

#### Communications and Outreach Program Update



NapaSan Board of Directors Meeting ~ April 7, 2021

### What's the plan?

- Discuss outreach conducted sinceEarly June 2020
- Staff continued to conduct outreach consistent with the 2019 Strategic Plan Goals

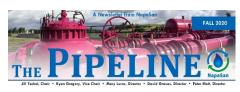






5A. Inform and engage the community and stakeholders to increase and promote understanding of NapaSan services, rates, and key messages.

- Fall Pipeline Newsletter
- Website
- Spanish Language Outreach
- PAFR
- School presentations
  - Tour video
  - Zoom sessions
- NRWS Bill Inserts



#### Still Using Wipes or Other Products in Place of Toilet Paper? Please Don't Flush Them!

Due to the soveral of the communities and namic buring of toilet namer, many people found themselves having to use mines, tissue napitins, and paper towels as toilet paper substitutes. At NapaSan, these toilet paper alternatives caused worry about the health of the sewer system. Even now that toiler paper is available at stores again, the amount of wipes and toilet paper alternatives being flushed is still at a troublesome level that is requiring extra

Unlike tofiet paper, which is envineered to dissolve quickly in water, wipes, tissues, paper towels, and napkins are made of fibers that do not break down in the sewer system. These items can also nines in residences, cause alogs within the sesser system, set stuck in equipment on the way to the trastewater treatment plant, or cause problems at the treatment facility itself. Clore from wines, rars, and other items can lead to sewer overflows in your house, on your property, or in the street that are harmful to public health and the environment. Even though the packaging of some vapes claims these items are flushable, they need to be dispose



"We understand that many people weren't able to purchase toilet paper, and they needed to rely on alternatives such as wipes, mapki and other paper products. Now that toilet paper is readily available on store shelves, we really need people to make sure that it is the only weeduct they are flushing down the toilet. If people need to use a wipe or anything that is not tailet paper, it needs to be dispose of in the trash can- not the toilet. Flushing these items could lead to sever overflows, and we don't need any additional public health challenges right now," said Stephanie Turnipseed Pollution Prevention and Outreach Coordinator at NapaSan.

In addition to using wipes as toilet paper substitutes, many people are utilizing disinfecting sipes for cleaning surfaces and makeup removal scipes. The same disposal rules apply to both of these types of suipes. Even though the packaging may claim these products are flushable, they are made of weven materials that are much too strong to break down in the sewer syste All wipes must go in the trash once they have been used.

We are performing much more frequent cleaning of sewer pipes to remove wires, rass, paper towels, clothing, and many other items that should not be flushed. The amount of material we

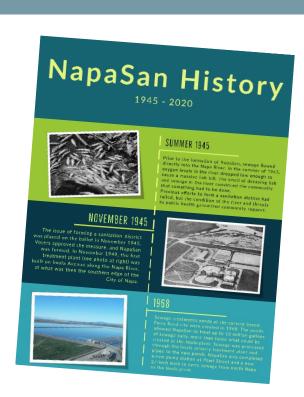
are finding has decreased a bit since the peak we saw in March and April, but we are still seeing to many things getting flushed that should be disposed of in the trash can. We need the whole community's help to avoid any major rcblems and keep our sewer system healthy," said Seth Rossi, Collection System Manager at NapaSan

ways remember- the toilet is not a trash can! If it is not human waste or toilet paper-please do not flush it!

1515 Soscol Ferry Road • (707) 258-6000

5B. Proactively communicate with the public, stakeholders and the press regarding current programs, accomplishments, projects, and news.

- Facebook page- continues to grow
- Prop 218 outreach
- Communication regarding construction projects
  - Summer 2020 Collection System Project and Browns Valley Project
  - Working with City of Napa to share important messages
- □ 75<sup>th</sup> Birthday of NapaSan!



# Browns Valley Project Outreach

- Letters sent to all residents and businesses along alignment
- Weekly website, text, and email updates
- Highlighted project on Facebook
- Worked with City to have updates in City newsletter and Facebook
- Met with local businesses to provide information and impact mitigation





# 5C. Collaborate with other local agencies and groups to meet common goals.

- Bay Area Pollution PreventionGroup
- PIO Network
- EECNC
- CASA Video
- Drug Takeback Event
- Bill Insert/Produce Sticker Art
- 2021 Earth Day





5D. Build and maintain relationships with community leaders, elected officials and stakeholders.

- On hold at the moment
- Tours for elected officials/community leaders when possible
- Summer or Fall 2021 Citizens
  Academy (fingers crossed!)
- Community group presentations



#### Staff Recommendation

Staff recommends continuing past outreach activities and designing future outreach to align with the Strategic Plan goals and any possible public healthrelated constraints.

Questions/Discussion?

## THANK YOU

