FOOD SERVICE FACILITIES

Best Management Practices

Chapter 2 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, water in streets, gutters, and storm drains flows directly to local creeks, the San Lorenzo River, or Monterey Bay without any treatment. Wash water used in outdoor cleaning often carries dirt, debris, soap, degreasers, and other harmful pollutants that clog storm drains, damage sensitive creek habitats, and finally end up polluting our bay and ocean. In fact, 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 food service facilities, including restaurants, fast food establishments, cafes, grocery stores, and food preparation facilities, are required to abide by the following Mandatory BMPs.

Mandatory Best Management Practices

1. Employee Training and Hired Contractors:

- a. All employees must be trained on the mandatory Best Management Practices for Food Service Facilities 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, and storm water and wastewater discharge requirements. 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 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 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 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 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. Floors, Floor Mats, Kitchen Racks, Kitchen Utensils/Dishes, and Kitchen Appliances:

- 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, kitchen racks, kitchen utensils/dishes, and kitchen appliances 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 and kitchen racks 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. The wastewater from cleaning greasy kitchen racks, kitchen utensils or kitchen appliances must be discharged to the sanitary sewer through a grease removal device. When cleaning kitchen pans, plates, and equipment, wipe or scrape off food particles and grease/oil into the garbage prior to washing or placing in a dishwasher. This helps to prevent grease blockages and may help reduce the cleaning frequency of your grease removal device.

8. Equipment Maintenance and Cleaning:

- a. Equipment and stove/oven hood exhaust filters may not be cleaned in an outside area where wash water may flow to the street or storm drain system. The wastewater from hood steaming or the cleaning of exhaust filters must be discharged to the sanitary sewer through a grease removal device.
- 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.

9. Grease Removal Devices:

a. Grease removal devices (e.g. grease traps and grease interceptors) must be cleaned at least as frequently as required by the City. When cleaning a grease removal device, the entire contents must be removed. All waste cleaned from grease traps must be hauled and disposed of by a licensed liquid waste hauler.

- b. Keep grease removal device cleaning logs or receipts for the past year posted on site and easily available for review by City Inspectors.
- c. Never dispose of grease removal device waste into a storm drain, the sanitary sewer, or the environment. Save recyclable oil, grease, and meat fat in a tallow bin or other sealed container.
- d. If grease removal devices are replaced, they must be replaced with a device of equal or greater size. The installation work must be done by a licensed plumber or general contractor.

10. Tallow Bins and Grease Containers:

- a. Never pour oil or grease, or other fatty liquid anywhere outside or into a sink, floor drain, or storm drain.
- b. Grease and tallow wastes must be stored and transferred in watertight and puncture resistant covered containers.
 - c. Tallow bins should be stored in a covered area and away from storm drains if possible.
- d. Spills or leaks from tallow bins or grease containers must be cleaned up immediately using the following procedure:
 - Use dry cleanup methods to absorb leaks and spills,
 - Sweep up litter and debris, and
 - If necessary, spot clean or mop with minimal amounts of water and dispose of the water via the sanitary sewer.

11. 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.

12. 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.

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!

Recognition Programs for Local Businesses

CLEAN OCEAN BUSINESS PROGRAM

If you are in compliance with the above BMPs, you may qualify as a City of Santa Cruz Clean Ocean Business! Clean Ocean Businesses operate in compliance with storm water and wastewater requirements, which help to protect water quality and keep our waterways and ocean clean. Clean Ocean Businesses receive annual window decals and free advertising in the local newspaper(s). In addition, Clean Ocean Businesses are also recognized on the City's website. For more information, please call your City Environmental Compliance Inspector at 831-420-6050.

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!**