

Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Kerrie Romanow

**SUBJECT: NEW ONLINE COMPLIANCE
SERVICE FOR RESTAURANTS**

DATE: September 13, 2019

Approved



Date

9-13-19

INFORMATION

The purpose of this memorandum is to inform City Council of a new online service for restaurants and other food service establishments (FSE) in San José to conveniently store compliance-required maintenance documentation at no cost to their business. This free service was available to FSEs beginning September 9, 2019.

Environmental Services Department staff inspect FSEs as part of the City's State-mandated Sewer System Management Plan implementation. Inspectors educate and enforce as needed to ensure FSEs minimize the discharge of fats, oils, and grease (FOG) into the City's sanitary sewer collection system. FOG in the sanitary sewer can build up and cause blockages and overflows of wastewater, which are both a public health hazard and a threat to our creeks and the San Francisco Bay.

San José Municipal Code (SJMC) Section 15.14.650 requires FSEs to regularly maintain their grease control devices (GCD) which is accomplished by hiring a State-licensed Inedible Kitchen Grease Hauler (Hauler) or through self-cleaning. The SJMC also requires FSEs to keep three years of GCD maintenance records on-site and available for inspection. These records document the maintenance and working status of the device. Proper GCD maintenance and upkeep prevent FOG from entering the City's sanitary sewer system.

The City has entered into an agreement with SwiftComply US Opco Incorporated to provide a free, convenient, easy to use, and secure online portal for FSEs to upload and store their GCD maintenance documentation and remind them when service is due. If their Hauler is also enrolled, FSEs can direct their Hauler to upload records on their behalf. This online portal is designed to be easy to use, allowing users to upload records using their computer or mobile device. The system is also secure, meaning an FSE's records are confidential and viewable only by the FSE, their Hauler, and City staff. Completed records uploaded to this service are compliant with the SJMC. City FOG Inspectors can review compliance documentation remotely, which may increase FOG program efficiency and effectiveness. The system will also notify FSEs when their maintenance documentation is incomplete or overdue, giving them the opportunity to promptly resolve these types of issues without inspections and enforcement actions.

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Staff mailed notices to Haulers and to FSEs with GCDs informing them of this new service in September 2019. Environmental Services Department will also host in-person information sessions at City Hall, one for Haulers on September 23, 2019 and one for FSEs on September 24, 2019 to answer questions and provide enrollment assistance. Enrollment is free, voluntary, and highly encouraged. Information about the new service and the City's FOG Control Program is available on Environmental Services Department's webpage at www.sanjoseca.gov/restaurants.

/s/

KERRIE ROMANOW

Director, Environmental Services Department

For additional information, please contact Sharon Newton, Deputy Director Watershed Protection Division, at 408-793-5351.