

RETAIL AND COMMERCIAL BUSINESSES

Best Management Practices

Chapter 3 of the Best Management Practices Manual for the
City's Storm Water Management Program



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Introduction

In the City of Santa Cruz, storm drains flow directly to local creeks, the San Lorenzo River, or the Monterey Bay without any wastewater treatment. Storm drains are separate from the sanitary sewer system, which treats wastewater from your sink, toilet, and other indoor drains. Therefore, when debris, wastewater, or chemicals get dumped, spilled, leaked or washed into a street or parking lot, they can flow (or be carried by the next rain) to the nearest creek or water body. Water pollution can be toxic to fish and other wildlife, and it degrades our beaches and ocean.

Discharging any kind of polluting substance into a storm drain, or any place where it will run off into a storm drain, is against the law. In order to reduce the amount of pollutants reaching local storm drains, the City developed “Best Management Practices” (BMPs) for various types of businesses. All retail and commercial businesses are required to abide by the following mandatory BMPs. Restaurants, dry cleaners, auto service facilities, and some other types of businesses have additional requirements.

Mandatory Best Management Practices

1. Employee Training and Hired Contractors:

a. All employees must be trained on the mandatory Best Management Practices for Retail and Commercial Businesses prior to engaging in any related activities. A log of all training events, during the past year, must be kept on-site and made available to the City upon request.

b. Ensure that all employees abide by these BMPs, and any other applicable storm water and wastewater discharge requirements.

c. Ensure that hired contractors are knowledgeable of and abide by these BMPs. Consider incorporating applicable BMPs into your contracts with contractors to ensure that they abide by them while working at your site.

2. Outside Paved Areas Cleaning:

a. Sidewalks, gutters, plazas, alleyways, outdoor eating areas, steps, and other outside areas should be cleaned by sweeping. If water is used to clean or rinse, all the wastewater must be collected and disposed of in the sanitary sewer. The wastewater may not runoff into the street or be discharged into the storm drain system. Leaves and other debris should not be left behind, such as in the street or gutter, after the cleaning event. If any cleaning chemicals will be used, please contact the Wastewater Treatment Facility, at 831-420-6050, in advance of the cleaning event for discharge approval.

b. When cleaning driveways and parking lots, all the wastewater must be collected and disposed of properly. Please contact an Environmental Compliance Inspector, at 831-420-6050, regarding the proper disposal method. Not all wastewater is acceptable for discharge to the Wastewater Treatment Facility.

c. When cleaning loading docks and delivery areas, the wash water from these areas must be discharged to the sanitary sewer in accordance with the Sewer Use ordinance. Loading dock and delivery areas must be kept clean and free of food waste and debris at all times.

d. Cleaning solvents may not be used outside to clean ground surfaces, such as sidewalks, walkways, plazas, patios, driveways, loading docks, delivery areas, or dumpster areas, unless all the solvent is cleaned up and properly disposed of.

3. Windows, Walls, and Building Cleaning:

a. The wastewater from cleaning windows, walls, and building exteriors may not be discharged to a street or the storm drain system. Be sure that employees or a hired cleaning service take measures to prevent the discharge of these wastes to the storm drain.

b. If cleaning building exteriors or surfaces painted with lead-based or mercury-additive paint, please contact an Environmental Compliance Inspector, at 420-6050, regarding the proper disposal method in advance of the cleaning event for discharge approval.

c. If water is used to remove paint or graffiti from building exteriors, walls, steps, signs, and other surfaces, the wastewater and paint particles may not be discharged to the street or storm drain system. This wastewater may be discharged to the sanitary sewer if the paint does not contain lead and the large paint particles are filtered out prior to discharge. (If the paint contains lead, please call the County of Santa Cruz Household Hazardous Waste Facility at 831-454-2606 for disposal information.)

d. If blasting or sanding is used to remove paint or graffiti, the paint particles, blasting material, sand, or dust may not be allowed to reach the storm drain system nor may it be disposed of in the sanitary sewer. Particles and sand should be swept up and disposed of in the trash provided it is reasonably dry, the paint does not contain lead, and other hazardous materials are not present.

4. Refuse and Recycling Containers and Trash Enclosures:

a. Leaking containers or garbage bags may not be placed into a dumpster.

b. Dumpster and garbage can lids must be kept on securely. Do not allow trash to spill out or overflow the dumpster or garbage can.

c. When cleaning areas where trash and recycling is contained and stored, such as trash enclosures, or when cleaning individual cans, containers, and dumpsters, the wastewater must be collected and discharged to the sanitary sewer. This applies to all types of cleaning methods using water or fluids including: pressure washing, steam cleaning, rinsing with water only, mopping, scrubbing, etc. If the wastewater contains cleaning chemicals, please contact the Wastewater Treatment Facility in advance of the cleaning event for discharge approval.

d. Leakage from dumpsters or trash and recycling containers may not be discharged to or allowed to reach the storm drain system. Whenever possible, avoid storing the dumpster or trash and recycling containers near or over a storm drain inlet. If you have a leaking dumpster or

trash/recycling container, please call the City's Customer Service Division at 420-5220 to get it repaired or replaced.

5. Leaves, Landscaping and Storm Drain Inlets:

a. Leaves and vegetation clippings, mowing, and pruning waste may never be directed to or placed, dumped, raked, hosed, power-washed, or blown into the street or storm drain system.

b. Pesticides and herbicides may not be dumped into the street or storm drain system, nor poured down an indoor drain. Unwanted pesticides and herbicides must be disposed of as hazardous waste.

c. Storm drains at your site must be kept free of leaves, dirt, and debris. Outdoor sumps and catch basins must be cleaned between September 1st and October 15th each year. During the rainy season, do a "before the storm" inspection of the storm drain inlets and gutters on your site whenever possible to prevent debris from entering the storm drain system when it rains.

6. Roof Maintenance and Cooling Systems, Air Conditioning/HVAC Systems, and Sprinkler Systems:

a. Wastewater discharges from roof or roof fixture cleaning, whether by power washing, washing or rinsing, may not be discharged to a street or the storm drain system or to a roof drain which drains to a street or the storm drain system. Wastewater from this type of cleaning should be discharged to the sanitary sewer system unless solvents or toxic chemicals are used, in which case, this wastewater shall be disposed of as contaminated or hazardous waste.

b. Refrigeration equipment discharges, including condensate and any chemical additives, must go to the sanitary sewer and not to the street or storm drain system. Be sure that your maintenance person or a hired contractor is knowledgeable and skilled at minimizing corrosion with correct chemical treatments.

c. When cleaning air conditioning equipment and HVAC systems, the cleaning fluids, wastewater, and any additives (such as anti-scale or anti-corrosion chemicals, algaecides, or biocides) may not be discharged to a street or the storm drain system. To be sure that the wastewater is acceptable for discharge to the sanitary sewer, please contact an Environmental Compliance Inspector, at 420-6050, in advance of the cleaning event for approval.

d. Ensure that your maintenance person or a hired contractor is knowledgeable of these requirements (a-c above) and knows where to direct the wastewater so it doesn't accidentally get discharged into the roof rain water drainage pipe.

e. Fire prevention sprinkler systems may not be flushed or drained into the storm drain system. When sprinkler systems are flushed or drained, the water should be directed into the sanitary sewer.

f. Ensure that the cleaning chemicals are stored in appropriate containment, which prevent leaks and spills.

7. Cleaning Floors, Mats, Carpets, and Equipment:

a. Floor cleaning wastewater, including mop water, may not be discharged to a street or the storm drain system. Be sure that employees or a hired janitorial service dispose of this wastewater into the sanitary sewer.

b. Floor mats may not be cleaned in an outside area where wash water may flow to a street, gutter, catch basin, storm drain, or waterway. Floor mats may be washed outside only if ALL of the following conditions are met:

- the area has a drain plumbed to the sanitary sewer,
- the area is enclosed, sloped or bermed to prevent discharge to the storm drain and to prevent excess storm water from running into the sanitary sewer drain,
- the area's sanitary sewer drain must have a grate or screen to retain particles larger than one half inch, and
- there is no chance that the wash water will runoff into a parking lot, alley, street, gutter, catch basin, storm drain, or creek.
- If you do not have the facilities to clean floor mats in this way, consider visiting a "do-it-yourself" carwash to clean the floor mats.

c. Equipment cleaning or degreasing wastewater, cleansers, and solvents may never be discharged outside or to the storm drain system. In addition, solvents may not be discharged to the sanitary sewer.

d. Carpet cleaning waste fluids may not be discharged to the street or storm drain system. Wastewater containing soap, but not solvents, may be discharged to the sanitary sewer.

8. Painting or Graffiti Removal:

a. Paintbrushes, paint spray guns, paint trays or containers, and paint cans may not be cleaned or rinsed into the street or storm drain system. If latex paint is used, paint brushes can be rinsed in a sink draining to the sanitary sewer if most of the paint is removed (e.g. by painting out onto paper or cardboard) first.

b. If you are pressure washing to clean surfaces prior to painting, be sure that the wastewater is contained and disposed of in the sanitary sewer. The wastewater may not runoff into the street or be discharged into the storm drain system.

c. Preferably paint over graffiti rather than sand blasting, high pressure washing, or washing with cleansers. If you do use one of the latter methods to remove graffiti, sand or paint particles and all waste fluids must be collected and properly disposed of.

9. Company or Fleet Vehicles:

a. If vehicle washing is conducted, washing must be done in a City approved wash pad. The wash pad area must be sloped and bermed (or otherwise constructed) to prevent discharge to the storm drain and to prevent excess storm water from running to the pad area drain. The City

may require that the wash pad area be covered. Treatment may be required prior to discharge to the sanitary sewer system.

10. Leaks and Spill Cleanup:

- a. Clean up leaks and spills immediately. Be sure that the leak or spill has been stopped at its source.
- b. Never rinse or hose leaks or spills into a street, parking lot, or the storm drain system.
- c. If absorbent is used for leaks and spills, they are not considered “cleaned up” until the absorbent is also picked up and disposed of properly. Used absorbent can generally be disposed of in the garbage as long as hazardous materials have not been spilled.

11. Chemicals, Materials, and Waste Storage

- a. Keep chemicals, materials, and wastes stored indoors. If stored outside, keep within secondary containment and protected from rain and runoff. Keep containers lids on securely. Avoid storing chemicals, materials, and wastes near storm drains whenever possible.
- b. Hazardous materials and wastes, including oil and antifreeze, must be stored within secondary containment. Store other bulk chemicals within secondary containment whenever possible.
- c. Keep storage areas clean and dry. Inspect storage areas regularly for leaks and spills.
- d. Keep waste fluids separate unless otherwise advised by your waste hauler. Combining wastes generally reduces your ability to recycle and can greatly increase your disposal costs.
- e. All hazardous material and waste regulations, including labeling, storage, and waste disposal, must be complied with. For more information, call the County Department of Environmental Health, at 454-2022.
- f. Store batteries within secondary containment. Locate batteries either on the floor or on the lower levels of secured shelving for earthquake protection.

12. Wipes, Rags, Paper Towels, and Plastic Gloves Disposal:

- a. Ensure that wipes, rags, paper towels and plastic gloves are disposed of in the garbage (unless contaminated with a hazardous material). These items may not be disposed of in a toilet, mop sink, or any other sanitary sewer drain because they can create a blockage in the sewer line that may result in a sewer overflow into the street, storm drain system, or environment.
- b. Ensure that all your employees and any hired janitorial service are aware of (a) above.

13. Polystyrene “To-Go” Containers:

The use of polystyrene (or Styrofoam) disposable food service containers, including “to-go” containers, is prohibited per the City’s Environmentally Acceptable Food Packaging Ordinance 6.48.

For more information, please call a City Environmental Compliance Inspector at 831-420-6050. In addition, please remember to contact the City Planning Department, at 420-5100, prior to making any plumbing changes!

MONTEREY BAY AREA GREEN BUSINESS PROGRAM

Consider becoming a Certified Green Business! The Monterey Bay Area Green Business Program certifies businesses that are environmentally proactive and go above and beyond the regulatory requirements. Green Businesses implement practices to reduce pollution and conserve resources, such as water and energy. Certified businesses are listed on the program's website, receive free advertising in local media, and may use the Green Business logo in their own marketing. To find out more, please go to the Monterey Bay Area Green Business Program website at www.montereygreenbusiness.org or call the City's Green Business Coordinator at 831-420-5160. **GO GREEN!**