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CITY OF STOCKTON AND
COUNTY OF SAN JOAQUIN

Mobile Business Pilot Program: Carpet Cleaners Implementation Strategy

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Overview

The City of Stockton and County of San Joaquin's (Permittees) Municipal Stormwater Programs include an Industrial and Commercial Program Element to effectively prohibit unauthorized non-stormwater discharges and reduce pollutants in stormwater runoff from industrial and commercial facilities to the maximum extent practicable (MEP).

The Permittees are required to inventory, inspect and provide outreach to a number of categories of commercial businesses, several of which are mobile in nature. The Permittees' Municipal Stormwater Permit (Order No. R5-2007-0173, p. 36) specifically requires the Permittees to effectively prohibit identified illegal discharges from mobile businesses. These business categories are generally categorized in the inventory as "temporary or intermittent sources" of pollutants that may impact water quality. The mobile businesses include, but are not limited to, the following categories:¹

- Automotive washing and detailing
- Carpet cleaners
- Commercial pesticide applicators
- Concrete pouring contractors
- Concrete cutting contractors
- General building contractors
- Paint contractors
- Portable toilet rental and maintenance
- Pressure washers
- Street sweepers
- Swimming pool contractors
- Swimming pool maintenance
- Landscape installation/maintenance contractors

The April 2009 Stormwater Management Plan (SWMP) outlined several performance standards related to mobile businesses. The Permittees are to:

- Develop a mobile business pilot program for one mobile business category deemed to be a potentially significant source and include all mobile business within this category in the inventory (IC1)
- Implement a mobile business pilot program for one mobile business category deemed to be a potentially significant source and include all mobile business within this category in the inventory (IC1)
- Identify how inspections may be conducted for the mobile business category identified in IC1 (IC2)
- Identify best management practices (BMPs) for the mobile business category identified in IC1 and develop an outreach/education strategy (IC3)
- Implement outreach efforts to mobile businesses (IC3)
- Develop an enforcement strategy that specifically addresses the mobile business category identified in IC1 (IC4)

The business categories listed above were evaluated with regard to several criteria to determine which mobile business category should be targeted for the pilot program. The Permittees have

¹ See Section 5 of the Permittees' April 2009 Stormwater Management Plan (SWMP).

identified carpet cleaners as the business category to be targeted. A carpet cleaning business is considered to be any operation that identifies a primary Standard Industrial Classification (SIC) Code of 7217 (Carpet and Upholstery Cleaning²) or a primary North American Industry Classification System (NAICS) code of 561740 (Carpet and Upholstery Cleaning Services) for the operations at their business. The evaluation criteria included those listed below; information summarizing how carpet cleaners meet the criteria is also provided.

- Business category is a source of pollutants addressed by a Water Quality Based Plan (i.e., Pesticides, Pathogens, Mercury, Low Dissolved Oxygen (e.g., sediment, suspended solids, organic material, sewage))
 - Carpet cleaning wash water typically contains sediment, a pollutant that can contribute to low dissolved oxygen in surface waters.
- Business category is required by City and/or County to obtain business license (for ease of inventory)
 - The Municipal Codes of the City (Section 5.04.040) and County (Title 7, Division 1, Chapter 1, Section 7-1000) both require any person or business that conducts business within the City limits (City) or within the County and outside the limits of any incorporated city (County) to obtain a business license.
- Business operations are primarily mobile but generally have a physical address (for ease of outreach, inspection, and enforcement)
 - While carpet cleaners are primarily mobile, based on a review of the online Yellow Pages listings, it was estimated that many of them may have a physical address.
- Business category operates primarily during normal business hours (for ease of outreach, inspection, and enforcement)
 - a. Although some carpet cleaners offer 24-hour emergency clean-up services, most of the core carpet cleaning services take place during daytime business hours.

² This SIC Code includes the following sites and activities:

- Carpet cleaning and repairing plants
- **Carpet cleaning on customers premises**
- **Furniture cleaning on customers premises**
- Rug cleaning, dyeing and repairing plants
- **Upholstery cleaning on customers premises**

The bolded descriptions apply to mobile carpet cleaning businesses. See also http://www.osha.gov/pls/imis/sic_manual.display?id=264&tab=description

PURPOSE OF IMPLEMENTATION STRATEGY DOCUMENT

Mobile businesses are challenging to address for several reasons. Mobile businesses differ from fixed industrial or commercial facilities in that the equipment used and services provided by such businesses are transportable, and they often do not have a fixed facility location. Mobile businesses are also unique due to their regional and transient nature. These businesses may be based and licensed in one municipality, but they may also provide services within other municipalities in the region without procuring the appropriate business licenses. In addition, they provide services for short periods of time in many different locations. This makes it difficult to track, inspect, outreach to, or enforce against them, especially if they are smaller operations and do not have a fixed facility headquarters.

The purpose of the implementation strategy described herein is to identify how the various components of the carpet cleaner pilot program (pilot program) will be implemented. The strategy addresses inventory, inspections, outreach/education, and enforcement. The pilot program, once implemented, will serve as a template for the potential development of implementation strategies for other mobile business categories.

Mobile Business Inventory

The development and maintenance of a carpet cleaner database is essential. The inventory serves as a repository for the information for each business pertaining to outreach/education, inspection, and enforcement actions. Some information may be obtained from existing and new business licenses; however, it may be necessary to supplement existing business license information with information for unlicensed businesses.

INVENTORY SOURCES FOR CARPET CLEANERS

Business license information for licensed carpet cleaners, as well as businesses that appear to offer carpet cleaning services, was used as a starting point for the Permittees' inventory of carpet cleaners. This list was supplemented with information from other resources, such as the Yellow Pages³, Craigslist⁴, and the Penny Saver.⁵ The multi-source approach to the inventory helped to ensure that the Permittees identified the majority of carpet cleaning businesses within San Joaquin County so that the pilot program could take a regional approach.

CARPET CLEANER INVENTORY

The carpet cleaner inventory (**Attachment A**) includes carpet cleaners located within the San Joaquin County area—those most likely to operate within the jurisdictions of the City and Phase I area of the County. Multiple resources, as described above, were used in the compilation of the inventory. Some resources, such as the online Yellow Pages, yielded businesses that were described as “serving the Stockton area”, regardless of location of the business or phone number registration. The inventory includes 146 carpet cleaners based in the following cities⁶:

- Escalon
- Lockeford
- Lodi
- Manteca
- Ripon
- Stockton
- Tracy

The inventory is considered to be comprehensive for the carpet cleaners that can be verified as being located within the San Joaquin County area. The Permittees will call each business to verify that each is in business and provides carpet cleaning services in the Stockton Urbanized Area (SUA). Missing addresses, phone numbers, and other information will also be obtained.

³ <http://www.yellowpages.com> and <http://anywho.yellowpages.com> (City only)

⁴ <http://stockton.craigslist.org/>

⁵ <http://www.pennysaverusa.com>

⁶ No carpet cleaning businesses based in Lathrop were found at this time, but this city should be included in future inventory updates.

MAINTENANCE AND UPDATE OF INVENTORY

The inventory will be maintained and updated on an annual basis. The Permittees will work cooperatively and follow the approach outlined above to update the inventory, beginning with business licenses and checking other resources for carpet cleaning businesses not included in the current inventory. Any businesses found will either be added to the inventory or included in the associated worksheets, as follows:

- **Out of Business** – Some carpet cleaners may still be listed in various sources as functioning businesses, but a verification check may reveal that they are no longer in business.
- **Other Business Type** – Some businesses may appear to be carpet cleaners or offer carpet cleaning services due to their business name. Those in question should be verified; if they are not carpet cleaners (e.g., dry cleaners, carpet sellers), they should not be included in the inventory.
- **Out of Region** – Some carpet cleaners may be listed as “Serving the Stockton Area” but are not physically located within San Joaquin County. In addition, some may have 800 or 866 numbers, making it difficult to verify a location. However, if a carpet cleaner has a business license to operate within the City or County, they should be included in the inventory.

These additional worksheets will help ensure that in the future, businesses that have been previously verified as out of business, not carpet cleaners, or out of region are not inadvertently included in the inventory.

Two annual updates are to be completed the Permit term (2007-2012), by June 30, 2011 and June 30, 2012. Updates will also occur annually during future permit terms.

INVENTORY FIELDS

The information tracked by the inventory is summarized in **Table 1**.

Table 1. Information Tracked by Carpet Cleaner Inventory

Inventory Field	Explanation	Drop-Down Options
Source	Primary source of business information	Various sources
Source Notes	Comments regarding source	None
Verified	Specific business has been called and verified as in business as a carpet cleaner	Y, N
Business name		None
Street		None
Zip Code		None
City		Escalon, Ripon, Lathrop, Lockeford, Stockton, Lodi, Tracy, Manteca
State		CA
Business phone		None
Cell Phone/Unpublished	Note regarding check of phone number to determine business location	None
Has City Business License		Y, N
Has County Business License		Y, N
Name of Owner		None
Address of owner	If different from business address	None
SIC Code	Fill out after verification is complete	7217
SIC Description	Fill out after verification is complete	Carpet and Upholstery Cleaning
NAICS Code	Fill out after verification is complete	561740
US NAICS Title	Fill out after verification is complete	Carpet and Upholstery Cleaning Services
Self-certification completed		Y, N
Outreach/education provided		Y, N
Enforcement actions taken (City)		City-specific enforcement actions
Enforcement actions taken (County)		County-specific enforcement actions
Additional comments		None

Carpet Cleaner Self-Certification

Inspections of carpet cleaner businesses are challenging because they are often smaller operations lacking a fixed facility location. In addition, the services are provided in many different locations. Thus, a mandatory, regional self-certification program will be developed and implemented to cost-effectively and comprehensively address this requirement. The Permittees will follow up with particular businesses if they are not responsive to the Permittees' request for completing a self-certification form.

Although the Permittees are not required to conduct inspections, the fact that carpet cleaners operate in multiple jurisdictions means that a comprehensive, regional approach to self-certification will be most effective in sending a consistent message to carpet cleaners regarding the regulations and best management practices (BMPs).

SELF-CERTIFICATION APPROACH AND FREQUENCY

Carpet cleaners may or may not have a fixed facility center of operations; however, BMPs for carpet cleaning are field-based and focus on activities taking place at a job site. To promote carpet cleaners' compliance with stormwater regulations while on the job, all inventoried carpet cleaners will be requested to complete a Carpet Cleaner Self-Certification Form (**Attachment B**) twice every permit term. Carpet cleaners will perform a self-certification to determine if they meet the requirements established by Order No. R5-2007-0173 and the Permittees' Municipal Codes.

The Self-Certification Form contains a series of questions, which generally require "yes" or "no" answers. The answers will identify whether the carpet cleaning business operations are meeting the applicable environmental requirements for protection of stormwater quality. For "no" answers, the Self-Certification Form includes suggestions for the businesses so that they can comply with the regulations.

The Permittees will contact the inventoried carpet cleaners by mail and request that they fill out the Self-Certification Form. This approach will ensure that the Permittees provide outreach to the inventoried carpet cleaners, since educational materials will also be provided as part of the mailing. The mailing will include the following items:

- Cover letter that provides background information on stormwater quality, the purpose of the mailing, and what is required to be completed;
- Business license applications for both Permittees—when necessary for particular businesses—with an explanation of:
 - Business license requirements, per the Permittees' Municipal Codes; and
 - Business license application process;
- Self-Certification Form; and
- Carpet Cleaning BMP Fact Sheet.

The goal is for 100% of the inventoried carpet cleaners contacted with the initial mailing to complete the required forms by June 30, 2011. The Permittees will follow up with any of the

inventoried carpet cleaners who have not returned completed business license applications and Self-Certification Forms within the timeframe stated on the form (i.e., 90 days). In addition, carpet cleaners added to the inventory during the two annual updates to be accomplished this Permit term (by June 30, 2011 and June 30, 2012) are required to complete these forms. Thus, 100% of inventoried carpet cleaners should be self-certified once during the current Permit term.

The same approach will be followed twice during future permit terms to ensure that the Permittees are maintaining a consistent presence, providing outreach, and requiring carpet cleaners to complete self-certifications on a regular basis. This schedule may be adjusted depending on the requirements of the new permit (2012-2017).

Mobile Business Outreach

Commercial businesses, including carpet cleaners, are required to reduce pollutants in stormwater discharges, and unauthorized non-stormwater discharges by these businesses to the storm drain system are prohibited. The challenge in providing outreach to mobile businesses is to identify mechanisms for outreach, since not all carpet cleaners obtain a business license, and not all carpet cleaners have a fixed facility. Thus, in order to have a comprehensive program, it is necessary to identify additional outreach mechanisms. Although the Permittees may provide guidance to carpet cleaners on appropriate BMP selection and application, the selection of specific BMPs to be implemented is the responsibility of each carpet cleaning business.

CARPET CLEANER OUTREACH

Outreach to carpet cleaners will take several forms, including distribution of BMP Fact Sheets, outreach via carpet cleaner associations and suppliers, and outreach to homeowners. The goal of this multi-faceted approach is to increase carpet cleaners' awareness of water quality issues and promote compliance with regulations.

Carpet Cleaner BMP Fact Sheet

In order to assist carpet cleaners in selecting and implementing the appropriate types of BMPs, a Carpet Cleaner BMP Fact Sheet has been developed (**Attachment C**). The BMP Fact Sheet will be distributed primarily as part of the Self-Certification Form mailing, and it will be made available on the Permittees' Web sites. Existing and potential mechanisms for distribution of outreach materials have been identified and are summarized below:

- Self-Certification Form mailings
- City⁷ and County⁸ Web sites
- Greater Stockton Chamber of Commerce
- Stockton-San Joaquin County Public Libraries (primary branches)
- Administrative Services, Business License Division, at City Hall (City)
- Community Development Department (Business Licenses) (County)
- Public Works Customer Service Counter (County)

Outreach via Carpet Cleaner Industry Associations and Suppliers

The Permittees will work with the industry to provide outreach every other year by partnering with suppliers, carpet cleaner associations, and industry journals. Several suppliers and trade associations were identified as potential contacts for outreach.

⁷ http://www.stocktongov.com/MUD/General/stormwater/stormw_business_tips.cfm

⁸ <http://www.sjgov.org/pubworks/storm%20water/TipsforBusinesses.htm>

Suppliers

The suppliers listed below have indicated that the Permittees may provide them with Carpet Cleaners BMP Fact Sheets to be displayed in their stores. Although Central California Cleaning Supply and Proline Supply are located in Sacramento, they are large vendors, and it is likely that Stockton-area carpet cleaners shop there for supplies.

- Merit Janitorial Supply (Stockton) – (209) 466 0181
- Central California Cleaning Supply (Sacramento) – (800) 715 6630
- Proline Supply (Sacramento) – (916) 339 3033

Trade Associations

Carpet & Fabricare Institute (CFI) – <http://carpet9.org/>

The Carpet and Fabricare Institute (CFI) is a regional, non-profit trade association for carpet cleaning professionals. CFI has members in the Stockton area. They have Chapter meetings and provide training sessions, and they are willing to partner with the Permittees to have BMP Fact Sheet available at meetings/trainings.

Contact:

Matt Cole, Northern California Director
Cole's Carpet
2770 Industrial Blvd
Hayward, CA 94545
Kcole101@att.net
1-800-200-1218

Industry Journals/Newsletters

Western Cleantalk (CFI)

This CFI newsletter is available online. It is also mailed or emailed to the CFI membership.

Contact:

Matthew Sanders, President
matt@ecostar-inc.com
(818) 981-7913 – Office
(818) 515-7841 – Cell

Cleanfax Magazine – <http://www.cleanfax.com/article.asp>

The Permittees may also contact Cleanfax Magazine, a monthly publication, to discuss the options of including an advertisement about BMPs for carpet cleaners or renting a mailing/e-mail list of Stockton-area subscribers.

Contact:

Micah Ogburn, Publisher, Cleanfax
19 British American Blvd. West
Latham, NY 12110
(518) 783-1281 x3179
Direct: 518 640-9177
mogburn@ntpmedia.com
www.cleanfax.com

Outreach to Homeowners

In order to assist carpet cleaners in selecting and implementing the appropriate types of BMPs, a list of BMPs for “Carpet Cleaning at Your Home” has been developed (**Attachment D**). The focus of these BMPs is on educating customers on what BMPs carpet cleaners should be implementing when working in a customer’s home. Customers who choose to do their own carpet cleaning should follow the same BMPs. Outreach to homeowners regarding these BMPs will primarily occur via the City⁹ and County’s¹⁰ Web sites.

In the future, these Web sites could potentially be updated to include information on other types of mobile businesses that provide residential services. Other residential mobile business types include, but are not limited to, automotive washing and detailing, pesticide applicators, paint contractors, pressure washers, and landscape installation/maintenance contractors.

⁹ http://www.stocktongov.com/mud/General/stormwater/stormwater_pollution_prevention.cfm

¹⁰ <http://www.sjgov.org/pubworks/storm%20water/publiceducationandoutreach.htm>

Enforcement

ENFORCEMENT APPROACH

The regional and transient nature of mobile businesses means that the Permittees will work cooperatively to address enforcement of carpet cleaners. Enforcement will occur as needed in response to complaints/notifications of illicit discharges involving carpet cleaners. Enforcement will be carried out by the Permittee in whose jurisdiction the incident occurred. In some cases, joint enforcement may be necessary.

Permittee field staff will be proactive about reporting illicit discharges witnessed while in the field, including those caused by carpet cleaners, so that they may be properly addressed. All enforcement actions for specific businesses should be tracked in the Carpet Cleaner Inventory (**Attachment A**).

ENFORCEMENT ACTIONS

The Permittees have progressive enforcement and referral policies in place to address violations by commercial or industrial businesses, including Carpet Cleaners. Enforcement actions match the severity of violation and include distinct, progressive steps. Enforcement steps are addressed within the Permittees' ordinances, as well as within the following documents:

- **City of Stockton:** *Municipal Utilities Department Directive Prohibiting Non-Stormwater Discharges to the Storm Drainage System* (MUD Directive) (final, dated July 1, 2010)
- **County of San Joaquin:** *NPDES non-Construction Illicit Discharge and Illegal Connection Investigation-Enforcement Management* (ID2-15.01) (see Appendix B-1 of the 2009 SWMP)

The progressively severe corrective actions include verbal warnings, followed by written warnings and legal action, if necessary. Illicit discharges are addressed in a formal manner through the appropriate administrative remedies, depending upon the compliance history of the business. Corrective actions are taken in every instance where a responsible party is identified. The general types of enforcement actions that may be taken are summarized in **Table 2**.

Table 2. Enforcement Actions that May Be Used to Address Non-Responsive Businesses and Illicit Discharges

City of Stockton	County of San Joaquin
<p>Administrative Remedies</p> <ul style="list-style-type: none"> • Verbal Warning • Notice of Violation (NOV) • Cease and Desist Order • Stop Work Order <p>Legal Action</p> <ul style="list-style-type: none"> • Administrative Citation • Fine • Other 	<p>Administrative Remedies</p> <ul style="list-style-type: none"> • Verbal Warning • Warning Notice or Notice to Clean • Notice of Violation (NOV) <p>Legal Action</p> <ul style="list-style-type: none"> • Referral letter to San Joaquin District Attorney and the Central Valley Regional Water Quality Control Board

Progressive enforcement will be utilized when the Permittees are conducting follow-up actions for businesses that do not respond to the initial mailing by returning the Self-Certification Form within the timeframe stated on the form (i.e., 90 days). Enforcement will include the following steps:

- **Second notification** – A second mailing (as described within the Carpet Cleaner Self-Certification Form section) will be sent, with a cover letter stating that if the Self-Certification Form and appropriate business license application(s) are not completed within 30 days, a Notice of Violation will be sent to the business owner.
- **Notice of Violation** – If the Permittees do not receive the Self-Certification Form and appropriate business license application(s) within 30 days, a Notice of Violation will be sent to the business owner.

Major violations of stormwater regulations or violations that have a potential for a significant impact to the environment will result in a more stringent enforcement response. Repeat offenders (i.e., businesses with multiple violations within a 12-month period) will also be subject to progressive enforcement actions. Incidents that require clean-up will be re-inspected within a short timeframe appropriate for mobile businesses (i.e., within hours).

Evaluation of Mobile Business Pilot Program

In order to assess the effectiveness of the pilot program, the following items will be evaluated each year in conjunction with the Stormwater Program Annual Reports:

Was the program implemented in accordance with the SWMP Control Measures and Performance Standards (Level 1 Outcome)?

- **IC1 – Facility Inventory:** Developed and implemented a mobile business pilot program for one mobile business category deemed to be a potentially significant source and included all mobile businesses within this category in the inventory
- **Inventory:** Maintained and updated inventory
- **IC2 – Prioritization and Inspection:** Identified how inspections may be conducted for the mobile business category identified in IC1
- **Self-Certification:** Contacted 100% of inventoried carpet cleaners by mail to request that they fill out a Self-Certification Form and Permittee business license applications
- **IC3 – Outreach:** Identified BMPs for the mobile business category identified in IC1 and developed an outreach/education strategy
- **Outreach:** Worked within the industry to provide outreach by partnering with suppliers, carpet cleaner associations, and industry journals
- **Outreach:** Provided outreach to homeowners via Permittees' Web sites
- **IC4 – Enforcement:** Developed an enforcement strategy that specifically addresses the mobile business category identified in IC1
- **Enforcement:** Enforced against illicit discharges and other stormwater violations by carpet cleaners

Did the program raise the target audience's awareness of an issue (Level 2 Outcome)?

- # self-certification forms mailed, # and % completed and returned
- # of Carpet Cleaner BMP Fact Sheets distributed (by mechanism), total and year to year
- # of Web site hits for homeowner carpet cleaner outreach

Did the program change a target audience's behavior, resulting in the implementation of recommended BMPs (Level 3 Outcome)?

- # and % of carpet cleaners self-certified as adequately implementing BMPs, total and year to year (for years self-certification is implemented)
- # and types of enforcement actions taken against carpet cleaners, total and year to year
- % enforcement actions taken, major (court case, etc.) vs. minor (verbal warning)
- # repeat offenders identified, total and year to year

Implementation Schedule

The implementation schedule detailing the tasks to be completed for the pilot program is included in **Table 3**.

Table 3. Implementation Schedule for Mobile Business Pilot Program

Task	Frequency or Due Date
1. Inventory: Maintain and update inventory	<ul style="list-style-type: none"> • Annually
2. Inventory: Call each business to verify that it is in business and provides carpet cleaning services in the Stockton urbanized area. Obtain missing addresses, phone numbers, and other information.	<ul style="list-style-type: none"> • Initial inventory: 2010 • Annually in conjunction with inventory update
3. Self-Certification: Contact 100% of inventoried carpet cleaners by mail to request that they fill out a Self-Certification Form and Permittees' business license applications. <i>Includes businesses added during annual inventory updates.</i>	<ul style="list-style-type: none"> • Once during this Permit term: 100% by June 30, 2011 • Twice during future Permit terms: 100% each time
4. Self-Certification: Follow up with those businesses contacted with initial mailing that have not returned Self-Certification Form and business license applications. <i>Includes businesses added during annual inventory updates.</i>	<ul style="list-style-type: none"> • As needed to achieve 100% return rate by June 30, 2011 • As needed to achieve 100% return rate twice during future Permit terms
5. Self-Certification: Contact additional carpet cleaners identified during annual update of inventory; repeat Tasks 2-4.	<ul style="list-style-type: none"> • Annually
6. Outreach: Work within the industry to provide outreach by partnering with suppliers, carpet cleaner associations, and industry journals.	<ul style="list-style-type: none"> • Every other year, beginning in 2011
7. Outreach: Provide outreach to homeowners via Permittees' Web sites	<ul style="list-style-type: none"> • Post on Web sites by December 31, 2010 • Annually review and update as needed
8. Enforcement: Enforce against non-responsive businesses, illicit discharges, and other stormwater violations	<ul style="list-style-type: none"> • Ongoing
9. Evaluation: Perform effectiveness assessment of pilot program	<ul style="list-style-type: none"> • Annually in conjunction with Stormwater Program Annual Report

Attachments

- A. Carpet cleaner inventory (Excel workbook)
- B. Carpet Cleaner Self-Certification Form – Template
- C. Carpet Cleaner BMP Fact Sheet
- D. Carpet Cleaning at Your Home – text to be considered for inclusion on Permittees’ Web sites

Carpet Cleaners Water Quality Self-Certification

WHAT IS SELF-CERTIFICATION?

In order to protect the water resources within the Stockton urbanized area, the City of Stockton and County of San Joaquin are requiring carpet cleaning businesses within San Joaquin County to complete this self-certification form. Performing a self-certification will help to determine whether your carpet cleaning operations are meeting applicable environmental regulations for the protection of water quality.

WHAT IF MY BUSINESS IS NOT A CARPET CLEANING BUSINESS?

A carpet cleaning business is considered to be any operation that identifies a primary Standard Industrial Classification (SIC) Code of 7217 (Carpet and Upholstery Cleaning) or a primary North American Industry Classification System (NAICS) code of 561740 (Carpet and Upholstery Cleaning Services) for the operations at the business.

If your business does not do any carpet cleaning, then you are not required to complete the Best Management Practice Checklist on this self-certification form. Please fill out the “Business Information” section only and submit to: **** Program, **Name, **Address, **City, State ZIP**

MAKE MULTIPLE COPIES OF THIS FORM BEFORE YOU BEGIN.

BUSINESS INFORMATION

In this section, list the name and address of your business and the individual responsible for completing the self-certification.

_____ Facility Name		_____ Business SIC Code
_____ Business Street Address		
_____ City	_____ State	_____ Zip Code
_____ Contact Person Name (First and Last)		_____ Title
()		
_____ Telephone Number	_____ Contact Email Address	

Within 90 days, submit a clean copy of this completed form to:

**** Program, **Name, **Address, **City, State ZIP**

Stormwater Hotline 1-866-755-4955

Carpet Cleaners Water Quality Self-Certification

BEST MANAGEMENT PRACTICE CHECKLIST

In this section, read the description of the best management practice (BMP) and check the appropriate box.

Best Management Practice	YES	NO	N/A
1. We identify stormwater entry points at the job site and provide containment (e.g., berms) to ensure wash water cannot flow into them if spilled.			
2. We locate the sanitary sewer cleanout on the homeowner's property where wash water and spent cleaning fluid will be discharged.			
3. We have the proper spill-cleaning materials (rags, paper towels, etc.) readily available for use if a spill occurs.			
4. All employees understand how to handle and clean up a spill (i.e., use of proper equipment, materials, and procedures).			
5. We immediately and appropriately clean up any spills on impervious surfaces (e.g., roads, driveways).			
6. Whenever possible, we use dry cleaning methods (e.g., sweeping, vacuuming) before using wet carpet cleaning methods.			
7. We inspect equipment for leaks or the potential for leaks (i.e., cracks). We ensure that equipment is working correctly.			
8. We tightly cap chemical containers before and immediately after use.			
9. If cleaning involves use of powders or airborne sprays, we ensure none of it lands on surfaces that might be exposed to stormwater.			
10. We filter the wash water to ensure that the drains do not become clogged. Heavy solids which could block the sewer line are removed. Sediment at the bottom of the tank is scooped out. We dispose of the filtered material in the garbage.			
11. We properly dispose of wash water and spent cleaning fluid at the sanitary sewer cleanout on the homeowner's property. If wash water has been transported back to the carpet cleaner facility, the same process occurs at an appropriate location on-site.			

EVALUATION

Once you have completed the evaluation, if any boxes are checked "No", please refer to the Carpet Cleaners BMP Fact Sheet and follow the practices described. Following all of these BMPs will help ensure that your facility is protecting water quality.

Within 90 days, submit a clean copy of this completed form to:

**** Program, **Name, **Address, **City, State ZIP**

Stormwater Hotline 1-866-755-4955

Carpet Cleaners



This fact sheet identifies Best Management Practices (BMPs) that are recommended for carpet cleaners. These BMPs have been developed to assist mobile carpet cleaning businesses that transport equipment and provide services in multiple regions. The mobile nature of these businesses creates challenges in how materials and waste handling are managed.

POTENTIAL POLLUTANT SOURCES

The following activities are potential sources of pollutants:

- Improper disposal of wash water
- Chemical spills
- Leaking equipment or hoses

Pollutants may include:

- Sediment
- Debris
- Toxic chemicals (solvents, surfactants)

POLLUTION PREVENTION

Using pollution prevention measures to reduce pollutants at the source may reduce or eliminate the need for other, more costly or complicated procedures. The following pollution prevention principles apply to most carpet cleaners:

- Properly dispose of wash water (see “Waste Handling” below).
- Minimize use of chemical cleaners. Use alternative, safer, and/or non-toxic chemical cleaners.
- Identify and plan around potential spills. Have equipment, material, and personnel available to handle a spill or discharge.
- Immediately and appropriately clean up any spill on impervious surfaces (e.g., roads, driveways).
- Regularly inspect and maintain equipment.
- Provide ongoing employee training.

BEST MANAGEMENT PRACTICES AND PROCEDURES

Prior to Carpet Cleaning

- ▶ Identify stormwater entry points at the job site and provide containment (i.e., protect with berms) to ensure wash water cannot flow into them if spilled.
- ▶ Pre-inspect equipment for leaks or the potential for leaks (i.e., cracks). Ensure that equipment is working correctly.
- ▶ Locate the sanitary sewer cleanout on the homeowner’s property where wash water and spent cleaning fluid will be discharged.
- ▶ Tightly cap chemical containers before and immediately after use.

Carpet Cleaners

During Carpet Cleaning

- ▶ Whenever possible, utilize dry cleaning methods (e.g., sweeping, vacuuming) before using wet carpet cleaning methods.
- ▶ If cleaning involves use of powders or airborne sprays, ensure that none of it lands in surfaces that might be exposed to stormwater.
- ▶ Be proactive in preventing any unintended spill or discharges into the storm drain system.

After Carpet Cleaning

- ▶ Tightly cap chemical containers before and immediately after use.
- ▶ Inspect equipment for leaks or the potential for leaks (i.e., cracks).
- ▶ When transporting equipment or wash water from the work area to the vehicle, ensure that any spills on impervious surfaces (e.g. driveways) are immediately cleaned.

Waste Handling

- ▶ Filter the wash water to ensure that the drains do not become clogged. Heavy solids which could block the sewer line must be removed. Sediment at the bottom of the tank should be scooped out. Dispose of the filtered material in the garbage.
- ▶ Properly dispose of wash water and spent cleaning fluid at the sanitary sewer cleanout on the homeowner's property. If wash water has been transported back to the carpet cleaner facility, the same process should occur at the facility at an appropriate location on-site.

Storage/Transportation

- ▶ Properly store chemicals in the vehicle. Utilize flat-bottomed trays or totes to house the chemical containers so that if a spill occurs, it will be contained immediately.
- ▶ Tightly cap all chemical containers when not in use.
- ▶ Have proper spill-cleaning materials (rags, paper towels, etc.) readily available for use if a spill occurs.
- ▶ When hauling wash water, take special precautions when loading/unloading the wash water. Inspect wash water containers regularly for cracks or leaks.

Employee Training

- ▶ Train all employees on these best management practices.
- ▶ Provide comprehensive training to new employees in proper use of equipment and disposal of wash water. Training should occur at both the facility (if applicable) and at job sites.
- ▶ Ensure all employees understand how to handle and clean up a spill (i.e., use of proper equipment, materials and procedures).
- ▶ Set a regular schedule for and provide refresher courses.

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Water that goes into storm drains doesn't go to the sewer plant to be treated, but flows directly into our rivers, creeks, sloughs, and the Delta. Remember: Only Rain Down the Storm Drain!

Carpet Cleaning at Your Home

****Editor Note: Include introductory text regarding stormwater/surface water quality.**

Carpet cleaning wash water contains pollutants such as surfactants or solvents, sediment, and debris and should not be dumped in the street gutters, where it may flow to storm drains. The following practices and procedures should be used by carpet cleaners that work in your home:

Pollution Prevention Measures for Carpet Cleaners

- Minimize use of chemical cleaners. Use alternative, safer, and/or non-toxic chemical cleaners.
- Identify and plan around potential spills. Have equipment, material, and personnel available to handle a spill or discharge.
- Be proactive in preventing any unintended spill or discharges into the storm drain system.
- Immediately and appropriately clean up any spill on impervious surfaces (e.g., roads, driveways)
- Regularly inspect and maintain equipment

Carpet Cleaner Wash Water Disposal

- Filter the wash water to ensure that the drains do not become clogged. Heavy solids that could block the sewer line must be removed. Sediment at the bottom of the tank should be scooped out. Dispose of the filtered material in the garbage.
- Properly dispose of wash water and spent cleaning fluid at the sanitary sewer cleanout on the homeowner's property. If wash water has been transported back to the carpet cleaner facility, the same process should occur at an appropriate location on-site.