

**City of Los Angeles
Bureau of Sanitation
Business Development Services**

CITY OF LOS ANGELES



SANITATION
DEPARTMENT OF
PUBLIC WORKS

OUR MISSION IS TO PROTECT PUBLIC HEALTH AND THE ENVIRONMENT



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**CITY OF LOS ANGELES
BUREAU OF SANITATION
BUSINESS DEVELOPMENT SERVICES**

Solid Resources Program

Objectives:

-  Compliance with State of California Recycling Laws
-  Compliance with Los Angeles Municipal Codes
-  Construction and Demolition Debris Recycling
-  Assignment of Residential Refuse and Recycling Collection Service

Business Services:

-  Brownfields Technical Assistance Program
-  Business Waste Assessment and Technical Assistance Program
-  Green Business Program
-  Construction and Demolition (C&D) Debris Recycling Program
-  Recycling Market Development Zone (RMDZ) Program
-  Restaurant Food Waste Recycling Program
-  Solvents Automotive Flammable Electronics (SAFE) Centers
-  Used Oil Program
-  Residential Refuse/Recycling Collection Program

213-485-2210









Clean Water Program

Objectives:

-  Compliance with Federal Clean Water Act Requirements
-  Compliance with Los Angeles Municipal Codes
-  Sewer Discharge Characterization
-  Sewer Conveyance Capacity
-  Sewer Overflow Prevention
-  Wastewater Treatment Capabilities

Business Services:



-  Construction/Groundwater Sewer Discharge
-  Fats, Oil & Grease Regulation
-  Permit to Discharge Industrial Wastewater
-  Sewer Service (usage) Charge
-  Sewer Conveying Capacity
-  Site Audits and Assessment Information

323-342-6200




Watershed Program

Objectives:

-  Compliance with Federal Clean Water Act Requirements
-  Compliance Watershed and Beach Protection

Business Services:

-  Standard Urban Stormwater Mitigation Plan (SUSMP)

213-482-7066 (Public Counter)



BUREAU OF SANITATION BUSINESS DEVELOPMENT SERVICES

Brownfields Technical Assistance Program (213-485-2210)

The City of Los Angeles Brownfields Program (Brownfields Program) is an interagency team including Department of Public Works, CRA/LA (Community Redevelopment Agency of the City of Los Angeles), the Community Development Department, and the Mayor's Office of Energy and Environment. Under this program, staff from the Brownfields Resource Team (BRT) provides financial and technical assistance for investigation, remediation and redevelopment of Brownfield sites. For more information, visit the website at:

<http://www.environmentla.org/brownfields/index.htm>.

Business Waste Assessment and Technical Assistance Program (213-485-3888)

The Bureau provides free assessments and technical assistance in starting or expanding recycling programs. Services include identifying recyclable materials, helping with collection services and peer mentoring. For more information or technical assistance contact (213) 485-3888 or you can obtain additional information at:

http://www.lacitysan.org/solid_resources/recycling/services/office_recycling.htm.

Construction and Demolition (C&D) Debris Recycling Program (213-485-3872)

The City requires building waste haulers and contractors to obtain permits from the City and to haul their C&D waste only to certified processing facilities. The Bureau will begin auditing the haulers' and contractors' records to ensure that only certified recyclers are used. For more information or technical assistance contact (213) 485-3872 or you can obtain additional information at:



http://www.lacitysan.org/solid_resources/recycling/services/cdrcycl.htm.



Construction/ Contaminated Groundwater Discharge to the Sewer (323-342-6200)

Businesses that have difficulty complying with the requirements for discharging contaminated water from construction and groundwater remediation sites to the storm drain system may receive a permit to discharge to the City sewer system by contacting the Bureau of Sanitation, Industrial Waste Management Division at (323) 342-6200.

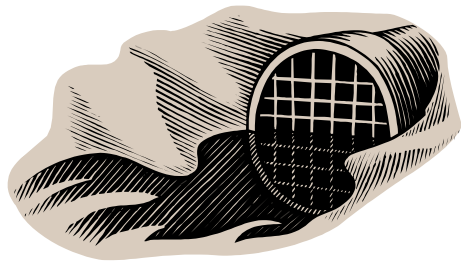
BUREAU OF SANITATION BUSINESS DEVELOPMENT SERVICES

Fats, Oil and Grease Control Program (323-342-6200)

Food service establishments located in the City of Los Angeles are required to obtain an Industrial Wastewater Permit prior to operating. Please contact the Bureau's Industrial Waste Management Division at (323) 342-6200 to determine regulatory requirements and obligations.



Permit to Discharge Industrial Wastewater (323-342-6200)



Businesses located in the City of Los Angeles with sewer connections may be required to obtain an Industrial Wastewater Permit. Please contact the Bureau's Industrial Waste Management Division at (323) 342-6200 to determine regulatory requirements and obligations.

Recycling Market Development Zone (RMDZ) Program (213-485-3884)

The RMDZ program was established by the State to stimulate recycling-based manufacturing businesses and create jobs. In 2003, the state reauthorized Los Angeles as a citywide zone. The RMDZ Revolving Loan Program provides direct loans to businesses that use post-consumer or secondary waste materials to manufacture new products. So far, the City's RMDZ has provided \$11.5 million in loans. In addition, the program offers tax incentives, low interest financing, a 35 percent electric rate reduction, employment training and business assistance. Please contact (213) 485-3884 if your business is interested in participating in this program. Additional information is available at:

http://www.lacitysan.org/solid_resources/recycling/services/rmdz.htm

Restaurant Food Waste Recycling Program (213-485-3858)

Private waste haulers are given an incentive to recruit restaurants for the program. The haulers then train the restaurant staff in separating organic food waste from regular trash, collect the food waste and transport it to facilities that process it into compost. More than 900 restaurants currently participate in the program, diverting 32,000 tons of food waste annually from trash. Please contact (213) 485-3858 if your business is interested in participating in this program. Additional information is available at:

http://www.lacitysan.org/solid_resources/recycling/services/food.htm

BUREAU OF SANITATION BUSINESS DEVELOPMENT SERVICES



Sewerage Facilities Charges (SFCs) (213-485-2423)

In many jurisdictions, this one-time fee for customers of the sewer system is based on the incremental cost of adding new collection and treatment services. However, the City of Los Angeles allows customers to buy in to the equity of the system that has already been constructed, which is less expensive. The City offers a payment plan to businesses with SFCs greater than \$17,000 so they can spread the payments over five years. Please contact the Bureau at (213) 485-2423 if your business requires assistance.

Sewer Conveying Capacity (323-342-6220)

Businesses with large flows requesting to connect to the sewer can contact the Bureau of Sanitation, Wastewater Engineering Services Division at (323) 342-6220 to determine if there is sufficient capacity in the sewer to accept their discharge. Please visit our website at:

<http://engpermits.lacity.org/spermits>.

Site Audits and Assessments Information (323-342-6200)

Businesses that consider locating in City of Los Angeles can contact the Bureau of Sanitation to obtain information regarding past business activities at specific addresses in the City. In addition, interested businesses/parties can get past records and information about industrial/commercial entities previously operating and discharging wastewater under permits in different locations in the City by calling the Bureau of Sanitation Industrial Waste Management Division at (323) 342-6200



Solvents Automotive Flammable Electronics (S.A.F.E.) Centers (800-988-6942)

The Bureau has six S.A.F.E. centers. The Conditionally Exempt Small Quantity Generation Program allows businesses wishing to dispose of small quantities of solvents, automotive, flammable and electronic waste to do so at the City's S.A.F.E. centers by appointment. Please contact (800) 988-6942 for further assistance. Additional information is available at:

http://www.lacitysan.org/solid_resources/special/business_hazardous_waste/index.htm.

BUREAU OF SANITATION BUSINESS DEVELOPMENT SERVICES

Standard Urban Stormwater Management Plan (SUSMP) (213-485-3991)



The Stormwater National Pollutant Discharge Elimination System (NPDES) Permit requires all developments of a certain size within the city to implement post construction BMPs (Best Management Practices) to capture the first 3/4 inch of rain over the 24 hour period and keep it on site for beneficial uses. The SUSMP plan check ensures that this requirement is implemented as part of all developments in the city. Please contact the Bureau of Sanitation Watershed Protection Division at (213) 485-3991

Used Oil Program (800-988-6942)

The Bureau collects used motor oil at its S.A.F.E. centers, mobile Household Hazardous Waste collection events, marina used oil collection site, and certified oil recycling centers. The Bureau assists businesses, such as service stations and auto parts stores, to become certified with the State of California as oil recycling centers. Please contact (800) 988-6942 for assistance. Additional information is available at:

http://www.lacitysan.org/solid_resources/special/hhw/use_oil.htm.



BUREAU OF SANITATION EFFORTS TO FACILITATE BUSINESS DEVELOPMENT

Fats, Oil and Grease Control Program

- 🔹 Bureau of Sanitation recently revised a policy that resulted in the elimination of grease interceptor requirements for bakeries, sandwich shops, and pizza parlors effective August 11, 2010 that could result in an annual savings of \$15,000 for each establishment.

Construction and Contaminated Groundwater Discharge Program



- 🔹 Businesses that cannot discharge contaminated groundwater to the storm drain system because of stringent NPDES permit requirements that make it cost prohibitive, may now discharge to the City sewer system.
- 🔹 Bureau of Sanitation amended its policy to allow the discharge of contaminated groundwater from construction and remediation sites into the sewer rather than the storm drain. This significantly reduces the groundwater treatment cost for businesses.

Hospitality Express Permits

- 🔹 Partnerships with LA Building and Safety and LA County Department of Public Health to appoint case managers for each restaurant have resulted in a streamlined permitting process, and reduction in business development time.

Recycling Market Development Zone (RMDZ) Program

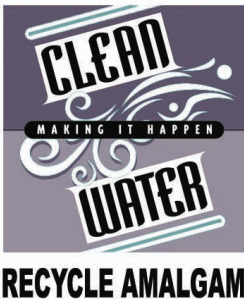
- 🔹 The RMDZ program was established by the State to stimulate recycling-based manufacturing businesses and create jobs. In 2003, the state reauthorized Los Angeles as a citywide zone. The RMDZ Revolving Loan Program provides direct loans to businesses that use post-consumer or secondary waste materials to manufacture new products. So far, the City's RMDZ has provided \$11.5 million in loans. In addition, the program offers tax incentives, low interest financing, a 35 percent electric rate reduction, employment training and business assistance.



BUREAU OF SANITATION EFFORTS TO FACILITATE BUSINESS DEVELOPMENT

Pollution Prevention Assistance for Businesses

- Bureau of Sanitation organizes workshops to show businesses how to comply with regulations, thereby, avoiding fines and penalties.
- Pollution Prevention (P2) topics are presented at workshops held at least twice a year for businesses, and Environmental Compliance Inspectors discuss P2 during field audits to assist businesses with how they can better manage their wastes, and reduce costs.
- Businesses that have implemented P2 practices have seen a decrease in raw material purchases, reduction in pretreatment and disposal of wastes, less labor and operating and maintenance costs, and reduction in water and energy use. Also, some businesses have seen a reduction in insurance premiums, worker's compensation costs, and regulatory non-compliance.



Dental Offices and Clinics Program

- Dental Offices and Clinics qualify for reduced inspection and control fees because of implementing Best Management Practices (BMP). USEPA is currently proposing a rule to require each dental office and clinic to install an amalgam separator which will cost \$3-5K. Since the City was at the forefront and has an exceptional program, it is anticipated that language will be drawn to exempt such programs from the amalgam separator requirement.

Toxic Organics Management Plan (TOMP)

- Businesses that request exemption from monitoring for toxic organics (TO) are required to have TOMPs. The City developed a simplified TOMP for businesses so that they no longer have to hire a consultant to prepare the TOMP and do not have to pay a lab for continued laboratory monitoring for TO.

Waiver from Monitoring for Unexpected Pollutants

- The Bureau of Sanitation exempts a business from monitoring its wastewater for any pollutant for which it demonstrates through sampling that the pollutant is neither present nor expected to be present. This results in a reduction of laboratory monitoring costs.

BUREAU OF SANITATION EFFORTS TO FACILITATE BUSINESS DEVELOPMENT

Streamlined Plan Check and Permitting Process

- 💧 Plan Check completed at the counter in-person.
- 💧 Plan Check takes less than one hour.
- 💧 Service available by appointment.
- 💧 Telephone consults regarding plan check, variance, and waiver options.
- 💧 Field engineering investigations conducted to expedite variance processing.
- 💧 Staff serve as case managers and expeditors in conjunction with LA County Department of Health Services and LA Department of Building & Safety.

Delinquent Fee Assistance

- 💧 Credit card payment of Industrial Waste Fees is available through Board of Public Works Office of Accounting.
- 💧 Businesses can request a payment plan for industrial wastewater fees. If more than \$5000, it is handled by Office of Finance and if less than \$5000, it is handled by the collection agency.
- 💧 One-time waiver of delinquent fee for industrial users with good payment history.

Sewer Service Charges

- 💧 Businesses that do not return 90% of their water to the sewer can receive adjustments to their Sewer Service Charge to more accurately reflect their use of the sewer system.

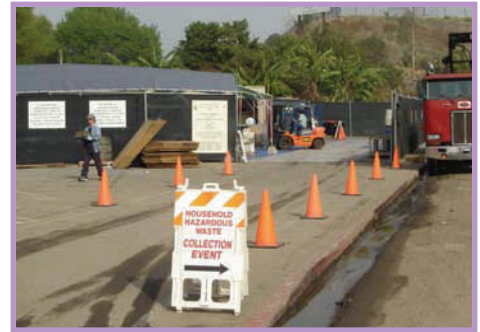
Residential Refuse and Recycling Collection Service

- 💧 The Bureau provides residents with refuse and recycling collection services.. For a new housing development, renovation of single family homes or multiplexes, or new building construction that would result in additional dwelling units the Bureau can assist businesses and or property owners in determining the correct refuse and recycling collection service provider. The Bureau would also provide plan check for developments assigned to Bureau collection services so the design elements of the development are certain to include considerations for traffic loads on the pavement design within a planned/gated community, adequate turning radius for Bureau collection vehicles serving the unit(s), and arrangement/containment of collection containers or bins on the planned subject property.

BUREAU OF SANITATION EFFORTS TO FACILITATE BUSINESS DEVELOPMENT

Solvents Automotive Flammable Electronics (S.A.F.E.) Centers

- 💧 The Bureau has six S.A.F.E. centers. The Conditionally Exempt Small Quantity Generation Program allows businesses wishing to dispose of small quantities of solvents, automotive, flammable and electronic waste to do so at the City's SAFE centers by appointment.



Business Waste Assessment and Technical Assistance Program

- 💧 The Bureau provides free assessments and technical assistance in starting or expanding recycling programs. Services include identifying recyclable materials, helping with collection services and peer mentoring.

Surveys to Improve Customer Service

- 💧 The Bureau of Sanitation, as part of its Strategic Plan, conducts surveys to incorporate the voice of our customers in the delivery of services. The survey is available at: <http://lacitysan.org/services/feedback/index.htm>.

Example of New Business Assistance

- 💧 A consultant for a Chrysler Dealership looking to locate in the San Fernando Valley recently requested assistance in dealing with stormwater runoff. The facility to be acquired has a portion of roof open, exposing the work area. In the event of rainfall, stormwater will come into contact with the service area. The only floor drain in the immediate area connects to the storm drain. To meet the Regional Water Quality Control Board limitations, a pretreatment system and new floor drains would have to be installed. Since the stormwater flow is minimal, and only during wet weather conditions, the Bureau of Sanitation Industrial Waste Management Division recommended the consultant to disconnect the floor drain leading to the stormdrain and reroute the connection into the industrial clarifier. This will save the Chrysler dealership anywhere from \$50-100K in unnecessary pretreatment systems and built-in controls.



Service Request Hotline
General Sanitation Information
1-800-773-CITY (2489)

Printed on Recycled Material

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.