

## TRAINING AGENDA

### Source Control Inspection Training

- Dates** 10/6/22, 10/11/22, 10/19/22, and 10/25/22
- Time** 9:00 a.m. – 3:30 p.m.
- Locations** Bremerton, Centralia, Skagit Co., and Federal Way
- Objectives**
- Discuss key topics included in the National Pollutant Discharge Elimination System (NPDES) Phase II permit (S5.C.8.b.v)
  - Provide an overview of the Source Control (Business/Site) Inspection Program Guidance Manual
  - Highlight critical items related to developing a business/site inspection program and conducting business/site inspections
  - Provide peer-to-peer learning opportunities
  - Practice using inspection forms, asking questions, and identifying potential business/site issues
- Target Audiences**
- Municipal source control inspectors
  - Municipal stormwater program managers
  - Consultants hired by a jurisdiction to support source control inspections

#### Agenda

Time (approx.)	Length	Topic
9:00-9:05am	5 min	Training logistics and objectives
9:05-9:20am	15 min	Introductions and project overview
9:20-9:30am	10 min	NPDES permit requirements overview
9:30-9:45am	15 min	Source control best management practice (BMP) overview
9:45-10:15am	30 min	Source Control Inspection Program Guidance Manual overview
<b>Focus on Inspections</b>		
10:15-10:45am	30 min	Pre-inspection activities
10:45-11:05am	20 min	Small group discussion: Data management and field data collection
11:05-11:15am	10 min	Break
11:15-11:45am	30 min	Business/site inspection and documentation



Time (approx.)	Length	Topic
<b>Focus on Inspections (continued)</b>		
11:45am-12:15pm	30 min	Group activity 1: In-class exercise related to identifying common issues for specific business sectors
12:15-1:00pm	45 min	Lunch (on your own)
1:00-1:30pm	30 min	Follow-up (post-inspection) activities
<b>Focus on Education and Outreach Materials</b>		
1:30-1:50pm	20 min	Education and outreach resources overview
<b>Focus on Implementation</b>		
1:50-2:20pm	30 min	Notes from the field: Case studies and lessons learned
2:20-3:20pm	60 min	Group activity 2: Mock inspection
3:20-3:30pm	10 min	Wrap-up and training evaluation

# TRAINING OUTLINE

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### Annotated Outline

Time (approx.)	Length	Topic
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9:30-9:45am	15 min	Source control best management practices (BMP) overview
9:45-10:15am	30 min	Source Control Inspection Program Guidance manual overview <ul style="list-style-type: none"> <li>• 8 chapters</li> <li>• Hybrid format</li> <li>• Supplemental resources developed for Chapters 2, 3, 4, 5, &amp; 7</li> </ul>

Time (approx.)	Length	Topic
<b>Focus on Inspections</b>		
10:15-10:45am	30 min	<p><b>Pre-inspection activities</b></p> <p><u>Program development</u></p> <ul style="list-style-type: none"> <li>Establish contacts within your organization: code enforcement, IDDE, O&amp;M, etc.</li> <li>Consider developing SOPs</li> <li>Coordinate with other inspectors (PPA, Dept. of Health, Ecology) to arrange joint inspections or count their inspections</li> <li>Determine preferred inspection form content</li> </ul> <p><u>Pre-inspection logistics</u></p> <ul style="list-style-type: none"> <li>Determine if an appointment is needed or plan to drop-in</li> <li>Determine whether site-specific safety plan is in place</li> <li>Prepare inspection form</li> </ul> <p><u>Business/site research</u></p> <p>*Not all activities are required before conducting an inspection</p> <ul style="list-style-type: none"> <li>Check to see if business business/site contact is available: check business website, identify property manager for shared dumpsters/facilities</li> <li>Research business type and potential pollutant generating sources</li> <li>Determine if the site has an existing stormwater or water quality permit</li> <li>Review records from previous inspections</li> <li>Research the water quality complaint history and IDDE records</li> <li>Review the onsite drainage as-builts</li> <li>Review information about potential source control BMPs related to anticipated site activities</li> </ul> <p><u>Materials and equipment preparation</u></p> <ul style="list-style-type: none"> <li>Documents (business cards, inspection form, outreach materials, etc.)</li> <li>Safety equipment (hard hat, eye protection, etc.)</li> <li>Inspection equipment (manhole cover hook or lid lifter, camera, etc.)</li> </ul>
10:45-11:05am	20 min	<p><b>Small group discussion</b></p> <p><u>Goal:</u> Knowledge sharing</p> <p><u>Instructions:</u> Split into discussion groups based on what participants are using (or interested in using) for data management and field data collection.</p> <p><u>Questions:</u></p> <ol style="list-style-type: none"> <li>What do you use for data management and field data collection?</li> <li>What are the advantages and disadvantages of your system?</li> </ol>

Time (approx.)	Length	Topic
11:05-11:15am	10 min	Break
11:15-11:45am	30 min	<p><b>Business/site inspection and documentation</b></p> <p><u>Safety check</u></p> <ul style="list-style-type: none"> <li>• Appropriate PPE</li> <li>• Precautions, warnings, traffic</li> <li>• Determine whether site-specific safety plan is in place <i>*Industrial sites</i></li> </ul> <p><u>At the door</u></p> <ul style="list-style-type: none"> <li>• Friendly introduction</li> <li>• Identify the appropriate business/site contact</li> <li>• Explanation of inspection purpose + mutual objective (aka Elevator Speech): technical assistance, moving toward compliance, etc.</li> <li>• Opportunity for relationship building and listening</li> <li>• Refusal of site visit: Ways to get your foot in the door vs. when to move on</li> </ul> <p><u>Site walk-through and Documentation</u></p> <ul style="list-style-type: none"> <li>• Key items to look for</li> <li>• Document inspection: data collection, photos</li> </ul> <p><u>Inspection close-out</u></p> <ul style="list-style-type: none"> <li>• Verify contact information</li> <li>• Share educational materials</li> <li>• Discuss next steps</li> <li>• Follow-up</li> <li>• Enforcement</li> <li>• When to contact Ecology</li> </ul>
11:45am-12:15pm	30 min	<p><b>Group activity 1</b></p> <p><u>Goal:</u> Identify common issues and actions</p> <p><u>Instructions:</u> Review site maps and photos for the following example sites:</p> <ul style="list-style-type: none"> <li>• Automotive Repair Facility with Fueling</li> <li>• Landscaping/Nursery</li> <li>• Multi-Use Site: Fast Food, Fueling Station, and Car Wash</li> </ul> <p><u>Questions:</u></p> <ol style="list-style-type: none"> <li>1. What do you see?</li> <li>2. What actions does the business owner need to take?</li> <li>3. What actions should the inspector take?</li> </ol>
12:15-1:00pm	45 min	Lunch (on your own)

Time (approx.)	Length	Topic
1:00-1:30pm	30 min	<p><b>Follow-up (post-inspection) activities</b></p> <ul style="list-style-type: none"> <li>• Update business/site inspection information in data management system</li> <li>• Record and communicate inspection results</li> <li>• Set appointment reminders for follow-up inspections (if needed)</li> <li>• Progressive enforcement and options for support, technical assistance, etc.</li> <li>• Follow-up coordination with external agencies/internal staff or resources as needed (see Pre-inspection activities: Program development)</li> <li>• Begin the enforcement process (if required)</li> </ul>
<b>Focus on Education and Outreach Materials</b>		
1:30-1:50pm	20 min	<p>Review education and outreach resources developed as part of this project and resources available with the online guidance manual</p> <ul style="list-style-type: none"> <li>• General information</li> <li>• Dumpsters</li> <li>• Spills</li> <li>• Storm drainage system maintenance</li> <li>• Washwater</li> <li>• Specific business sectors</li> </ul>
<b>Focus on Implementation</b>		
1:50-2:20pm	30 min	Notes from the field: Case studies and lessons learned
2:20-3:20pm	60 min	<p><b>Group activity 2</b></p> <p><u>Goals:</u></p> <ul style="list-style-type: none"> <li>• Identify common issues and actions</li> <li>• Test out inspection form (hard copy or electronic)</li> </ul> <p><u>Instructions:</u></p> <ul style="list-style-type: none"> <li>• Walk/drive to nearby maintenance facility for mock inspection</li> <li>• Recap back in the training room</li> </ul> <p><b>NOTE: This activity is a mock inspection. Areas of the site may be modified for the training and may not represent actual conditions at the site. Identified action items will be used for training purposes only and not for enforcement.</b></p>
3:20-3:30pm	10 min	<p>Wrap-up and training evaluation</p> <ul style="list-style-type: none"> <li>• Related trainings</li> <li>• Mentorship opportunities</li> <li>• ECOSS spill kit program</li> <li>• Voucher incentive programs (e.g., King County, Kitsap County)</li> </ul>



# Source Control Inspection Program Training

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**Rebecca Dugopolski, PE**  
**Mindy Fohn**

# Training Overview

- Training logistics and objectives
- Introductions and project overview
- Permit requirements overview
- Source control BMP overview
- Guidance manual overview
- Focus on Inspections
- Focus on Education and Outreach Materials
- Focus on Implementation
- Wrap up and evaluation





# Training Overview

- **Training logistics and objectives**
- Introductions and project overview
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# Training Logistics



- Full day training (9:00am to 3:30pm)
- Lunch (on your own, ~45 minutes)
- Restroom location
- Turn off cell phones
- Sign-in sheet
- Training evaluation

# Training Objectives



- Discuss key topics included in the NPDES Phase II permit (S5.C.8.b.v)
- Provide an overview of the Source Control (Business/Site) Inspection Program Guidance Manual
- Highlight critical items related to developing a business/site inspection program and conducting business/site inspections
- Provide peer-to-peer learning opportunities
- Practice using inspection forms, asking questions, and identifying potential business/site issues

# Training Overview

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# Acknowledgements

- Stormwater Action Monitoring (project funding)
- Washington Stormwater Center (project lead)
- Department of Ecology
- Technical Advisory Committee (TAC)
- Business Inspection Group (BIG)
- Pollution Prevention Assistance (PPA)

# Introductions: Instructors



Rebecca Dugopolski, PE  
*Associate Engineer*



Mindy Fohn  
*Scientist*

# Introductions: Participants

- What is your name?
- Who do you work for?
- What is your job role?



# Project Overview

## Information Search

- 4 interviews (summary report)
- BIG report information gap summary (tech memo)
- Online resource directory

## Online Guidance Manual

- 3 priority sections (Chapters 1-3)
- Draft Manual
- Final Manual

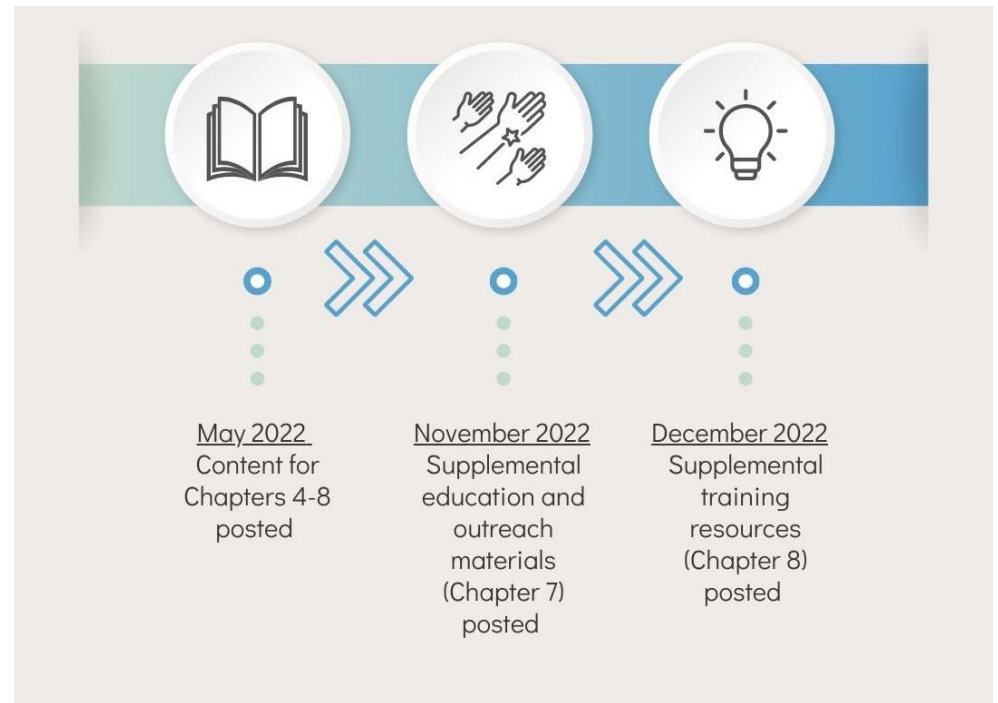
## Business Inspection Training

- Training outline/agenda
- Training curriculum
- In-person trainings
- Online training module
- Training video



# Project Schedule

- All education & outreach and training materials will be posted with the online manual (Chapters 7 & 8) by **December 30, 2022**



# Training Overview


- Training logistics and objectives
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# Permit Requirements Overview

NPDES Phase II Permit Section	Category	Timeline
<i>S5.C.8.b.i.</i>	Source Control Code/Ordinances	August 1, 2022
<i>S5.C.8.b.ii</i>	Source Control Inventory	August 1, 2022
<i>S5.C.8.b.iii</i>	Inspection Program	January 1, 2023
	Business Education and Outreach Materials	At one time or spread over permit term
<i>S5.C.8.b.iv</i>	Enforcement Policy	January 1, 2023
<i>S5.C.8.b.v</i>	Training	Ongoing

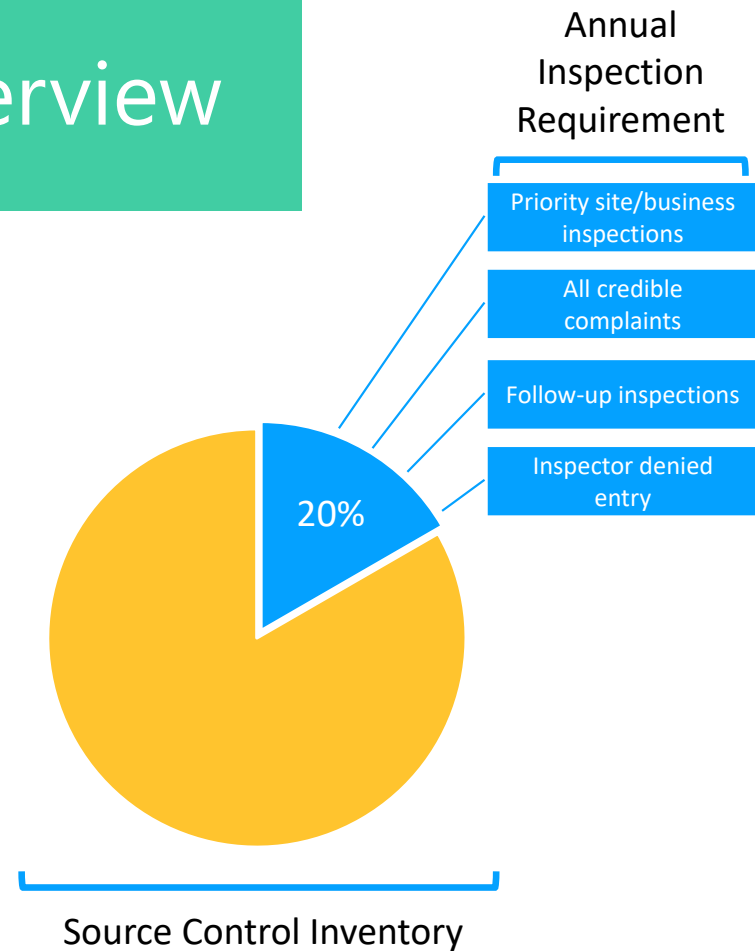


 *Focus of today's training*

# Permit Requirements Overview

## ***S5.C.8.b.iii*** Inspection Program

- 20% of businesses/sites in Inventory
- Permittee selects sites (100% inspection is NOT required for 5-year permit term)
- Businesses/sites can be prioritized
- Must inspect 100% of credible complaints
- Count follow-up inspections
- Count inspections that are denied entry



# Permit Requirements Overview

## ***S5.C.8.b.iii* Education and Outreach Materials**

- Educate about activities that generate pollutants and applicable source control requirements
- Mail, telephone, electronic, in person
- At one time or spread over permit term (i.e., during site inspections)

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- Training logistics and objectives
- Introductions and project overview
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# Source Control BMP Overview

Key Definitions

## What is a source control BMP?

*A structure or operation intended to prevent pollutants from coming into contact with stormwater through physical separation of areas or careful management of activities that are sources of pollutants.*



Photo Credit: Ryeann-Marie Tuomisto, City of Kirkland

# Source Control BMP Overview

Key Definitions

## What is a source control BMP?

- **Structural Source Control BMPs** are physical, structural, or mechanical devices or facilities that are intended to prevent pollutants from entering stormwater.
- **Operational Source Control BMPs** are non-structural practices that prevent or reduce pollutants from entering stormwater.



# Source Control BMP Overview

- SWMMWW Volume IV
- Grouped by category

Applicable to All  
Sites  
(IV-1)

Cleaning or  
Washing  
(IV-2)

Roads, Ditches,  
and Parking Lots  
(IV-3)

Soil Erosion,  
Sediment Control,  
and Landscaping  
(IV-4)

Storage and  
Stockpiling  
(IV-5)

Transfer of Liquid  
or Solid Materials  
(IV-6)

Other  
(IV-7)

# Source Control BMP Overview

Applicable to All  
Sites (IV-1)

Correcting Illicit  
Discharges to Storm  
Drains  
(S410 BMPs)

Formation of a Pollution  
Prevention Team  
(S453 BMPs)

Preventive Maintenance/  
Good Housekeeping  
(S454 BMPs)

Spill Prevention and  
Cleanup  
(S455 BMPs)

Employee Training  
(S456 BMPs)

Inspections  
(S457 BMPs)

Record Keeping  
(S458 BMPs)

# Source Control BMP Overview

Applicable to All  
Sites (IV-1)

## Preventive Maintenance/ Good Housekeeping (S454 BMPs)

- Contain and clean up leaks and spills
- Collect water from pressure washing
- Do not hose down pollutants
- Sweep quarterly (or more frequently)
- Use drip pans to collect spills and leaks
- Clean stormwater facilities regularly  
(and many more)



Photo Credit: Ryeann-Marie Tuomisto, City of Kirkland

# Source Control BMP Overview

Applicable to All Sites (IV-1)

## Spill Prevention and Cleanup (S455 BMPs)

- Spill prevention
- Spill plan
- Spill cleanup kits
- Spill cleanup and proper disposal of waste



Photo Credit: Ryeann-Marie Tuomisto, City of Kirkland

# Source Control BMP Overview

Cleaning or Washing  
(IV-2)

Washing and Steam  
Cleaning Vehicles /  
Equipment / Building  
Structures  
(S431 BMPs)

Potable Water Line  
Flushing, Water Tank  
Maintenance, and Hydrant  
Testing  
(S441 BMPs)

Dock Washing  
(S434 BMPs)



Photo Credit: Ryeann-Marie Tuomisto, City of Kirkland

# Source Control BMP Overview

Roads, Ditches, and  
Parking Lots  
(IV-3)

Deicing and Anti-Icing  
Operations for Airports  
(S405 BMPs)

Streets and Highways  
(S406 BMPs)

Maintenance of Public  
and Private Utility  
Corridors and Facilities  
(S415 BMPs)

Maintenance of  
Roadside Ditches  
(S416 BMPs)

Maintenance of  
Stormwater Drainage  
and Treatment Systems  
(S417 BMPs)

Parking and Storage of  
Vehicles and Equipment  
(S421 BMPs)

Urban Streets  
(S430 BMPs)



# Source Control BMP Overview

Soil Erosion,  
Sediment Control,  
and Landscaping  
(IV-4)

Dust Control at  
Disturbed Land Areas  
and Unpaved Roadways  
and Parking Lots  
(S407 BMPs)

Dust Control at  
Manufacturing Areas  
(S408 BMPs)

Landscaping and Lawn/  
Vegetation Management  
(S411 BMPs)

Soil Erosion and  
Sediment Control at  
Industrial Sites  
(S425 BMPs)

Pesticides and an  
Integrated Pest  
Management Program  
(S435 BMPs)

Storage of Dry Pesticides  
and Fertilizers  
(S444 BMPs)

Nurseries and  
Greenhouses  
(S449 BMPs)

Irrigation  
(S450 BMPs)



# Source Control BMP Overview

Storage and  
Stockpiling  
(IV-5)

Storage of Liquid, Food  
Waste, or Dangerous  
Waste Containers  
(S427 BMPs)

Storage of Liquids in  
Permanent Aboveground  
Tanks  
(S428 BMPs)

Storage or Transfer  
(Outside) of Solid Raw  
Materials, Byproducts, or  
Finished Products  
(S429 BMPs)

Temporary Fruit Storage  
(S445 BMPs)





# Source Control BMP Overview

Storage and Stockpiling (IV-5)

Storage or Transfer (Outside) of Solid Raw Materials, Byproducts, or Finished Products (S429 BMPs)

- Store in a covered area or under temporary plastic sheeting (\*see table)
- Regular sweeping
- DO NOT hose down

Stockpiles of erodible or water-soluble materials such as:	Outside storage for solid materials such as:
Soil	Logs
Road deicing salts	Bark
Compost	Lumber
Unwashed sand and gravel	Metal products
Sawdust	



# Source Control BMP Overview

Transfer of Liquid or  
Solid Materials  
(IV-6)

Fueling At Dedicated  
Stations  
(S409 BMPs)

Loading and Unloading  
Areas for Liquid or  
Solid Material  
(S412 BMPs)

Mobile Fueling of  
Vehicles and Heavy  
Equipment  
(S419 BMPs)

Spills of Oil and  
Hazardous Substances  
(S426 BMPs)

In-Water and Over-  
Water Fueling  
(S439 BMPs)



# Source Control BMP Overview

Transfer of Liquid or  
Solid Materials  
(IV-6)

## Fueling At Dedicated Stations (S409 BMPs)

- Posted spill plan
- Suitable cleanup materials (such as dry adsorbent)
- Post signs in accordance with the Fire Code (such as “No topping off”)
- Newer and substantially remodeled fueling stations should be covered and drain to an oil-water separator or equivalent



# Source Control BMP Overview

Other Source  
Control BMPs  
(IV-7)

Building, Repair, and  
Maintenance of Boats  
and Ships  
(S401 BMPs)

Commercial Animal  
Handling Areas  
(S402 BMPs)

Commercial Composting  
(S403 BMPs)

Commercial Printing  
Operations  
(S404 BMPs)

Log Sorting and Handling  
(S413 BMPs)

Maintenance and Repair  
of Vehicles and  
Equipment  
(S414 BMPs)

Manufacturing Activities  
– Outside  
(S418 BMPs)

Painting/Finishing/  
Coating of  
Vehicles/Boats/  
Buildings/Equipment  
(S420 BMPs)

Railroad Yards  
(S422 BMPs)

Recyclers and Scrap  
Yards  
(S423 BMPs)

Roof/Building Drains at  
Manufacturing and  
Commercial Buildings  
(S424 BMPs)

# Source Control BMP Overview

Other Source  
Control BMPs  
(IV-7)

Wood Treatment Areas  
(S432 BMPs)

Pools, Spas, Hot Tubs,  
and Fountains  
(S433 BMPs)

Color Events  
(S436 BMPs)

Construction Demolition  
(S438 BMPs)

Pet Waste  
(S440 BMPs)

Labeling Storm Drain  
Inlets on Your Property  
(S442 BMPs)

Fertilizer Application  
(S443 BMPs)

Well, Utility, Directional,  
and Geotechnical Drilling  
(S446 BMPs)

Roof Vents  
(S447 BMPs)

Building, Repair,  
Remodeling, Painting,  
and Construction  
(S451 BMPs)

Goose Waste  
(S452 BMPs)

# Source Control BMP Overview

Soil Erosion,  
Sediment Control,  
and Landscaping  
(IV-4)

Landscaping and Lawn/  
Vegetation Management  
(S411 BMPs)

Pesticides and an  
Integrated Pest  
Management Program  
(S435 BMPs)

Storage of Dry Pesticides  
and Fertilizers  
(S444 BMPs)

Irrigation  
(S450 BMPs)



Other Source  
Control BMPs  
(IV-7)

Fertilizer Application  
(S443 BMPs)

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- Training logistics and objectives
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- Focus on Inspections
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# Guidance Manual Overview



- Hosted by the Washington Stormwater Center
- Hybrid format: web navigation + downloadable PDF chapters
- Source Control Online Resource Library (SCORL) provides supplemental resources (links, materials) grouped by chapter

[www.wastormwatercenter.org/permit-assistance/municipal/source-control-inspection-program-guidance-manual](http://www.wastormwatercenter.org/permit-assistance/municipal/source-control-inspection-program-guidance-manual)



# Guidance Manual Overview

Western Washington 2019-2024 Phase II Permit Requirement/Section	Guidance Manual Reference
Definitions and Acronyms and all of S5.C.8	<b>Chapter 1: Background and Regulatory Requirements</b>
Adopt Ordinance(s) for Source Control Program <b>(S5.C.8.b.i)</b>	<b>Chapter 2: Developing Source Control Code/Ordinances and Enforcement Policies</b>
Establish Source Control Inventory <b>(S5.C.8.b.ii)</b>	<b>Chapter 3: Source Control Inventory Development, Updates, and Prioritization</b>
	<b>Chapter 4: Developing a Business/Site Inspection Program</b>

Originally posted in Dec. 2021 (minor updates to add hyperlinks, clarify permit dates, and update the Chapter 6 title posted in April 2022)



# Guidance Manual Overview

Implement Inspection Program **(S5.C.8.b.iii)**

**Chapter 5: Conducting Business/Site Inspections**

**Chapter 6: Data Management and Recordkeeping**

**Chapter 7: Education and Outreach Materials**

Implement Progressive Enforcement Policy **(S5.C.8.b.iv)**

**Chapter 2: Developing Source Control Code/Ordinances and Enforcement Policies**

Train Staff **(S5.C.8.b.v)**

**Chapter 8: Training**

Example inspection form (Survey123) posted in July 2022; Word version developed in Sept. 2022

Additional spill plan resources posted in July 2022



# Guidance Manual Overview

- **Chapter 1:** Background and Regulatory Requirements
- **Chapter 2:** Developing Source Control Code/Ordinances and Enforcement Policies
- **Chapter 3:** Source Control Inventory Development, Updates, and Prioritization



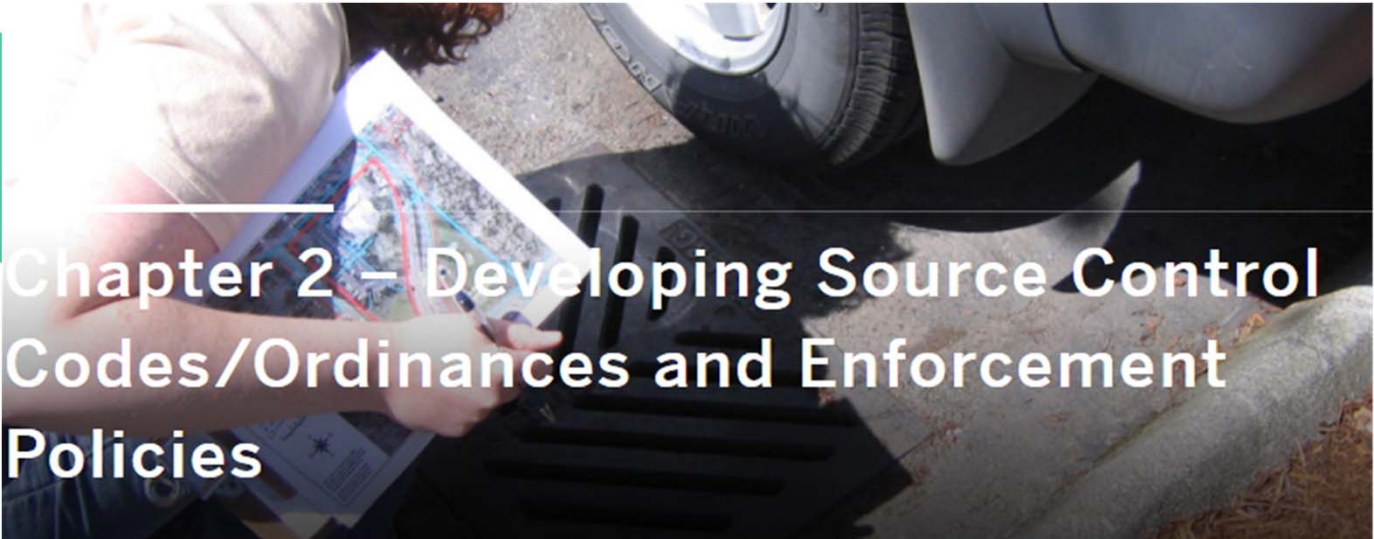


## Chapter 1: Background and Regulatory Requirements

**Chapter 1 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Project Background
- Purpose of Source Control
- Purpose of this Manual
- Definitions and Acronyms (“Program Dictionary”)
- Regulatory Requirements
- Manual Organization

# 2



## Chapter 2 – Developing Source Control Codes/Ordinances and Enforcement Policies

**Chapter 2 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Permit Requirements
- Source Control Code/Ordinance Development
- Progressive Enforcement

# Chapter 2 Overview

## Source Control Online Resource Library (SCORL)

Supplemental resources developed for this project related to Chapter 2 include:

- **Source Control Code Builder Matrix (Excel)**
- **Example Enforcement Workflow (Visio)**

} **Developed for this project**

Additional supplemental resources for **Chapter 2** include:

Resource	Author
<b>Stormwater Enforcement Public Rule Example</b>	King County
<b>Enforcement Workflow Examples 1-4</b>	Various
<b>Penalty Matrix (Example 1)</b>	King County
<b>Penalty Matrix and Guidance (Example 2)</b>	Multiple (part of original BIG Report)

} **From original BIG Report and supplemental research**



## Chapter 3 – Source Control Inventory Development, Updates, and Prioritization

**Chapter 3 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Permit Requirements
- Recommended Process
- Prioritization

The recommended steps for developing a source control inventory include:

- Step 1: Develop Initial Inventory
- Step 2: Refine Initial Inventory
- Step 3: Update Inventory Based on New Data Sources (ongoing)

# Chapter 3 Overview

## Source Control Online Resource Library (SCORL)

Supplemental resources developed for this project related to **Chapter 3** include:

- **Recommended Steps for Developing and Updating a Source Control Inventory (Visio)**

Developed for this project

From original BIG Report

From project research

Additional supplemental resources for Chapter 3 include:

Resource	Author
Source Control Inventory Development	Multiple (part of original BIG report)
Inspection Prioritization and Modification	Unknown (part of original BIG report)
Washington State Department of Revenue (DOR) business license database	Washington State DOR
Corporations and Charities Filing System (CCFS) Advanced Search	Washington Secretary of State, Corporations & Charities Division
Pollution Prevention Assistance (PPA)	Ecology
Water Quality Permitting and Reporting Information System (PARIS)	Ecology
ESRI Business Analyst Web Application	ESRI
Sacramento County Stormwater Compliance Inspections	Sacramento County





# Guidance Manual Overview

- **Chapter 4:** Developing a Business/Site Inspection Program
- **Chapter 5:** Conducting Business/Site Inspections
- **Chapter 6:** Data Management and Recordkeeping
- **Chapter 7:** Education and Outreach Materials
- **Chapter 8:** Training



## Chapter 4 – Developing a Business/Site Inspection Program

**Chapter 4 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Permit Requirements
- Policies and Procedures
- Staff Roles and Responsibilities
- Funding
- Program Coordination Strategies

# Chapter 4 Overview

## Source Control Online Resource Library (SCORL)

Supplemental resources developed for this project related to Chapter 4 include:

- Business letter example (in compliance) *\*to be posted in November 2022*
- Business letter example (action required) *\*to be posted in November 2022*

Developed for this project

Additional supplemental resources for **Chapter 4** include:

Resource	Author
Stormwater Capacity Grants	Ecology
Water Quality Combined Funding Program	Ecology
Inspection SOP Example 1	Unknown (part of original BIG Report)
Inspection SOP Example 2	Santa Barbara County
Business Letter Examples 1-5	Multiple (part of original BIG Report)
Inspector Job Description Example	Unknown (part of original BIG Report)

From original BIG Report and supplemental research



## Chapter 5: Conducting Business/Site Inspections

**Chapter 5 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Permit Requirements
- Equipment and Materials
- Guidance for New Inspectors
- Inspection Process

The inspection process guidance includes:

- Pre-inspection activities
- Conducting the inspection
- Follow-up activities

# Chapter 5 Overview

## Source Control Online Resource Library (SCORL)

Supplemental resources developed for this project related to **Chapter 5** include:

- **Source Control Inspection Form (Survey123) Excel / PDF**

Developed for this project

From original  
BIG Report

From project  
research

Additional supplemental resources for **Chapter 5** include:

Resource	Author
Inspection Form Examples 1-4	Unknown (part of original BIG Report)
Inspection Form Example 5	Santa Barbara County
Inspection Form Example 6	Sacramento County
Inspection Form Example 7	City of Seattle
Stormwater Management Manual for Western Washington	Ecology
Water Quality Permitting and Reporting Information System (PARIS)	Ecology
King County Surface Water Design Manual	King County
King County Stormwater Pollution Prevention Manual	King County





## Chapter 6: Data Management and Record Keeping

**Chapter 6 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Permit Requirements
- Developing and maintaining a centralized database
- Annual reporting to Ecology
- Data collection and updates
- Source control inventory updates

# Chapter 6 Overview

## Source Control Online Resource Library (SCORL)

Supplemental resources for **Chapter 6** include:

Resource	Author
MS4Front <b>Demonstration</b> and <b>Presentation</b>	MS4Front
CloudCompli <b>Demonstration</b> and <b>Supplemental Resources</b>	CloudCompli
NPDES Pro <b>Demonstration</b> and <b>Supplemental Resources</b>	NPDES Pro
CityWorks <b>Presentation</b>	King County

**Demonstrations and supporting documentation (formerly saved elsewhere on the Washington Stormwater Center website)**



## Chapter 7: Education & Outreach

**Chapter 7 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Permit Requirements
- Communication Plan
- Cross-Jurisdiction Collaboration
- Source Control BMP Guidance
- Business Outreach Materials



# Chapter 7 Overview

## Source Control Online Resource Library (SCORL)

Additional supplemental resources for **Chapter 7** are categorized in the **Business Education and Outreach Materials Online Resource Library (Table 7B.1)**. General information applicable to all business sectors was categorized into:

- General information
- Dumpsters
- Spills
- Storm drainage system maintenance
- Wash-water

From original BIG Report and supplemental research

Resource	Author(s)
<b>General Information</b>	
<b>Examples booklets, brochures, flyers, and posters</b>	Snohomish County, ECOSS, Clark County, Kitsap County, Think Blue Massachusetts, City of Oakland (CA) Alameda County (CA), Sacramento County (CA), Contra Costa (CA)
<b>General Business Incentive Program Web Page</b>	Clark County
<b>Stormwater Education and Outreach Web Page</b>	Clark County
<b>Pollution Prevention for Businesses Web Page</b>	Orange County, CA
<b>Example radio commercial (Member Accessible PDF)</b>	Oregon Association of Clean Water Agencies



# Chapter 7 Overview

General information applicable to specific business sectors was categorized into:

- Automotive
- Carpet cleaners
- Construction
- Gas stations
- Landscaping
- Mobile business
- Multi-family residential
- Painters
- Pet care
- Pools and spas
- Pressure washers
- Restaurants and food-service
- Special events

From original  
BIG Report and  
supplemental  
research

Resource	Author
<b>Automotive</b>	
<b>Example brochures, flyers, and posters</b>	City of Tacoma, Contra Costa (CA), Buellton-Solvang Santa Barbara County (CA), Sacramento (CA)
<b>Carpet Cleaners</b>	
<b>Example booklet, brochure, flyers, and rack card</b>	Kitsap County, Alameda County (CA), Contra Costa (CA), Santa Barbara County (CA), Sacramento (CA)
<b>Construction</b>	
<b>Example poster</b>	Alameda County (CA)
<b>Gas Stations</b>	
<b>Example brochure and flyer</b>	City of Issaquah, Think Blue Massachusetts





## Chapter 8: Training

**Chapter 8 of the Source Control (Business/Site) Inspection Program Guidance Manual (PDF)** addresses the following topics:

- Permit Requirements
- Training Content
- Training Materials

# Chapter 8 Overview

## Source Control Online Resource Library (SCORL)

Supplemental resources developed for this project related to **Chapter 8** include:

- Training agenda
- Training slides
- Team exercises
- Handouts/worksheets

*\*Supplemental training resources will be posted to this page in December 2022.*

**Developed for this project**

# Training Overview

- Training logistics and objectives
- Introductions and project overview
- Permit requirements overview
- Source control BMP overview
- Guidance manual overview
- **Focus on Inspections**
- Focus on Education and Outreach Materials
- Focus on Implementation
- Wrap up and evaluation



# Focus on Inspections



Pre-inspection activities



Business/site inspection



Follow-up (post-inspection) activities



# Pre-inspection Activities

## Topics

- Program development activities
- Business/site research
- Pre-inspection logistics
- Materials and equipment preparation



# Pre-inspection Activities

## Program Development

- Establish contacts within your organization
    - Code enforcement
    - IDDE
    - O&M
  - Consider developing SOPs
    - Roles/responsibilities
    - Training & safety
    - Inspection form
    - Inspection process
    - Data management
    - Progressive enforcement
- (+ more)







# Pre-inspection Activities

Program  
Development

*Will you coordinate with other programs?*

- External: PPA, Ecology



- Internal: IDDE response, SW facility inspections, FOG, IWPT
- What do you see as advantages or disadvantages of joint inspections?



# Pre-inspection Activities

Program  
Development

## Inspection forms – Electronic vs. paper

### Advantages

- Centralized database
- Standardize data entry with drop-downs
- Dynamic inventory updates
- Reference materials
- Tracking tools

### Disadvantages

- Social interaction
- Equipment required: field tablet, charger, etc.



# Pre-inspection Activities

## Program Development

### Inspection Form Content

- Site/business ID & tracking
- Confirm inventory details/activities
- Inspector name(s)
- Type of inspection: Initial, Routine, Follow-up
- Source control BMPs: S, A, N/A
- Group by area or activity
- Placeholders for photos
- Summary of action items

#### Section 1B: Site/Business Contacts (circle preferred method(s) of contact)

Primary contact:		Position/title:	
Office #:	Cell #:	E-mail:	
Owner/site manager:			
Office #:	Cell #:	E-mail:	

#### Section 1C: Site/Business Activities

Hazardous waste: <input type="checkbox"/> Very Small Quantity Generator (VSQG) <input type="checkbox"/> Small Quantity (SQG) <input type="checkbox"/> Large Quantity (LQG) <input type="checkbox"/> N/A	
NAICS code(s):	NAICS category(ies):
SIC code(s):	SIC category(ies):
Applicable permit(s): <input type="checkbox"/> General (ISGP) <input type="checkbox"/> Industrial Stormwater Individual <input type="checkbox"/> Other Sector Ecology Permit <input type="checkbox"/> N/A	
Permit details and #: _____	
Mobile business? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes on site activities: _____	

#### Section 1D: Water Pollution Concerns

Drainage basin: _____	Receiving water(s): _____
Sewer class: <input type="checkbox"/> Combined? <input type="checkbox"/> Separated? <input type="checkbox"/> Partially separated? <input type="checkbox"/> Septic system on site?	

#### Section 1E: Stormwater Structures and BMPs on Site

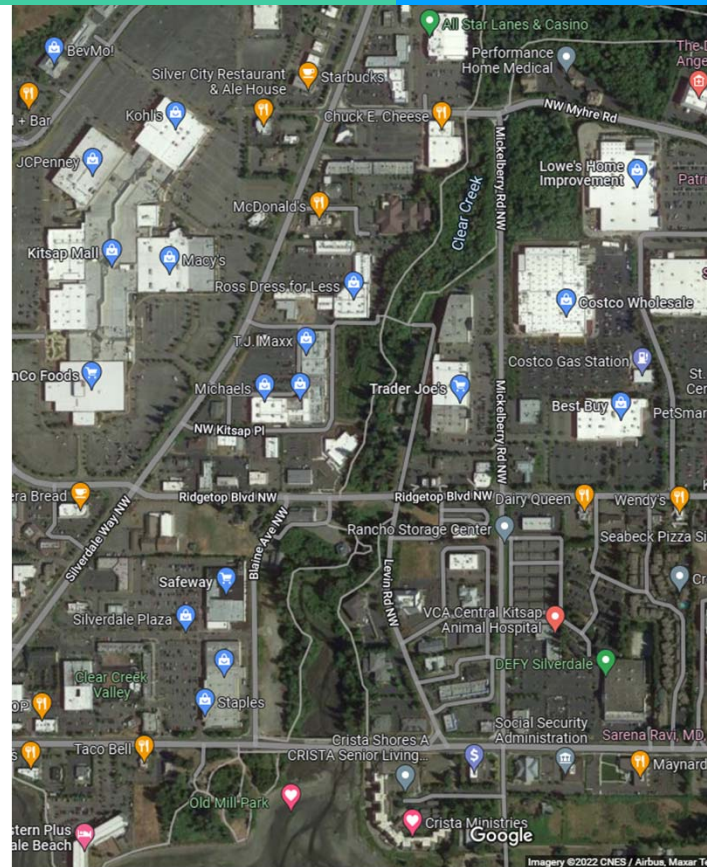
Stormwater Discharge	Runoff Treatment and/or Flow Control BMPs
<input type="checkbox"/> Discharge to MS4	<input type="checkbox"/> Oil-water separator
<input type="checkbox"/> Discharge to another jurisdiction's MS4	<input type="checkbox"/> Detention pond <input type="checkbox"/> Detention vault <input type="checkbox"/> Detention pipe
<input type="checkbox"/> Stormwater managed on site	<input type="checkbox"/> Wet pond <input type="checkbox"/> Wet vault
<input type="checkbox"/> Discharge to surface water	<input type="checkbox"/> Infiltration/TID BMPs (bioretention, permeable pavement, etc.)



# Pre-inspection Activities

## Logistics

- What's your approach to *who* gets inspected *when*?
  - Geographical
  - Business sector
  - Priority catchments/ receiving waters
- Will you notify them first?





# Pre-inspection Activities

Business/Site Research

- Verify name, address, contact, hours of operation (if available)
  - Business owner vs. manager
- What is the business type and activities?
- What are the potential pollutant generating sources?
- What are the likely source control BMPs related to this site?



## Section 1C: Site/Business Activities

Hazardous waste: <input type="checkbox"/> Very Small Quantity Generator (VSQG) <input type="checkbox"/> Small Quantity (SQG) <input type="checkbox"/> Large Quantity (LQG) <input type="checkbox"/> N/A	
NAICS code(s):	NAICS category(ies):
SIC code(s):	SIC category(ies):
Applicable permit(s): <input type="checkbox"/> General (ISGP) <input type="checkbox"/> Industrial Stormwater Individual <input type="checkbox"/> Other Sector Ecology Permit <input type="checkbox"/> N/A	
Permit details and #:	
Mobile business? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes on site activities:	



# Pre-inspection Activities

Business/Site  
Research

## Records Review

- Does the site have an existing stormwater or water quality permit?
- Are there records of previous inspections?
- Is there a water quality complaint history?
- Any IDDE records?
- Are there on-site drainage as-builts available?





# Pre-inspection Activities

Materials and  
Equipment  
Preparation

## Materials and Equipment

- Documents
  - Business cards, outreach materials, business/site file (site plans, records, maps), field laptop or clipboard
- Safety Equipment
  - Hard hat, boots, safety vest, safety glasses, leather gloves, latex gloves, hearing protection
- Inspection Equipment

*What's in your truck?*



Photo credit: City of Edmonds



# Pre-inspection Activities

## Materials and Equipment Preparation

### Helpful Inspection Equipment

- Camera
- High powered lamps or hand-held spotlights
- Manhole cover hook or lid lifter
- Metal probing rod
- Various wrenches (including hexagonal Allen key)
- Shovel or rake
- Fluorescent dye (optional)
- Sample bottles (optional)
- Chemical test strips (optional)





# Small Group Discussion

- What do you use for data management and field data collection?
- What are the advantages and disadvantages of your system?



## Interested in vendor demos?

See Chapter 6 supplemental resources posted with the *Source Control Inspection Program Guidance Manual*

### Split into groups based on your interest

Asset management software  
(e.g., CityWorks, Cartegraph)

NPDES support software  
(e.g., NPDESPro, CloudCompli, MS4front)

Excel spreadsheet

GIS database & tools  
(e.g., ArcGIS Online, Survey123)

Other  
(e.g., LSC database)

Break



# Focus on Inspections



Pre-inspection activities



Business/site inspection



Follow-up (post-inspection) activities



# Business/Site Inspection

## Topics

- Safety check
- At the door
- Engaging the business owner/manager
- Site walk-through and documentation
- Inspection close-out
- Enforcement





# Business/Site Inspection

## Safety Check

- Appropriate PPE
- Precautions, warnings, traffic
- Is there a site-specific safety plan?





# Business/Site Inspection

At the Door

- Friendly introductions
- Business/site contact
- Purpose and program
  - Reduce site flooding
  - Clean water downstream
- Inspection time commitment
- Refusal





# Business/Site Inspection

Engaging the  
Business Owner/  
Manager

**Focus:** What comes in contact with rain water?

- Ask questions about business practices and waste streams, or
- Ask for a guided tour, how do products and services flow through the site?





# Business/Site Inspection

Site Walk-through and Documentation

## Recommended Areas to Inspect

- Outdoor storage areas (including stockpiles and dumpsters)
- Fueling areas
- Vehicle/equipment washing areas
- Vehicle/equipment maintenance areas







# Business/Site Inspection

Site Walk-through and Documentation

## Recommended Areas to Inspect (cont.)

- Indoor maintenance and storage areas
- Storm drainage system and stormwater management BMPs/facilities
- Activities unique to the site that may generate pollutants (e.g., loading/unloading area, dock washing, other maintenance)



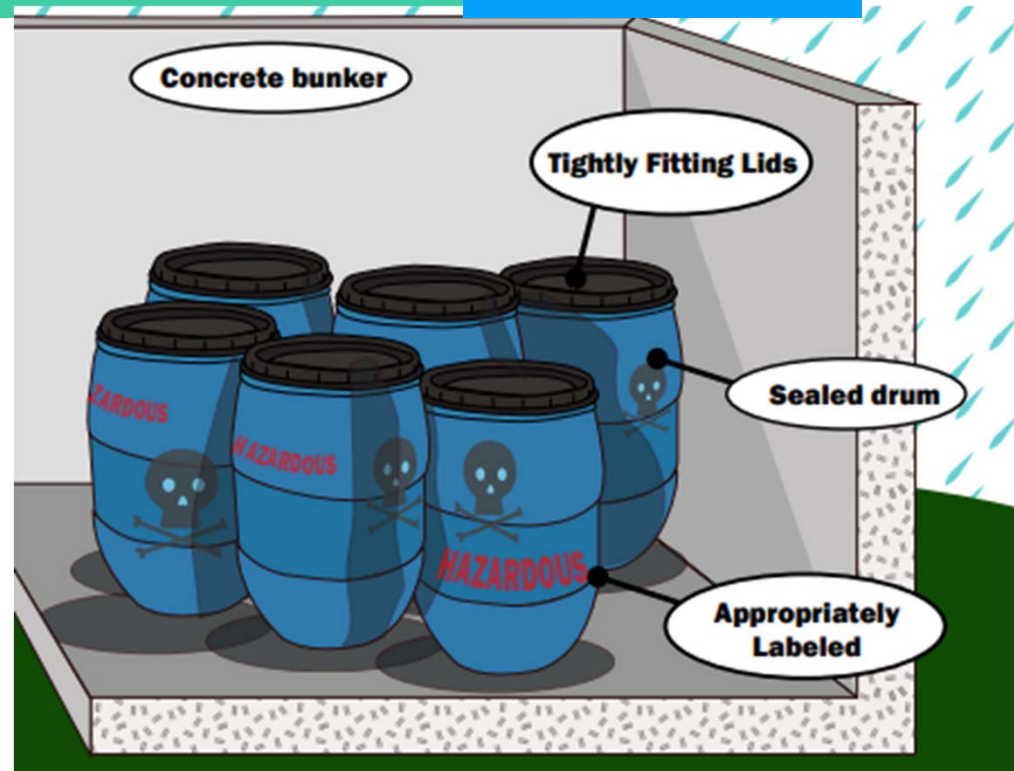


# Business/Site Inspection

Site Walk-through and Documentation

## What to look for?

- Stockpiles
- Dumpsters
- Outdoor storage areas
- Waste handling and disposal



See Table 5.3 in Chapter 5 of the *Source Control Inspection Program Guidance Manual*



# Business/Site Inspection

Site Walk-through and Documentation

## What to look for?

- Fueling areas
- Equipment and vehicle washing
- Equipment and vehicle repair
- Hood filters, ducts, and fans
- Loading/unloading areas



*Photo Credit: Heather Martin, City of Kent*



# Business/Site Inspection

Site Walk-through and Documentation

## What to look for?

- Indoor vehicle maintenance bays
- Indoor storage areas
- Indoor floor cleaning



Photo Credit: Heather Martin, City of Kent



# Business/Site Inspection

Site Walk-through and Documentation

## What to look for?

- Evidence of past spills
- Spill plan
- Spill kit(s)



Photo Credit: Heather Martin, City of Kent



# Business/Site Inspection

Site Walk-through and Documentation

## What to look for?

- Catch basins
- Catch basin filter socks
- Runoff treatment and flow control BMPs/facilities



*Photo Credit: Heather Martin,  
City of Kent*



# Business/Site Inspection

- Verify contact information is correct for follow-up
- Provide technical assistance materials for specific action items
- Discuss next steps – timeline, what to expect

Inspection Close-  
Out



# Group Activity 1

Goal: Identify common issues and actions

Instructions:

- Review site maps and photos
- Spend ~10 minutes discussing each site and filling out your worksheets
- Pass the site map and photos to the next group when complete

Automotive Repair  
Facility with  
Fueling

Landscaping/  
Nursery

Multi-use site:  
Fast Food, Fueling  
Station, and Car  
Wash



# Lunch



# Focus on Inspections



Pre-inspection activities



Business/site inspection



Follow-up (post-inspection) activities



## Follow-up (Post-inspection) Activities

- Update business/site information in data management system
- Record and communicate inspection results
  - Summary letter or e-mail
  - Notify sites of achieved compliance
  - Document actions needed
  - Set timeline
  - Offer your assistance
- Set calendar reminders for follow-up inspection, if needed





## Follow-up (Post-inspection) Activities

- Technical assistance and educational materials
- Offer additional support
- Balance addressing minor vs. major issues
- Start the enforcement process, if needed
- Contact Ecology, if needed

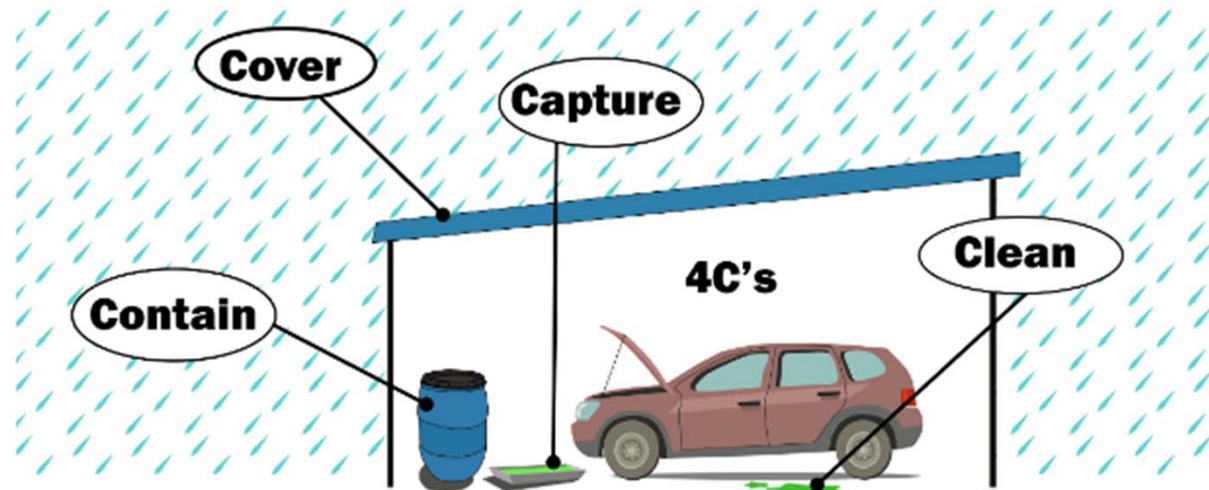
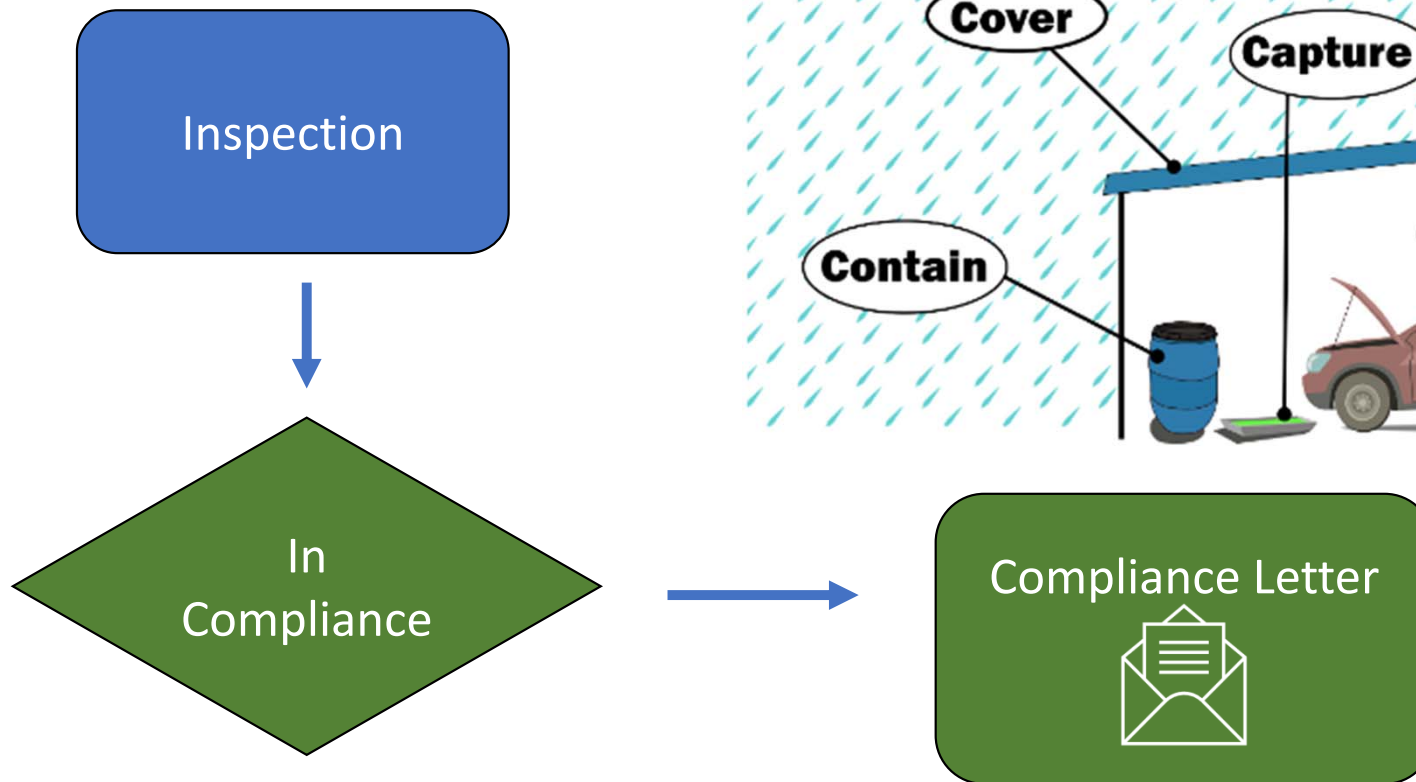
Progressive  
Enforcement  
Strategy





# Follow-up (Post-inspection) Activities

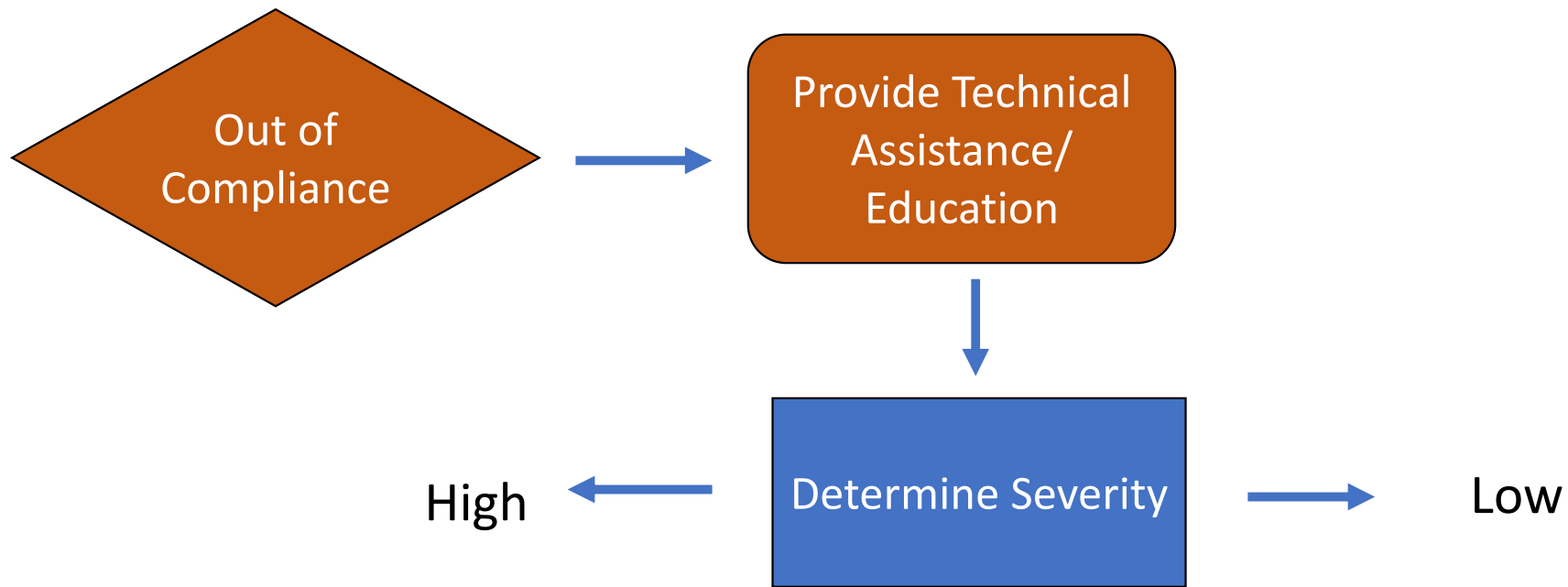
In Compliance Example





# Follow-up (Post-inspection) Activities

Out of Compliance Example



See full flowchart in Chapter 2 of the *Source Control Inspection Program Guidance Manual*





# Follow-up (Post-inspection) Activities

Out of Compliance  
Example: Low Severity

Technical Assistance/Education is Sufficient



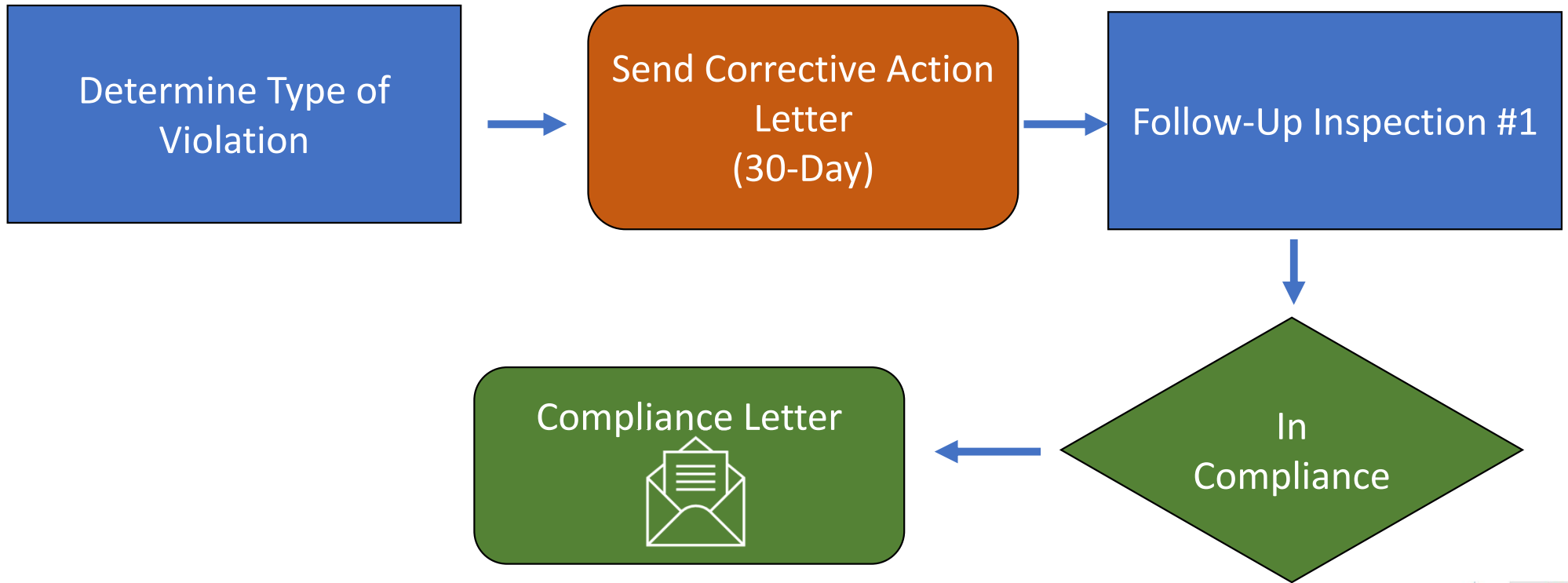
Send Technical Assistance/Education Materials in an Inspection Follow-Up Letter





# Follow-up (Post-inspection) Activities

Out of Compliance  
Example: High Severity,  
No Discharge

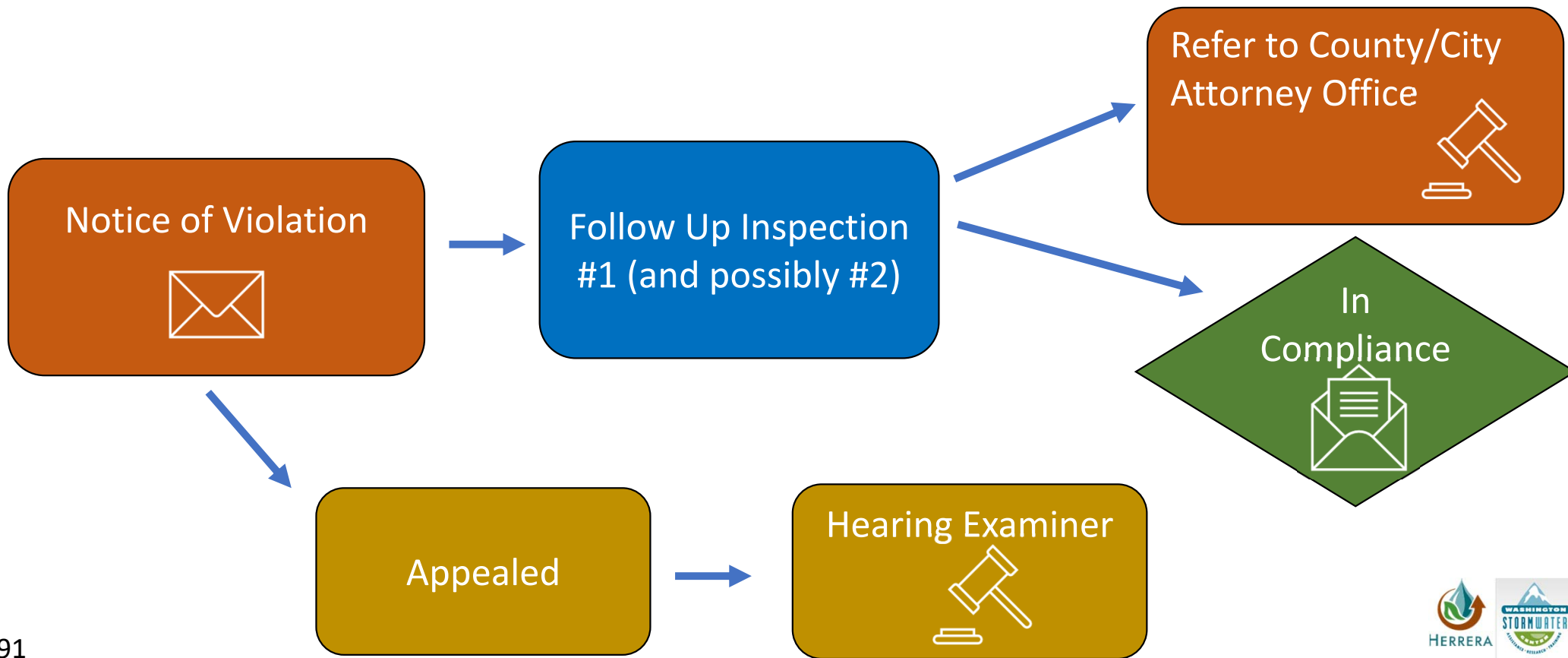






# Follow-up (Post-inspection) Activities

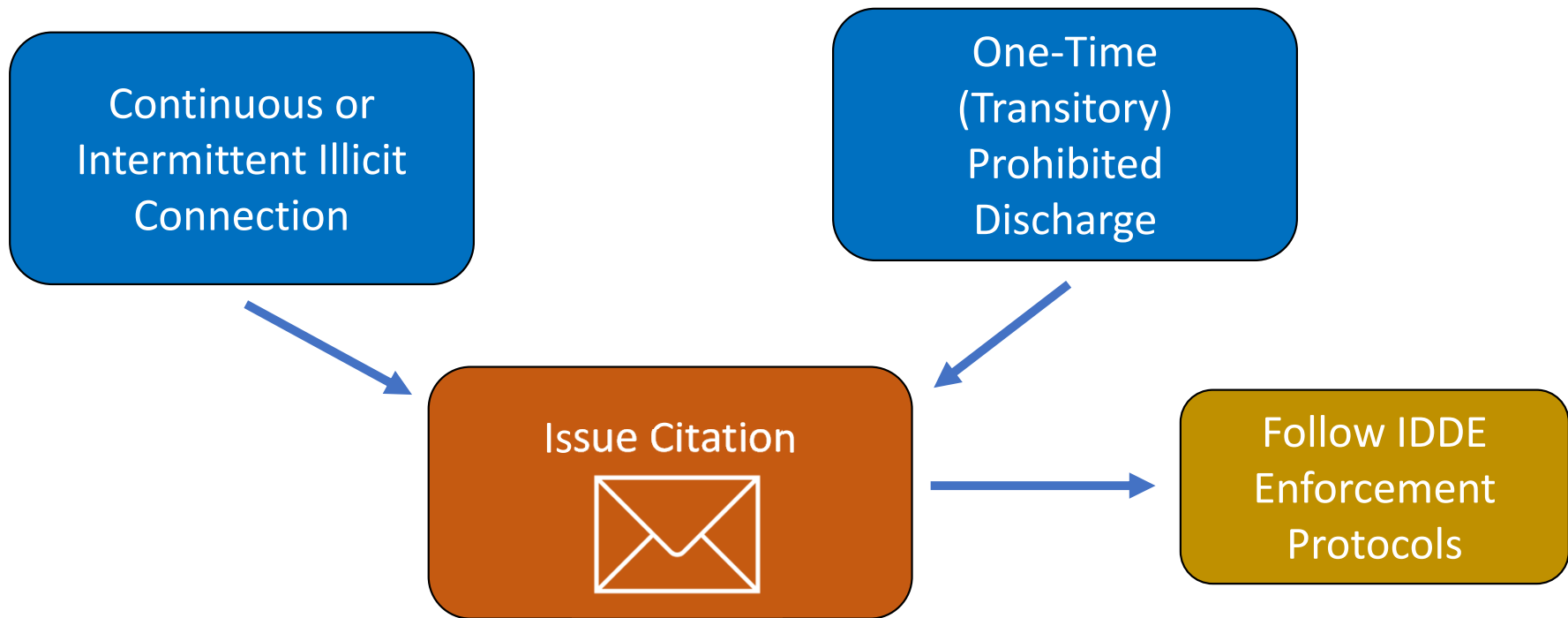
Out of Compliance  
Example: High Severity,  
No Discharge





# Follow-up (Post-inspection) Activities

Out of Compliance  
Example: High Severity,  
With Discharge



# Training Overview

- Training logistics and objectives
- Introductions and project overview
- Permit requirements overview
- Source control BMP overview
- Guidance manual overview
- Focus on Inspections
- **Focus on Education and Outreach Materials**
- Focus on Implementation
- Wrap up and evaluation



# Education and Outreach Materials


- Sources of Outreach Materials
  - Phase I programs
  - Phase II programs
  - PPA
  - Other programs (e.g., CA, MA, OR)

## Catch Basins: Where Does Our Water Go?

**What is a Catch Basin?**  
A catch basin is a drainage structure that collects stormwater runoff from surrounding surfaces and connects to the underground stormwater conveyance system. Catch basins are constructed with a sump to collect sediment and debris and are a type of stormwater inlet (storm drain inlet). Other types of stormwater inlets (storm drain inlets) do not have a sump.


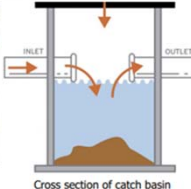
Wastewater and stormwater are separated in Tacoma. Wastewater from inside homes and business are piped into wastewater treatment plants where pollutants are removed before discharge into Commencement Bay. Stormwater from catch basins flows directly into local waterways typically without being treated. That is why we must keep pollutants out of stormwater.

**What Do Catch Basins Look Like?**




**Cleaning**  
Catch basins are often located on public roadways or in parking lots. While catch basins in streets and public areas are maintained by the City of Tacoma, catch basins on private property need to be maintained by the property owner.


The City routinely cleans its over 19,000 catch basins. Residents can also play a role in reducing flooding. Always use a rake or other tool for removing leaves and debris in your neighborhoods ensuring to keep material out of the storm drain system and away from catch basins during fall and winter months. Never remove debris with your hands.



Catch basin as seen from street



Catch basin with treatment



Catch basin with curb inlet

Source: City of Tacoma

Category: Storm Drainage System Maintenance

Resource: 7E5

# Education and Outreach Materials

## Source Control Online Resource Library (SCORL)

Additional supplemental resources for **Chapter 7** are categorized in the **Business Education and Outreach Materials Online Resource Library (Table 7B.1)**. General information applicable to all business sectors was categorized into:

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- Dumpsters
- Spills
- Storm drainage system maintenance
- Wash-water

From original  
BIG Report and  
supplemental  
research

Resource	Author(s)
<b>General Information</b>	
<b>Examples booklets, brochures, flyers, and posters</b>	Snohomish County, ECOSS, Clark County, Kitsap County, Think Blue Massachusetts, City of Oakland (CA) Alameda County (CA), Sacramento County (CA), Contra Costa (CA)
<b>General Business Incentive Program Web Page</b>	Clark County
<b>Stormwater Education and Outreach Web Page</b>	Clark County
<b>Pollution Prevention for Businesses Web Page</b>	Orange County, CA
<b>Example radio commercial (Member Accessible PDF)</b>	Oregon Association of Clean Water Agencies



# Education and Outreach Materials

General information applicable to specific business sectors was categorized into:

- Automotive
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- Construction
- Gas stations
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- Painters
- Pet care
- Pools and spas
- Pressure washers
- Restaurants and food-service
- Special events

From original  
BIG Report and  
supplemental  
research

Resource	Author
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<b>Example brochures, flyers, and posters</b>	City of Tacoma, Contra Costa (CA), Buellton-Solvang Santa Barbara County (CA), Sacramento (CA)
<b>Carpet Cleaners</b>	
<b>Example booklet, brochure, flyers, and rack card</b>	Kitsap County, Alameda County (CA), Contra Costa (CA), Santa Barbara County (CA), Sacramento (CA)
<b>Construction</b>	
<b>Example poster</b>	Alameda County (CA)
<b>Gas Stations</b>	
<b>Example brochure and flyer</b>	City of Issaquah, Think Blue Massachusetts



# Education and Outreach Materials

- Provide general program information
  - “We want to partner with you”
  - “What will happen if problems are found?”
  - “How to reduce water pollution from your business”

**Environmental Resources**

Snohomish County Water Quality Complaints  
Hotline: 425-388-6481  
Online form: [www.snohomishcountywa.gov/water-complaint](http://www.snohomishcountywa.gov/water-complaint)

Hazardous Waste Drop-Off Station  
425-388-6050

Snohomish Health District  
425-339-5250 | [www.snohd.org](http://www.snohd.org)

Washington State Department of Ecology  
425-649-7000 | [www.ecy.wa.gov](http://www.ecy.wa.gov)

Snohomish Conservation District  
425-335-5634 | [www.snohomishcd.org](http://www.snohomishcd.org)

Interpreter and translation services for non-English speakers are available upon request. Call Surface Water Management, 425-388-3464. For questions regarding Public Works Title VI Program, contact our Title VI Coordinator via email at [spw-tit6@snoco.org](mailto:spw-tit6@snoco.org), or phone 425-388-6660. Hearing/impair call 711.

A solicitud, se dispone de servicios de intérprete y traducción para personas que no hablan inglés. Llame a Surface Water Management, 425-388-3464. Para preguntas concernientes al Programa del Título VI de Obras Públicas, póngase en contacto con nuestro Coordinador del Título VI mediante correo electrónico a [spw-tit6@snoco.org](mailto:spw-tit6@snoco.org), o llame por teléfono al 425-388-6660. Las personas con deficiencia auditiva o del habla, llamen al 711.

Illustrations by: Leslie Newman

Printed on 100% recycled & recyclable paper.

**Puget Sound Starts Here.org**

**Snohomish County Public Works**  
Surface Water Management  
425-388-3464  
[www.surfacewater.info](http://www.surfacewater.info)

**Be the Solution to Surface Water Pollution**

Snohomish County Surface Water Management  
Pollution Source Control Program

**ONLY rain down the drain.**

**Business Inspections**

**FACT: Most storm drains in Snohomish County flow, untreated, directly into lakes and streams.**

**It All Adds Up**

- Oil & antifreeze
- Cooking fats & grease
- Paint and other chemicals
- Soap
- Pesticides, fertilizers & herbicides
- Heavy metals

Utilize secondary containment to avoid spills.

Source: Snohomish County  
Category: General Information  
Resource: 7B2

# Education and Outreach Materials

- Types

- Brochure
- Rack card
- Poster
- Booklet
- Flyer
- Letter template
- Sticker
- Web page

## Catch Basin Cleanout Program

The Catch Basin Cleanout Program assists businesses and other private catch basin owners prevent stormwater pollution inexpensively and efficiently. Catch basin owners are responsible for cleaning sediment and debris from catch basins to prevent pollutants from reaching stormwater treatment facilities and streams.

By negotiating through a competitive process, the program is able to provide catch basin cleaning at the **low cost of \$50 per catch basin**.

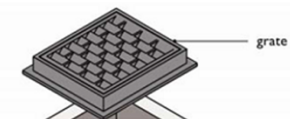
Businesses must sign up to participate.

### Why clean your catch basin?

**Prevent pollution** - As the property owner, you are responsible for cleaning your privately owned catch basins to keep dirt, debris, oils and other pollutants from entering the public stormwater system. Catch basins can lead directly to streams without treatment to remove pollutants.



A catch basin, also known as a storm drain inlet, is designed to trap sediment and debris before it gets into the storm drainage system.



*Source: Clark County*

*Category: Storm Drainage System Maintenance*

*Resource: [Link to web page](#)*





# Education and Outreach Materials

- What is effective?
  - Plain speak
  - Clear graphics
  - Drawings
  - Do's/Don't
  - Multi-lingual
  - Audience-tested

**We Keep it Clean Using the 4Cs**

<b>Cover</b>	<b>Capture</b>	<b>Clean</b>	<b>Contain</b>
Yes ✓ Cover outdoor work and storage areas	Yes ✓ Capture fluids before they run to the drain	Yes ✓ Clean up spills before they reach the drain	Yes ✓ Contain stored fluids to capture leaks
No ✗	No ✗	No ✗	No ✗

**Only Rain Down the Drain**  
No Oil • No Suds • No Paint • No Chemicals  
Even small amounts can pollute our waterways

This project was funded by a grant provided by Washington State Department of Ecology

*Funded by Ecology*

*Category: Automotive*

*Resources: 7G1 through 7G6*

*Languages: English, Khmer, Korean, Russian, Spanish, and Vietnamese*

# Education and Outreach Materials

- Technical Assistance
  - Spill Plan Template  
(available in multiple languages)
  - Contractor list\* for:
    - Storm drainage system cleaning
    - Fats, oils, and grease (FOG)
    - Septic system maintenance
  - Label/mark storm drains

\* Add disclaimers that the jurisdiction is not recommending any specific contractor

## SPILL PREVENTION AND CLEANUP PLAN



### 유출방지 및 청소

Business Name (가게이름)	Phone (전화번호)
Site Address (가게주소)	
Runoff from this site drains to: 현 배수로에서 흘러가는 곳	Date (날짜)

### SPILL PLANNING AND PREVENTION

#### 유출대처상황과 예방

<input checked="" type="checkbox"/>	Take inventory of and materials on site – <i>use less toxic materials where available</i> 가게에있는 모든 화학물질에 대한 제고 관리-(가능하면 독성이 적은 물질을 사용)
<input checked="" type="checkbox"/>	Obtain appropriate spill response materials and personal protective equipment (PPE) 적절한 유출 대응 자료 및 개인 보호 장비를 구비합니다.
<input checked="" type="checkbox"/>	Designate and train spill cleanup coordinator 유출에 대비한 관리자 선정.
<input checked="" type="checkbox"/>	Train staff and document your training at least once annually 매년 직원 훈련과 관리 서류구비

#### IN CASE OF A SPILL, CONTACT THE FOLLOWING

Source: ECOSS

Category: Spills

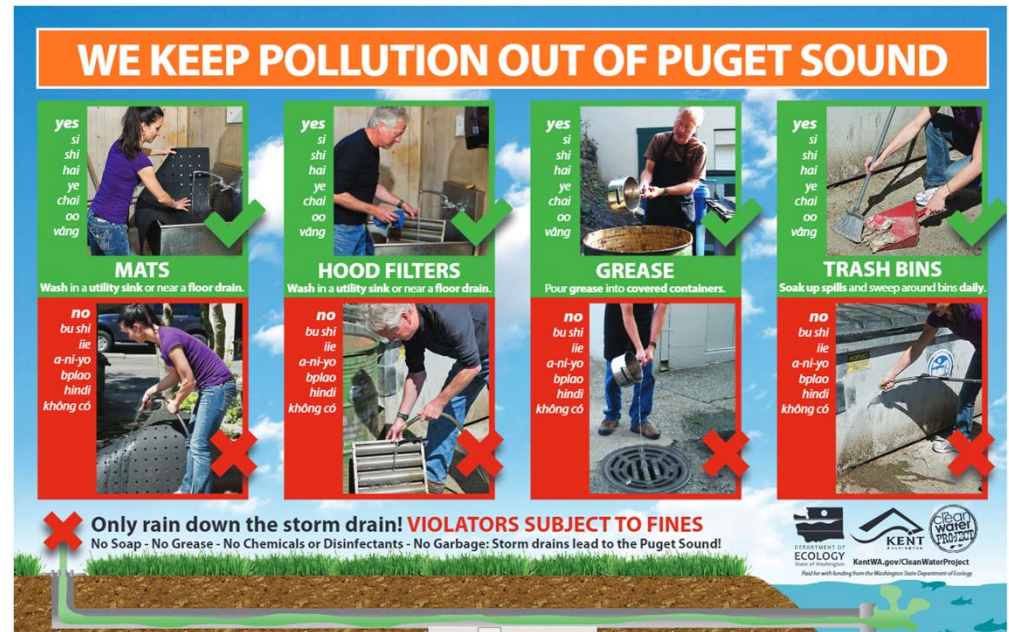
Resources: 7D3 through 7D10

Languages: English, Cambodian, Chinese, Korean, Somali, Spanish, and Vietnamese



# Education and Outreach Materials

- Technical Assistance (cont.)
  - Workplace employee education
    - How to Use Your Spill Kit ([Spills, 7D1](#))
    - We Keep it Clean Using the 4Cs, available in multiple languages ([Automotive, 7G1 through 7G6](#))
    - We Keep Pollution Out of Puget Sound, multilingual ([Restaurants, 7R4](#))
    - Our Restaurant Keeps It Clean ([Restaurants, 7R7](#))
    - We Do It Right, multilingual ([Restaurants, 7R9](#))



Source: City of Kent and Ecology

Category: Restaurants

Resource: 7R4

Languages: Multilingual



# Education and Outreach Materials

**New**

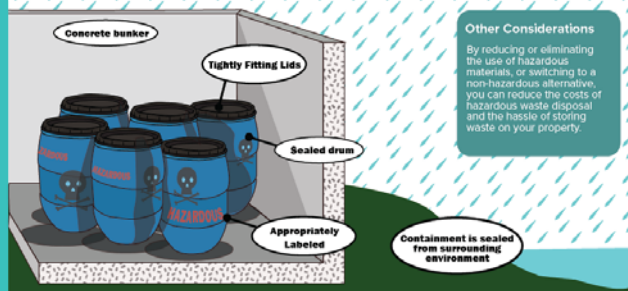
## Resources developed for this project

- Automotive Source Control BMPs flyer (2 pages)
- Restaurant Source Control BMPs flyer (2 pages)
- Secondary Containment flyer (1 page)

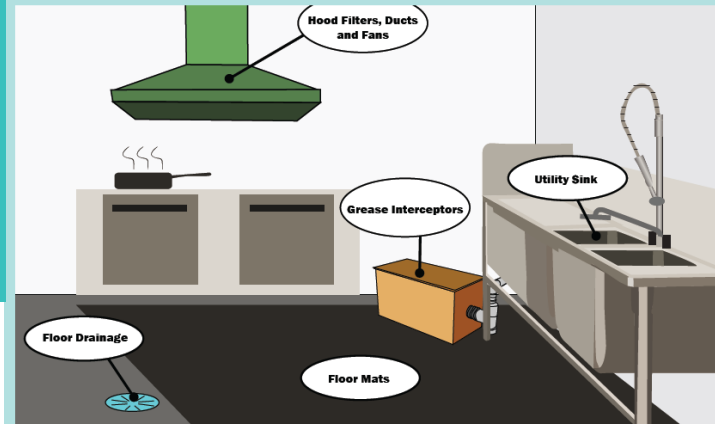
### Best Practices for Automotive Businesses

Business Type	Best Practices for Clean Water
<b>Body Repair/Maintenance</b>   	<ul style="list-style-type: none"> <li>• Conduct repair, detailing, and maintenance indoors (including dry or wet sanding and painting activities)</li> <li>• Use vacuum sanding equipment</li> <li>• Clean auto parts using a wire brush and/or rag instead of a solvent parts washer</li> <li>• Use drip pans or containers under parts or vehicles that drip or are likely to drip liquids</li> <li>• Capture metal filings in a bucket or bin</li> <li>• Empty oil and fuel filters before disposal</li> </ul> 
<b>Service Stations/Car Washes</b>  	<ul style="list-style-type: none"> <li>• Install covers over air/water supply and trash/waste collection areas</li> <li>• Routinely inspect and conduct maintenance on oil/water separators</li> <li>• Sweep parking and self-service areas daily to remove trash and debris</li> <li>• Designate a vehicle wash area that is covered and/or bermed and connected to the sanitary sewer system or appropriate treatment system</li> </ul> 
<b>Auto Wrecking/Recycling</b>   	<ul style="list-style-type: none"> <li>• Conduct dismantling/crushing operations indoors and/or outside within a designated area that is paved, covered, and bermed</li> <li>• Install a fluid collection system under dismantling/crushing operations</li> <li>• Remove batteries and liquids from vehicles that will be retired for scrap</li> <li>• Cover burned vehicles, parts, and equipment stored outdoors</li> <li>• Close vehicle hoods when not in use, or cover with tarp if no hood</li> </ul> 
<b>Auto Dealers/Sales</b>   	<ul style="list-style-type: none"> <li>• Conduct repair, detailing, and maintenance indoors</li> <li>• Do not spray off wheel cleaners</li> <li>• Consider using waterless wheel cleaners</li> <li>• Designate a vehicle wash area that is covered and/or bermed and connected to the sanitary sewer system or appropriate treatment system</li> </ul> 

### Best Practices for Secondary Containment



### Restaurant Clean Water Guide



Restaurant and other food service work can be messy. Keep it clean by making sure that only rain goes down outdoor drains. NO grease, NO dirt, NO garbage, and NO wash water.

# Education and Outreach Materials

New

## Resources developed for this project

- Business Letter Templates
  - Inspection Program Introduction/Overview
  - In Compliance
  - Action Required

Template: Program Introduction/ Initial Contact

For use on jurisdiction-specific letterhead

[Date MM DD, YYYY]

Insert [Business Name (if applicable)]  
Attn: [Business Owner/Contact Name]  
[Site Address]  
[City, WA Zip]

Business/Site ID: [XXXX]  
Parcel PIN: [XXXX]  
Contact Phone: [XXXX]

Dear Business Owner:

***We want to partner with you.***

By working together, [Jurisdiction + Department] and businesses in [Jurisdiction] can improve the water quality of our streams, lakes, and [Puget Sound]. This letter is an introduction to the [Jurisdiction + Department Source Control Business Inspection Program]. Source control practices are intended to prevent pollutants (trash, sediment, grease, oil, paint, detergent, etc.) from coming into contact with stormwater *before* they enter the stormwater drainage system, which flows downstream into streams, lakes, groundwater, and [Puget Sound].

The Washington State Department of Ecology requires [Jurisdiction] to conduct routine inspections of commercial and industrial facilities throughout the [city/county] for proper implementation of source control best management practices (BMPs) that prevent pollutants from coming into contact with stormwater. BMPs may include operational procedures and structural actions. Examples include proper storage and containment of chemicals, spill cleanup, and maintaining clean dumpster areas. A full list of source control BMPs based on potential pollutant-generating activities can be found in the [Stormwater Management Manual for Western Washington, Volume IV] (available online).

***Reminder: Only rainwater should enter the storm drain.***

This letter is an informational notice to raise awareness that [Jurisdiction] staff may arrive to inspect your site, learn about your business activities, and determine if any actions are needed to prevent stormwater pollution.



# Education and Outreach Materials

## Resources transcreated for this project

- Spill Plan template
- How to Use Your Spill Kit poster/flyer
- List of common actions required following an inspection

Operational Actions Required Following a Source Control Inspection

Action Category (English)	[Action Category] (Spanish)	Description of Action (English)	[Description of Action] (Spanish)
Illicit discharge		Check site plans for illicit connections	
Routine maintenance		Perform routine maintenance of storm drainage system	
Preventive maintenance		Perform preventive maintenance	
Proper disposal		Properly collect and dispose of fluids, washwater, and wastes	
Proper storage		Properly store solid wastes	
Spill plan		Develop a spill plan	
Posted spill plan		Post spill plan in appropriate locations	

# Training Overview

- Training logistics and objectives
- Introductions and project overview
- Permit requirements overview
- Source control BMP overview
- Guidance manual overview
- Focus on Inspections
- Focus on Education and Outreach Materials
- **Focus on Implementation**
- Wrap up and evaluation



# Notes From the Field

- Case studies
- Lessons learned from inspectors



*Photo Credit: Ryeann-Marie Tuomisto,  
City of Kirkland*



# Group Activity 2

## Goals:

- Identify common issues and actions
- Test out inspection form (hard copy or electronic)

## Instructions:

- Walk/drive to nearby maintenance facility
- Conduct mock inspection and fill out inspection form

**NOTE:** This activity is a mock inspection. Areas of the site may be modified for the training and may not represent actual conditions at the site. Identified action items will be used for training purposes only and not for enforcement.

# Group Activity 2

## Recap:

- Good source control practices observed
- Any operational actions recommended?
- Any structural actions recommended?

# Training Overview

- Training logistics and objectives
- Introductions and project overview
- Permit requirements overview
- Source control BMP overview
- Guidance manual overview
- Focus on Inspections
- Focus on Education and Outreach Materials
- Focus on Implementation
- **Wrap up and evaluation**




# Wrap-up and Evaluation

## Related Trainings

<b>Communication Skills</b>	<b>Safety</b>	<b>Education</b>
Asking Effective Questions and Listening	First Aid/CPR	HAZWOPER
De-escalation	Flagging	Illicit Discharge Awareness
Mediation	Heat Stress	Intro to Environmental Crimes Enforcement
Verbal Judo	Situational Awareness	Intro to Environmental Enforcement
		Universal Waste Management

# Wrap-up and Evaluation

- Mentorship Opportunities
- ECOSS Spill Kit Program 
- Voucher Incentive Programs (e.g., King County, Kitsap Public Health District)

<p>Be located in King County</p> 	<p>Produce</p> <p>less than 200 lbs (about 25 gallons) of hazardous waste per month</p> 
<p>Produce</p> <p>less than 2.2 lbs (about a quart) of acutely hazardous waste per month</p> 	<p>Store</p> <p>less than 2,000 lbs (about four 55-gallons drums) of hazardous waste</p> 

Graphic from: King County Hazardous Waste Management Program web page

# Wrap-up and Evaluation

- Questions?
- Comments?
- Training evaluation

Guidance manual and materials are published on the Washington Stormwater Center website: [www.wastormwatercenter.org/permit-assistance/municipal/source-control-inspection-program-guidance-manual](http://www.wastormwatercenter.org/permit-assistance/municipal/source-control-inspection-program-guidance-manual)

# Contact Us

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