

SWIFT
COMPLY

WSA FOG Forum

April 11-12, 2023



Discussion Topics – Benefits & Barriers of moving your FOG program online

Reilly Kirk

FOG Specialist

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Personally worked with 75+ cities across the country launching successful FOG Programs.

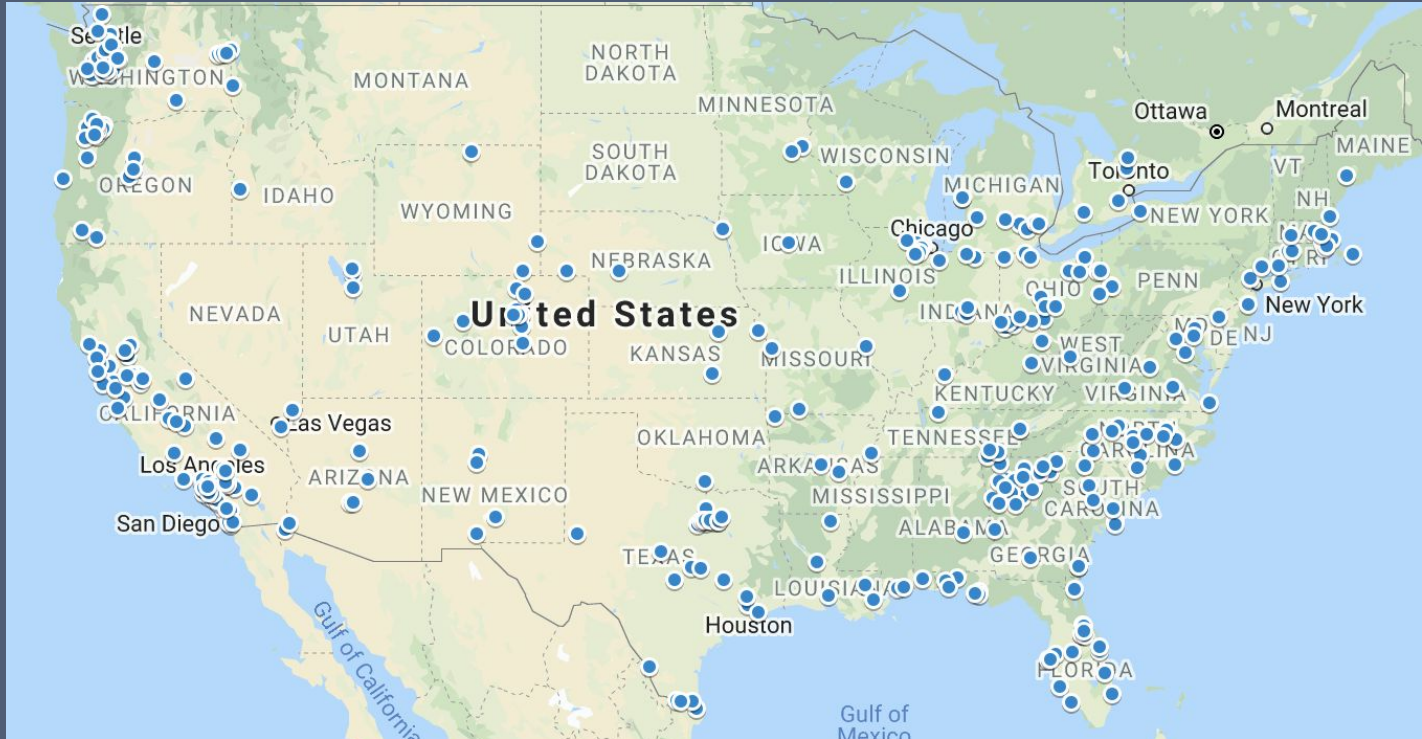
SwiftComply, 2019 - present

SwiftComply helps cities run compliance programs



Our mission is to Protect Public Health & the Environment

Over 400 local authorities run compliance on SwiftComply



SwiftComply Approach

Built by Environmental Compliance Professionals, for Environmental Compliance Professionals

FOG/Haulers



Mick O'Dwyer

Wastewater Engineer with 10+ Years FOG program manager experience.

Pretreatment/Dental



Morgan Crowell

Pretreatment program manager for the City of Bend, OR with 10+ years industry experience



Stormwater



Jeff McInnis

Civil Engineer and certified Stormwater professional. Over 28 years industry experience.

CROMERR/GIS



Eric Snell

Pretreatment/CROMERR Implementations, 20+ years experience.

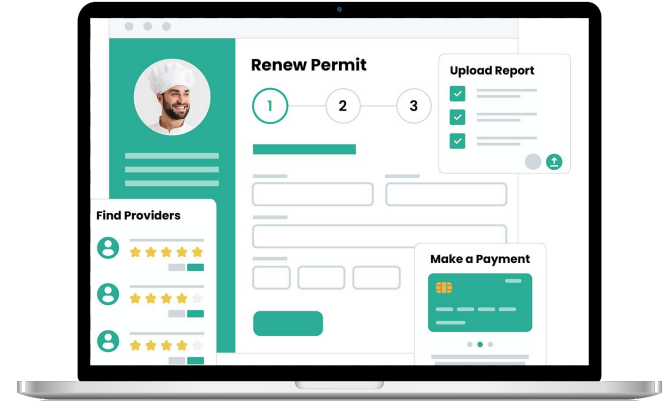
SwiftComply FOG stats – last 6 months



SwiftComply Database for Cities



Online Compliance Portal



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

Digitizing the Compliance Process

Before 2020/Covid



Manual
Paper-based
Inefficient

Digital+Cloud is Now Everywhere



Automated
Transparent
Connected

4 Key areas

Software Scope of
Capabilities

Customer Success
Organization

Data Security, Ownership
and Connectivity

Features &
Enhancements

1. Scope of Software Capabilities

Does the software do what I need ?

Will it support My Operational Goals, now and the next 5 to 10 years?

Custom FOG system



Dashboard

Establishments

GCDs

Providers

Contacts

Permits

Communications

Pump outs

Inspections

Enforcements

Knowledge Base

Community Forum

Dashboard

Dashboard



Mick O'Dwyer

704

OPEN ESTABLISHMENTS

660

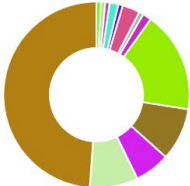
CONTACTS

184

GREASE CONTROL DEVICES

21.73%

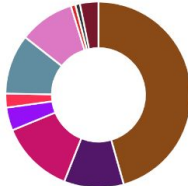
GCD ADOPTION



OPEN ESTABLISHMENTS



GREASE CONTROL DEVICES



EQUIPMENT

From

November 26, 2021

To

May 26, 2022

54

FOG PUMP OUTS

14,487

GALLONS FOG

42

INSPECTIONS

9

NOTES

The basics of FOG software

Capabilities	Generic Software	FOG Purpose-Built
Locations, GCDs	<i>Standard</i>	Standard
Communications	<i>Limited</i>	Automated, Ad-Hoc to subset or individual.
Inspections/Enforcement	<i>Limited</i>	Different Templates per Type
FSE and Hauler Portals	<i>Not existent</i>	Personalized & Business Friendly
Pump-Out	<i>Scanned PDF?</i>	Digitized & Real-time for Proactiveness
Permits/PPP	<i>Limited</i>	Business Friendly for FSE and/or Haulers
Disposal Sites	<i>Limited</i>	Cradle to Grave Tracing
Sampling	<i>Limited</i>	Chain of Custody/Integrated with LIMS

Future : One solution for all compliance



2. Customer Success Organization

How do I set my program up for success ?

Who supports FSE and Haulers?

Continued Education & Training

12 18 Swifties are an extension of your team



We provide live customer support 17 hours per day, from 4am - 9pm EST

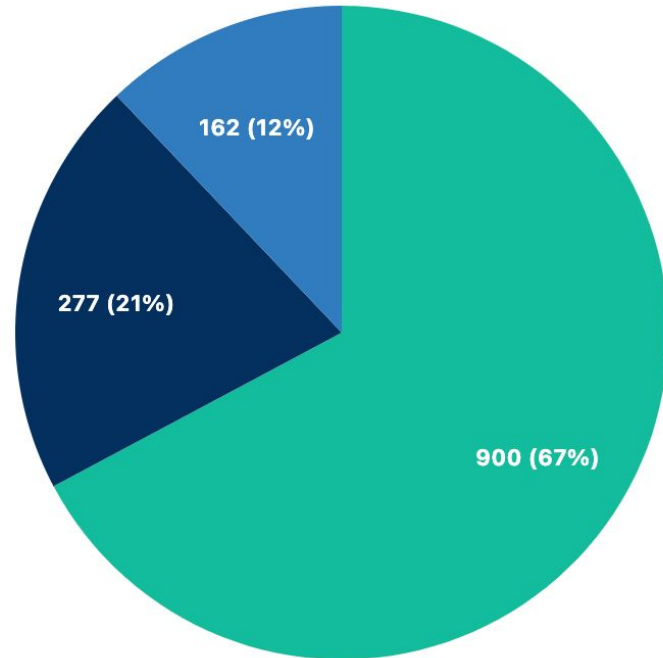
FOG - Tickets by Stakeholder (June 22 - December 22)

67% FSEs

21% Haulers

12% Regulator/City

● Regulated Business ● Service Provider ● Regulator



3. Data Security, Ownership and Connectivity

Is it secure?

How do I know I can trust you?

Can I connect my data to other business systems?

Secure & Trusted Cloud Solution

- Access control
- Two-factor authentication
- Encryption



- Network/application firewalls
- Two-factor authentication
- Intrusion detection

- Encryption
- Access controls
- Network/application firewalls

- Performance monitoring
- Disaster recovery
- Security incident handling



**SOC 2
TYPE II
CERTIFIED**

What is an API

Application Programming Interface

Lets SwiftComply communicate with other products or services that you use.

Four main functions of the SwiftComply API:

GET - to retrieve a record

POST - to create a record

PUT - to update an existing record

DELETE - to delete a record



ArcGIS Integration

My Projects > FOG Inspections and Notice Delivery Offline Capabilities

< Assignments Details

Annual Inspection Edit ...

FSEID:VA-VAB-13625 Waffle House 5656 Indian River Rd, Virginia Beach, VA 23464

Assigned **RH** Robert Hewitt ▾

Created: February 11, 2022, 8:28 AM by Brent Werlein

<https://virginia-beach.swiftcomply.com/city/establishments/13625>

Attachments

Add an attachment using drag and drop or by selecting a file.

Assignments: 1 Result

Annual Inspection

FSEID:VA-VAB-13625 Waffle House 5656 Indian River Rd, Virginia Beach, VA 23464

ArcGIS integration to create inspection areas, assign inspectors and manage work orders – Automated data sharing & in real-time between FOG and GIS.

PowerBI Integration

establishments - Power BI Desktop

File Home Help Table tools Column tools

Name Name \$ % ↻ ↵ Auto Σ Don't summarize

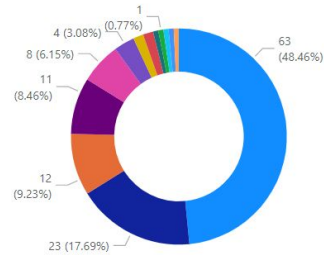
Fields

ID	Name	NumContacts	NumGRDs	NumIns
fb6e5d35-5d0	sweet frog	0	0	0
6958484-654	Test McTesterson	2	1	1
76628419-f20	The nook Cafe	1	1	1
440262df-2aa	Bernie's BBQ	1	2	2
6c459cda-49f0	Soul Fish Cafe	1	1	1
c28d7765-ee1	Paul's Warehouse	1	1	1
7d81618a-d4e	Rustic Goat	1	1	1
ffac1559-ef7f	Tom's BBQ & Steakhouse	2	3	3
c8c0991-981	Priauk's	0	0	0
fbec269-9fe	Bill's bar & Grill	1	1	1
e747fcb1-6e4	Restaurant Local Food	0	1	1
f7726052-ba7	Guy Fieri's Vegas Kitchen	1	1	1
94409a3c-b67	Lucy's Burgers	1	0	0
b70766d1-33f	Pig Iron	0	0	0
66b961bf-a6c	Blind Box BBQ	1	1	1
cc8a3988-04f	MOD Pizza	3	2	2
6c3ba87a-bb7	New Bellagio	0	0	0
5296fbd1-ae0	Lazy Dog Restaurant & Bar	1	1	1
784ace9-b44	In-N-Out Burger	2	1	1
23854648-d5e	Blue Hub Food Co	2	2	2
841986f0-00e	McDonalds	1	1	1
a9012286-bd1	Ben's Bar	1	1	1
1168ac3c-0a4	Foxy's Restaurant	2	1	1
fb6d726f-d72	City of Charlotte	0	0	0

Search

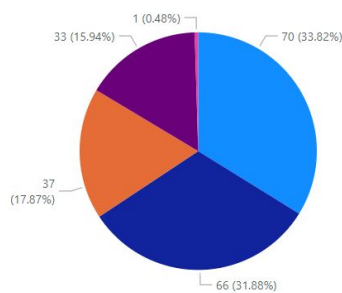
- establishments
- Address
- BusType
- Closed
- ClosedDate
- ComplianceStatus
- CreatedDate
- ID
- LastInspection
- LastPumped
- Name
- NextPump
- NumContacts
- NumGRDs
- NumInspections
- NumPumpouts
- Open
- PumpFreq
- UpdatedDate

Business Type



- BusType**
- Full-Service Restaurant
 - Fast Food
 - Coffee Shop
 - Hotel / Casino Resort
 - Quick Serve Restaurant
 - Breweries
 - Other
 - Pub / Bar
 - Car Wash
 - CIU

Pumpout Compliance



- ComplianceStatus**
- non_compliant
 - never_pumped
 - no_devices
 - compliant
 - overdue

By Inspection Year

- Select all
- (Blank)
- 2018
- 2019
- 2020
- 2021
- 2022

Last Inspection Date

LastInspection	Name	NumInspections
Albertsons #4198		0
Albertsons #4223		0
Almond Tree Inn		0
Bakery Cafe/Ristorante Pizzeria		0
Bally's Las Vegas		0
betsy bank		0
betsy's bagels		0
betsys bar		0
Bill's bar & Grill		0
Black Bear Diner		0
Blind Box BBQ		0
Bob's Burger		0
Bourbon & Baker		0
C2 API test		0
C2 API test2		0
Total		297

Pumpout History

LastPumped	NextPump	PumpFreq	Name	NumPumpouts	NumGRDs
	12 weeks		betsy bank	0	1
	12 weeks		Betsy's bagels	0	1
	12 weeks		betsys bar	0	1
	12 weeks		Daves Burgers	0	1
	12 weeks		Lisa & Emmas fantastic bakery	0	1
	12 weeks		Los Gorditos Taqueria	0	1
	12 weeks		McDonalds TEST	0	1
	12 weeks		Monday blues	0	1
	12 weeks		New kid the block	0	2
	12 weeks		pairings test location	0	1
	12 weeks		Pizzeria Paradiso	0	1
Total				510	231

Advanced Reporting
Across City's Organization
and Management

4. Features & Enhancements

Will there be new features ?

What do they cost ?

When are they released ?

Quarterly New Features Release and Training

Join us on June 1st & 2nd 2022

SwiftSummit Online

SwiftSummit is taking place online over two action-packed days. Day one will cover **Backflow**, focusing on the latest product news and updates. Day two is all about **FOG & Pretreatment** product updates and industry insights. Register for one or both days, for free.

[Register Now](#)

SWIFT
Summit

06

Days

17

Hours

38

Minutes

24

Seconds

[Agenda](#)

[Register](#)

[About](#)

Embedded Mapping Helps the Field Teams

Dashboard > Establishments

Establishments

portland

Collapse map Actions Import Create establishment

● Compliant 2 ▲ Overdue 0 ■ Non Compliant 2 ✕ No Pump Outs 1 □ No Devices 2

Help

Easy filtering capabilities to visualize FSEs and Assets for the Inspection Team

FSEs and Haulers Permit Management

Dashboard > FSE permits

FSE permits

Provider permits Permit requests **FSE permits**

Search

[Import](#) [Add FSE permit](#)

Status	Number	Establishment	Expires at	Created at	...
Applied	FSE-2101	Big House Burrito Factory	Oct 22, 2022	Oct 20, 2021	
Active	3467902233	Jinya Ramen	Dec 31, 2023	Apr 14, 2022	
Expired	34679022	Foxy's Restaurant	Feb 15, 2022	Feb 16, 2021	
Applied	123456789	Jamba Juice	Dec 31, 2022	Mar 09, 2022	
Applied	123	Encore	does not expire	Dec 27, 2021	
Expired	112233445567	Craft Food House	Mar 31, 2022	Apr 20, 2021	
Expired	112233445566	Parker's Lighthouse	Jan 01, 2022	Feb 24, 2021	
Expired	112233445556	Roaring Fork	Dec 31, 2021	Mar 18, 2021	
Expired	1122334455	Ala Al-Deen	Oct 31, 2021	Nov 03, 2020	

Displaying all 9 fse permits

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- Manage FSEs' Permit Applications and Renewals.
- Optionally Payment via Credit Cards

Dear Anita Chavez,

The annual fee for your Fats, Oils, and Greases (FOG) Discharge Permit Number 789987 (status = **expired**) is due on **March 31, 2021**. Please pay.

TOTAL DUE: \$325

Mail and make your check/money order payable to:
DeKalb County Finance
PO Box 71224
Charlotte, NC 28272-1224

PLEASE BRING ENTIRE BILL IF PAYING IN PERSON

Taqueria Del Sol
E University Dr, Tempe, AZ, USA
Permit Number: 789987
Renewal Amount: \$325

Permit Builder for FSEs and/or Haulers

FSE Permits Layout

FSE Layout

Provider Templates

Body



FOG Management Program
1000 Main St.
Radiator Springs, AZ 11111
(800) 800-8000

Add a caption...

FATS, OIL AND GREASE DISCHARGE PERMIT

Permit Number: %{permit_number}

Expiration Date: %{permit_expiration_date}

Business Name: %{permit_establishment_name}

Business Owner/Representative: %{owner_first_name} %{owner_last_name}

Business Type: %{location_type}

Business Street Address: %{location_street}

Business City, State, Zip: %{location_city} %{location_state} %{location_zip}

DRIVER LICENSE LIST

Drivers Name	License Number	State	Expiration Date
Olli	123456	CA	2021-12-31

LIST OF VEHICLES TO BE PERMITTED

#	Dallas Permit Number#	Vehicle Year	Make Model	Unit Number	Gallons Waste/Water	License Plate Number	Vehicle/Trailer Identification Number
1	00998877	2019	Ford	223344	2000	12YN2200	1357

CERTIFICATION STATEMENT: This application is to be signed by the Owner of the business, Officer of a corporation, or Acting Agent for the business, after adequate completion of this form and review by the person signing below, assuming all responsibilities.

"I have viewed and accepted all information submitted in this application to be true, accurate and complete. I consent to accept and to abide by all applicable ordinances and regulations of the City of Dallas, Texas. I understand that falsification of any information submitted shall be cause for termination of the liquid waste transport permit. I acknowledge that this permit authorizes the transport of only those liquid wastes listed in item 11 and I understand that no hazardous or industrial waste is to be transported or mixed with liquid waste hauled under this permit. Any person willfully or negligently violating this PERMIT conditions is subject to a fine of Two Thousand Dollars (\$2000.00) for each offense. Each day that a violation is permitted to exist shall constitute a separate offense."

FURTHERMORE, THE CITY MAY ISSUE NOTICE OF VIOLATION, CONDUCT SHOW- CAUSE HEARINGS, REVOKE THIS PERMIT, AND INITIATE LEGAL ACTIONS TO ENFORCE THE ORDINANCE AND PERMIT CONDITIONS.

The City may invoice the PERMITTEE for costs incurred for any cleaning, repair, or replacement work caused by a violation or discharge, and in the event PERMITTEE fails to make payment of any such invoice, the CITY may suspend Liquid Waste Transporter's Permit. I understand that the permit is valid for (1) one year and must be renewed on an annual basis to maintain a valid permit."

If you have any questions or need any assistance in completing this application, please call (214) 243-2374.

Submitted by : Olli

Submitted at : October 28, 2020 09:55

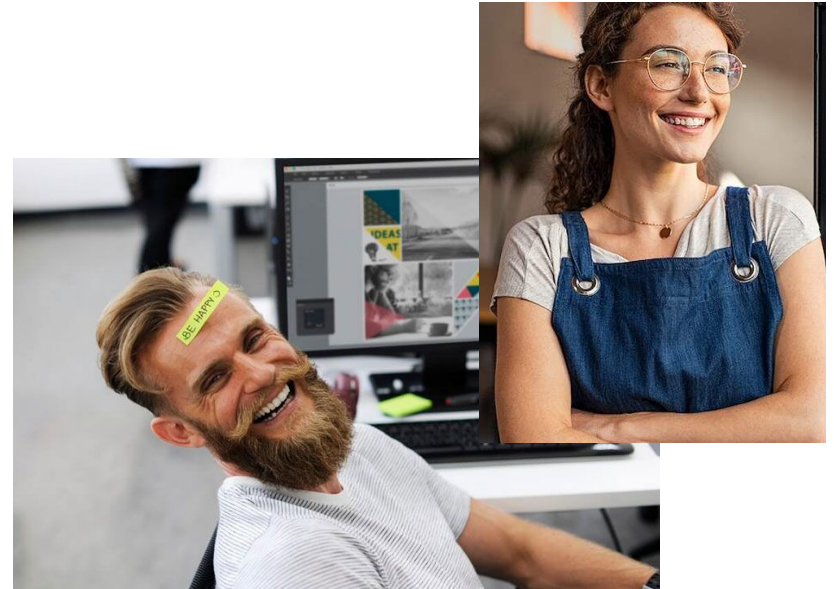
Permit Builder for FSEs and/or Haulers

The screenshot displays the SWIFT COMPLY Permit Builder interface, which is used for managing permits for FSEs and/or haulers. The interface is divided into several sections:

- Dashboard > Providers > Peppy Pumps**: This section shows the details for a specific vehicle permit.
 - Vehicle ID**: Test 1 (012727) 000009
 - Status**: Expired
 - Category**: Grease Trap
 - Frequency**: 12 weeks
 - Device Location**: Inside
 - Business ID**: 012727
 - Capacities**: 1000 Gallons
 - Permit ID**: 123-21-03
 - Permit Status**: Expired
 - Permit Expiration**: 12/31/2022
- Dashboard > Disposal Locations**: This section shows the details for a specific disposal location.
 - Location ID**: Test Disposal Location 000009
 - Ownership Type**: Private
 - Waste Type Accepted**: Grease Trap, Grit Trap
 - Address**: 123 Main St, Plainville, IL 62365
- Activities**: This section shows a list of activities related to the disposal location.
 - Betsy Hansen** created Disposal location (May 28, 2021 15:11)
 - Betsy Hansen** updated Disposal location (May 28, 2021 15:09)
 - 000009 - Grease Trap - 1000 Gallons
 - Betsy Hansen** updated Grease control device (May 28, 2021 15:08)

Compliance is Now Digital

Choose the Partner (People & Tools) that can support your program today, and grows with your organization in the future.



Thank you

Questions?

Feel free to reach out.

Reilly Kirk

FOG Specialist

503-522-3544

reilly.kirk@swiftcomply.com