

Securing the Future of the FOG Workforce Through Digitalization

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SwiftComply helps cities run compliance programs

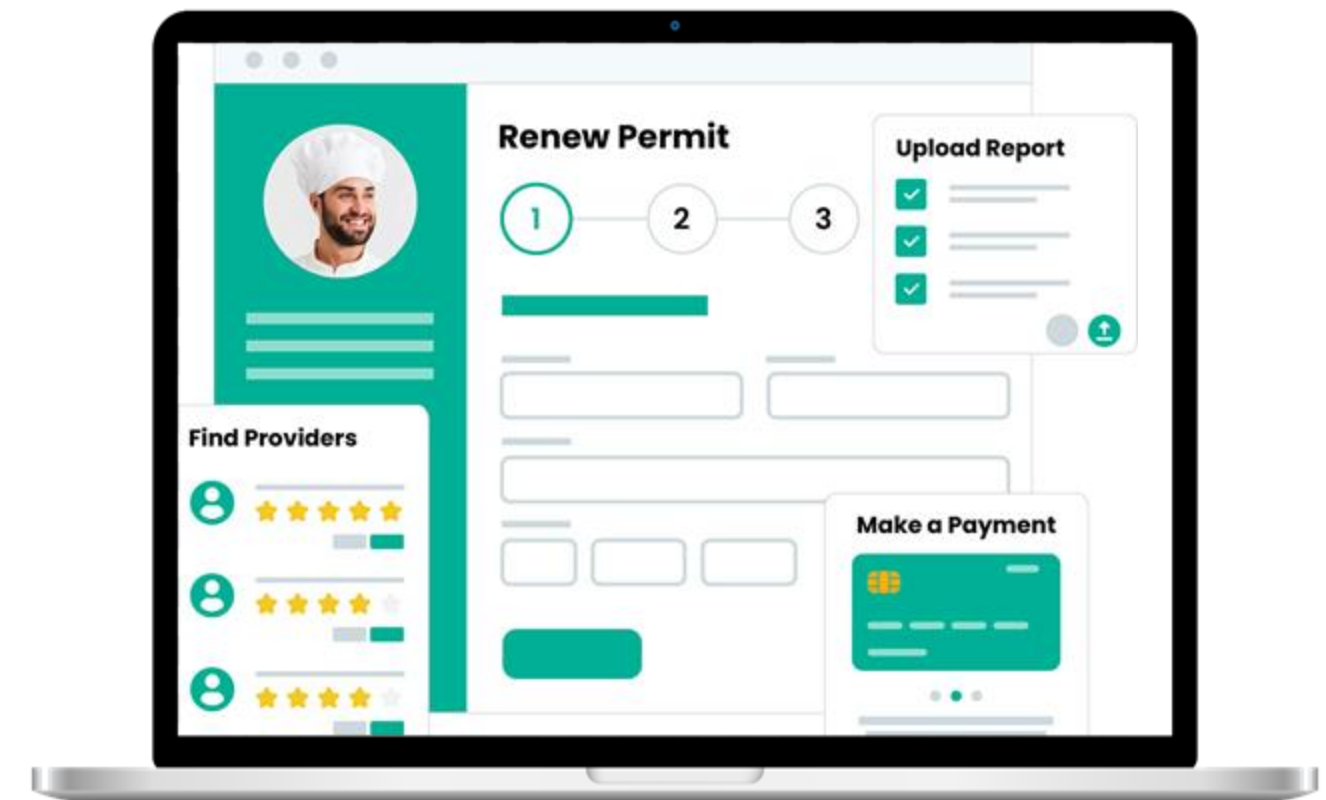


Our mission is to Protect Public Health & the Environment

SwiftComply Database for Cities



Online Compliance Portal for FSEs & Haulers



**SwiftComply connects Cities, FSEs
and Grease Haulers**

Learning Objectives

- **How technology reduces the unique challenges of wastewater workplace resilience**
- **How to stay competitive in a tight labor market and attract the right candidates for the role**
- **How to enable knowledge transfer through software**

Adopting the right digital solution

Before



After



Major issues facing the industry

- **Unemployment at lowest point in last 60 years**
- **Recent survey of wastewater professionals found 20% of respondents were over the age of 70¹**
- **Lots of knowledge is not documented but rather in employees heads**
- **Difficult to attract people to the industry**

¹Based on survey performed by SwiftComply in 2023

Attracting a generation of digital natives

- **Pay and benefits**
- **Introduce the role and generate interest early on – outreach to local high schools, community colleges, universities**
- **Have modern programs similar to other applications they may already use**
- **Systems should be accessible from Computer, Tablet, and Phone**

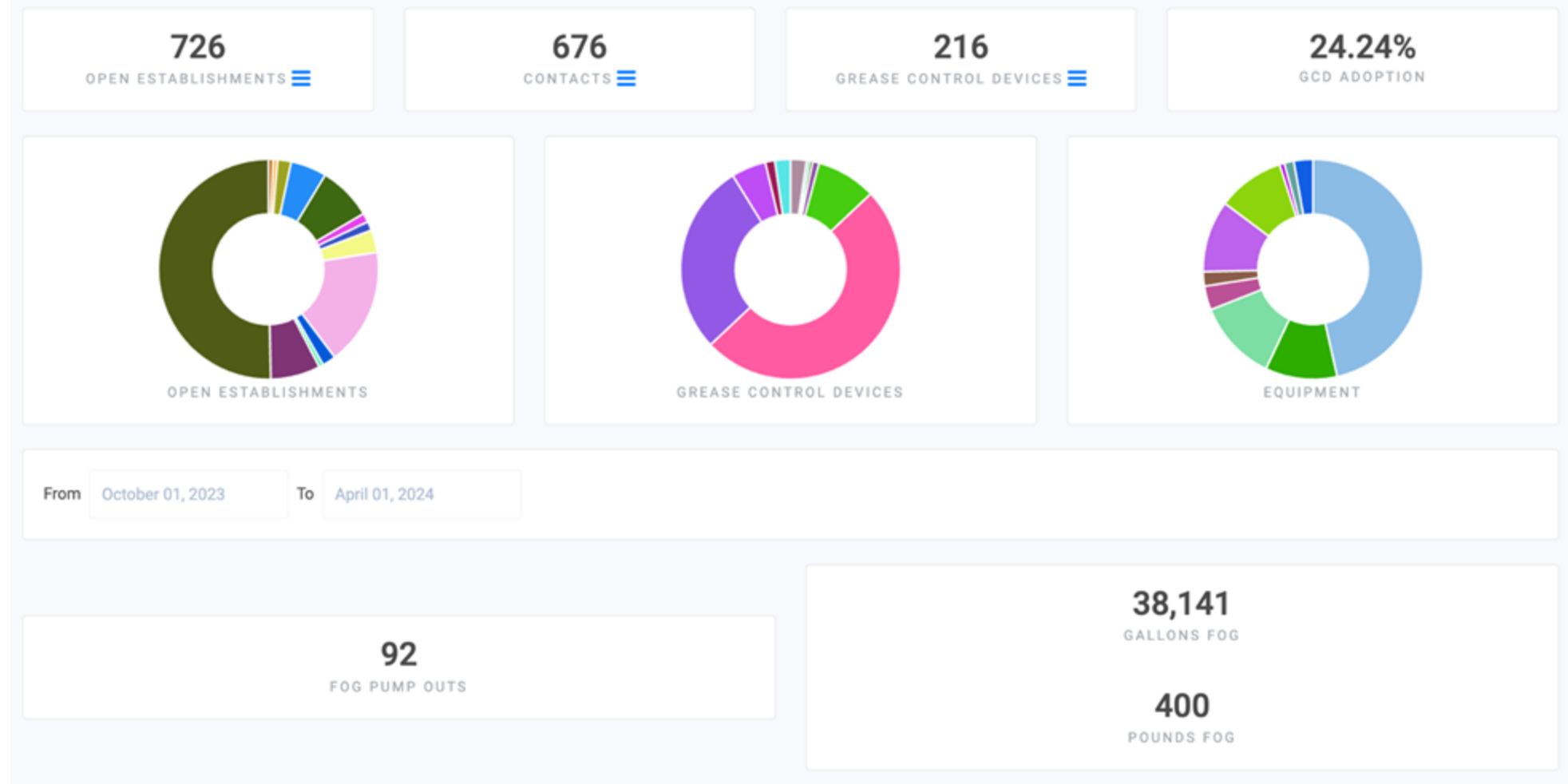
How to make your program user friendly

- **Utilize a system that is easy to use and has a modern look and feel**
- **Take advantage of dashboards, photo attachments, and interactive system elements**
- **Add in functionality that users are already used to from other systems and programs**



Dashboard

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- **How easy is it to learn or be trained on the software?**
- **How accessible is training – is there training included, additional training cost, additional support cost?**
- **Make training accessible in different ways for people who learn differently**

Service Providers

Managing Service Providers

Permits

Managing FSE Permits

Pump Outs

Managing Pump Outs

Inspections

Managing Inspections

Scheduling Inspections

Digital Signatures

Contacts

Managing Establishment Contacts

Managing Provider Contacts

Contact Notes

Communications

Managing Communications

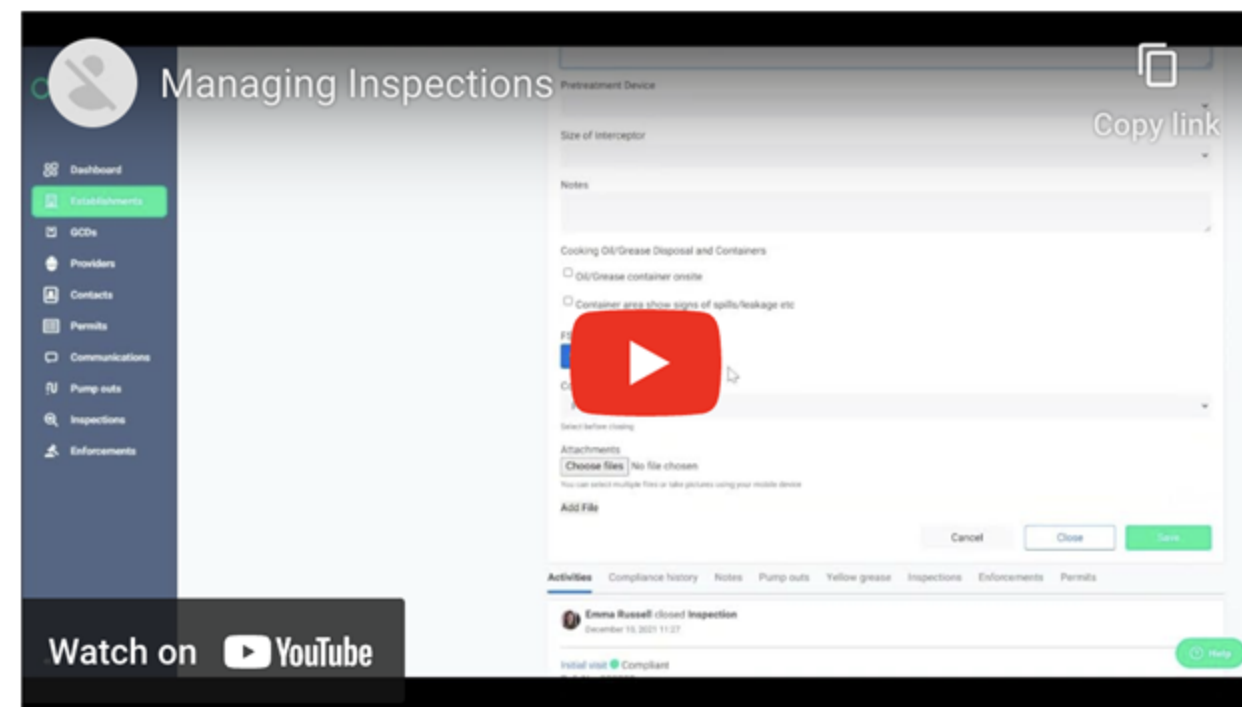
Yellow Grease

Managing Yellow Grease Records

Enforcements

Managing Enforcements

Video Overview

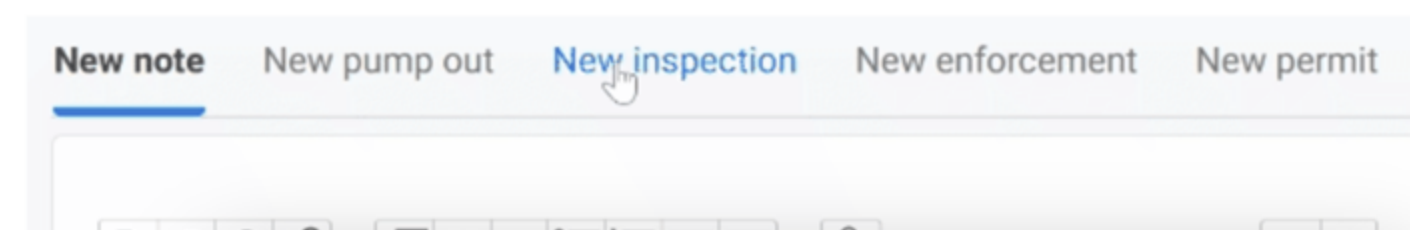


Scheduling a New Inspection

To schedule an upcoming inspection for an establishment, first navigate to the 'Establishments' tab, search for or select your chosen establishment, and select the 'New Inspection' tab on their profile.

In the **Schedule an Inspection** form, select your template, assigned inspector (you can select "None"), and the scheduled inspection date. When finished, click **Schedule Inspection**. The scheduled inspection will now appear at the top of the profile under the **New inspection** tab.

Note: Any city user can complete an inspection regardless of who the inspection was assigned to.



18 Swifties are an extension of your team



We provide live customer support 14 hours per day, from 4am – 6pm PST

- **Make sure your systems and software play nicely together**
- **Can data be shared and integrated from one system to another?**
- **Avoid being locked into a software or program: data being held hostage, stuck on multi-year contract with no way out, know how only owned by one user**

Have a transition plan

- **Try to have multiple users trained on a software, even if one is not a primary user**
- **Have documentation of how someone uses the software, ideally contained alongside the actual data**
- **Plan ahead – if someone is planning to retire or move elsewhere do you have a transition plan or protocol? Who and what can support that process?**

First Time With SwiftComply?

We suggest the following training videos:

[Getting Started with SCFOG:](#)

A playlist of youtube videos covering all the main features of your SwiftComply FOG database. Everything from signing in to managing communications and outreach!

[SwiftComply FOG Admin Settings 101](#)

Learn how to configure your FOG database! This video covers the essentials of configuring your notifications, inspections, enforcements, and custom properties.

Preparing to Bring Pumper/Haulers Online?

We suggest the following training:

[An Introduction to SwiftWorks](#)

Join Implementations manager Lisa Wolbert as she walks you through the portal used by our pumper/haulers to submit pump out documents directly to your jurisdiction!

Additionally, she takes time to go over our options for signing up your pumper/haulers.

In the System and Know What You're Doing?

We suggest the following webinars:

[Using APIs with SwiftComply](#)

SwiftComply power-user Brent Werlein from Virginia Beach, VA covers how he uses the SwiftComply API to connect his program with the cities mapping database.

[SwiftComply Product Updates](#)

We record our Product Managers every SwiftSummit and post those recordings in our knowledge base! A great place to stay up to date with SwiftComply FOG.

Contact the SwiftComply FOG Support Team:

hello@swiftcomply.com

619-304-6022

What Should My Program Do?

- **Evaluate your current tools and software ecosystem to see where you can improve and where you feel comfortable**
- **Talk to other Cities and Districts to see what they might be doing differently and if there is anything you can learn from them**
- **Explore the options out there for you to expand your current software capabilities or bring on new tools**

- **Technology can reduce the challenges you face to make your workplace resilient to change**
- **With the right tools and systems you can attract the right talent in this tough labor market**
- **Knowledge transfer from employee to employee can be simple and easy to do**

THANK YOU

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