

**CITY OF REDONDO BEACH  
NATIONAL POLLUTION DISCHARGE ELIMINATION  
SYSTEM  
MUNICIPAL PERMIT  
STORMWATER QUALITY MANAGEMENT PROGRAM**



**ILLICIT DISCHARGE/CONNECTION PROGRAM  
PROCEDURES MANUAL**

**MAY 2001**

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City of Redondo Beach  
**City Manager's Office**  
Inter-Office Memorandum

DATE: May 16, 2001

TO: All Department Heads

FROM: Louis N. Garcia, City Manager

SUBJECT: City of Redondo Beach Stormwater Quality Management Program  
Illicit Discharge/Connection Element Mission Statement

It is the administrative policy of the City that a fundamental service provided to the community is the protection of the area's water resources. To this end, every reasonable effort will be made in the interest of pollution prevention and resource conservation.

The City will endeavor to conduct its operations, and to educate others within the community on how they may also operate in a manner which ensures, to the maximum extent practicable, that all activities in the city, both public and private are environmentally safe and healthful.

It is our belief that such activities as illicit connections, illicit discharges, various maintenance activities and related unconscious actions may damage the area's environment and natural water resources, causing needless suffering, inconvenience and expense to natural habitats and the community at-large.

We believe that most storm water transported pollution can be prevented at its source by taking common sense precautions.

Because of the large number of activities in progress at one time, the varied nature of the work, and the widespread location of operations, we must "formalize" our NPDES Program, utilizing written reports and records to achieve the maximum use and effectiveness of pollution control information.

To coordinate the City's NPDES Program, the City Engineer will act as the NPDES Coordinator. The overall effectiveness of the City's Program is the NPDES Coordinator's responsibility.

The responsibility for pollution control in each department and division remains with the department head and supervisor(s). Department heads may delegate to a department Pollution Control Coordinator, who through their department head, institutes a program for compliance with the procedures contained within this manual.

Should a department head designate a Pollution Control Coordinator, the department head will be responsible for outlining his/her specific responsibilities in writing.

In this overall effort to control potential pollutants at their source and to protect the area's natural resources, the City can fulfill its obligations as a servicing agency. I am confident that the City's NPDES Program will be successful and expect your fullest cooperation toward that end.

**INTRODUCTION**  
**ILLICIT CONNECTION/ILLICIT DISCHARGE ELIMINATION PROGRAM**  
**NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM**

The municipal storm water National Pollutant Discharge Elimination System (NPDES) Permit issued to Los Angeles County and 84 cities by the Los Angeles Regional Water Quality Control Board (RWQCB) on July 15, 1996 contains a requirement for all Permittees to develop and implement a Illicit Connection/Illicit Discharge Elimination Program. On September 5, 2000 the City Council adopted Ordinance 2851 which amended the Municipal Code by adding Chapter 7, Stormwater and Urban Runoff Pollution Control Regulations to Title 5. These new regulations require the City Engineer establish a procedure:

- 1) to be implemented by City field staff to identify, report, contain, investigate, and eliminate illicit connections and discharges to the storm drain system;
- 2) to assist the general public in reporting illicit discharges and connection to the storm drain system

The purpose of this manual is to provide for a systematic and accessible informational source to communicate the City's Illicit Connection/Illicit Discharge Elimination Program to its employees, contractors and agents. Statements contained within this manual are intended to provide for consistent implementation of these procedures. All employees, contractors and agents of the City are governed by the procedures set forth, unless otherwise stipulated by a specific policy or written statement.

This manual should be used as a consultative material, consistent with the City's mission and objectives. This manual may not contain all procedures and practices, interpretations, amendments, additions or deletions of other standard operating procedures that may have previously been established for other purposes therefore, employees should treat it as general guidelines for the implementation of the City's NPDES Illicit Connection/Illicit Discharge Elimination Program. It is recognized that this manual is a "living document," and that the procedures contained within this manual may be changed, or modified depending upon the particular circumstances, as the need may arise.

Supervisory personnel are responsible for communicating this information to their employees, contractors and agents. These communications shall include an orientation for new personnel and ongoing discussions with employees as to the general information contained herein. Employees are responsible for abiding by these procedures and for seeking assistance from their supervisors in understanding the meaning and intent of the program.

In accordance with Chapter 7 of Title 5 of the Municipal Code the City Engineer is responsible for the preparation and publication of this written program and any approved revisions.

Procedures contained within this manual shall supercede any previous publications governing the same or similar matters. Any questions concerning the currency, interpretation or application of an NPDES Illicit Connection/Illicit Discharge Elimination Program procedure shall be referred to the City Engineer.

**Department Heads’  
POLLUTION CONTROL RESPONSIBILITIES**

**Purpose**

The Department heads are charged with implementing the Illicit Connection/Illicit Discharge Elimination Program (“the Program”) within their department as directed by the City Manager or designee thereof. The following are the general responsibilities of the Department heads:

**Policy**

1. **Management of the Program.** The Department heads are responsible for the management of the Program as it applies to their area(s) of responsibility. It is also expected that action will be taken to supplement the City’s basic program according to the needs of the Department. The Department heads must hold supervisors responsible and accountable for pollution control compliance in their area(s) of responsibility.
2. **Basic Supervisor Training.** The Department heads are responsible for ensuring that all current and future appointed supervisors receive basic training in the contents of this manual. Ideally, such training should be completed at the time the supervisor assumes their responsibilities. Refresher training shall be conducted on a routine, on-going basis.
3. **Pollution Control Meetings with Supervisors.** The Department heads will establish and conduct a program of regular meetings with their supervisors to discuss the department’s compliance with the Program. As needed, the meeting should entail such topics as inspection findings, observations, procedural problems, and similar matters.
4. **Illicit Connection/Illicit Discharge Investigation.** The Department heads will review all reports of illicit connections/illicit discharges or Program non-compliance activities experienced by their department and direct whatever action is reasonably necessary to prevent recurrence. A follow-up procedure must be adopted to ensure that ordered corrective action is completed.
5. **Development of Connection and Discharge Procedures.** The Department heads will establish and implement departmental storm and sanitary sewer connection and discharge policies and procedures. Such policies and procedures may supplement, but may not conflict with, the

procedures contained within this manual. All policies and procedures must be in writing and approved by the NPDES Coordinator prior to their implementation.

6. **Federal, State and Local Codes.** The Department heads must know the Federal, State and Local Codes applicable to their department's pollution control operations and responsibilities and train supervisor's accordingly. The City's NPDES Coordinator is available to assist all Department heads in this area.

## **Supervisors' POLLUTION CONTROL RESPONSIBILITIES**

The actions of the City's front-line supervisors are of critical importance to the success of the Program. If pollution is to be prevented, employees must be trained to perform their duties in an environmentally sound manner and to recognize when others may not. They should be reminded of their environmental obligations during regularly scheduled safety meetings. Their work areas and job sites should be inspected regularly for non-compliance with the Program. Additionally, all field personnel must be observant while conducting their routine duties in order to identify illicit discharges that they may come upon. When discovered, illicit connections and discharges, and other forms of non-compliance with the Program, are expected to be investigated to determine causes and corrective actions.

The attitude of the Supervisor toward the identification and reporting of environmentally unsound operations has a substantial impact on the attitudes of employees. The supervisor represents management of employees. Therefore, what is said and done by the supervisor is often taken as a reflection of City management's views. To act indifferent concerning illicit connection and discharge procedures will convey the idea that management is indifferent to the protection of the environment. Conversely, when the same activities are performed with a high level of concern regarding illicit connections/discharges, the employees are more likely to act accordingly. The result is a cleaner environment for all.

### **Purpose**

The Supervisor is charged with ensuring that employees maintain their work areas and job sites and perform their assigned duties in a manner consistent with the procedures contained within this manual and that they report observed illicit connections/discharges as required by the Program. To achieve this goal, the supervisor will implement the Program's provisions as directed by upper management.

### **Policy**

1. **Responsibility for Assigned Personnel.** The Supervisor is responsible for compliance with the provisions of this manual by all personnel regularly assigned to them. Supervisors, therefore, have authorization to take any reasonable action required to ensure all such employees conduct themselves in compliance with the provisions of this manual.

2. **Responsibility for Non-assigned Personnel.** Supervisors also share responsibility for personnel of other departments, contractors and other agents of the City, who may be working in their area. The Supervisor is to become acquainted with the nature of their work, and ascertain that they take all reasonable precautions to comply with the provisions of this manual.
3. **Agency Illicit Connection/Discharge Investigation.** The Supervisor will investigate illicit connections/discharges that they observe or are brought to their attention, and shall take all reasonable steps necessary to correct such situations. Any incidents that are beyond their authority to correct shall be immediately reported to higher supervision. All such investigations are to be reported on the appropriate form in accordance with the provisions of this manual.
4. **Private Property Illicit Connection/Discharge Investigation.** Supervisors have responsibility for reporting all private property illicit connections/discharges that they observe or are brought to their attention in accordance with the procedures established by this manual.
5. **Employee Basic Training.** Supervisors are responsible for ensuring that their assigned personnel know the City's illicit connections/discharges policies and procedures, definitions of what constitutes an illicit connection or discharge, and the proper reporting procedures for the same. They are responsible for the initial illicit connection/discharge program orientation of all current and future assigned employees.
6. **Federal, State and Local Codes.** Supervisors are responsible for knowing the applicable Federal, State and Local Code connection and discharge requirements for all activities performed under their jurisdiction. The City's NPDES Coordinator is available to assist in this area.



**Employees'  
POLLUTION CONTROL RESPONSIBILITIES**

**Purpose**

Employees are charged with complying with the provisions of the City's NPDES Illicit Connection/Illicit Discharge Elimination Program as directed by management through the supervisors.

**Policy**

1. **Inspection of Worksite.** Employees are responsible for the self-inspection of their worksite to ensure that it is maintained in a condition of compliance with the provisions of this manual. Any and all deficiencies are to be immediately reported to their supervisor.
2. **Pollution Control Policies and Procedures.** The employee is responsible for adhering to all properly established pollution control policies and procedures and for complying with all reasonable corrective instructions issued by their supervisor or other proper authority.
3. **Report of Illicit Connections/Discharges or Pollution Control Concern.** The employee shall be responsible for reporting all illicit discharges that they observe or are made aware of, regardless of whether it is a City, industrial, commercial or residential discharge, to their supervisor.

## ILLICIT CONNECTION/ILLICIT DISCHARGE ELIMINATION PROCEDURES

### **Introduction**

The City's storm drain system is designed to collect and convey surface discharges and runoff to receiving waters during storms in order to prevent flooding. Illegal connections to this system, or illegal discharges to City streets, which ultimately flow into the system, can allow for materials to be transported directly to waterways and the ocean, resulting in significant harm to the environment. The same scenario exists for illegal discharges through legal connections and for cross-connections of sanitary sewer systems to the storm drain system.

For these reasons, it is necessary to ensure that suspected illegal connections and/or discharges to either system are properly investigated and eliminated.

### **Purpose**

To identify and eliminate illicit connections and illicit discharges to the City's street, storm drain and sanitary sewer systems.

### **Scope**

These operational procedures are applicable for all employees, contractors, and agents of the City.

**ILLICIT CONNECTION/ILLICIT DISCHARGE PROGRAM DEFINITIONS**

**Illicit Connection**

1. Any man-made conveyance that is connected to the street or storm drain system without a permit.
2. Examples would be channels, pipelines, conduits, swales, inlets, and outlets that are **directly** connected to the storm drain system, or are constructed in such a manner as to direct their flows to City streets.

**Illicit Discharge**

1. Any non-storm water discharge to the storm drain system, except legal discharges made under an NPDES permit and exempted discharges. Examples would be:
  - a. Incidental spills of wastes or other non-storm water materials, either liquid or solid.
  - b. Restaurant work area wash downs entering City streets.
  - c. Sanitary sewer spills.
  - d. Parking lot wash downs and washing of vehicles on car sales lots.
  - e. Blowing leaves and grass into the street.

**Exempted Discharge**

1. The following non-storm water discharges **are not** considered illicit discharges:

Category A - Natural flows:

- a. Flows from riparian habitats or wetlands
- b. Diverted stream flows
- c. Natural Springs
- d. Rising ground waters
- e. Uncontaminated ground infiltration

Category B – Emergency flow:

- a. Discharge of flows from emergency fire fighting activities.
2. The following non-storm water discharges **are conditionally not** considered illicit discharges:

Category C – Urban Activity flows:

- a. Reclaimed and potable landscape irrigation
  - b. De-chlorinated water line flushing
  - c. De-chlorinated potable water sources, providing they are managed in accordance with approved industry standards.
  - d. Foundation drains
  - e. Footing drains
  - f. Air conditioning condensate
  - g. Lawn watering
  - h. Water from crawl space pumps
  - i. De-chlorinated/de-brominated swimming pool discharges
  - j. Dewatering of lakes and decorative fountains
  - k. Residential and non-profit organizations car washing
  - l. Sidewalk rinsing
3. The City Engineer may recommend the regulation of any listed conditionally-exempted activity to the City Council if, in his sole discretion, the activity is identified as being a significant source of pollutants to receiving waters.
  4. If any listed exempt or conditionally exempt discharge is creating conditions resulting in a public nuisance, the City Engineer may prohibit or restrict the discharge through the City’s nuisance abatement process.

## ILLICIT CONNECTION/ILLICIT DISCHARGE RESPONSE PROCEDURES

### General Response Procedures

An illicit discharge response entails four fundamental phases, which are: **CLASSIFY, CONTAIN, CONTROL and CLEANUP.**

The first personnel on scene are to **classify** whether the discharge is hazardous, non-hazardous, or unknown (**Do not touch or approach any potentially hazardous material**). Hazardous and unknown discharges are referred to the City's Fire Department. City personnel shall handle non-hazardous discharges, with the assistance of the City's NPDES Coordinator.

The second phase is to **contain** the spill. For some forms of liquid discharges, this may entail the use of sand or soil dikes, sandbags, or plugging the outlet pipe of a catch basin. For other types of spills this may simply entail closing the roadway to prevent material from being tracked or otherwise dispersed by vehicular traffic.

The third phase of the response is to bring the discharge under **control**. For sewer spills this means clearing the line blockage or bypassing the line. For other types of discharges, this may entail sanding or placing absorbent on a material, or simply instructing someone on private property to stop their discharge.

The fourth and final step of the response is **cleanup**. For liquid spills this may require washing down and disinfecting all surfaces touched by the spill, and removing and properly disposing of all contaminated wash down. Other types of discharges will have their own unique methods of cleanup.

### Initial Discharge Response Procedures

1. The NPDES Coordinator or designee investigator thereof shall be immediately dispatched to the site.
2. If the discharge may be hazardous or unknown, proceed to Step 3. If the discharge is determined to be non-hazardous, proceed to Step 5.
3. The Investigator shall immediately retreat to a safe location (i.e. upstream and upwind), blocking the roadway, if necessary, to protect the public. If possible, given the topography and prevailing conditions that exist at the time, the Investigator shall call for assistance to block the roadway on the other side of the discharge to isolate the area from the public.

4. The Investigator will then notify the City's Fire Department of the incident. Upon receiving confirmation that the Fire Department will be responding, the Investigator is to stand-by and await the Fire Department's arrival to provide any assistance that may reasonably be requested.
5. If the spill is determined to be non-hazardous, proceed with containment, control and cleanup operations consistent with the procedures specified within the Sewage Spill Response and Streets and Road Maintenance sections of the Public Agency manual.

**ILLICIT CONNECTION/ILLICIT DISCHARGE REPORTING PROCEDURES**

**Working Hours Reporting Procedures**

1. Suspected illicit connections/illicit discharges are to be reported to the NPDES Coordinator at (310) 318-0661. If another department receives a call from the Public call should be forwarded to the NPDES Coordinator at Ext. 4510.
2. Personnel receiving the call at the NPDES Coordinator's office shall complete Part A of the Illicit Discharge/Connection Report Form and shall immediately contact the Investigator for initial response and forward the report form.
3. The Investigator will complete the report after determining whether the situation entails hazardous, non-hazardous or unknown material(s), and after taking all reasonable action immediately necessary for his/her own safety and the safety of the general public. The Investigator will also notify the personnel that received the original call to advise them of the nature of the problem.
4. The Investigator shall then forward the form to the NPDES Coordinator for review. If the discharge/connection involves City facilities or personnel, a copy of the form shall be forwarded to the Department Head.
5. In all cases, a copy of the completed form shall be forwarded to the NPDES Coordinator for follow-up investigation and enforcement.

**After Hours Reporting Procedures**

1. Suspected illicit connections/illicit discharges are received either through the Police Department's 911 Dispatch, or through calls made to the Police Department's Dispatch Desk (310) 379-5411.
2. Police Dispatch will dispatch a unit to perform an initial response and to determine:
  - a. if the material involved is hazardous, unknown or non-hazardous.
  - b. if the situation requires immediate attention.

3. Incidents involving hazardous or unknown materials will result in City Fire/Hazmat units being responded to the location. In addition, the Fire/Hazmat unit shall notify the Investigator that a Hazmat incident has occurred. This notification may be made on the next working day.
4. Upon receiving notification that a Hazmat incident occurred, Investigator shall be responsible for obtaining all available information related to the incident from City's Fire/Hazmat and completion of the Illicit Discharge/Connection Report form. The form shall be forwarded to the NPDES Coordinator for follow-up investigation and enforcement.
5. Incidents involving non-hazardous materials will be referred to City personnel, as follows:
  - a. If immediate action is needed, Public Works Department standby personnel will be contacted by Police Dispatch using the City's Emergency Call List. The staff person contacted is responsible for completing the Illicit Discharge/Connection Report form in this event. The form shall be forwarded to the NPDES Coordinator for follow-up investigation
  - b. If immediate action is not needed, Police Dispatch will contact the City's Hotline on the next working day.
6. City response procedures to either method of notification shall be consistent with the procedures contained within this manual.

Note: An Illicit Discharge/Connection Report must be completed for all reported illicit discharges/connections. The initial contact may only need to complete a portion of the form. In any event the completed form must be forward to the NPDES Coordinator

**ILLICIT CONNECTION/ILLICIT DISCHARGE ENFORCEMENT PROCEDURES**

**Limited Violation**

1. This would be defined as a small-scale, one-time violation of a limited scale. Examples would be:
  - a. A resident sweeping grass and leaves into the street
  - b. A contractor working on a residential property leaving dirt piles uncovered with impending rain.
2. Issue a verbal warning, provide a “friendly reminder,” and ensure that the matter is corrected.
3. Complete an Illicit Discharge/Connection Report form for forwarding to the City’s NPDES Coordinator for inclusion in routine summary reports.
4. If a violation occurs in a residential area, a “blanket mailer” may be sent to suspected source(s) and neighboring addresses as additional education.

**Notable Violation**

1. This would be defined as a connection or discharge that could be eliminated by the responsible party without major effort. Examples would be:
  - a. A contractor not utilizing the appropriate Best Management Practices (BMP)s for work being performed.
  - b. A business improperly storing materials where they will be exposed to rainfall.
2. Issue a Field Notice to the responsible party and establishes a reasonable time period for compliance.
3. A copy of the Field Notice is forwarded to the NPDES Coordinator for follow-up investigation and assurance that the matter has been rectified.

**Major Violation**

1. This would be defined as a connection or discharge which has not or could not be eliminated by the responsible party, which may have required the emergency or priority response of City or County forces, or is an on-going problem. Examples of this would be:
  - a. Major material discharges within the public right-of-way.
  - b. Illegal connections to the storm drain system (i.e. street, catch basin, or discharge to the beach or ocean).
  - c. Storage of material in such a manner that rain fall could wash pollutants into the street and storm drain system.
2. City response personnel complete an Illicit Discharge/Connection Report form and forward the same to the NPDES Coordinator.
3. The NPDES Coordinator conducts a site investigation and issues a First Notice of Violation and prescribes corrective action to be taken and a reasonable time period for compliance.
4. If necessary, the Coordinator issues Second and Third notices. The Third Notice includes an admonishment that failure to comply will result in legal action being taken.
5. If necessary, the NPDES Coordinator forwards the Case File to the City Attorney for legal remedy.
7. For serious violations, the NPDES Coordinator, at his/her sole discretion, may authorize proceeding directly from Step 2 to Step 6.

## **APPENDIX A**



## City of Redondo Beach Stormwater Program Illicit Discharges Reporting Procedures

The City of Redondo Beach Municipal Code prohibits the discharge of any *non-stormwater* into the storm drain system. This means any runoff that is not a result of rainfall, which enters the street, is considered illegal unless it is pursuant to an individual NPDES permit or specifically exempt in accordance with the Municipal NPDES permit. The following list delineates discharges that are exempt under the Municipal NPDES permit and therefore **not illegal**:

1. Flows from riparian habitats or wetlands
2. Diverted stream flows
3. Springs.
4. Rising ground water (excluding dewatering)
5. Uncontaminated groundwater infiltration.
6. Discharges or flow from emergency fire fighting activities.
7. Landscape irrigation.
8. Potable water line flushing.
9. Discharge from potable water sources such as passive foundation drains
10. Air conditioning condensate.
11. Agricultural irrigation water runoff
12. Water from crawl space pumps
13. Lawn watering
14. Vehicle washing at residences (excluding commercial type vehicle washing)
15. Dechlorinated swimming pool discharges

It is the responsibility of all City employees to report illicit discharges that are detected during normal work activities and to facilitate notification of illicit discharges by the general public. To assist in this process an **Illicit Discharge/Connection Report** form has been developed. This form should be filled out, as completely as possible, every time an illicit discharge is suspected or when a report is received from the general public. The form is then sent to the Engineering Department for follow-up. If immediate attention is needed the Illicit Discharge Coordinator (Public Works Inspector) can be contacted at 318-0661.

**CALL 318-0661 TO REPORT ILLICIT DISCHARGES**



**City of Redondo Beach  
Stormwater Program  
Illicit Discharge/Connection Report**

Date:  Time:

Reported by:  Received by:

Address:  Department:

Phone:  Phone:

Location:

**PART A**

Material:

- Hazardous = HZD
- Wastewater = WW
- Oil/Grease = OG

- Sediment = SED
- Other = OTR
- Unknown = UNK

Land Use:

- Residential = RES
- Commercial = COM
- Industrial = IND
- Public = PUB

Est. Quantity:  Units:

- Gallons = GAL
- Pounds = LBS
- Cubic Feet = CF

Direct Connection Found:

Yes = Y : No = N

Description:

Source Invest. Conducted:

Yes = Y : No = N

Source Identified

Yes = Y : No = N

Source/Owner of Disc./Conn.:

Entered Storm Drain:

Yes = Y : No = N

Referred To:

Phone:

Department:

Action Taken:

Date Closed:

**PART B**



[FORM COMPLETION GUIDE]

City of Redondo Beach

Stormwater Program

Illicit Discharge/Connection Report

Date:  **1** Time:  **2** **3**

Reported by:  Received by:  **6**

Address:  Department:

Phone:  **4** Phone:  **7**

Location:  **5** **8** **PART A**

Material:  **10** **9** Land Use:  **11**

Hazardous = HZD Sediment = SED Residential = RES  
 Wastewater = WW Other = OTR Commercial = COM  
 Oil/Grease = OG Unknown = UNK Industrial = IND  
**Public = PUB**

Est. Quantity:  **12** Units:  **13**

**14** Gallons = GAL  
 Pounds = LBS  
**Cubic Feet = CF**

Direct Connection Found:  Yes = Y : No = N **15**

Description:  **16** **17**

Source Invest. Conducted:  Yes = Y : No = N Source Identified  Yes = Y : No = N

Source/Owner of Disc./Conn.:  **19**

Entered Storm Drain:  Yes = Y : No = N **18**

Referred To:  **20**

Phone:  **21**

Department:  **22**

Action Taken:  **23**

Date Closed:  **24** **PART B**

CALL 318-0661 TO REPORT ILLICIT DISCHARGES

## **Illicit Discharge/Connection Report Use Instructions**

The following are instructions on how to use the **Illicit Disch/Conn. Report** form. This form has a number of data entry fields that are part of a database, which will be used to track reports of illicit discharges and connections. The report is intended to be the complete record of each reported incident and therefore should be past on to each individual who is involved.

An incident typically involves three people: the individual who discovers the illicit discharge/connection and reports it, the individual at the city who receives the report, and the City's NPDES Permit - Illicit Discharge/Connection Program Coordinator, typically a Public Work Inspector. Upon discovering or receiving a call regarding a illicit discharge/connection, a report form is to be fill out. It is not necessary that individual receiving the call or making the discovery complete all of the information on the form, however, it is necessary that at Part A be completed before it is forwarded to the Program Coordinator.

The following is a brief description of what is to be fill in each of the data fields (the numbers below correspond to the numbers shown on the FORM COMPLETION GUIDE):

- 1 & 2. **DATE & TIME:** This is the date and time when the call is received or the discovery is made.
3. **REPORTED BY:** This is the name of the individual who called or made the discovery.
4. **ADDRESS:** This is the address of the caller. If it is a City employee who makes the discovery this should be the department.
5. **PHONE:** This is the phone number of the caller or extension number of the City employee.
6. **RECEIVED BY:** This is name of individual receiving the call. If City employee is Reporter then this field along with 7 & 8 are left blank.
7. **DEPARTMENT:** This is department of City employee receiving the call.
8. **PHONE:** This is extension of City employee receiving the call.
9. **LOCATION:** This is the address or nearest intersection of the incident.
10. **MATERIAL:** This is the material that was discovered. Select one of the options and insert the appropriate letters.
11. **LAND USE:** This is the land use in which the incident occurred. Select one of the options and insert the appropriate letter.
12. **EST. QUANTITY:** This is an estimate of the amount of material discovered.
13. **UNITS:** This is the unit of the estimated amount.

**CALL 318-0661 TO REPORT ILLICIT DISCHARGES**

14. **DIRECT CONNECTION FOUND:** An answer of Yes is made when there is a pipe that discharges into the street or storm drain pipe which is convey an illicit discharge. An answer of No is made if there is no piping involved in the discharge
15. **DESCRIPTION:** This is completed if item 14 is answered Yes. A description of the pipe is provided including size, location, point of discharge, location of inlet, etc.
16. **SOURCE INVEST. CONDUCTED:** Answer Yes if an investigation of the source of the discharge is made.
17. **SOURCE INDENIFIED:** Answer Yes if the source of the discharge is found.
18. **SOURCE/OWNER OF DISC/CONN.:** Provide information about the discharge or connection i.e. the property owner from which the discharge is coming or person making the discharge. Provide as much information as possible about the individual.
19. **ENTERED STORM DRAIN:** This applies to Discharges. Answer Yes only if the discharge entered a storm drain catch basin.
20. **REFERED TO:** This is the name of the individual in the NPDES Permit - Illicit Discharge/Connection Program office to whom the report was forwarded to. This will typically be the Public Works Inspector.
21. **PHONE:** This is the phone number of the “Referred To” individual.
22. **DEPARTMENT:** This is the department of the “Referred To” individual.
23. **ACTION TAKEN:** Each individual involved in the incident should add to this field. The “Call Receiver” should enter any action taken by then including any investigations made and when the incident was referred. All entries should include the time and date of the action. If additional space is needed a second copy of the form can be attached. Duplicate the information in Items 1-3 on the second sheet. It is important that the individual reporting the incident is notified as to the actions taken and the results of the investigation.
24. **DATE CLOSED:** This is the date when the incident investigation is completed.

**CALL 318-0661 TO REPORT ILLICIT DISCHARGES**



**CITY OF REDONDO BEACH**  
**STORM WATER REGULATION VIOLATION**  
**FIELD NOTICE**

**DATE:**

**ADDRESS:**

**BUSINESS NAME (if applicable):**

**CONTACT NAME:**

**VIOLATION DESCRIPTION:**

**REQUIRED ACTION:**

**COMPLIANCE DATE:**

**Notice to Owner: The above describes a violation of the City's Stormwater and Urban Runoff Pollution Control Regulations. Noncompliance with the required action could subject you to fines up to \$1,000 per day for each occurrence.**

**INVESTIGATORS NAME:**

**FIRST NOTICE OF VIOLATION**

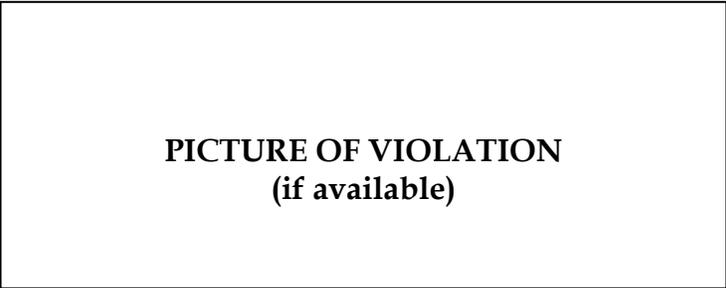
**(DATE)**  
**(CONTACT NAME)**  
**(BUSINESS NAME)**  
**(STREET ADDRESS)**  
**(CITY, STATE ZIP CODE)**

**SUBJECT:** (Describe the violation in one line)

Dear **(CONTACT)**:

As you are aware, California coastal communities are fighting to protect their beach environment. To help in this effort, federal and state regulations have been enacted which generally prohibit any non-stormwater discharges from entering streets or storm drains. These same statutes mandate that cities take responsibility for enforcing these regulations.

**(Insert type of operation)** can have a deleterious effect on the environment and this type of discharge is not permitted under the Los Angeles County-Wide Municipal Permit. During a recent site visit, **(describe the specific activity or operation that was seen to have caused the violation)**.



Enclosed is a pamphlet describing “Best Management Practices” that were developed to reduce pollution. Two quick steps towards a cleaner environment are”

1. Stopping all future discharges to the street and redirecting them to the sanitary sewer (an Industrial Waste permit may be required, contact Los Angeles County Public Works at **(NUMBER)** for permit information), and
2. Cleaning the sidewalk immediately using a method that will not cause pollutants to flow into the street.

Thank you for your cooperation in this matter. Everyone’s help is needed and appreciated in the City’s efforts to reduce storm water pollution. If you feel it would be beneficial, City representatives are available to meet with you at your site to assist you in finding the most cost-effective solution for this issue. If you have any questions, please contact **(NAME)** of this office at **(NUMBER)**.

Sincerely,

**(NAME)**  
**(TITLE)**

## SECOND NOTICE OF VIOLATION

(DATE)

(CONTACT NAME)

(BUSINESS ADDRESS)

(STREET ADDRESS)

(CITY, STATE ZIP CODE)

**SUBJECT: VIOLATION OF CITY STORMWATER ORDINANCE  
(BUSINESS ADDRESS) – SECOND NOTICE**

Dear (CONTACT):

On (date of first notice of violation), you were notified that **(type of illegal discharge)** was being discharged from the above-referenced location into the City's storm drain system. At the same time, you were informed that discharging of **(type of illegal discharge)** to the City's storm drain system was a violation of both state and local laws, and you were provided with educational information related to "Best Management Practices" for your type of operation. However, on a follow-up inspection of your property on **(date of inspection)**, City representatives observed that **(type of illegal discharge)** is continuing to be discharged from your property.

Violations of stormwater quality regulations may result in substantial fines. To preclude this from occurring, please provide this office with a written description of all management practices you will use to prevent the future discharge of pollutants to the storm drain system by **(date thirty days from the date of this notice)**.

Thank you for your cooperation in this matter. Everyone's help is needed and appreciated in the City's efforts to reduce stormwater pollution. If you feel it would be beneficial, City representatives are available to meet with you at your site to assist you in finding the cost-effective solution for this issue. If you have any questions, please contact **(NAME)** of this office at **(NUMBER)**.

Sincerely,

**(NAME)**

**(TITLE)**

**THIRD NOTICE OF VIOLATION**

(DATE)

(CONTACT NAME)

(BUSINESS NAME)

(STREET ADDRESS)

(CITY, STATE ZIP CODE)

**SUBJECT: VIOLATION OF CITY STORMWATER ORDINANCE  
(BUSINESS ADDRESS) --- FINAL NOTICE**

Dear (CONTACT):

On **(date of first notice of violation)**, and **(date of second notice of violation)**, you were notified that **(type of illegal discharge)** was being discharged from the above-referenced location into the City's storm drain system. At the same time, you were informed that discharging of **(type of illegal discharge)** to the City's storm drain system was a violation of both state and local laws, and you were instructed to immediately cease all such discharges. However, during an inspection of your property on **(date of inspection)**, City representatives verified that **(type of illegal discharge)** is continuing to be discharged from your property.

**PLEASE BE ADVISED** that you are to immediately cease any and all illegal discharges to the City's storm drain system. Additionally, you must take all steps necessary to ensure that no future illegal discharges occur. Should you require any information or assistance with this activity, please contact **(NAME)** of this office at **(NUMBER)**.

**PLEASE ALSO BE ADVISED** that a re-inspection of your property will be conducted during the month of **(month and year)**. If any evidence of illegal discharges are noted during that inspection, this matter will be forwarded to the **(CITY ATTORNEY/DISTRICT ATTORNEY/CODE ENFORCEMENT OFFICE)** for further legal action.

Sincerely,

(NAME)

(TITLE)

cc: **(CITY ATTORNEY/DISTRICT ATTORNEY/CODE ENFORCEMENT)**

## **ATTENTION ALL CITY PERSONNEL**

IF YOU SEE OR ARE CALLED BY THE GENERAL PUBLIC REGARDING ANY DUMPING OR DISCHARGE OF POLLUTANTS INTO THE STREET OR STORM DRAIN IMMEDIATELY CALL THE CITY'S ILLICIT DISCHARGE COORDINATOR (Tim Shea) AT 318-0661 Ext. 4510

The following is our standard procedure to be used to investigate any report of illegal dumping/discharge:

- Call Illicit Discharge Coordinator (IDC) 318-0661 Ext. 4510
- IDC will conduct field inspection to determine the type of discharge.
- If chemical smell detected or other hazardous material is suspected IDC will call the Fire Department Hazardous Materials Specialist Ext. 2495. The Fire Department will make determination if material is hazardous or not. If hazardous they will take the lead in the cleanup effort.
- If sanitary wastewater discharge is suspected ICD will call the Public Works Department Sewer Maintenance Dispatch Ext. 2247. The Public Works Maintenance crew will take the lead to cleanup the spill.
- If discharge creates a serious environmental hazard ICD will contact appropriate City personnel to cleanup.
- ICD will conduct investigation to determine the source of discharge and appropriate action will be taken to eliminate the future occurrences.
- ICD will complete Illicit Discharge/Connection Report form and submit to the NPDES Program Coordinator. If discharge was hazardous or wastewater obtain and attach Sewer Spill Report to the Illicit Discharge/Connection Report.