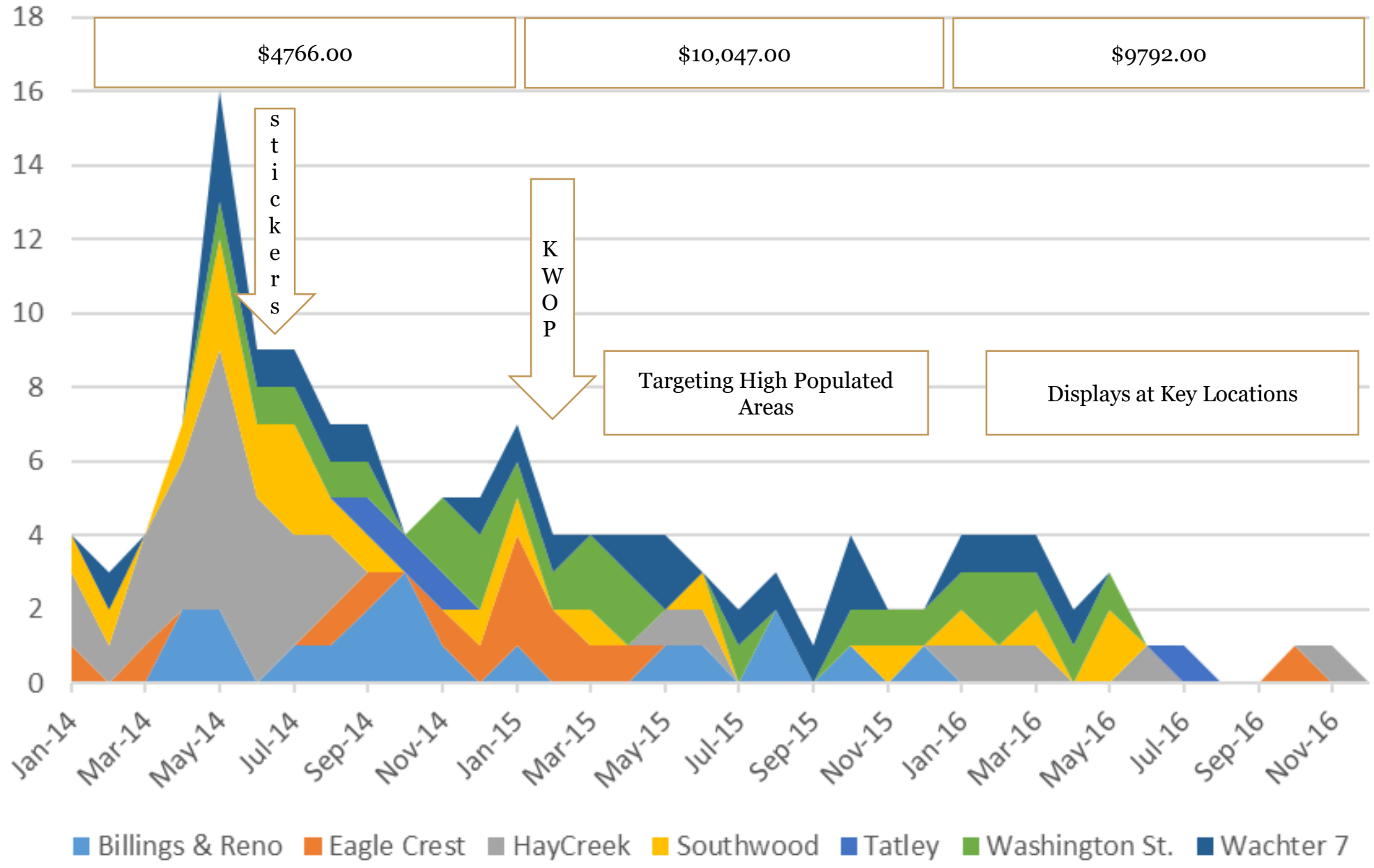




Effect of Grease Control Program on FOG at BWWTP Headworks



2014 - 2016 Blockages

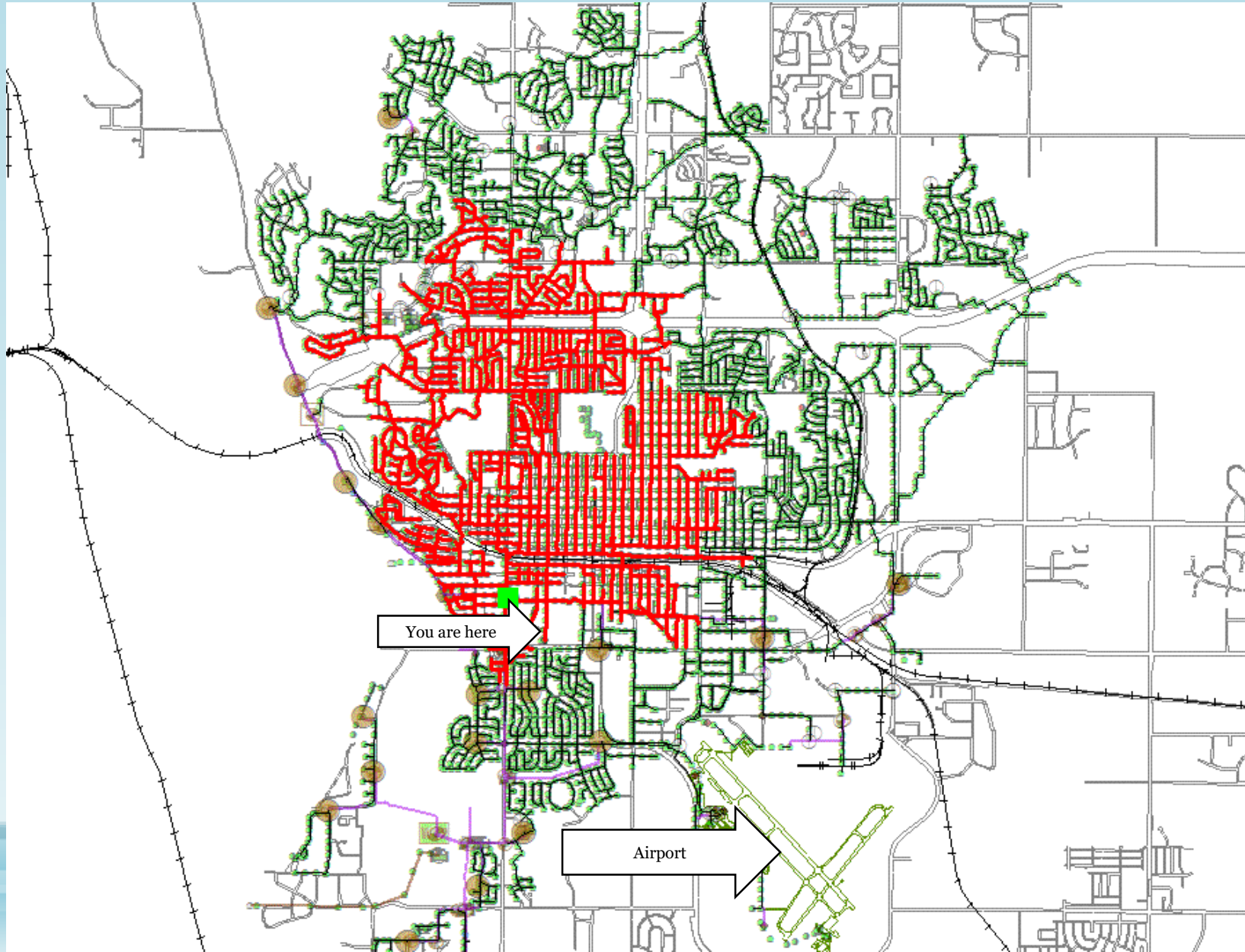




Washington Street Master Lift Station

W Indiana Ave
S Washington St

Washington Lift Collection Area



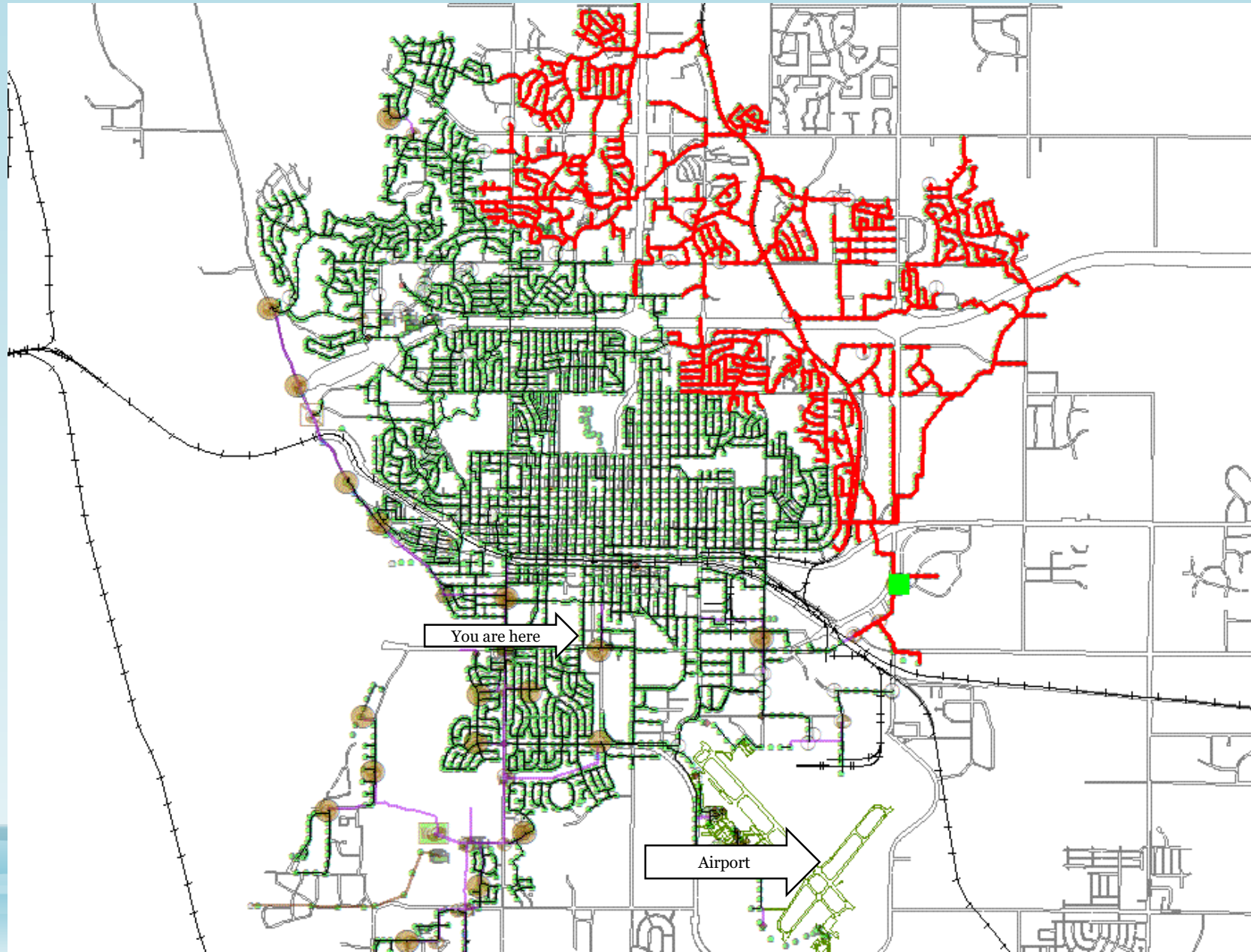
3.2 MGD flow thru
Washington Lift
(51%) of WWTP
flow

Multiple lift
stations discharge
to Washington Lift

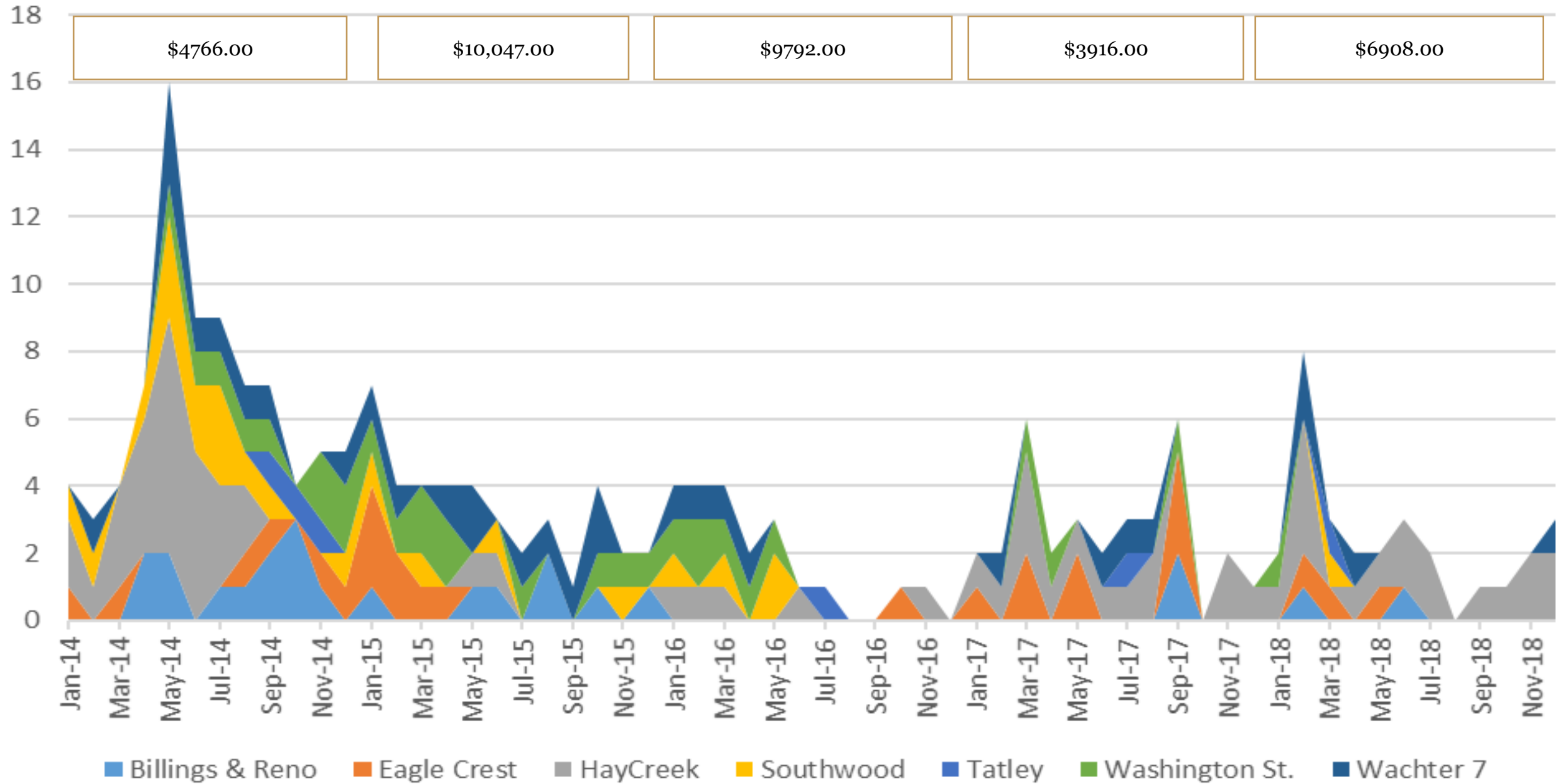
Hay Creek Lift



Hay Creek collection area



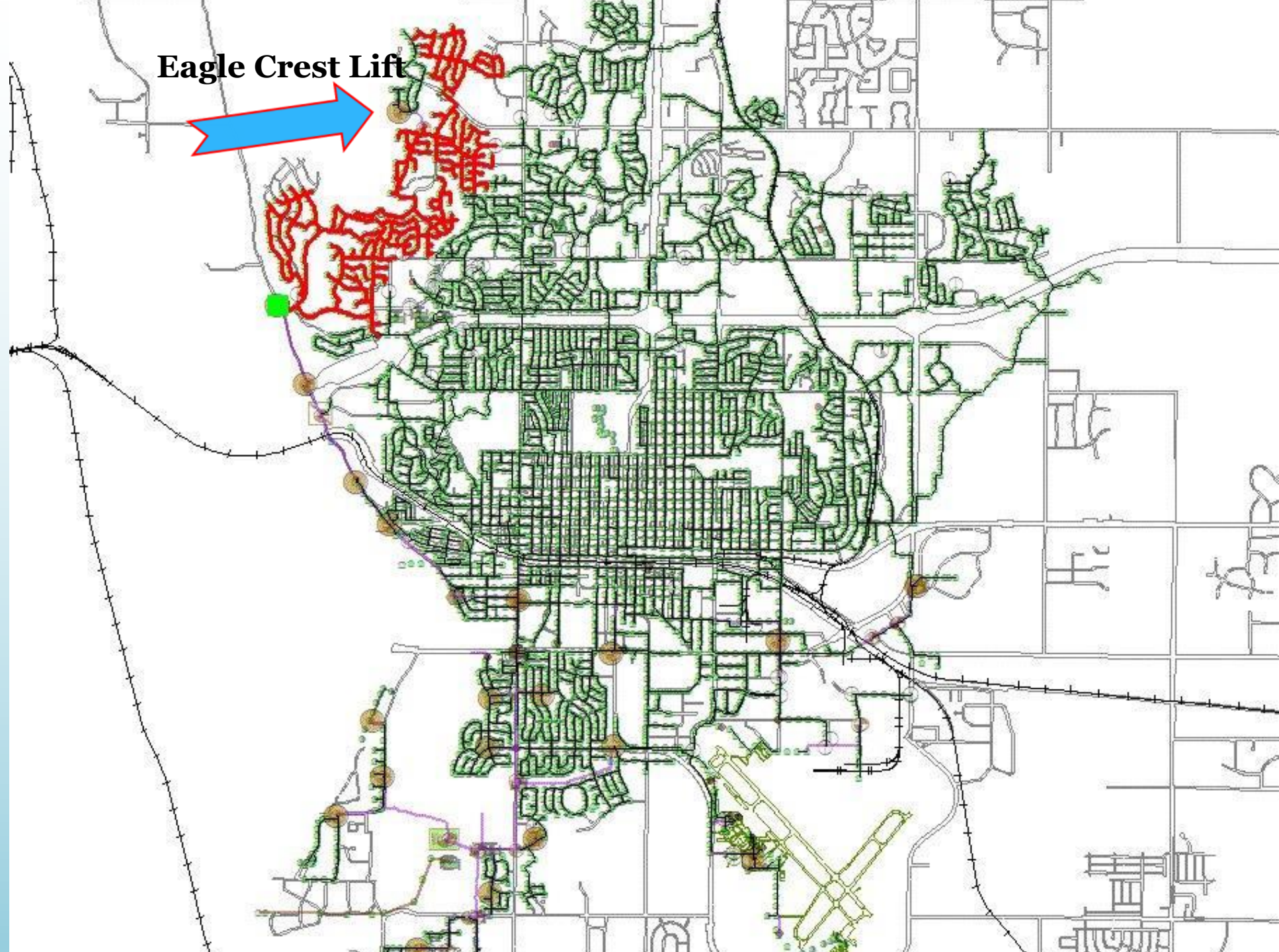
2014 - 2018 Blockages



Expanding Population



Eagle Crest Lift

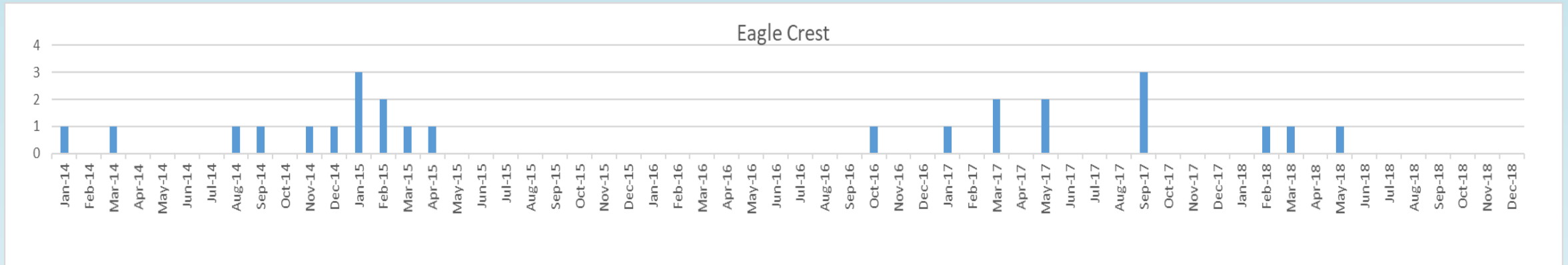




Not yet developed

Eagle Crest Lift

Success at isolated site



It's a TOILET, not a trash can!

Use the **trash can** for:



- paper towels
- cleaning wipes
- facial wipes
- baby wipes
- diapers
- feminine products

If it doesn't come
off the roll,
don't throw
it in the
bowl.



The City of Bismarck Needs your HELP!

Bismarck has been seeing a higher than normal accumulation of paper towels and disposable cleaning products in the sewer pipes in your neighborhood which could lead to sewer backups.

Keep Wipes out of Pipes

Sometimes we forget the toilet is not a trash can. All wipes and disposable cleaning products belong in the trash, not the toilet. Did you know flushing wipes and paper products down the toilet can cause problems in your home and in the City's sewer system? Those

"disposable" wipes may be labeled flushable, but they can clog the sewer system, contributing to costly cleanups and may result in backup of sewage into your basement or your neighbor's. Most products labeled "flushable" or "disposable" often don't dissolve or breakdown after being flushed.

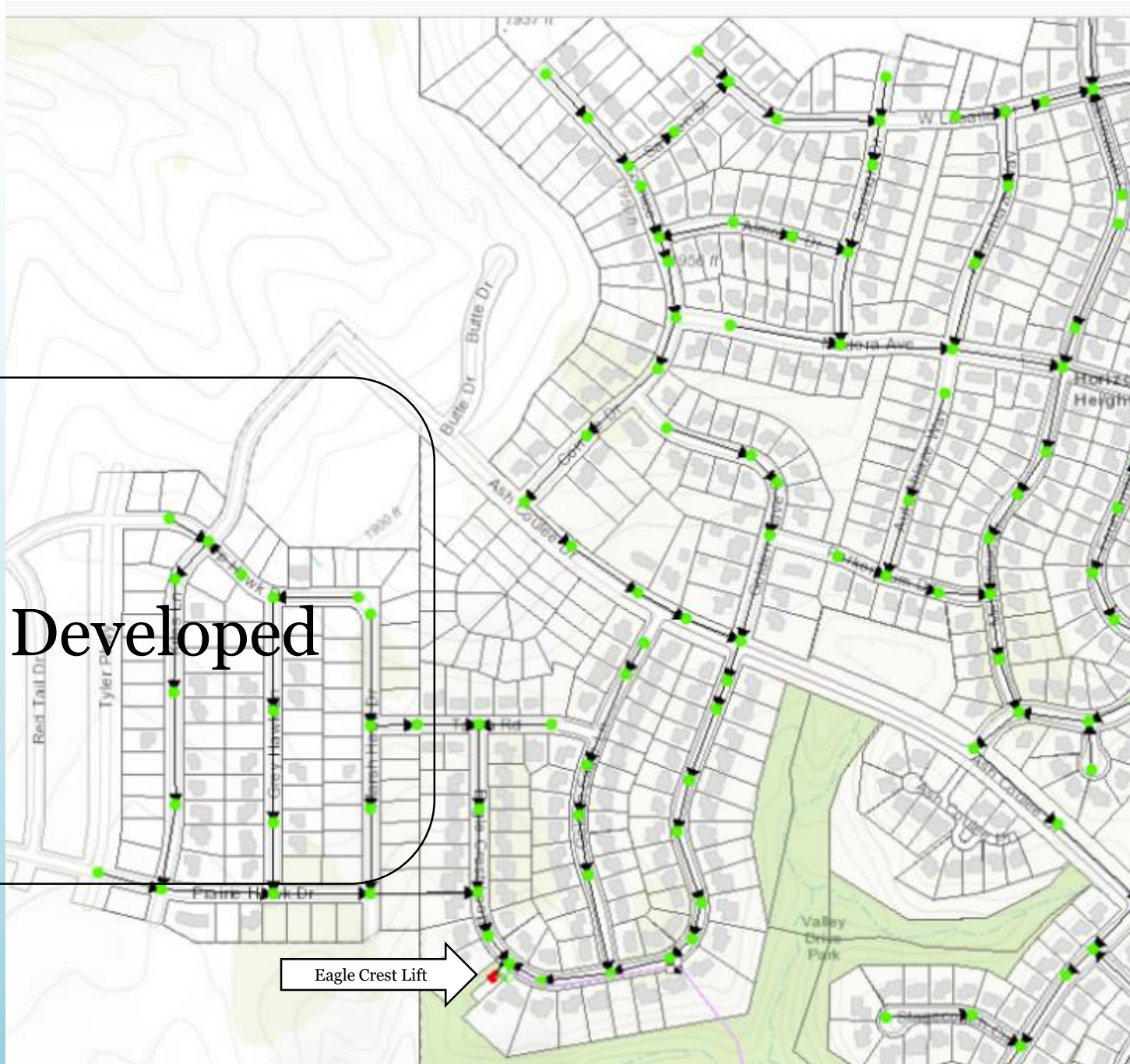


How You Can Help

A general guideline is, if it doesn't dissolve as fast as toilet paper, it's not flushable. We are asking everyone to please do your part and place these materials where they belong: in the **trash**.

Bismarck

For more information go to
www.bismarcknd.gov
or call 355-1700.



Developed

Eagle Crest Lift

The appropriate message, to the right people in the proper place.... Can be effective.

Catch 22, once is not enough.

Consider that dot. That's here. That's home. That's us. On it everyone you love, everyone you know, every human being who ever was, lived out their lives. The aggregate of our joy and suffering, thousands of confident religions, ideologies, and economic doctrines, every creator and destroyer of civilization, every young couple in love, every mother and father, hopeful child, every saint and sinner in the history of our species lived there – on a mote of dust suspended in a sunbeam.

Think of the rivers of blood spilled by all those generals and emperors so that in glory and triumph they could become the momentary masters of a fraction of a dot. Think of the endless cruelties visited by the inhabitants of one corner of this pixel on the scarcely distinguishable inhabitants of some other corner. How frequent their misunderstandings, how eager they are to kill one another, how fervent their hatreds.

To me, it underscores our responsibility to deal more kindly with one another and to preserve and cherish the pale blue dot, the only home we've ever known.

– Carl Sagan, *Pale Blue Dot: A Vision of the Human Future in Space*, 1997