NY-Alert Notifier Manual for Reporting Sewage Discharges

NYS Department of Environmental Conservation

Contents

Introduction

Sewage Pollution Right to Know

To comply with the Sewage Pollution Right to Know (SPRTK) law, municipalities must use NY-ALERT to notify DEC and DOH of partially treated or untreated sewage discharges within two hours of discovery and the public within four hours if there is a possible threat to public health. These instructions include how to navigate within the NY-ALERT system and create a message to send to the DEC, DOH and the public.

Username and Password

Each notifier will be able to create their own username and passwords for the new NY-Alert system. You will receive an email with a link to create your new credentials. Both username and password are case sensitive.

If you did not receive the email link to create your credentials, please contact NYAlertSupport@its.ny.gov.

If you forget your username or password once you set up your credentials, go to manager.everbridge.net and click on "Forgot my username" or "Forgot my password". Your username or a temporary password will be emailed to the address on record. If you still have trouble logging in, contact NYAlertSupport@its.ny.gov or call 518-292-2249.
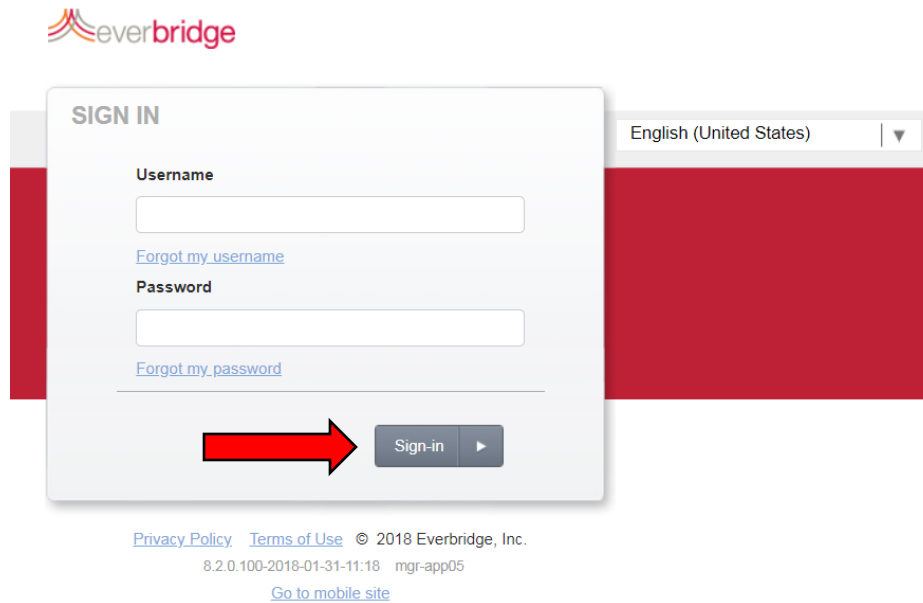
Section 1 – Create Group Notifications

Creating a Notification Using a Computer
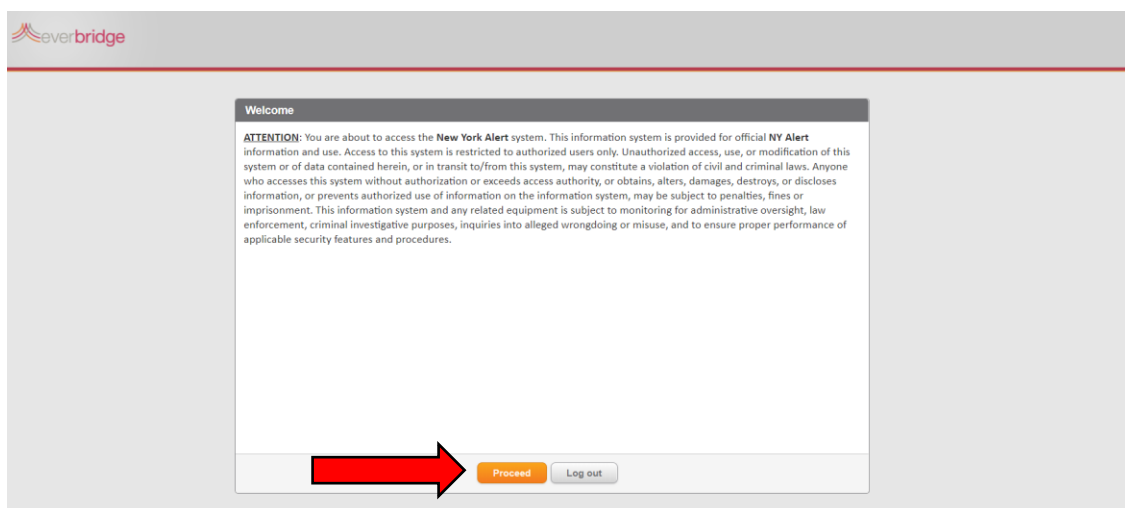
Step 1: Login to the Portal

1. Login to the NY-ALERT secure web portal (https://manager.everbridge.net)
   a. Enter username (upper/lower case sensitive)
   b. Enter password (upper/lower case sensitive)
   c. Click "Sign In"

2. Read the "Welcome" box and click "Proceed."

3. Choose your Organization
   a. NY-Alert – message will go to the public and appropriate state agencies.
   b. DEC Training Org – message will not go to the public or appropriate state agencies.
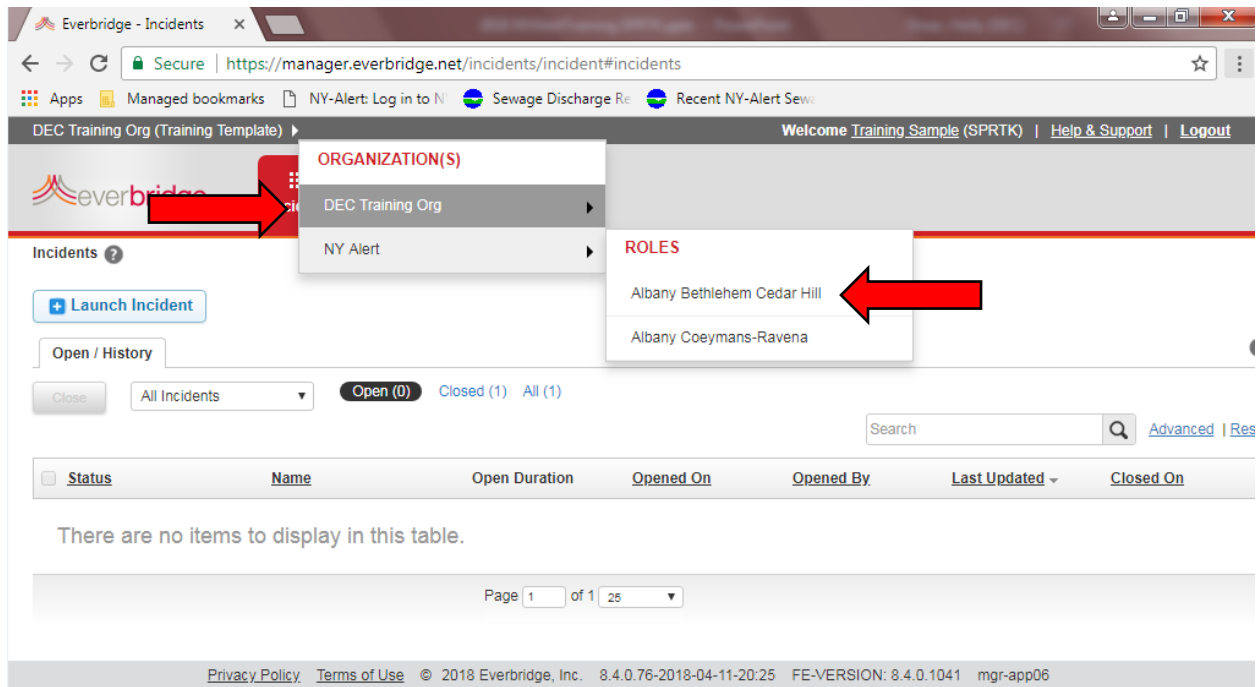
4. Choose your Role
   a. Click the facility associated with the discharge location.
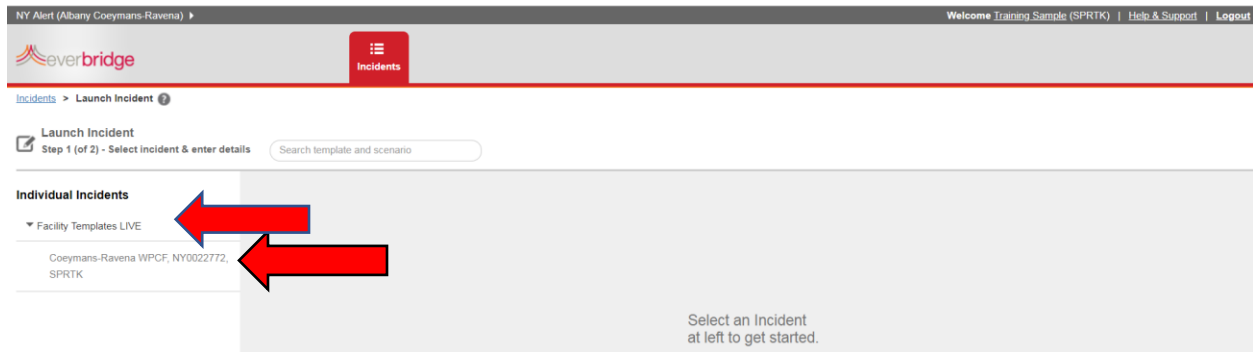
Step 2: Launch a New Notification

1. Click the "Launch Incident" button in the top left of your screen.
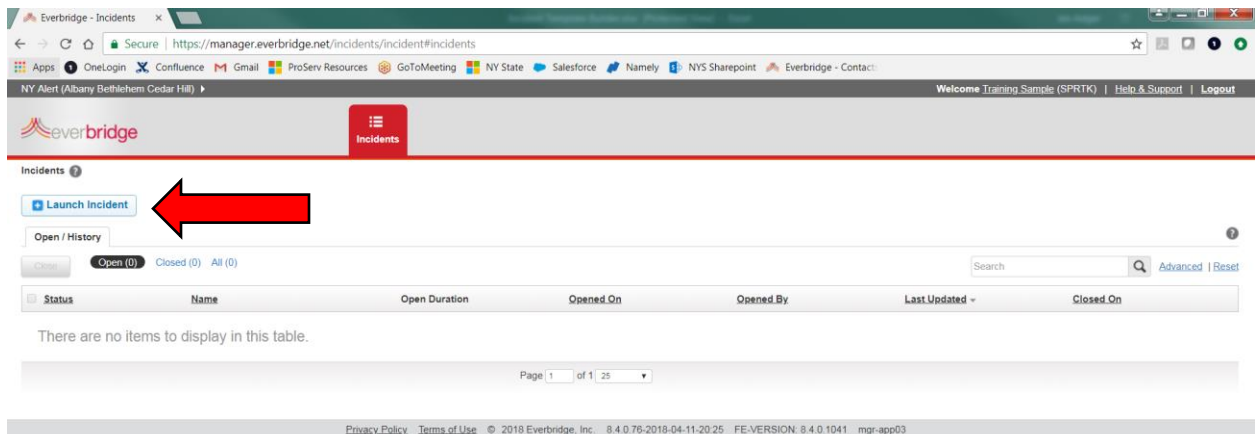
Step 3: Select Template

1. Click on "Facility Templates LIVE" under "Individual Incidents"
2. Click on the name of the template based on the location of the discharge.

Step 4: Create the Message

The notifier form is displayed on the right. All fields with an asterisk are required.

The first seven fields will be filled in.

- **Current Time:** Auto-generated
- **Message Sender:** Auto-generated
- **Notification Status:** Auto-generated
- **Today's Date:** Auto-generated
- **Facility Name:** Auto-generated
- **Facility ID:** Auto-generated
- **County Name:** Auto-generated

The remaining fields need to be entered by the notifier.

1. Scroll down and enter in the closest street address to the location of the discharge
   - **Street Number:** Enter only the number
   - **Street Name:** Enter only the name of the street
   - **City:** Enter the city where the discharge occurred
2. **Address Description:** If necessary, describe the location of the discharge, e.g. 200 yards behind the big box store.
3. **Lat/Long Geo Point:** If known, enter the latitude and longitude of the discharge location. If not known or to confirm the lat/long, click "Find your location on a map".
   a. If a lat/long is provided, a map of NY will open with a balloon on the location.
   b. If lat/long is not provided
      i. **Search an Address** -enter the closest street address.
      ii. The balloon will move to this location.
      iii. Hold the control key to zoom in and scroll to the location of the discharge.
      iv. Click "Satellite" to see manholes and other landmarks if needed.
      v. Drag the pin to the exact location of the discharge.
      vi. Click "Use This Location".

4. **Discharge Start Date and Time:** Select the date and time using the calendar icon. Use military time. If the exact start time is not known, estimate based on your knowledge of the collection system.

5. **Discharge End Date and Time:** Select the date and time using the calendar icon. An estimated end date and time is required for ongoing discharges.

6. **Duration of Discharge:** Calculate the number of hours or minutes of the actual or expected duration of the discharge.

7. **Duration Units:** Indicate whether your discharge duration is recorded in hours or minutes.

8. **Ended or Ongoing:** Indicate whether the discharge has ended or is still occurring.

9. **Reaches Surface Water:** Indicate whether the discharge reaches surface water. If yes is selected, this notification will be sent to members of the public who asked to receive the SPRTK notifications.

10. **How Does Discharge Reach Water:** If discharge reaches surface water, indicate how:

    a. **Manmade:** Any device that is discharging directly into a surface waterbody. Examples include pipes and CSO outfalls.

    b. **Overland Flow:** Sewage is discharging onto the ground or making its way across a natural surface to a stream, pond, lake or other water surface.

11. **Receiving Waterbody:** If discharge reaches surface water, enter the name of the receiving waterbody here. If the discharge does not have the potential to reach surface water, type "none".

12. **Potentially Impacted Area:** If known, select the type of area(s) where the public may come in contact with the surface water downstream of the discharge. Use the control or shift keys to select more than one.

13. **Impacted Area Description:** Enter the names of the area(s) potentially impacted.

14. **System Component:** Select the system component(s) that led to the discharge. Use the control or shift keys to select more than one.

15. **Component Description:** Provide the name, number, or description of the component that failed.

16. **CSO Outfall Description:** Enter the CSO outfalls that may be discharging.

17. **Reason for Discharge**: Select the reason(s) that led to the discharge. Use the control or shift keys to select more than one.

* 20 **Receiving Waterbody** ⓘ

21 **Potentially Impacted Area** ⓘ

Bathing Beach
Boat Launch
Drinking Water Intake
Fishing Area
Other
Park
Unknown

22 **Impacted Area Description** ⓘ

23 **System Component** ⓘ

CSO Outfall
Manhole
Other
Pipe
Plant Headworks
Pump Station
Regulator

24 **Component Description** ⓘ

25 **CSO Outfall Description**

* 26 **Reason for Discharge** ⓘ

Blockage
Pipe break
Power outage
Root intrusion
System capacity
Unknown
Weather conditions

18. **Explanation of Reason:** Briefly explain the reason(s) chosen.
19. **Quantity:** Enter the numeric value of the quantity released. This can be for either a volume or a rate.
20. **Volume or Rate Units:** For the numeric value entered above, select measurement as gallons or gallons per minute.
21. **Volume Estimated or Actual:** Indicate whether the quantity is estimated or is an actual amount.
22. **Treated State:** Select the appropriate treated state from the drop-down options.
23. **Description of Discharge:** Enter a brief description of the discharge including any odors or visibles.
24. **Steps to Contain Discharge:** Provide short term measures that are taken at the time of the discharge to contain it. For wet weather CSO discharges, enter "Permitted CSO Discharge".
25. **Additional Instructions:** Enter in additional instructions or information about the discharge. This could be information for DEC, DOH or the public.
26. **Website ID:** Enter the URL of your municipality's website (if applicable) with information about sewage discharges and what is being done to abate them.
27. Click "Next"

* 27 Explanation of Reason

* 28 Quantity ⓘ

* 29 Volume or Rate Units

Select... ▼

* 30 Volume Estimated or Actual ⓘ

Select... ▼

* 31 Treated State

Select... ▼

32 Description of Discharge ⓘ

* 33 Steps to Contain Discharge ⓘ

34 Additional Instructions ⓘ

35 Website ID ⓘ

Next >

Step 4: Review Message

1. Click "Expand"
2. Scroll to check that it is complete.
3. Click "OK" to return finish publishing.
4. If you need to edit any responses
   a. Scroll to the bottom of the page
   b. Click the "Back" button.

Step 5: Send the Notification

1. Scroll to the bottom of the page
2. Click "Send."

3. After sending, the incident details will appear on the screen.

Section 2 – Send Update

For discharges that are ongoing, updates need to be submitted for each day of the discharge.

Step 1: Update the Message

1. Log into the NY-Alert secure web portal
2. Read the "Welcome" box and click "Proceed."
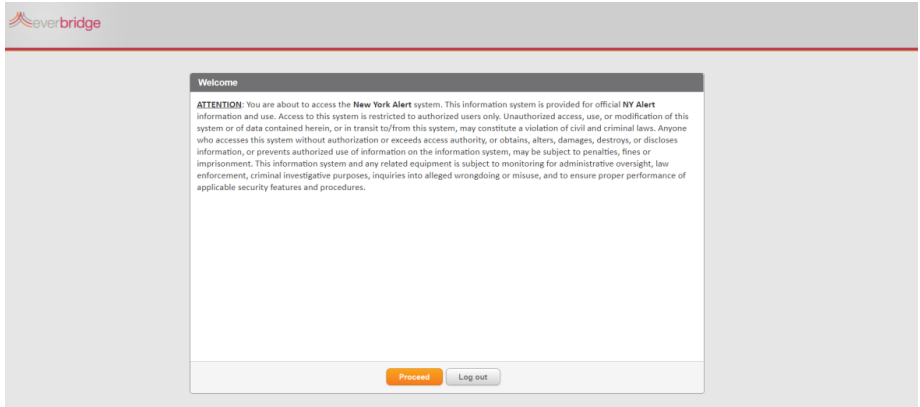
3. When you log in to the system you will see the active notifications for your facility.
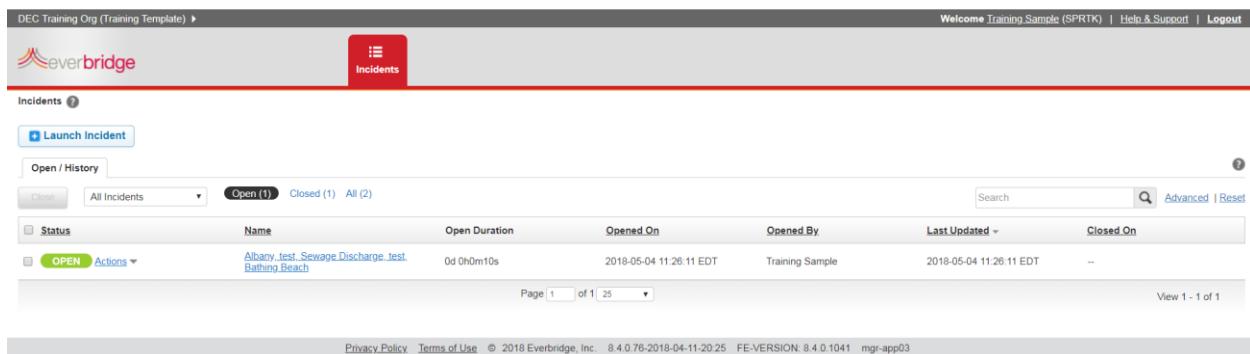
4. Click the "Actions" link for the message you want to update.
5. Click on "Send Update".
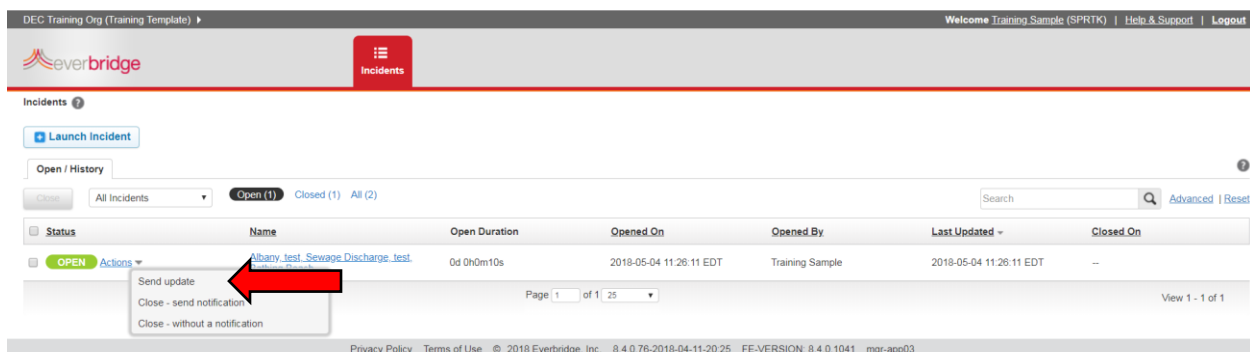
6. You will see the initial form
7. Make any appropriate changes in the form.

8. Once you have made the changes, scroll down and click "Next"

Step 2: Review Message

1. Click "Expand"
2. Scroll to check that it is complete.
3. Click "OK" to return finish publishing.
4. If you need to edit any responses
   a. Scroll to the bottom of the page
   b. Click the "Back" button.

Step 3: Send the Updated Notification

1. Scroll to the bottom of the page
2. Click "Send."
3. After sending, the incident details will appear on the screen. Notice that the title reflects the update.

Section 3 – Close Incident

On the last day of an ongoing discharge, a termination notification must be submitted.

Step 1: Close the Incident

1. Log into the NY-Alert secure web portal
2. Read the "Welcome" box and click "Proceed."
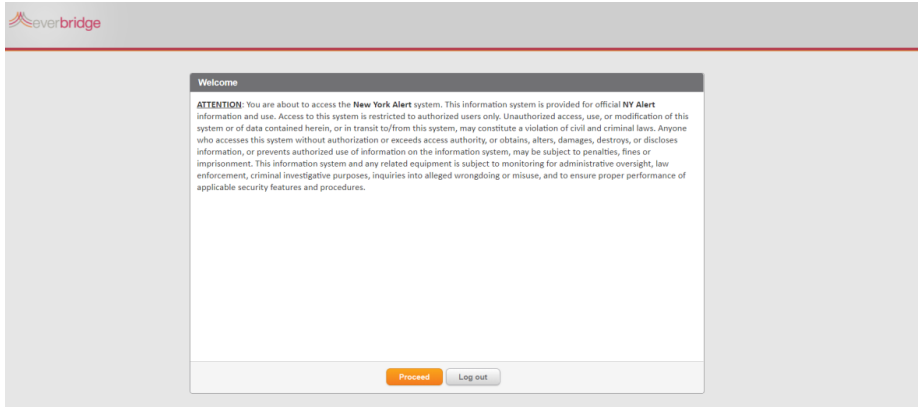
You will see the active notifications for your facility.
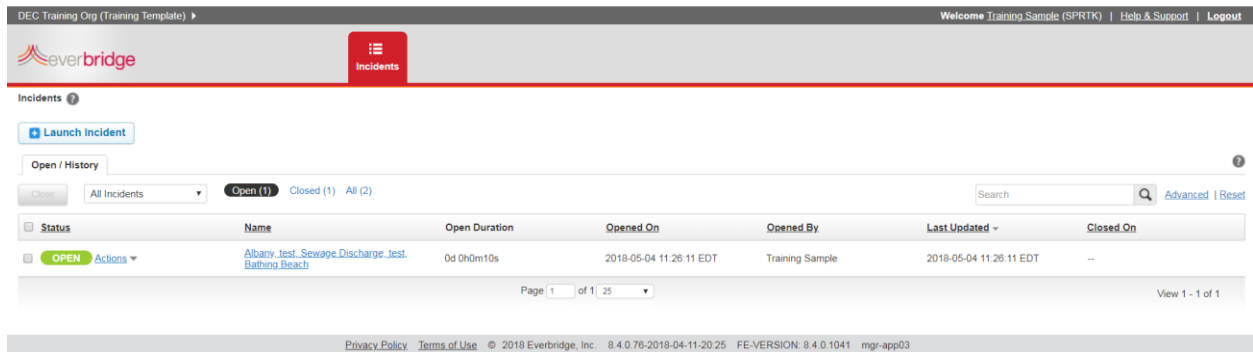
3. Click the "Actions" link for the message you want to terminate.
4. Click on "Close-with Notification."
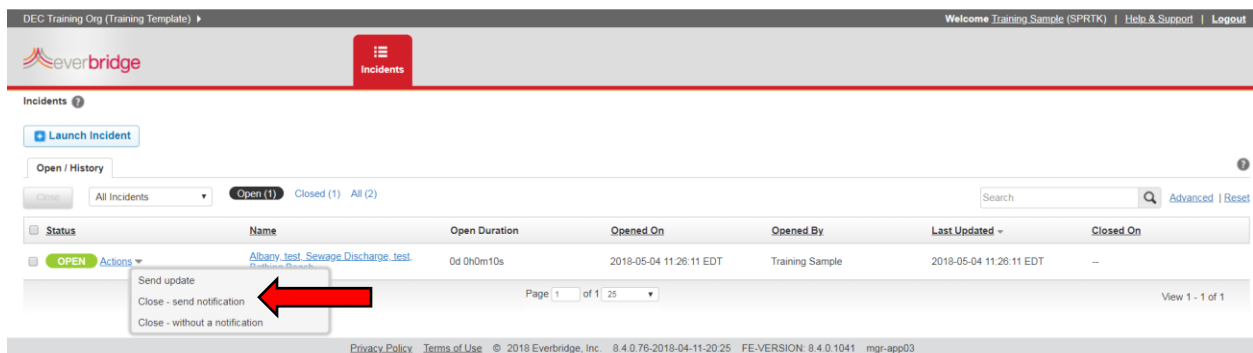
5. Click "Yes" on the confirmation pop up.

6. You will see the initial form.

Step 2: Update the Message

1. Make any appropriate changes in the form.
2. Once you have made the changes, scroll down and click "Next"

Step 3: Review Message

1. Click "Expand"
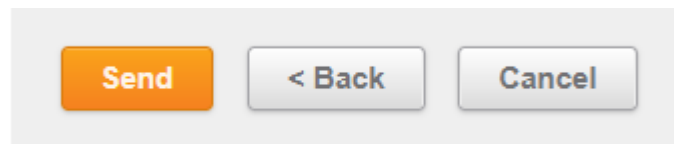2. Scroll to check that it is complete.
3. Click "OK" to return finish publishing.
4. If you need to edit any responses
   a. Scroll to the bottom of the page
   b. Click the "Back" button.
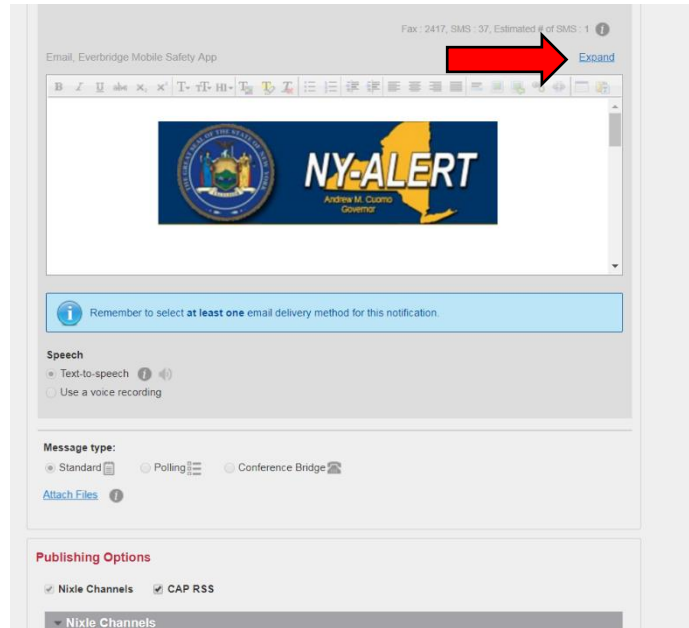
Step 4: Send the Closed Notification

1. Scroll to the bottom of the page
2. Click "Send."
3. After sending, the incident details will appear on the screen. Notice that the title reflects the event has ended.
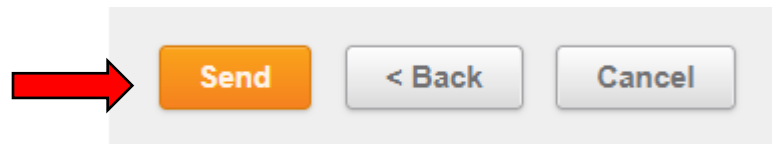
Section 4 – Data Entry Helpful Information

This section is meant as a quick guide for municipalities and individual notifiers to use based on their circumstances.

Resources & Tips

Location of maps - write down where staff can find waterbody names.

How to estimate volume/rate

Volume/rate - Estimating tools to use. *Attach the California manhole pictures or other methods to use. For CSO discharges, use the average discharge based on the data from the previous year. Use the additional instructions box for explanation of average calculation.*

Example descriptions for "Reason for Discharge" – "Explanation of Reason"

- Blockage
    - o Debris – general
    - o Debris – rags
    - o Grease deposition
- Other
    - o Blow off valve failure
    - o Construction diversion failure
    - o Damage from construction activities
    - o Pump station failure
    - o Siphon failure
    - o Vandalism

Example descriptions for "Steps to Contain the Discharge"

- Nothing
- Mitigated effects of spill
- Contained all or portion of spill
- Returned all spill to sanitary sewer system
- Returned portion of spill to sanitary sewer system
- Vacuum truck
- Plugged downstream storm drains
- Excavation
- Used sandbags or other containment barriers
- Plugged catch basin inlets
- Permitted CSO Discharge

Suggestions for Additional Instructions box to better inform public

Explain calculation for CSO discharges

Long term solutions:

- o Preventative maintenance program adjusted
- o Enforcement against source
- o Inspect sewer lines with CCTV
- o Planned to be repaired/ replaced by a certain date
- o Repaired defect

When do reports need to be updated?

- Every day of an ongoing discharge
- Any change to information that should go out to the public

When do reports need to be closed?

- When the discharge has ended -termination notice
- Can be done 7 days after the end of the discharge

Notifier Worksheet

Examples for use

- Very infrequent discharges – so you don't forget user name and password and the required information needed.
- Frequent discharges at a single location– you have a format to refer to every time.
- Modify to tell staff what information needs to be changed in a template.

Notifier Data Entry Worksheet for Your City/Town/Village

User Name _____   Password hint _____

Trouble getting into NY-Alert? Contact NYAlertSupport@its.ny.gov or call 518-292-2249

Location

- Use the map's satellite feature to confirm the balloon placement.
- Create a table with known discharge locations' latitude and longitudes

Discharge Information:
- Start Date and Time: _____
- Actual/Estimated End Date and Time: _____
- Surface Water Name: _____
- Potentially Impacted Public Areas:

Known Discharge Location	Public Area Type	Public Area Name

- System Components:

System Component	Description of Component

- Reason For Discharge:

Reason	Description of Reason

- Volume/Rate:

Volume	Volume/Rate	Treated State

- Steps Taken to Contain:

  What is currently being done to stop the discharge, keep it from going further and clean up.

- Additional Instructions:
    - Long term solutions
    - Standard language that includes links to municipality's website

Section 5 – Resources

DEC Resources

- Email – SPRTKcomments@dec.ny.gov
- General SPRTK Website - https://www.dec.ny.gov/chemical/90315.html
  - Overview of the law
  - Information for the general public
- SPRTK Information for Municipalities - https://www.dec.ny.gov/chemical/90323.html
  - Requirements of the law
  - NY-Alert guidance materials
  - Forms
    - Registration for new POSS or POTW
    - Change to Notifier
    - Template Creation
  - Tips and FAQs

Everbridge Resources

- Everbridge Tech Support
  - Our Tech Support team is available to assist users 24X7 and can be reached using any of the following contact options:
  - Open a case via the Everbridge Support Center Link: https://support.everbridge.com
  - Send an E-mail to support@everbridge.com
  - Call (866) 436-4911

- Everbridge University
  - Everbridge University (EBU) provides on-demand training courses. To access EBU, click on "Help and Support" at the top right of your screen. Then click on "Everbridge University"

Section 6 - Glossary

Alpha-Numeric Pagers
A numeric pager with the ability to display text messages.

CAP
Common Alerting Protocol.

Close Incident
Last message of an ongoing discharge. The headline will read "ended."

Credentials
Log in credentials to the secure portal are provided by a NY-ALERT administrator. Credentials consist of username and temporary password. Credentials are provided to each Notifier by NY-ALERT administrator. Credentials are not to be shared among Notifier.

Current Message
Messages which have been currently issued. Group notifications are available only to the Notifier issuing the message.

Distribution Channels
Method of sending a notification. Gateways include: Email, SMS, Voice/Phone, Fax, and Alpha-Numeric Pager.

Drop down
The downward pointing arrow at the end of a blank box when clicked will give you options to choose.

Email
Electronic mail transmission of a message. Received are the Headline (Subject Line of email), Detailed Description and Instructions. Additional files sent by the notifier will be sent as attachments.

Fax
Facsimile transmission of a message. Received are the Headline, Detailed Description and Instructions.

Group Notification
A private notification message is an incident-specific message to a pre-defined group of people. It includes a detailed description of the event and protective/response actions to be taken. The notification is distributed only to members of the specified group via the gateways saved in the message template.

Intended Recipients
Pre-defined group of recipients to receive a message.

Organization
In Everbridge, you will be given access to two organizations: 1. The DEC Training Organization contains your training template. 2. The NY-Alert Org is where you will find access to all your different facility templates.

Phone/Voice
Phone calls sent out to a recipient's home or cell phone. The service vendor's text-to-speech engine will convert the message content so that it is read to the recipient when they answer the phone. It will also be left as a voicemail if the call is missed.

Role
In Everbridge, the "roles" are the different facilities that each notifier has access to send notifications

RSS
Really Simple Syndication (RSS), is a web format to publish frequently updated works. These are notifications posted to the NY-Alert web site and disseminated to those who have subscribed to these feeds; i.e. media.

SMS
Short Message Service (SMS), commonly referred to as Text Messaging, is standard protocol for sending short text messages to mobile devices. This is a service for sending short messages of up to 120 characters over wireless networks to mobile devices including cellular phones, smart phones, and PDAs. End user may incur a fee depending on their wireless plan. Message delivery not guaranteed by the service vendor.

Template
A pre-scripted message with variables pre-defined.

Update Message
Updating an existing message will create a new message, referring to the original message as a template. The word UPDATE is placed in the subject line. When the new message is published, the original message will be canceled.