



APPLICATIONS

- Manufacturing
- Material Handling
- Vehicle Maintenance
- Construction
- Commercial Activities
- Roadways
- Waste Containment
- Housekeeping Practices



TARGETED POLLUTANTS

- Sediment
- Nutrients
- Heavy Metals
- Toxic Materials
- Oxygen Demanding Substances
- Oil & Grease
- Floatable Materials
- Bacteria & Viruses

<ul style="list-style-type: none"> ■ High Impact <input checked="" type="checkbox"/> Medium Impact <input type="checkbox"/> Low or Unknown Impact <p>IMPLEMENTATION REQUIREMENTS</p>
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- Capital Costs
- O&M Costs
- Maintenance
- Training

<ul style="list-style-type: none"> ■ High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low
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DESCRIPTION:

Because regulators and authorities cannot monitor all water bodies at once, they sometimes rely on the public to keep them informed of water polluters. Community hotlines provide a means for concerned citizens and agencies to contact the appropriate authority when they see water quality problems.

APPROACH:

- Once a city has determined that they need a hotline, they should choose between a telephone or an e-mail hotline.
- A party or agency responsible for maintaining the hotline and responding to incoming complaints must first be identified. The responsible party could be a division of local government, a water quality board, a public utility, or an environmental agency.
- All distributed materials should include pollution hotline numbers and information.
- Curbs should have pumping systems, instead of drainage systems, for collecting spilled materials.
- Generally, an investigation team promptly responds to a hotline call and, in most cases, visits the problem site.
- If a responsible party can be identified, the team informs the party of the problem, offers alternatives for future disposal, and instructs the party to resolve the problem.

LIMITATIONS:

- The community's ability to pay for it.
- The ability of the community to keep the hotline staffed.

MAINTENANCE:

- The most important part is the responsiveness of the hotline. If a citizen reports an illegal dumping but no action is taken by the appropriate authority, that citizen could lose faith in the hotline and might not call back with future information.