



Best Management Practices for

# Vehicle Service Businesses



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## **SELF-ASSESSMENT FORM**

## **Give Water a Hand Business Program**

The importance of our waterways cannot be overstated. Our waterways are needed for economic growth; they provide us with recreational opportunities, supply us with drinking water, and enhance our overall quality of life. Throughout the region, many organizations and individuals are making great strides toward cleaner streams. The Maumee RAP, TMACOG, and your community have partnered with other area jurisdictions and organizations to deliver to our region the message of how everyone can make a difference.

The Give Water a Hand Business Campaign is the first water quality education program in our region to focus entirely on helping businesses save money, time, and resources while protecting our area's rivers and streams. This program will provide business owners and managers information and assistance to help them save money and prevent pollution. We hope you will join with other individuals in our region to become a Give Water a Hand Partner.

## **What are the Benefits for Your Business?**

In return for your pollution prevention efforts, we will provide free publicity for your business through news articles, window stickers, and advertising. We will encourage consumers to look for Give Water a Hand Partners when selecting services. Participating businesses benefit in several ways including:

- Save money! Reduce operating expenses by improved house-keeping;
- Save time! Less time will be needed to fix a problem if it is managed properly;
- FREE promotions from window static sticker, web sites, news articles, and paid advertisements provided by the program;
- FREE technical assistance to identify opportunities to prevent pollution;
- Possible storm water tax credit depending on your community;
- Potential customers will be informed of which businesses are Give Water a Hand Partners ;
- Personal satisfaction that your business is doing something to help protect the environment.

## How Does the Program Work?

The owner or manager of an eligible business requests a Give Water a Hand Business Campaign package from their community (see contact numbers below). This package includes a Guidebook directed to the issues of your type of business, companion poster to help educate employees, and a voluntary Self-Assessment Form.

### BUSINESS OWNER OR MANAGERS NEED TO:

- Review the time and money saving tips highlighted in the Guidebook;
- Complete the simple Self-Assessment Form
- Request a site visit by your local community Give Water a Hand Partner
- Implement money saving and water protecting practices identified on your Assessment Form

After reviewing the Guidebook you should understand how your business activities could impact your wallet and our waterways. Completing the voluntary Self-Assessment Form allows you to determine what money saving best management practices (BMPs) your business can do to save you money while protecting our rivers and streams.

## Is Your Business Eligible?

There are two simple eligibility requirements to becoming a Give Water a Hand Partner.

### 1) Your business is located within one of the following communities:

City of Toledo  
City of Northwood  
City of Oregon  
Village of Haskins  
Village of Holland  
Village of Millbury  
Village of Waterville  
Township of Monclova  
Township of Springfield  
Township of Sylvania  
Township of Washington

### 2) Your business is one of the following types:

- Food Services (i.e. restaurants, delis)
- Vehicle Services (i.e. gas stations, repair shops, body shops, junk yards)
- Home Maintenance, Remodeling and Repair (i.e. painters, plumbers, carpet cleaners)
- Businesses and Materials Storage Facilities (i.e. industry, dry cleaners)

## **Who are Your Community's Give Water a Hand Partners?**

To find out more about the Give Water a Hand Business Campaign, call your community's Give Water a Hand Partner.

City of Toledo  
419-936-3015

City of Northwood  
419-693-9320

City of Oregon  
419-698-7047

Village of Haskins  
419-823-1911

Village of Holland  
419-865-7104

Village of Millbury  
419-836-9671

Village of Waterville  
419-878-8107

Township of Monclova  
419-865-7862

Township of Springfield  
419-865-0239

Township of Sylvania  
419-882-0031

Township of Washington  
419-726-6621

# How Your Business Can Impact Water Quality

In order to correct a problem we need to understand the problem, what caused it, and how it is affecting others. This Give Water a Hand Business Campaign Guidebook was created to help business owners and managers understand the problems they may be creating and how they can make simple money-saving changes to correct them and protect area waterways. Below are some general issues relating to water quality and your business:

## **Watersheds: Land Draining to Rivers and Lakes**

A watershed consists of the land area that drains water to a particular stream, river, or lake. It is a land feature that can be identified by tracing a line along the highest elevations between two areas on a map. Large watersheds, like the Maumee River basin contain hundreds of smaller watersheds. Therefore, all the people who live, visit or work in a watershed have the potential of impacting it. In what watershed is your business? Do you live in the same watershed?

## **Pollution Pathways: Point vs. Nonpoint Source Pollution**

Pollution, in its broadest sense, can be defined as any alteration of the natural environment producing a condition that is harmful to living organisms. While pollution can be a result of a natural process (i.e. gas emissions associated with an erupting volcano), the term typically refers to negative impacts from human activities. Pollution can be

subdivided into two broad categories based on its origin:

Point Source Pollution is any negative impact that originates from or can be readily traced to a specific physical source of discharge. Water pollution most often discharges through a pipe or outfall.

Nonpoint Source Pollution, as the name implies, includes all of the less tangible sources of harmful impacts that cannot be pinned to a definite structure, but instead came from general human land uses, such as rainwater running off a parking lot.

## **Storm Water Runoff: Carrying Pollutants in its Path**

Storm water runoff is the water which flows over land during and after a rainfall or snow melt. Anything – trash, leaves, grass, soil, pesticides, fertilizers, oil and antifreeze from cars, pet wastes, etc. – that is carried by rainfall, snowmelt, or sprinklers as it flows over our streets and yards ends up in our local waterways and ultimately Lake Erie. Because this pollution comes from many sources, it is a type of nonpoint source pollution.

## **Storm Drains & Ditches**

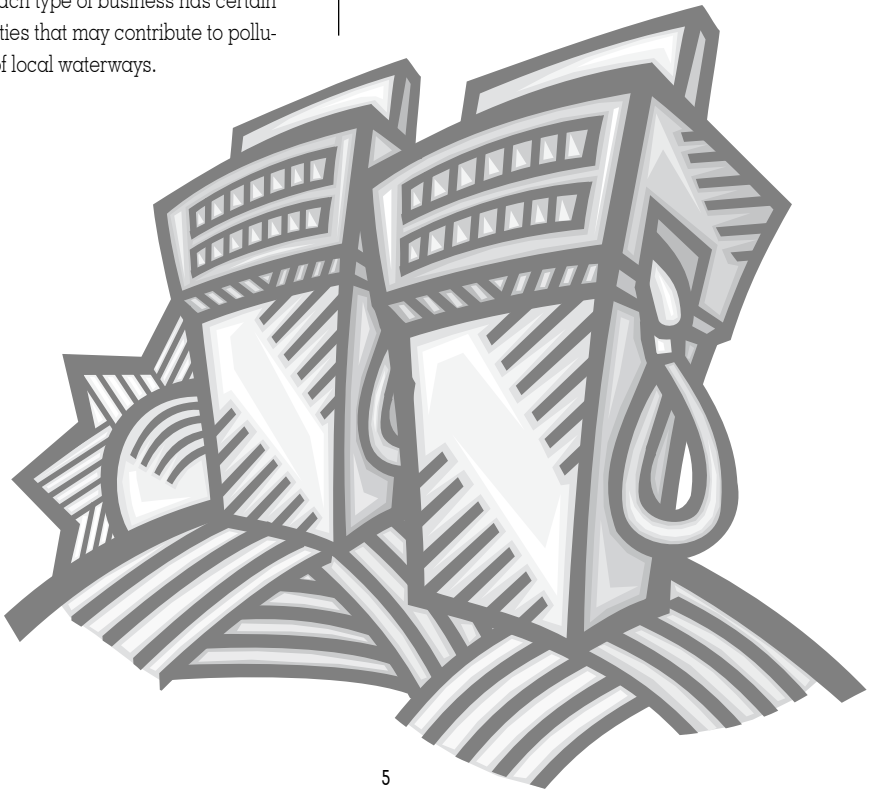
All of our waterways including the Maumee River, Ottawa River, and Swan Creek are important parts of the local drainage system that receives and carries storm water. The drainage system also includes structures such as catch basins, storm sewers (pipes & storm drains), ditches, and storm water detention or retention ponds.

Unlike the wastewater from your home that is treated by either a septic system or wastewater treatment plant, water entering the storm drains and ditches flows directly to the nearest river, stream, or ditch – untreated! Storm drain systems and many ditch systems were created to prevent flooding after rainstorms by quickly diverting rainwater to local waterways. When storm drains and ditches are misused, clogged, or polluted, they can increase flooding, damage your property, and harm our local waterways.

### **Pollution Prevention**

Preventing pollution is better than cleaning it up - for your business and our environment. Environmental clean up costs continue to increase every year. It is easier and less costly to prevent pollution than to try to clean it up. Each type of business has certain activities that may contribute to pollution of local waterways.

One of the first things that you can do is to identify the drains on your site and determine where they lead. If you don't know, then contact your community or county sanitary engineer's office. Identify the materials that are allowed to enter these drains, then take steps to ensure that only non-contaminated water enters the storm drain. One way to accomplish this is through the use of vegetated filter strips. These strips are areas of native grasses or plants created along roadways, driveways, parking lots or streams to trap pollutants or sediments that are carried by stormwater as it flows across driveways and streets towards storm drains, ditches and waterways.



# Best Management Practices for Vehicle Service Businesses

Vehicle service related businesses can help protect water quality in important ways when owners, managers and employees realize that what they do can and does impact area rivers and streams.

The following pages describe Best Management Practices (BMPs) for preventing pollution from the activities common to vehicle service related businesses, including:

- Maintaining and Protecting Storm Drains
- Cleaning Equipment, Parts, and Tools
- Cleaning up Spills and Paved Surfaces
- Dumpster & Loading Dock Maintenance
- Fueling Vehicles
- Grinding, Finishing and Painting
- Inventory, Storage and Disposal
- Landscaping and Garden Maintenance
- Storing Vehicles
- Vehicle Maintenance and Repair

Good housekeeping leads to pride and commitment. We recommend that you discuss pollution prevention practices with all employees. Do not forget to inform new employees about these BMPs. By posting these cleanup guidelines and the name of each shift's designated spill cleanup monitor in a visible location, you can keep your facility clean, save money, and protect our waterways.

## Maintaining & Protecting Storm Drains

**ISSUES** — Flooding, indoor drains, roof drains, and cooling water can all present unexpected problems. It can be tricky to keep track of which drains should go where, but here is a quick rule of thumb.

Drains inside your business should discharge to a sanitary sewer or septic system. Drains outside your business\* should discharge to a storm sewer, ditch, or landscaped area. But remember, there are exceptions to every rule! Take a look at these tips to see if you could be saving money, while protecting our waterways.

\* including those inside your business that are moving materials from outside (i.e. rain-water being discharged by a sump pump)

### TIPS

- Identify all sanitary sewers and storm drains on your property. Be sure that all inside drains connect to the sanitary sewer and not the storm drain.
- Be sure that all cooling water is discharged to the sanitary sewer with permission of your local Waste Water





Treatment Plant (WWTP). Noncontact cooling water can be discharged down the storm drain only if the facility has a NPDES permit.

- Do not pour liquid waste to floor drains, sinks, outdoor storm drains, or sewers. Post signs at sinks and apply messages at drains to tell people not to pour wastes down drains.
- Schedule excavation and grading activities for dry weather periods.
- Before it rains, sweep and remove materials from surfaces that drain to storm drains, creeks, or channels
- Provide inlet protection for nearby catch basins and manholes to prevent liquids and materials from entering them.
- Inspect roof drains at least twice a year to be sure there is no build up of leaves and/or other materials in the drains. If there is a build up, clean out the drains and dispose of the materials properly.

## Cleaning Equipment, Parts & Tools

**ISSUES** — Water from cleaning equipment often contains harmful ingredients that are toxic to aquatic life. If washwater is dumped onto the street, gutter, parking lot, alley, or into a storm drain, it will ultimately end up in our area waterways - UNTREATED. The following suggestions could save you money and help reduce pollution from entering local rivers and streams.

### TIPS

- Clean equipment (i.e., simple tools, floor mats, filters, or garbage cans) in a designated indoor area such as a janitor/utility/mop sink or floor area with

a drain connected to the sanitary sewer. Do not wash or rinse equipment or parts outdoors.

- Properly maintain and service all pretreatment equipment, including separators and grease traps.
- Pour washwater into the mop sink - never out the door or into a gutter or storm drain.
- Improperly disposing of cleaning products, disinfectants, and pesticides can harm our waterways; even biodegradable soaps can contain ingredients that are initially toxic to aquatic life.
- Use self-contained sinks or tanks when working with solvents. Parts should be allowed to drain over the solvent sink or tank, rather than allowing them to drip or spill onto the floor. Inspect degreasing solvent tanks daily for leaks; make necessary repairs immediately.



- Whenever possible, choose parts-cleaning solutions and other materials that are non-toxic. Avoid halogen compounds, petroleum-based cleansers, and cleansers with phenol. These are all highly toxic, cause difficult problems if spilled to a sewer connection, and are often costly to recycle or dispose.

- Use a licensed service to haul and recycle or dispose of wastes.

## **Cleaning up Spills & Paved Surfaces**

**ISSUES** — Cleaning up spills and leaks promptly can significantly reduce the amount of pollution that reaches local rivers and streams through storm drains. By following the suggestions below, you can help prevent pollution as well as keep a cleaner business and save money.

### **TIPS — GENERAL CLEANING**

- Use a broom, vacuum, mechanical sweeper and/or mop to clean parking lots and paved areas around your business instead of hosing down these areas.
- If you sweep/vacuum paved areas, dispose of the debris with other solid waste.
- If water must be used to clean pavement, contain the washwater and dispose of it into the sanitary sewer or on to a vegetated area (if not toxic to plants).

### **TIPS — SPILLS**

- Stop any spill at the source, if possible. If it can enter a storm drain, block the flow of a spill with sandbags, absorbent, rags, or a pile of dirt. Sweep and dispose of used absorbent in the garbage (unless hazardous materials are involved). Do not hose down the area!
- Purchase, maintain, and use the proper absorbent for the clean up of different spills. These absorbent materials should be easily accessible. Dry sweep as much as possible. Use rags for small spills and granular absorbents (i.e. cat litter) to absorb the larger spills.

- Dispose of mop water in a janitor/utility sink or other indoor sanitary drain, not the storm drain. Do not use bleach or disinfectant if there is a possibility that the rinse water could flow to a street, gutter, or storm drain.
- Control the spill, then sweep or clean up with rags and granular absorbents. Dispose absorbents to trash, then mop and collect water, and pour down mop sink.
- Train your employees on how to respond to a spill:

1) Clean up **SMALL SPILLS** with rags; avoid paper towels. Send the rags to a laundry service, and be sure to inform them of what the shop rags have been used for.

2) Clean up **MEDIUM SPILLS** with dry absorbent material (i.e. kitty litter) to soak up the liquids. Use absorbent snakes as temporary booms to contain a liquid while you clean it up. Sweep up the used absorbent and snakes and properly dispose of them, or use a wet/dry shop vacuum cleaner to collect spills and properly dispose of the liquid. Do not use vacuums for gasoline, solvents, or other volatile fluids because of the explosive hazards.

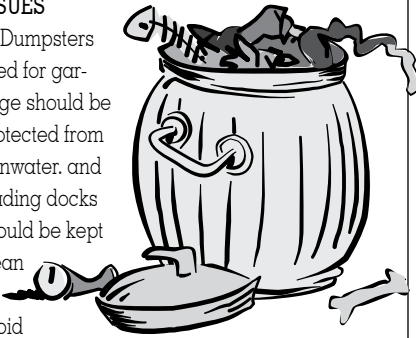
3) Contain **LARGE SPILLS**, then clean them up. If you have prepared a spill response and emergency plan, it will describe how to prepare for and respond to larger spills. If you have a floor drain, you should have an emergency shutoff to keep the spill from the sewer. In the case of a spill, notify the authorities as required in your plan.

## Dumpster and Loading Dock Maintenance

### ISSUES

— Dumpsters used for garbage should be protected from rainwater, and loading docks should be kept clean to avoid

unwanted substances from entering storm drains. Help prevent pollution from entering our rivers by implementing the following suggestions.



### TIPS — DUMPSTER

- Apply absorbent over any fluids spilled in the dumpster. Absorbent and fluid mixture will usually be disposed of when the dumpster is emptied.
- Keep dumpster lid closed to keep out rainwater. Replace damaged or missing lids as soon as possible.
- Never place liquid waste or leaky garbage bags into a dumpster. Leaking dumpsters should be reported to management and replaced by the dumpster leasing company.
- Dumpsters that need cleaned out should be reported to the leasing company. If you must wash down a dumpster, loading dock, or other outdoor surface for health reasons, use dry cleanup methods first, then rinse, collect water, and discharge to the sink or indoor floor drain.

### TIPS — LOADING DOCK:

- Use dry methods to clean up loading docks or garbage cans. Sweep up litter; do not hose down the area.
- Keep litter from accumulating around the loading docks by providing trash receptacles.

## Fueling Vehicles

**ISSUES** — In general, your fueling area and other servicing areas should be designed and operated to minimize spilled fuel and leaked fluids coming in contact with storm water. This can save you costly cleanup expenses and protect our rivers and streams.

### TIPS

- Post signs discouraging “topping-off” of fuel tanks.
- Cover the fueling area if possible.
- Direct roof downspouts away from fueling areas and into landscaped areas.
- Use a perimeter drain or slope pavement inward with drainage to a sump; install an oil/water separator if a dead-end sump is not used or feasible.
- Pave fueling area with concrete rather than asphalt; if you already have asphalt, apply a suitable sealant to protect the asphalt (fuel deteriorates asphalt).
- Install fuel pump shut-offs: automatic shut-off at each pump and a manual shut-off inside the building.

## Grinding, Finishing & Painting

**ISSUES** — Paints, stains, solvents, and dusts from sanding, grinding, and painting can pollute storm water runoff. This runoff may contain toxic materials like cadmium, mercury, and other potentially harmful substances that can enter streams and rivers directly through storm drains harming fish and wildlife.

### TIPS

- Use tarps and vacuums to collect wastes produced by sanding and painting. Tarps, drip pans, or other spill collection devices should be used to collect spills of paints, solvents, or other liquid materials.
  - Avoid sanding in windy weather when possible. Enclose all outdoor sanding areas with tarps or plastic sheeting.
  - Keep work areas clean of debris and grit so that the wind will not carry any waste into areas where it can contaminate storm water.
  - Use dry cleanup methods such as vacuuming or sweeping to clean up dust from sanding and grinding metal and body filler. Debris from wet sanding can be allowed to dry overnight on the shop floor, then swept and vacuumed. Liquid from wet sanding should not be discharged to the storm drain.
  - Minimize the use of hose-off degreasers to clean body parts before painting; instead, brush off loose debris and use rags to wipe down parts.
  - Minimize waste paint and thinner by carefully calculating paint needs based on surface area and using the proper sprayer cup size to limit the amount of leftover paint and cleanup solvent.
- Clean spray guns in a self-contained cleaner. Recycle the cleaning solution when it becomes too dirty to use. Never discharge cleaning waste to the sewer or storm drain.
  - Used paints, cleaning solvent, and paint stripping residue may be considered hazardous, and, if so, must be handled, stored, transported, and disposed of properly.

## Inventory, Storage & Disposal

**ISSUES** — Careful storage and handling of the materials can help prevent spills and leaks that could otherwise enter the sanitary or storm sewer system. Making sure lids are closed, shelves are sturdy, and work areas are clean are easy ways to prevent the loss of materials and money in addition to helping protect our waterways.

### TIPS — INSIDE

- Try to buy only the quantity that you need. Don't purchase the jumbo-sized container to save money if you will not completely use the product in a timely manner. You will have the long term "cost" of proper hazardous waste storage.
- Place all waste in containers that are clearly labeled, rigid, durable, water tight, rodent-proof, and compatible with the waste.
- Keep your storage and work areas clean and well organized to reduce the chance of accidents, increase efficiency, and minimize leak/spill detection and reaction time.
- Inspect your waste containers regularly for spills and leaks; if they leak they should be replaced or repaired. Keep the container lid tightly closed to keep the rainwater out and prevent leakage.

- Store all cracked batteries in a water tight secondary containment, such as a concrete bin with sealer on the floor and walls. Do this with all cracked batteries, even if you think all the acid has drained out, because they may not be completely dry.
- Contain and absorb spilled acid from broken batteries. Absorbents and baking soda used to neutralize spilled acid during clean up must be disposed of as hazardous waste because it may contain lead and other contaminants.

#### TIPS — OUTSIDE

- If materials cannot be stored inside, then store barrels, containers, batteries, tires, etc. off the ground in an area where they will not be exposed to rainwater.
- Cover outside storage areas with a roof, cover, or tarp; surround it with a berm or curbing; and eliminate all storm drains within the area to avoid accidentally polluting area streams.
- If you keep liquid containers outdoors, keep them on a paved, impermeable surface, within a berm or other secondary containment to prevent spills from running into the street or storm drains.
- All dry materials – especially open bags – should be stored inside a building or under a temporary roof that is covered securely.

- The improper disposal of waste can contaminate ground and surface water, and can jeopardize drinking water supplies. So remember, “If you wouldn’t drink it . . . Don’t dump it!” Properly dispose of it. Protect yourself, your employees, and our waterways!

## Landscaping & Garden Maintenance

**ISSUES** — Beautiful, well maintained landscaped areas enhance the appearance of your business. Over-application of fertilizers, pesticides, and herbicides wastes money, ruins plants, and pollutes our rivers, creeks, and ditches! Find out how you can save time and money, while making your landscaping healthier and protecting our local waterways.

#### TIPS

- “Put Green in Between!” Direct runoff through planted areas to help remove pollutants from rainfall, snowmelt, and sprinklers before it reaches our waterways.



- Put rainwater to work for you by directing roof drains and downspouts into your landscaping. Using less water, saves you money.
- Parking lot runoff filtered through planted areas reduces the amount of contaminants (i.e. motor oil, antifreeze, etc.) entering local rivers and streams.
- Make your landscaping cheaper and easier to maintain by mowing grass high – three inches is the rule. This will promote healthier roots and grass that are more tolerant of hot, dry conditions.
- Grass clippings and mulched leaves are the ideal food source for your grass, naturally providing essential nutrients slowly over time.
- Sweep all excess clippings onto landscaped areas. Never into the street or storm drain where it can harm our waterways.
- Where possible, preserve existing trees, vegetation in/along streams, and vegetated slopes.
- Don't water on a set schedule! Water only when the grass or plants show signs of needing it. Over-watering can damage plants, stimulate fungus, and leach nutrients out of the soil. A 15 to 20 minute daily watering during dry weather is usually sufficient.

## Storing Vehicles

**ISSUES** — Storm water runoff from wrecked or stored cars can become polluted by fluids such as oils and greases, acids, solvents and degreasing products that may have leaked from the cars. These and other harmful substances can enter waterbodies through storm sewers that connect directly to rivers and ditches.

## TIPS

- If possible, store vehicles indoors or under a roof so storm water does not contact the area. If you must store vehicles outdoors while they await repair, watch them closely for leaks.
- If you park wrecked cars outdoors or store vehicles outside for salvage or for parts, you may need to create a special area to accommodate them that is roofed and paved with concrete, mounded or bermed.
- Drain all fluids from wrecked or "parts" cars when they arrive to prevent any spills or leaks.
- Properly maintain fleet vehicles to prevent oil, gas, and other fluids from leaking and being washed into local storm drains, ditches and waterways.

## Vehicle Maintenance & Repair

Vehicle and equipment maintenance/repair areas can become polluted by a variety of contaminants such as solvents and degreasing products, waste automotive fluids, oils and greases, acids, and caustic wastes.

Many of these fluids can be hazardous and may pick up contaminants during use in the vehicle. Using the suggestions below can help protect our local waterways.

## TIPS

- Change vehicle fluids indoors whenever possible. Spills and leaks can wash into storm drains when working outside designated service bays.
- Minimize spills and drips: use spigots, drip pans, and funnels when transferring fluids.

- Recycle all spent fluids. Under no circumstances may any vehicle fluid be poured down any drain or dumped in the trash. Never mix with other chemicals.
- Any floor drains should have a grease trap to reduce the pollutants leaving your shop.
- Inspect equipment and vehicles regularly for leaking oil and fluids.
- Collect leaking or dripping fluids in drip pans or containers - keep fluids separate and transfer them promptly to the proper waste or recycling drum.
- Clean up leaks, drips, and other spills without large amounts of water. Use rags for small spills, a damp mop for general cleanup, and dry absorbent for larger spills.
- Shop sinks and floor drains should be connected to the sanitary sewers, not the storm sewers.
- Washwater from cleaning vehicles can contain high concentrations of oil and grease, phosphates, and high-suspended solid loads. It should never enter a storm drain and may require an oil/water separator or similar treatment system to remove oil, grease, and solids.
- Dispose of scrap tires to registered collection site.

# CONTACT REFERENCE LIST

## **SPILL CONTROL & CLEANUP, ILLEGAL DUMPING**

### **LUCAS COUNTY**

(www.co.lucas.oh.us)

419-255-STOP

- 24 hours per day, 7 days per week hotline for illegal dumping

### **WOOD COUNTY**

Sheriff's Department

(www.co.wood.oh.us)

419-354-9001

- 24 hours per day, 7 days per week hotline for illegal dumping

### **CITY OF TOLEDO**

Division of Environmental Services

(www.ci.toledo.oh.us)

419-936-3015

(After Hours) 419-245-1000

Ohio Environmental Protection Agency

(Emergency Spills) 800-282-9378

- Spill control and clean-up call local fire department

- Fire departments call Ohio EPA if needed

## **HAZARDOUS PRODUCTS AND HAZARDOUS WASTE**

Lucas County Solid Waste Management District

(www.co.lucas.oh.us)

419-213-2230

- disposal of common solvents and chemicals

Wood County Solid Waste Management District

(www.wcswmnd.org)

419-354-9297

- disposal of common solvents and chemicals

## **SOLID WASTE REDUCTION & RECYCLING**

Lucas County Solid Waste Management District

(www.co.lucas.oh.us)

419-213-2230

- public involvement in recycling

- proper yard waste disposal

Wood County Solid Waste Management District

(www.wcswmnd.org)

419-354-9297

- public involvement in recycling

- proper yard waste disposal

Wood County Landfill

(www.wcswmnd.org)

419-352-0180

City of Toledo, Division of Solid Waste

(www.ci.toledo.oh.us)

419-936-2510

City of Oregon, Street Division

(www.ci.oregon.oh.us)

419-698-7016

Keep Toledo/Lucas County Beautiful

(recycle.utoledo.edu/ktlcb)

419-213-2255

- public involvement in litter

pick-up and prevention

## **STORM DRAINS & DITCHES**

Lucas County Engineers Office

(www.co.lucas.oh.us)

419-213-4540

- county roads and storm sewers

419-893-2232

Wood County Engineers Office

(www.co.wood.oh.us)

419-354-9069

- roadway issues

City of Toledo, Division of Sewer & Drain

(www.ci.toledo.oh.us)

419-936-2710

City of Oregon, Street Division

(www.ci.oregon.oh.us)

419-698-7016

(After Hours Emergency)

419-698-7064

## **TOWNSHIP ROADS & SEWERS**

Call local township



## **SANITARY SEWERS**

Lucas County Sanitary Engineer  
([www.co.lucas.oh.us](http://www.co.lucas.oh.us))  
419-213-2926  
- sanitary sewers and water lines

Northwestern Water & Sewer District  
([www.nwwsd.org](http://www.nwwsd.org))  
419-354-9090

City of Toledo, Sewer and Drainage Division  
([www.ci.toledo.oh.us](http://www.ci.toledo.oh.us))  
419 936 2924

City of Oregon, Street Division  
([www.ci.oregon.oh.us](http://www.ci.oregon.oh.us))  
419-698-7016  
(After Hours Emergency)  
419-698-7064

## **SOIL EROSION CONTROL**

City of Toledo,  
Division of Environmental Services  
([www.ci.toledo.oh.us](http://www.ci.toledo.oh.us))  
419-936-3015

Lucas Soil and Water Conservation District  
([www.co.lucas.oh.us/LSWCD](http://www.co.lucas.oh.us/LSWCD))  
419-893-1966

Wood Soil and Water Conservation District  
([www.wcnet.org/~woodswcd](http://www.wcnet.org/~woodswcd))  
419-354-5517

OSU Extension - Lucas County Office  
([lucas.osu.edu](http://lucas.osu.edu))  
419-578-6783

OSU Extension - Wood County Office  
([wood.osu.edu](http://wood.osu.edu))  
419-354-9050

## **NATIVE PLANTS, WILDLIFE AND HABITAT PROTECTION**

Wood County Park District  
([www.wcparks.org](http://www.wcparks.org))  
419-353-1897

City of Toledo,  
Division of Parks & Recreation  
([www.ci.toledo.oh.us](http://www.ci.toledo.oh.us))  
419-936-2875

Lucas Soil and Water Conservation District  
([www.co.lucas.oh.us/LSWCD](http://www.co.lucas.oh.us/LSWCD))  
419-893-1966

Wood Soil and Water Conservation District  
([www.wcnet.org/~woodswcd](http://www.wcnet.org/~woodswcd))  
419-354-5517

OSU Extension - Lucas County Office  
([lucas.osu.edu](http://lucas.osu.edu))  
419-578-6783

OSU Extension - Wood County Office  
([wood.osu.edu](http://wood.osu.edu))  
419-354-9050

Metroparks of the Toledo Area  
([www.metroparkstoledo.com](http://www.metroparkstoledo.com))  
419-407-9700

Toledo Botanical Garden  
([www.toledogarden.org](http://www.toledogarden.org))  
419-936-2986

Stranahan Arboretum  
([arboretum.utoledo.edu](http://arboretum.utoledo.edu))  
419-841-1007

Nature's Nursery  
([www.natures-nursery.org](http://www.natures-nursery.org))  
419-877-0060

## **OFFICE OF COMPLIANCE ASSISTANCE & POLLUTION PREVENTION**

Ohio Environmental Protection Agency  
([www.epa.state.oh.us](http://www.epa.state.oh.us))  
419-352-8461  
- confidential assistance

City of Toledo Office of Compliance Assistance & Pollution Prevention  
419-936-3015  
- confidential assistance  
([www.ci.toledo.oh.us](http://www.ci.toledo.oh.us))

## **OTHER IMPORTANT NUMBERS**

Ohio EPA, Northwest District Office  
([www.epa.state.oh.us](http://www.epa.state.oh.us))  
419-352-8461

Toledo/Lucas County Health Department  
([www.co.lucas.oh.us](http://www.co.lucas.oh.us))  
419-213-4100  
419-213-4018 septic systems issues

Wood County Health Department  
([www.co.wood.oh.us](http://www.co.wood.oh.us))  
419-352-8402  
419-244-1610 septic systems issues

Lucas County Building Regulations  
([www.co.lucas.oh.us](http://www.co.lucas.oh.us))  
419-213-2990

Wood County Building Regulations  
([www.co.wood.oh.us](http://www.co.wood.oh.us))  
419-354-9190

Toledo City Line Information Center (CLIC)  
([www.ci.toledo.oh.us](http://www.ci.toledo.oh.us))  
419-245-1000

City of Oregon Department of Public  
Service ([www.ci.oregon.oh.us](http://www.ci.oregon.oh.us))  
419-698-7047  
- responsible for infrastructure  
in the public right-of-way

Maumee RAP ([www.MaumeeRAP.org](http://www.MaumeeRAP.org))  
419-241-9155  
- coordinates community  
involvement to improve  
water quality

Toledo Metropolitan Area Council of  
Governments (TMACOG)  
([www.tmacog.org](http://www.tmacog.org))  
419-241-9155  
- provides regional forum  
for stormwater management

## **LOCAL GIVE WATER A HAND PARTNER COMMUNITIES**

City of Toledo  
([www.ci.toledo.oh.us](http://www.ci.toledo.oh.us))  
419-936-3015

City of Northwood  
([www.ci.northwood.oh.us](http://www.ci.northwood.oh.us))  
419-693-9320

City of Oregon  
([www.ci.oregon.oh.us](http://www.ci.oregon.oh.us))  
419-698-7047

Village of Haskins  
([www.haskinsvillage.org](http://www.haskinsvillage.org))  
419-823-1911

Village of Holland  
([www.hollandohio.com](http://www.hollandohio.com))  
419-865-7104

Village of Millbury  
419-836-9671

Village of Waterville  
([www.waterville.org](http://www.waterville.org))  
419-878-8107

Monclova Township  
([www.monclovatwp.org](http://www.monclovatwp.org))  
419-865-7862

Springfield Township  
([www.springfieldtownship.net](http://www.springfieldtownship.net))  
419-865-0239

Sylvania Township  
([www.sylvaniatownship.com](http://www.sylvaniatownship.com))  
419-882-0031

Washington Township  
([www.washington-twp.com](http://www.washington-twp.com))  
419-726-6621

# SELF-ASSESSMENT FORM FOR VEHICLE SERVICE BUSINESSES

This Give Water a Hand Assessment Form is entirely voluntary and confidential. The purpose of the program is to make businesses aware of their actions and how those actions could be costing them money and harming our waterways.

First, review your Give Water a Hand Guidebook for guidelines that can save you money and reduce pollution to our area's rivers and streams. Complete this form either on your own or with the help of the Give Water a Hand Partner from your city, village or township. Then call your local community Give Water a Hand Partner and schedule a site visit. Together you can review your form and your community partner will make suggestions on ways you can have a safer work place, save resources, and help protect our waterways.

After reviewing the Guidebook and completing this Self-Assessment Form, you will have a good idea about how your business activities can affect our waterways and how to use Best Management Practices (BMPs) to help prevent its pollution.

In return for your pollution prevention efforts, we will provide free publicity for your business through news articles, window stickers, and advertising. We will inform consumers of which businesses are Give Water a Hand Partners. If you have questions or want help completing this form, please call your community's Give Water a Hand Partner.

## Information About Your Business

Please fill in the information below about your business. This information will be used to promote your business as a Give Water a Hand Partner in press releases, advertisements, etc.

Business Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Business Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Business Fax: \_\_\_\_\_

Business E-mail: \_\_\_\_\_

Type of Business: \_\_\_\_\_ Number of Employees: \_\_\_\_\_

Maintaining and Protecting Storm Drains	YES	NO	DON'T KNOW
Do you know which of the drains on your property connect to the sanitary sewer? Connect to the storm sewer?			
Indoor drains are only connected to the sanitary sewer.			
Only storm water or permitted discharges enter storm sewers.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

Cleaning Equipment, Parts, and Tools	YES	NO	DON'T KNOW
Is equipment cleaned in a designated indoor area connected to the sanitary sewer?			
Spills are not washed, swept, or directed outdoors or toward storm drains.			
Are mop buckets dumped outdoors? Dumped down storm drains?			
Cleaned parts are drained over a solvent sink or tank, not the floor or a drain.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

Cleaning up Spills and Paved Surfaces	YES	NO	DON'T KNOW
Spills are promptly contained, absorbed, and disposed of properly.			
Parking lots and other paved surfaces are kept clean by use of a broom, vacuum or mechanical sweeper.			
Do you have absorbent for cleaning up spills?			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

Dumpster and Loading Dock Maintenance	YES	NO	DON'T KNOW
Litter is regularly cleaned up around the dumpster and/or loading dock areas.			
Do your dumpsters have any damage or leaks?			
Is your dumpster lid kept closed?			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

<b>Fueling Vehicles</b>	<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
Is your fueling area covered?			
Fueling areas are paved with concrete.			
Roof downspouts are directed away from fueling areas.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

<b>Grinding, Finishing, and Painting</b>	<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
Dry cleanup methods are used to clean up dust, grit, chips, and shavings.			
Waste products are collected and disposed of properly.			
Paint thinner, waste paint, and solvents are never dumped down the storm drain.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

<b>Inventory, Storage and Disposal</b>	<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
Containers holding chemicals and other hazardous materials are protected from flooding.			
Storage areas are kept clean and well organized.			
Any materials stored outside are not exposed to rainwater.			
Wastes are stored in clearly labeled, durable, water-tight, rodent-proof containers that are compatible with the type of waste.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

<b>Landscaping and Garden Maintenance</b>	<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
Roof drains and downspouts are directed into vegetated or landscaped areas.			
Is your parking lot runoff filtered through grass areas before it enters the storm drain?			
Are your grassed areas mowed at three inches high?			
Fertilizers and pesticides are applied only when they are necessary.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

<b>Storing Vehicles</b>	<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
Are stored vehicles kept indoors or under a roof while they are awaiting repair?			
Salvage or "parts" cars are drained when they arrive?			
Fleet vehicles are properly maintained to prevent oil, gas, and other fluids from leaking.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

<b>Vehicle Maintenance and Repair</b>	<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
Are vehicle fluids changed indoors?			
Do your floor drains have grease traps or interceptors?			
Dry methods are used to cleanup leaks and drips.			
Used fluids are never dumped down the storm drain.			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_

<b>Employee Training</b>	<b>YES</b>	<b>NO</b>	<b>DON'T KNOW</b>
Pollution prevention practices are discussed with employees.			
Employees know which drains lead to the storm drainage system and which drains lead to the sanitary sewer.			
Do employees know where dry cleanup materials are stored?			
Do you have a designated spill cleanup monitor/manager for each shift?			

Suggestions from/Questions for your Community Partner: \_\_\_\_\_



Give Water a Hand is a cooperative education effort among the following:

Maumee RAP  
419-241-9155

Toledo Metropolitan Area  
Council of Governments  
419-241-9155

City of Toledo  
419-936-3015

City of Northwood  
419-693-9320

City of Oregon  
419-698-7047

Village of Haskins  
419-823-1911

Village of Holland  
419-865-7104

Village of Millbury  
419-836-9671

Village of Waterville  
419-878-8107

Monclova Township  
419-865-7862

Springfield Township  
419-865-0239

Sylvania Township  
419-882-0031

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419-726-6621

