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# Managing Local Certified Collection Center (CCC) Programs

## Table of Contents

Introduction .....	4
CalRecycle Resources for and About CCCs .....	6
The Oil Recycling and Claim Automation (ORCA) Database .....	7
Using OPP Funds to Support CCCs.....	9
Eligible Expenses .....	9
Ineligible Expenses.....	9
Site Visits .....	10
Who Should Conduct Your Site Visits? .....	11
Interns.....	11
Contractors .....	11
Preparing for Your Site Visits .....	12
The Certified Center Site Visit Checklist (CalRecycle 664).....	12
Oil Quantity Data.....	13
Filter Quantity Data .....	13
Filter Acceptance .....	14
DIYer Demographics.....	14
Promotions.....	14
Equipment.....	14
Post Site Visit .....	15
Example of How to Utilize Excel for Data Collecting.....	15
Recording and Calculating Quantity Data .....	15
Assisting CCCs: Problem Issues.....	16
Illegal Dumping.....	16
Contaminated Oil (“Hot Loads”).....	17
Used Oil Recycling Incentive Claims.....	18

California’s Certified Unified Program Agencies (CUPAs).....	19
Recruiting New CCCs .....	20
Finding Prospective CCCs.....	20
Tips for Recruitment .....	21
Assisting New CCCs .....	23
Personal Visit.....	23
Signage .....	23
Contaminated Oil.....	23
Used Oil Recycling Incentive Claim .....	23
Filters.....	24
Business Contact Information .....	24
Resources .....	24
Thank You .....	24
Conducting Promotions with CCCs .....	25
Planning Point of Purchase (POP) Promotions .....	25
Event Promotions Sponsored by Businesses .....	25
Filter Exchange Promotion.....	25
Other .....	26
Working with Corporate Offices.....	27
Appendix A: Acronym List .....	29
Appendix B: Definitions for the OPP Expenditure Categories .....	31
Appendix C: Additional Questions for Site Visit.....	35
Appendix D: Example of Recording and Calculating Quantity Data .....	39
Attachment A: CalRecycle 664 Certified Center Site Visit Checklist .....	41

## Introduction

The California Department of Resources Recycling and Recovery (CalRecycle) distributes grants to cities and counties through its Oil Payment Program (OPP). OPP funds can be used to educate the public about recycling used oil and filters, as well as assisting Certified Collection Centers (CCCs).

This guide is intended for the recipients of OPP funds in California. As local government staff and contractors, you are responsible for managing the programs funded by California's fee on sales of lubricating oils. The purpose of the fee, as defined in the *California Oil Recycling Enhancement Act*, is to enhance the recycling of used motor oil and filters in California.

One of the most critical components of every local used oil recycling program is to have convenient locations where do-it-yourself oil changers (DIYers) can drop off their used oil and filters. While curbside collection services and government-operated locations, such as Household Hazardous Waste facilities and transfer stations, serve this purpose in many communities, we rely heavily on commercial businesses to serve the needs of DIYers.

Since these businesses are vital to accomplishing our mission to protect the environment from improper oil disposal, it is important that you as program managers understand their role and how you can help make it work optimally.

The Certified Collection Center (CCC) program in California relies on three different components:

- CalRecycle
- Local Jurisdictions (OPP recipients)
- CCCs

The first component, CalRecycle, certifies the collection centers and sends renewal notices at four-year intervals. It processes and pays the incentive claims submitted by CCCs, responds to requests for management tools, education, signs and other assistance, and can reimburse CCCs for the extra cost of disposing contaminated oil (also known as "hot loads"). Data from these various functions is maintained in the Oil Recycling and Claims Automation (ORCA) database.

The second component, OPP recipients, manages most of the funds generated by the California Oil Recycling Enhancement Act fee and conducts most of the publicity and education programs directed to DIYers. The OPP Terms and Conditions includes the requirements for your interaction with the CCCs; including visiting some of them yearly and completing a checklist. However, because the CCCs are such an integral component of a successful Used Oil Recycling Program, most jurisdictions interact with their CCCs in other ways that are not part of the requirements.

The CCCs are the third component. CCCs include many different types of businesses (and a few non-businesses such as community college auto shop classes, airports, and government facilities). Accepting used oil and filters from DIYers is a public service provided by these businesses and their reasons for volunteering to participate include customer demand, community service, environmental stewardship, financial return from CalRecycle incentive payments, and business benefits from increased foot traffic, local advertising, and promotions.

Whatever the reason, we appreciate their participation as the program would not be successful without them. One important aspect when working with your local CCC is to find ways of adding value to the program for them; express your gratitude, help with any barriers, and recognize their contribution is valuable and worthwhile.

## CalRecycle Resources for and About CCCs

The CCC Operators Guide is available for download from the CalRecycle website. It is designed to be a resource for the businesses that serve as CCCs and OPP recipients who work with them. It includes sections such as:

- **An Introduction to California's Certified Collection Center Program:** which provides a brief overview of the program and where the funds are derived from.
- **How to complete the CCC application:** this includes step-by-step instructions on completing the application and where to send it for approval.
- **Requirements for being a CCC:** explains the requirements and provides other information on maintaining your status as a CCC. There is also a quick checklist in the Appendices of the requirements that can be hung up for an at-a-glance reminder.

Other sections on topics that might be useful references when assisting CCCs are:

- **Used Oil Recycling Incentive Payment and how to complete the Form:** explains who is eligible and how to request the funds, as well as step-by-step instructions on completing the claim, supporting documentation needed, and where to send it for review and approval.
- **Choosing a Hauler:** provides guidance and suggestions on things to look for when choosing a hauler.
- **Dealing with Contaminated Oil:** including how to avoid accepting it, Contaminated Used Oil Reimbursement Application, and illegal dumping.

More information to assist you in managing your CCC program is available on the CalRecycle website under "Partnering with Certified Collection Centers" <https://www.calrecycle.ca.gov/UsedOil/Grants/Resources#Certified>. Some of these resources include:

- A downloadable version of this guide, "Managing Local CCC Programs"
- A downloadable version of CCC Operator's Guide
- Links to the site visit checklists
- Signage for CCCs

# The Oil Recycling and Claim Automation (ORCA) Database

When a business applies for certification as a used oil collection center, the CalRecycle Certification Unit reviews the application for completeness, verifies that the applicant information is correct, and enters the information into ORCA. ORCA is a database that manages all data and key information regarding the CCC program.

Upon approval, ORCA assigns the new CCC business a unique CalRecycle certification number. The CCC site location, phone number, certification number, and optional oil filter collection symbol is then automatically added to the searchable “Used Oil Certified Collection Centers” database that can be found on the CalRecycle website <https://www2.calrecycle.ca.gov/UsedOil/CertifiedCenters/>. DIYers and local jurisdictions can utilize this searchable database by searching for Used Oil Certified Collection Centers by address, zip, or county. If needed, you can also export the identified locations into an Excel spreadsheet.

Local jurisdictions play an important role in maintaining the information in the ORCA database. As you visit these businesses, you are more likely to observe mistakes or become aware of changes that CalRecycle staff are not aware of. Please notify CalRecycle about changes or updates needed in the ORCA database. Some examples include:

- **Phone numbers:** since the phone number in ORCA database is seen by the public, it is important that the number for the specific site location be used (as opposed to a corporate office or franchise owner).
- **Filter acceptance:** the “filter accepted” icon will not appear in the search result if the businesses did not include filter acceptance on their original application. This option was added to the application form in 2012.
- **Name changes:** businesses may change names without change ownership, or another automotive business will open in the same location. Either way, ORCA needs to be updated to reflect this information.
- **Address change:** when a business moves to a new location, the assigned California Hazardous Waste Permanent ID Number (EPA ID number) does not move with them. They need to reapply with the Department of Toxic Substances Control to obtain a new EPA ID number and notify the CalRecycle Certification Unit. When a CCC sends in an application for a location change, the new EPA ID number should be identified on the application so that the address can be updated in the ORCA database.
- **Out of business/no longer participating:** if a business goes under or decides they do not want to participate in the program, this needs to be reported to CalRecycle so that it can be removed from ORCA and the searchable “Used Oil Certified Collection Centers” database.



- **Tank size:** on the application and claim coversheet, businesses must identify the number of gallons of storage capacity for used oil on the premises. This information is used by CalRecycle staff to double-check incentive claims. If the amount of oil claimed on the incentive form and hauler manifests exceeds the capacity listed, that triggers a red flag. The explanation may simply be that the business has added more oil capacity. By checking that the ORCA database has the accurate tank size information, you can help CalRecycle to process incentive claims smoothly and avoid any problems with fraud.
- **Lapsed certification:** CCCs are recertified every four years. The Certification unit at CalRecycle mails a recertification application and letter 90 calendar days before the CCC Certificate expires. If the recertification form is not returned, the CCC operator will receive a courtesy follow-up phone call. If the paperwork is still not returned, the site will be listed as expired in the ORCA database.
  - If businesses fail to apply for recertification, they can still accept oil and filters from the public, and you may still list them in your local outreach materials. There is no reason that a lapsed (or never certified) business cannot accept oil and filters. However, they cannot submit incentive claims or apply for hot load/contaminated oil protection while not certified. Your extra reminder or even a little help with the certification paperwork may be all they need to maintain these benefits and to keep them listed in the CalRecycle search engine.

To notify CalRecycle about changes or updates needed to the ORCA database, please email [UsedOilCCC@calrecycle.ca.gov](mailto:UsedOilCCC@calrecycle.ca.gov) or call (916) 341-6690.

## Using OPP Funds to Support CCCs

There is no requirement for how much of your OPP budget should be appropriated for assisting CCCs. Priorities vary among jurisdictions and change from year to year. This section describes some of the ways that you may use your OPP funding to improve and support your CCC programs.

### Eligible Expenses

Eligible expenses include expenditures that are purchased for the purposes of establishing and maintaining a used oil program set forth in PRC section 48690-48691. These expenditures fall into the following categories:

- Administration
- Collection
- Education
- Materials/Construction

Definitions of these expenditure categories can be found in Appendix B as well as in the Local Government Oil Payment Program (LoGOPP) database under “Help Documents” on the Home page. For additional guidance on eligible expenses, please reference the award cycle Guidelines under “Application Information” on the CalRecycle website <https://www.calrecycle.ca.gov/UsedOil/LGPayments/>.

Please note that you may have restrictions under your own agency’s rules about how you transfer ownership to the CCC entity and how you protect your agency from any associated liability. Memorandum of Understanding (MOU) between your agency and the recipient entity can help maintain some level of control to ensure that any equipment purchased with OPP funds is well maintained and is used as intended to provide recycling opportunities to the DIYer public.

In addition, a facility does not have to be a CCC to be eligible for support with OPP funds. However, by encouraging facilities to become certified and apply for recycling incentive claims, you can stretch your OPP funds farther.

### Ineligible Expenses

Ineligible expenses include any expenditure that does not directly support used oil or used oil filter collection, recycling or educational activities, mitigation of used oil in stormwater, or expenses not directly related to the recipient’s administration of the OPP.

For additional guidance on ineligible expenses, please reference the award cycle Guidelines under “Application Information” on the CalRecycle website <https://www.calrecycle.ca.gov/UsedOil/LGPayments/>.

If you have further questions regarding eligible or ineligible expenses, please contact your Program Advisor.

## Site Visits

OPP Guidelines require yearly site visits to at least one CCC per 100,000 population. However, most OPP recipient jurisdictions far exceed this minimum.

Site visits serve valuable purposes for your program:

- Establish working relationships.
- Offers an opportunity for you to thank the businesses for volunteering to provide this public service.
- Compliance with OPP requirements.
- Provide technical assistance to CCC operators.
- Ensure that the required signage is posted.
- Update program records such as hours of operation, filter acceptance, etc.
- Identify problems such as illegal dumping.
- Information gathering for the OPP annual report.

Many successful programs visit all their CCCs at least once a year, if not more. In order to build a positive connection with these businesses, perception is very important. Here are a few suggestions that can help:

- If you have worked with or spoken to someone previously, ask for them by name. If not, identify yourself as a partner and approach the interaction as a friendly conversation. Often times the word “government” is intimidating and people have negative associations with that word.
- Ditch the clipboard/paperwork so that the site visit feels more like a conversation rather than an inspection.
- Respect their time and be prepared to wait until all customers have been assisted. Ask if he/she has time to talk with you for a few minutes or offer to come back if it's clear that they are busy.
- Bring CCC signs with you and offer to replace any that are peeling or look faded. If you have recycling guides or brochures that list the individual businesses, bring copies and show them their listing (you might also ask to leave a few that they can give to customers, particularly if the information includes HHW facilities and recycling locations for other automotive products like tires, batteries and antifreeze.)
- Be sure to ask about their best practices and any barriers they may be facing with the program. Provide solutions and if you are not able to immediately think of a resolution, take note of it and get back to them.
- Thank them for being in the program and provide positive feedback.

You, as an OPP recipient, are here to help them better their program. Without the public service that these businesses provide, used oil would likely find its way into our soil and water, causing damage to the environment and human health.

## Who Should Conduct Your Site Visits?

OPP recipients represent a diverse array of local government agencies, from recycling coordinators, environmental health departments, regional joint powers agencies, to contractors. There is no single approach or method for managing the relationships you build with the CCCs in your program but remember that site visits serve valuable purposes, so choosing someone for representation is important.

If you are not conducting the site visit yourself, you may be delegating them to interns or contractors. There are several benefits and drawbacks to these choices:

### Interns

Getting out in the field to observe and learn about the CCCs can be valuable for interns, but the quality of the results and the value to them are both dependent on the amount of training and supervision they receive. Interns can be great resources to create positive interactions and build the foundation for working relationships with businesses.

However, interns are not permanent staff so you will need to ensure you have good record-keeping and reporting to reap all the benefits of the interactions and to maintain continuity from year to year.

If you decide to use an intern to cover the site visit requirements, it is recommended that you make other efforts to interact with your CCCs throughout the year. It is also important for CCC managers to be able to contact someone with authority and not just someone who is in a temporary position.

### Contractors

There are numerous companies, individuals, and non-profit organizations who contract with OPP recipients to conduct site visits. This can be useful when staffing is limited or to benefit from the contractors' range of experience from working with multiple jurisdictions over time.

If your contractor manages various program functions in your used oil recycling program, such as public education and outreach, assisting the collections center businesses, and reporting, then he/she is fully capable of representing your jurisdictions and being the "face" of your program to CCC business managers.

If you are contracting the site visits only, you may want to consider what role you want the contractor to play on your behalf. Make sure they gather all the necessary information and that you allocate enough time and attention to follow up on the information they report back to you. Similar to interns, be sure you have good record keeping and make additional efforts to interact with your CCCs throughout the year.

## Preparing for Your Site Visits

The Certified Center Site Visit Checklist (CalRecycle 664) is a one-page document that can be downloaded from the website under “Partnering with Certified Collection Centers” at <https://www.calrecycle.ca.gov/UsedOil/Grants/Resources/#Certified>. Please see Attachment A for a copy of this form.

Another option is to generate an auto-fill Certified Center Site Visit Checklist which is available under “Used Oil Recycling” on the CalRecycle website, titled “Certified Center Auto-Fill Site Visit Checklist” <https://www.calrecycle.ca.gov/Funding/forms/#UsedOil>. This can be very helpful if you are conducting multiple site visits because it will populate the site’s information as it appears in the ORCA database.

To create an auto fill site visit form for any or all your CCCs:

1. Enter either zip code, city, or county and click “Search.” This will generate a list of collection centers.
2. Check the box(es) of the CCCs you want listed on your checklist.
3. Click “Generate Checklist(s)” and either
  - a. Print the Word document for manual entry during your site visit(s).
  - b. Save the Word document as a file on your computer for entry upon the completion of your site visit(s).

If you notice information that is not accurate, please contact CalRecycle at [UsedOilCCC@calrecycle.ca.gov](mailto:UsedOilCCC@calrecycle.ca.gov) or call (916) 341-6690 as this information is pulled from the ORCA database.

## The Certified Center Site Visit Checklist (CalRecycle 664)

Whether you choose to auto-fill or manually input, this form contains the same six questions:

1. *Is the Certified Center sign posted so it is visible from the street?*  
Take a few minutes before announcing yourself, to look outside the business. The oil drop or combo sign should be clearly visible; this is a requirement of certification. Signs that do not have the official logo, such as those produced by corporate businesses, do not replace the need to display the logo sign. In addition to the oil drop or combo sign, note any signs of illegal dumping or potential places of adding signs.
2. *Has this Center turned away anyone who brought used oil? If yes, why?*  
CCCs can set the amount of oil accepted from any one person, within these limits: must accept at least 5 gallons per person per day and may not accept more than 55 gallons per person per day.
3. *Does the operator provide information on where to take contaminated oil?*  
This is another requirement of being certified and you will want to ensure that they are providing information about where to take contaminated oil to the public and that staff has been trained on this information as well. You can provide

them with brochures, recycling guides, or other handouts to give DIYers who may have contaminated oil. You can also reference the CCC Operators Guide and point them to references on the CalRecycle website

<https://www.calrecycle.ca.gov/UsedOil/CertCenters/>.

4. *Does illegal dumping of oil and/or other materials happen at this location?*

Not all CCC businesses experience illegal dumping, but for some it is a serious problem. You can help by identifying locations where the “Stop, It’s Illegal to Abandon Used Oil” signs can be posted. You can also reference the CCC Operators Guide, which contains a section on “Illegal Dumping” for ideas on how to combat this problem.

5. *Is this location filing incentive claims?*

This question may not be applicable to chain locations, which typically file claims from the corporate office. However, for those independent businesses, make sure they are aware of the Used Oil Recycling Incentive Payment Claims. You can also reference the CCC Operators Guide, which contains a section on “Completing the Used Oil Recycling Incentive Payment Claims Form.”

6. *Reviewed Operator’s Guide and any updates with the Center staff/manager?*

Note any issues or if a follow-up visit is needed. Be sure to thank them for their time.

In addition to the questions listed on the Certified Center Site Visit Checklist, there are other topics that you might want to cover. You may want to choose different topics each year or focus on issues of special concern in your jurisdiction. Some suggestions include:

#### *Oil Quantity Data*

Many OPP recipients use the site visit to gather data on the quantity of oil and filters collected from DIYers, to augment the data available from the CalRecycle claims reports.

The claims data is most accurate for the auto parts chain locations because they collect only oil from DIYers, and file incentive claims routinely. Other CCC businesses will file claims on the oil they generate in their own business as well as oil collected from DIYers; however, they may choose not to separate the two on their reporting and their claims are filed sporadically or not at all.

You can also ask the manager for a best guess of the amount of DIYer oil the business receives per week or month. When comparing actual hauler data with manager estimates, the managers tend to under-estimate the amount of oil received from DIYers.

#### *Filter Quantity Data*

Since there is no incentive offered for filter collection, filter data is often missing from the claims report. Some CCCs that do report filters mistakenly include all filters, not just those from DIYers. If you can obtain filter hauling records for the auto parts chain locations, you can calculate the filter quantities by the standard multiplier of 250 filters

per 55-gallon drum (or if crushed, 750 per drum). Without these records, and at other CCCs where DIYers filters are mixed in with the filters generated by the business, an alternative method to quantify filter collection is to ask the manager to estimate.

The methods mentioned above are rough estimates for oil and filter data, but they can give you a better idea of quantities to record on your annual OPP report beyond the claims data. If you apply the same methodology each year you will be able to track changes over time.

### *Filter Acceptance*

If you have CCCs that are not accepting filters, site visits are a good time to learn why not. Perhaps there is a single barrier that can be overcome with some assistance. You can also refer them to the CCC Operators Guide, which contains a section on “Accepting Used Oil Filters.” In addition, thank the businesses that do accept used oil filters and request they actively encourage DIYers to bring them in.

### *DIYer Demographics*

When planning your outreach program, it is useful to have demographic data about your community to help identify important target populations and suggest ways that you can work with your CCCs to reach them. Some important information may include:

- Ethnicity/language
- Age
- Gender

California Department of Finance website has resources available on demographic data <http://dof.ca.gov/Forecasting/Demographics/>. If you click on “Estimates,” you can view reports on population and housing estimates.

### *Promotions*

If you have established rapport with the CCC manager, this could be a good time to discuss future promotions. Promotions could range from asking them to help distribute reusable oil/filter containers and other “oil change kit” components or to hosting a filter exchange event. You might also provide brochures or other materials for public distribution during your site visit. More promotional opportunities are discussed later.

### *Equipment*

As discussed previously in this guide under the section, “Using OPP Funds to Support CCCs,” equipment that improves the performance of your CCCs is an allowable OPP expense. If you have decided to make certain equipment available to them, the site visit is a good time to assess their needs and begin the discussion. Again, for additional guidance on eligible expenses, please reference the award cycle Guidelines under “Application Information” on the CalRecycle website <https://www.calrecycle.ca.gov/UsedOil/LGPayments/>.

Please see Appendix C for samples of additional site visit question



## Post Site Visit

Upon completion of your site visit, current CalRecycle guidelines require you to retain the Certified Center Site Visit Checklist form on file in case of an audit. Whether you keep an Excel file or hardcopies of documents, it is recommended that you have an organized record keeping system and maintain your data in an easy and manageable way for continuity.

### Example of How to Utilize Excel for Data Collecting

Column headings that correspond to the questions on the checklist could include:

Center Name	CalRecycle ID	Contact name this visit	Correction sent to CalRecycle? (y/n or n/a)	Sign Posted (y/n)	Note sign issues	Note signs provided	Has turned away oil? (y/n)	Reason (cont. = contaminated; quan. = too much quantity' full= tank full; other-describe)	Contaminated oil info on site? (y/n)	Illegal dumping scale 0-5	Illegal dumping notes, follow up plans	Filing incentive claim? (y/n or n/a if chain operation	Incentive claim notes, follow- up plans	Other notes, follow-up plans	No further follow-up needed
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### Recording and Calculating Quantity Data

If you are obtaining data on quantities of oil and filters during your site visit, you'll want to record that information and complete the calculations so that you have the information handy when it's time to do your annual reporting (*due August 15*). There is no one way to do this, and you may already have a method that works for you. Here is another example of how to utilize Excel:

CCC Site Name	# DIYS	# is W, M, Y	DIYs/Year	Average quantity each DIY	Total Oil/ Year from DIYer calculation	Estimated quantity DIY oil	Estimate is W, M, Y	Total Oil/Year from Extended Estimate	Oil quantity per year for report	% DIYs that bring filters	Total filter/year based on DIYer calculation	Total year/based on oil quantity	Filter quantity per year for report
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Depending on the questions asked you will want columns for recording each answer. You may find it helpful to color-code the columns: for example, white for columns in which you will enter data, green columns for formula calculations and blue columns for final reporting numbers.

Please see Appendix D for an Example of Recording and Calculating Quantity Data. If you need assistance with creating a tracking sheet, contact your Program Advisor.



## Assisting CCCs: Problem Issues

CCC businesses don't often ask for help, but a little probing from you during a site visit may uncover opportunities for you to help resolve problems. Not only does this add value to the program for them and mitigate problems that may result from their participation in your program, it can also lead to better service to DIYers.

The following issues that frequently arise include:

### Illegal Dumping

Illegal dumping of hazardous waste is prohibited by law under California Penal Code Section, 374.8(b) and is punishable by imprisonment or a fine up to \$10,000. Not all CCC businesses experience these problems; however, they can be very challenging to deal with. Unfortunately, once these materials are on a business's property, the business is legally responsible for properly disposing of them. Illegal dumping includes:

- *Used oil and filters* left outside a business after hours, or even during business hours by people who choose not to bring them inside.
- *Other waste materials* such as paint, pesticides, or cleaners discarded on the property.
- *Contaminated oil* that has been turned away, left by the DIYer without the CCC's knowledge.
- *Emptied oil containers (both new oil and used)*. Unless very thoroughly drained, these may drip enough oil to constitute an illegal dumping incident.

Local Jurisdictions can help CCCs combat illegal dumping of hazardous wastes in a variety of ways. Some examples include:

- **Signage**: free signs are available in English, Spanish and Chinese through the online sign order form. They can be found on the CalRecycle website: <https://www2.calrecycle.ca.gov/Forms/UsedOil/SignRequest/>
- **"Dummy cameras"**: realistic surveillance cameras with signage may deter dumping, especially in locations that are hidden from street view, such as back alleys and dumpster areas.
- **Public education**: sometimes DIYers are unaware that it is inappropriate to leave oil outside your business. There may be language barriers or discomfort with providing their name and address. A targeted outreach campaign can help. You can also make sure the CCC manager knows that it is not necessary to ask DIYers for identification when they bring oil and filters for recycling.
- **Disposal costs**: if possible, you may arrange to waive the small business disposal fees for CCC operators who bring abandoned waste to the local hazardous waste collection facility. Please note that collection costs for materials other than oil and filters are not allowable OPP expenses.
- **Education for small businesses**: small and Conditionally Exempt Small Quantity Generators (CESQG's) are likely contributors to the illegal disposal problem and may not be educated in proper disposal. You may need to think of

ways to find and educate individuals who are operating “below the radar.” You can search for CESQU’s through a Department of Toxic Substances Control (DTSC) database at [https://hwts.dtsc.ca.gov/report\\_search.cfm?id=5](https://hwts.dtsc.ca.gov/report_search.cfm?id=5).

- **Know where to refer DIYers:** it is a requirement for CCCs to know where to refer DIYers with contaminated used oil. This information is also needed for referring people who wish to dispose of other hazardous waste materials.
- **Other CCC locations:** it is good to know other nearby CCC locations so that managers or staff can refer DIYers if their own oil tank is full.
- **Oil containers:** if DIYers are leaving empty containers behind after recycling their used oil, offering them free reusable containers may help.
- **Drain racks:** these can be mounted on your tank or drum to allow several containers to be thoroughly drained at a time. Once drained, they can legally be placed in the trash or in the recycling bin (depending on local recycling programs.)
- **Enforcement:** encourage businesses to call law enforcement about illegal dumping. It is difficult to catch the perpetrators in the act, but repeated calls will be logged and may result in increased attention by patrol officers.

## Contaminated Oil (“Hot Loads”)

Used motor oil mixed with anything else, including water, cannot be recycled and must be treated and disposed of as a hazardous waste. Collection sites express concern about the potential for additional costs related to the handling, disposal, and clean-up of contaminated oil; however, the actual incidence is rare.

CalRecycle offers up to \$5,000 per location per year to help CCCs with extra hauling costs resulting from hot loads. In order to receive reimbursement, CCCs need to complete and submit the “Contaminated Used Oil Reimbursement Application (CalRecycle 325).” This form can be found on the CalRecycle website at: <https://www.calrecycle.ca.gov/UsedOil/CertCenters/>. If a CCC asks you for help with the form, you can refer them to the CCC Operators Guide that details how to complete it, where to submit, and what supporting documents need to be included. If you have further questions, please contact your Program Advisor.

## Used Oil Recycling Incentive Claims

The incentive payment is a benefit to which every CCC is eligible to apply for. Many CCCs do not file incentive claims for various reasons that include:

- the money they will receive is not worth the effort.
- averse to paperwork.
- previous claim was rejected or reduced.

Whatever the reason, you can help encourage your CCCs to file by exploring their concerns and making sure they are aware of resources available to them.

Provided are a few suggestions:

- Before your site visits, identify those CCCs who are not filing the incentive claim form. This can be accomplished a couple of ways:
  1. If you generate an auto-fill Certified Center Site Visit Checklist, as described in the “Preparing for Your Site Visits” section, the form includes the date of the last claim filed.
  2. If you are not using the auto-fill form, you can generate a report of claims filed in the last reporting period by using the [Certified Used Oil Collection Reports](#) search engine.
- If time permits during your site visit, explore any issues with those managers who are not filing claims. Some points that may come up include:
  - Seasoned CCC managers may not be aware that the amount claimed has increased to 40 cents per gallon for DIYer oil.
  - Conversely, CCC managers may not be aware that they are not required to separate the quantities of DIYer oil in their incentive claims. If they prefer, they can claim all the used oil documented on their hauler manifests at the lower rate of 16 cents per gallon.
  - To help ensure claims are processed smoothly, refer to the section of the CCC Operators Guide on “Completing the Used Oil Recycling Incentive Payment Claim Form.”
  - Finally, CalRecycle has a self-calculating incentive claim form that is intended to make filing easier and more accurate. Again, see “Completing the Used Oil Recycling Incentive Payment Claim Form” section in the CCC Operators Guide for more details.
- Take some time to review the sections in the CCC Operators Guide on the “Used Oil Recycling Incentive Payment” and “Completing the Used Oil Recycling Incentive Payment Claim Form.” This will help you become familiar with the process in case a CCC has questions.

Filing for incentive claims is beneficial for CCC businesses, your program, and CalRecycle. The more CCC business that file claims, the more used oil and filter data will be available.

## California's Certified Unified Program Agencies (CUPAs)

CUPAs are local agencies certified by California Environmental Protection Agency (CalEPA) to implement six different regulatory programs relating to hazardous materials for four different state agencies. The CUPA program has been in place since the mid-1990s and there are one or more CUPAs in every county in the state, with a total of 84 statewide. Most CUPAs are either County Environmental Health Departments or Fire Departments. In many counties, a single CUPA operates county-wide, while others are more localized, often operating within city limits or within the boundaries of a fire district. This can be confusing since a business may have an address in a city but be outside the city limits and thus served by a different CUPA. In a few cases CUPAs even span county boundaries, and two counties (Imperial and Trinity) are served by DTSC as their CUPA. A searchable database for CUPAs can be found on the California Environmental Reporting System at <https://cersapps.calepa.ca.gov/Public/UPAListing>.

CUPAs are designed to simplify compliance with regulations by providing a single point of contact and a single agency to which permit fees must be paid. However, it is not always simple because each CUPA also enforces local requirements; the specific rules may vary between jurisdictions and this can be confusing and frustrating for businesses with multiple locations. Some CUPAs routinely levy fines for noncompliance such as failure to file a routine Hazardous Materials Business Plan, while others levy fines only in cases of serious violations such as unmonitored and leaking tanks.

Because OPP recipients represent a diverse array of local government agencies, your local CUPA may be in your own department, down the hall, or in a completely different branch of government. It can be worthwhile to have a conversation with the CUPA inspector who visits your CCCs. You may gain information and perspective on the issues faced by the CCC businesses, and you may be able to offer support to them in dealing with oil and filter collection issues.

## Recruiting New CCCs

CCCs are important because they provide the public an easy, convenient, and safe place for disposing of used oil and filters. As an OPP recipient, it is encouraged to actively recruit additional business to participate in your CCC program. Some additional reasons for recruitment include:

- **Geographic coverage:** to provide convenient locations for all residents, you may want to establish CCCs in areas that are far from the commercial centers where most of the automotive businesses are clustered, such as rural areas or outer suburbs.
- **Replace CCCs:** that go out of business or leave the program.
- **Various locations:** provide more options near heavily used CCCs. Being turned away because “the tank is full” could cause lasting negative attitudes in DIYers. It is good to have other locations nearby.
- **Ethnic diversity:** businesses serving and/or operated by people of different ethnicities can help encourage DIYers in their communities to recycle their used oil and filters.
- **Vehicle specialties:** marinas, airports, motorcycle shops, agricultural implement businesses, even truck stops all serve people who work on their vehicles themselves and need convenient locations to recycle their used oil and filters.
- **Special communities:** such a military base housing complexes, farmworker housing and Indian reservations.

## Finding Prospective CCCs

Becoming a CCC is easiest for businesses that already generate used oil and filters and have collection equipment and hauler arrangements in place.

If you are looking for convenient locations in small rural communities or ethnic neighborhoods, repair shops are a good place to start. Many automotive repair shops already informally accept oil and filters from their customers, employees, and neighbors. Similarly, businesses that work on specialty vehicles like motorcycles or tractors will already have a collection infrastructure in place. Still, rural communities can also be particularly challenging as there are few automotive businesses, facilities may not have an existing set-up for oil collection, and businesses may be skeptical of government regulation.

The most popular CCCs are businesses that don’t generate oil themselves; the auto part stores. Many DIYers find it convenient to take their used oil to the location where they buy oil and other automotive parts. The big chains have embraced the need for DIYers to dispose of used oil and filters, and they go to considerable expenses to equip themselves with tanks and filter containers.

For many businesses, the largest barrier is having the infrastructure for oil and/or filter collection (i.e. room for equipment).

## Tips for Recruitment

The CCC Operator Guide includes sections on the CCC Program, completing the application, and the requirements for being in the program. Review these sections to better understand what it takes for a business to become part of the program.

The first step in recruiting a new collection center is to identify prospects. Below are some things to consider:

- Are you looking for a business that services a particular type of vehicle?  
For example, you could use the internet to search for tractor repair businesses in your county.
- Are you looking for a business that serves Spanish speakers?  
You could check with the local Hispanic Chamber of Commerce for a list of Latino-owned auto-related businesses.
- Are you looking for a business that's located in a specific neighborhood?  
You could ask a colleague or an acquaintance who lives in that neighborhood for a suggestion.

Once you have a prospective business in mind, you will want to contact the owner/manager and schedule some time when he/she is available to talk. As an OPP recipient, your job is to ensure that convenient places for proper disposal of used oil and filter exist. Invite these businesses to participate in the program where they can help you provide this service to their community.

When you meet the owner/manager of the business, be sure to bring the CCC Operator Guide as well as a copy of the certification application (Note: a copy of the Certification Application CalRecycle 29 is also included in the Guide as Attachment A). Start by describing the program and explain that your local used oil recycling program is part of a state-wide program funded by the fee that is charged on all sales of lubricating oil in California. You might provide a copy of your recycling guide or a brochure that includes a list of CCCs in your community and explain why this business' participation would be an asset to the program.

It is important that you clearly state the requirements for participating in the program. You can refer them to the CCC Operator Guide section "Congratulations, you are a Certified Collection Center" as well as Attachment B which is a quick checklist of CCC requirements. As a CCC, they will also be eligible to apply for used oil incentive payment funds. Refer them to the sections "Used Oil Recycling Incentive Payment" and "Completing the Used Oil Recycling Incentive Payment Claim Form" in the CCC Operator Guide.

The manager may express his/her concerns about potential hassles or risks. Factually address all the benefits and risks of participating in the program and listen to their apprehensions. The question or concern being raised are probably addressed in the CCC Operator Guide. You can respond to concerns about the number of DIYers that

are likely to drop off used oil and filters and the amount of staff time involved, by describing the experience from other CCCs that you work with. You might even suggest that they contact CCC businesses and ask them directly. If questions are asked for which you don't know the response, offer to get back to him/her with the answer. By keeping an open mind and collaborative attitude, you can approach this new working relationship on a confident note.

Try to leave this first meeting with an agreement on a clear next step. The owner/manager may want a few days to think about it or discuss it with a partner. If this is the case, tell them you will follow up in a few days. If the owner/manager is eager to become part of the program, you can offer to help them complete the application by hand on the spot.

Again, the Certification Application CalRecycle 29 can be found as an attachment in the CCC Operator Guide with complete step-by-step instructions on how to fill in the application. In addition, the form can also be found on the CalRecycle website located here: [www.calrecycle.ca.gov/UsedOil/CertCenters/](http://www.calrecycle.ca.gov/UsedOil/CertCenters/). Note that there are required document(s) needed for the type of business, as described on the application. The application also requires an EPA ID Number and a Federal Taxpayer Identification Number (FEIN).

Even if a business decides not to participate in your program, that is ok. If you have presented the program in a positive way and responded respectfully to the concerns leading to their decision, your time has not been wasted.



## Assisting New CCCs

Upon approval of their application by CalRecycle, a newly certified collection center will receive a welcome packet, a sign, and their business will be added to a searchable database on the CalRecycle website: [www.calrecycle.ca.gov/UsedOil/CertCenters/](http://www.calrecycle.ca.gov/UsedOil/CertCenters/).

Whether you recruited the business to the program yourself, or just found out they are newly certified, there are several ways that your assistance can help them get off to a good start as a CCC.

### Personal Visit

If you have met the owner/manager before, you can reintroduce yourself and let him/her know how to get in touch with you for any future needs. Otherwise, this is a good time to meet the owner, discuss any concerns, and provide him/her your contact information.

### Signage

Visit the location and check that the official sign is posted where it is visible from the street. It is a good idea to bring a sign with you in case the one mailed by CalRecycle has been set aside and forgotten or misplaced. You may even offer to post the sign for them. New Signs can be ordered for free at the CalRecycle website:

<https://www2.calrecycle.ca.gov/Forms/UsedOil/SignRequest/>

### Contaminated Oil

Information regarding where to take contaminated oil must be posted where it is available to store staff; knowing where to refer DIYers for disposing of contaminated oil is a requirement of being a CCC. If you have a brochure or recycle guides, offer some copies. Some types of automotive businesses such as dealerships, oil change places, and repair shops have waiting rooms with tables or racks where your materials may be welcome.

### Used Oil Recycling Incentive Claim

If the business is an independent operation, ask whether they plan to submit used oil recycling incentive claims (chain stores generally manage this from the corporate office). Reference the “Used Oil Recycling Incentive Payment” section in the CCC Operators Guide or go to the CalRecycle website for more details. Key details that may be useful for them to know upfront:

- They will need copies of hauler manifests; signed and dated by the driver.
- Their hauler needs to be listed in the DTSC Registered Hazardous Waste Transporter Database and have a current EPA ID number. Additional information on this can be found in the CCC Operators Guide, “Choosing a Hauler” section.
- Incentive claims must be filed within 45 days after the end of each quarter.



- To receive 40 cents per gallon for DIY user oil, they need to document the quantities received. If submitting claims for used oil at both rates, they must include copies of logs with their claims.

## Filters

DIYers who have been recycling their used oil for years are often unaware that used filters should also be recycled as they are considered hazardous waste. Similarly, those DIYers who are aware that filters must be recycled, are not able to find convenient CCC locations who will accept them.

If the business does not accept filters, ask why. They might need some encouragement and mentioning that you can help purchase equipment or pay for hauling costs might change their mind. Refer to your common goal as collaborators in the Used Oil Recycling Program. If filters go in the trash, used oil is continuing to contaminate our soil and drinking water, and valuable resources are being wasted.

In the case of an oil change business that only sees a few DIYers a month but generates hundreds of filters from customers, accepting filters is a minimal addition and on reflection the owner/manager may agree to accept them. For a small auto repair shop that only fills its filter drum a few times per year, you might offer to pay the cost of one or more hauls per year to offset the extra expense of accepting filters.

The CCC Operators Guide includes a section on “Accepting Oil Filters” that can also provide CCC businesses ideas on how to help raise awareness. Staff and managers are in the perfect position to relay the filter recycling message.

## Business Contact Information

Make sure that you have accurate details about their business for use in your own outreach materials. This includes location phone numbers, hours of operation, address (actual location where oil is accepted), etc. If there are any corrections, contact CalRecycle via email at [UsedOilCCC@calrecycle.ca.gov](mailto:UsedOilCCC@calrecycle.ca.gov) or call (916) 341-6690, so they can update the information in the ORCA database.

## Resources

Bring a copy of the CCC Operators Guide to review and show the owner/manager how to navigate through the CalRecycle website for additional resources.

## Thank You

Finally, don't forget to welcome the business to the program and thank them for participating. With their participation in the program, we can collectively work together to develop, promote and inform the public on illegal disposal of used oil and filters and recruit and establish locations that accept and recycle used oil and filters.

## Conducting Promotions with CCCs

In-store “Point of Purchase” (POP or POS) advertisements are placed on shelves, floor stands, or stickers on display where motor oil and filters are stocked. The idea is that as people are purchasing the products, they are given reminders and directions on how/where to recycle them.

Working in partnership with your CCCs can be a very effective way to reach DIYers and leverage advertising resources. Ideally, the promotions also benefit the CCC business, making it valuable for all parties.

### Planning Point of Purchase (POP) Promotions

It is important to understand that retail establishments measure the value of their retail space by the square inch. For chain businesses, decisions on display cases and what can be placed where are generally made at the corporate level. So, you will probably get more traction for this type of POP promotion with local independent businesses.

#### *Event Promotions Sponsored by Businesses*

This is an interesting way of partnering with CCCs that aren’t conducive to directly targeting DIYers. For example, an auto dealership might sponsor a sales event and allow you to have a booth with information about used oil and filter recycling.

#### *Filter Exchange Promotion*

This CCC promotion has been the most effective for many OPP recipients state-wide. At this type of event, DIYers bring in a used oil filter and exchange it for a new one. Filter exchange events offer the opportunity to engage DIYers and educate them about how and where to recycle used oil filters. These events also give auto parts stores an incentive to participate in used oil filter recycling by drawing traffic to their stores and reimbursing them for the new filters.

If you’re interested in conducting an oil filter exchange event there are several pre-event planning components to think about:

- Choose a business or businesses to host the event.
- Decide if you want a single day event or a series of events. Multi-location events that reach a large portion of your population are more effective in drawing attention to the topic of used oil filter recycling and attracting people who did not previously recycle filters.
- Coordinate with the store manager and/or other staff at the store.
- Develop a plan to promote the event, including flyers, press releases, advertising in local newspapers or radio, and social media.

On the day of the oil filter exchange, the event would go as follows:

- Have a sign-in sheet to collect data, such as the name of participants, the quantity of oil recycled per participant, and the number of filters recycled.

- Residents who drop off a used oil filter during the event will receive a voucher for a free filter that can be redeemed at the store during event hours. Please note that you will want to establish limits on the offer, such as a price limit of \$10, and one filter per household per day.
- You can also add a pledge to the voucher form. Research has shown that a pledge is an effective way to change behavior. A public acknowledgement of the pledge reinforces this effect, so consider posting the pledges on a sign board during the event, and/or inviting the filter recyclers to pose for pictures to post on social media.

After the event, add up the vouchers redeemed and reimburse the store for the number of filters. Be sure to keep the receipt with the total amount paid, including sales tax, for reporting purposes. Most businesses prefer to be paid on the day of the event; however, if your agency requires you to generate a Purchase Order before paying, be sure to address this issue early on so that the business can find a way to accommodate you.

#### *Other*

A variant on the oil filter exchange event is a promotion offering a free filter wrench or another prize to each DIYer who brings a filter for recycling. Remember that any prizes must be a permissible expenditure if you are using OPP funds to purchase them. Check the OPP Guidelines or discuss the items with your Program Advisor.

For more specific details about designing and hosting a used oil filter exchange event, see the “Oil and Filter Outreach Guidebook” produced for CalRecycle by SAESHE in 2012. This is available from your Program Advisor upon request.

## Working with Corporate Offices

Over one-third of the CCCs are part of the three biggest companies with four or more locations in the program: AutoZone with over 500 locations, O'Reilly Auto Parts with just under 500 locations, and Pep Boys with about 150 locations. These three businesses collect most of the used oil from DIYers.

Several smaller and regional chains that participate in the program include: Mountain View Tires and Ecology Auto Parts. National chains such as Pick-n-Pull and Firestone also have some California locations that serve as CCCs.

The “corporate cultures” of these various businesses have differences, including the amount of autonomy given to local managers, the internal communications relating to issues that may affect the CCC program, the policies about details such as sign placement that may prescribe what is done at the store level, and the path to a decision on a request that may come from someone like you in a local jurisdiction.

As the awareness of recycling used oil filters becomes recognized, these businesses are more open to hosting filter exchange events. Many corporate offices have established procedures in place for managing, scheduling, advertising, and conducting these types of events. The corporate contacts in the following list of “Contact Data for Chain Operations” can help you to navigate their internal approval processes.

When networking with these corporate contacts, it is useful to keep in mind that these individuals work within a large corporate structure and could potentially be operating in different states. Their position may be specific to certain tasks within the company and may not be conversant with things such as advertising decisions, environmental compliance or budgets. In addition, the specifics of our California programs are most likely familiar to them, but they are not as all-encompassing to them as they may seem to us.

Finally, provide positive feedback on the value of the CCC program in your community, the number of people who participate in events at their locations, and any other measurable benefits to their participation. This reinforcement is valuable to the company and helps them better assist you.

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## Appendix A: Acronym List

Acronyms used in this guide are listed below. For a more comprehensive list of acronyms in use by CalRecycle, you can visit the CalRecycle website:

<https://www.calrecycle.ca.gov/lgcentral/Glossary/Acronyms>

<u>CCC</u>	Certified Collection Center
<u>CESQG</u>	Conditionally Exempt Small Quantity Generator
<u>CUPA</u>	Certified Unified Program Agency
<u>DIYer</u>	Do-It-Yourselfer
<u>DTSC</u>	Department of Toxic Substances Control
<u>EPA ID</u>	Environmental Protection Agency Identification Number for hazardous waste generators, transporters and disposal facilities
<u>FEIN</u>	Federal Employer Identification Number
<u>HHW</u>	Household Hazardous Waste
<u>MOU</u>	Memorandum of Understanding
<u>OPP</u>	Oil Payment Program
<u>ORCA</u>	Oil Recycling and Claims Automation

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## Appendix B: Definitions for the OPP Expenditure Categories

### Administration

Expenditure Type	Description
Personnel	<p>Staff and contractor/consultant's time spent on Used Oil Program related to: promotion; collection events; Certified Collection Center (CCC) site visits; community events; school education; development and distribution of advertising; education on prevention of stormwater pollution through the proper management and recycling of used oil and oil byproducts; marking of storm drains; management; administration; and attending CalRecycle sponsored events &amp; trainings.</p> <p>Personnel time should be calculated based on documented actual time spent on OPP-related activities should be based on the actual salary or hourly wage paid, and shall not include vacation or sick leave time. Refer to the <a href="#">Personnel Expenditure Summary</a> (CalRecycle 165 Form).</p>
Indirect / Overhead Costs	<p>The total cost of overhead and indirect costs charged to the grant shall not exceed 10% of grant funds reimbursed. These costs are expenditures not capable of being assigned to or not readily itemized to a particular project or activity, but considered necessary for the operation of the organization and the performance of the program. The costs of operating and maintaining facilities, accounting services, and administrative salaries are examples of overhead and indirect costs. All overhead and indirect costs charged to the grant must be associated with grant-related activities. Costs charged directly to the grant shall not be included in the overhead/indirect cost formula. Supervision performed by Managers and Supervisors can be included in the overhead/indirect cost formula; and therefore, will not be a direct charge to the grant.</p>
Transportation	<p>Expenses related to transportation, such as air flight, rental car, gasoline, parking, tolls, etc. for the Used Oil Program. Department of Human Resources has a <a href="#">Memorandum</a> on the Travel Policy and Reimbursement Rates, which includes Excluded Employees. Jurisdiction employees and their contracted individuals are Excluded Employees.</p>



Lodging	Expenses related to overnight lodging for Used Oil Program. The Department of Human Resources has a <a href="#">Memorandum</a> on the Travel Policy and Reimbursement Rates, which includes Excluded Employees. Jurisdiction employees and their contracted individuals are Excluded Employees.
Mileage	Expenses related to use a private vehicle for traveling to a common carrier terminal (airport, bus terminal, or train station) for attending used oil related activities. The Department of Human Resources has a <a href="#">Memorandum</a> on the Travel Policy and Reimbursement Rates, which includes Excluded Employees. Jurisdiction employees and their contracted individuals are Excluded Employees.
Registration	Expenses related to register to CalRecycle sponsored conference/symposium/trainings, Household Hazardous Waste Information Exchange (HHWIE), etc.
HAZWOPER Refresher Training Course	Expenses for taking a HAZWOPER 8-hour Refresher Training Course.
Other	Other expenditures directly related to the management of Used Oil Program but not appropriate for other expense type in this category.

## Collection

Expenditure Type	Description
<ul style="list-style-type: none"> <li>➤ Antifreeze, Battery, Oil, and Paint (ABOP)</li> <li>➤ Certified Collection Centers (CCC)</li> <li>➤ Certified Unified Program Agencies (CUPA) Inspection</li> <li>➤ Curbside (allow residents to leave properly packaged used oil/used oil filters)</li> </ul>	Expenses related to implementation of a Local Used Oil and Used Oil Filter Collection Programs. Programs are to provide for used lubricating oil/oil filter collection and recycling related activities to the public at no charge; including processing, transportation, recycling, storage of used oil and filters, contamination testing, CUPA permit, etc.
<ul style="list-style-type: none"> <li>➤ Door-to-Door (from individual residences)</li> </ul>	Expenses related to implementation of a Local Used Oil and Used Oil Filter Collection Programs. Programs are to provide for used

<ul style="list-style-type: none"> <li>➤ Permanent Household Hazardous Waste Facility (PHHWF)</li> <li>➤ Temporary / Mobile (operates on an intermittent schedule)</li> </ul>	lubricating oil/oil filter collection and recycling related activities to the public at no charge; including processing, transportation, recycling, storage of used oil and filters, contamination testing, CUPA permit, etc.
Other	Expenses related to other collection facilities/services to implement a Local Used Oil and Used Oil Filter Collection Programs.

## Education

Expenditure Type	Description
<ul style="list-style-type: none"> <li>➤ Billboards</li> <li>➤ Booth Rentals</li> <li>➤ Brochures</li> <li>➤ DMV Ads</li> <li>➤ Flyers</li> <li>➤ Newspaper Ads</li> <li>➤ Posters</li> <li>➤ Presentations</li> <li>➤ Radio Ads</li> <li>➤ Social Media</li> <li>➤ Television Ads</li> <li>➤ Utility Inserts</li> <li>➤ Vehicle Wraps</li> </ul>	Expenses related to public outreach and educational activities designed to inform the public of the need for and benefits of collecting and recycling used oil and used oil filters; development, printing and distribution of any publicity or educational materials; different media outreach, etc. (purchase of insert devices is not included here, refer to Materials expenditure category).
<ul style="list-style-type: none"> <li>➤ Educational Materials</li> <li>➤ School Education</li> </ul>	Expenses related to programs and/or curriculums designed for presentation in a school environment to educate participants on responsible oil collection practices, used oil and used oil filter recycling and related messages.
Other	Other expenditures directly related to used oil and used oil filter collection, outreach, education and other services but not appropriate for other expense types in this category.

## Materials / Construction

Expenditure Type	Description
<ul style="list-style-type: none"> <li>➤ Catch Basin</li> <li>➤ Electronic Devices</li> <li>➤ Equipment</li> <li>➤ Oil Drums</li> <li>➤ Oil Filter Crusher</li> <li>➤ Oil Tanks</li> <li>➤ Storage Shed</li> <li>➤ Storm Drain Inlets</li> <li>➤ Storm Drain Markers or Stencils</li> </ul>	<p>Expenses related to equipment or supply purchases not described in other fiscal categories that are used exclusively for oil collection activities; includes purchase of oil storage containers such as drums, cans, or other receptacles used primarily for the storage or transportation of oil; purchase of equipment/supplies related for stormwater pollution mitigation, including the installation of pollution prevention devices/inserts.</p>
<ul style="list-style-type: none"> <li>➤ Bilge Pads</li> <li>➤ Filter Bags</li> <li>➤ Filter Containers</li> <li>➤ Filter Wrench or Opener</li> <li>➤ Oil Absorbent Rags/Socks</li> <li>➤ Oil Change Kits</li> <li>➤ Oil Containers</li> <li>➤ Oil Filters</li> <li>➤ Oil Funnels</li> <li>➤ Oil Rags</li> </ul>	<p>Expenses related to eligible promotional materials; incentive items directly related to used oil and used oil filter collection and recycling activities; other materials, premiums and incentives not applicable to other expense categories that are utilized to provide education or elicit a behavior changing response from the public.</p>
<p>Construction</p>	<p>Any construction activity includes but not limited to the planning, permitting, and improvements of facility/building(s)/site(s) directly related to Used Oil.  <i>Not applicable to charter cities prohibited by Labor Code section 1782.</i></p>
<p>Other</p>	<p>Other expenditures directly related to materials for used oil and used oil filter collection but not appropriate for other expense types in this category.</p>

## Appendix C: Additional Questions for Site Visit

### Used oil and filter quantities:

- How many people bring in used oil to your business?  
\_\_\_\_\_ per day, week, month (circle one)
- On average, how many gallons of oil does each person bring in?  
\_\_\_\_\_
- About how much oil is brought in?  
\_\_\_\_\_ each day, week, month (circle one)
- On average, how many of these people bring in filters?  
\_\_\_\_\_ %
- About how many filters are brought in?  
\_\_\_\_\_ each day, week, month (circle one)

### Filter Acceptance:

- Does your business currently accept filters? If not, will you start accepting them?  
\_\_\_\_\_
- If no to the previous question, what are some of your concerns/barriers? Is there a space issue, the cost of disposal is too high, is there a corporate policy, etc.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DIYer demographics:**

- Do DIYers who speak languages other than English bring used oil to you for recycling?

\_\_\_\_\_

- If so, what language(s)? Approximately what is the percent of total DIYers who speak these languages?

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

- Do you have staff who speak the languages noted above?

\_\_\_\_\_

- Are many of the DIYers you see repeat customers?

\_\_\_\_\_

- Do some of them bring you large amounts of oil on a regular basis?

\_\_\_\_\_

- What percentage of the people who bring in used oil/filters are male/female?

\_\_\_\_\_ % Male

\_\_\_\_\_ % Female

- What is their age group?

16-29 years old \_\_\_\_\_ %

30-45 years old \_\_\_\_\_ %

46 + years old \_\_\_\_\_ %

- Have you seen changes in DIYers over the years (numbers, age, ethnicity, gender, etc.)?

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**Promotions:**

- Are you willing to host a filter exchange event?

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- If no to the previous question, what are some of your concerns/barriers?

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- If yes, can you provide contact(s) for approval of the filter exchange event?

---

---

- Do you have any possible dates/times of the year that works best?

---

---

- Follow-up/next steps:

---

---

- Are you willing to distribute\_\_\_\_\_ (list promo item)?

\_\_\_\_\_

- Space available / # of pieces to deliver:

\_\_\_\_\_

\_\_\_\_\_

- Do you have any other issues/concerns?

\_\_\_\_\_

\_\_\_\_\_

**Equipment needs:**

- Draining rack: Yes/No (circle one)
- Secondary containment pallet for drums: Yes/No (circle one)
- Filter crusher: Yes/No (circle one)
- Halogen 'sniffer': Yes/No (circle one)
- Notes on Equipment discussion:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Other:**

Left brochures: \_\_\_\_\_

If so, where:\_\_\_\_\_

## Appendix D: Example of Recording and Calculating Quantity Data

As mentioned in the section “Recording and calculating quantity data”, there is no one way to collect and record data. You may already have a method that works best for you, but if you are looking for suggestions, this document will provide an example of how to utilize Microsoft Excel.

Create a spreadsheet in Excel. Depending on the questions asked you will want columns for recording each answer. You may find it helpful to color-code the columns: for example, white for columns in which you will enter data, green columns for formula calculations and blue columns for final reporting numbers. See below:

CCC Site Name	# DIYs	# is W, M, Y	DIYs/Year	Average quantity each DIY	Total Oil/ Year from DIYer calculation	Estimated quantity DIY oil	Estimate is W, M, Y	Total Oil/Year from Extended Estimate	Oil quantity per year for report	% DIYs that bring filters	Total filter/year based on DIYer calculation	Total year/based on oil quantity	Filter quantity per year for report
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Here is an example with fictitious data from five businesses.

**Hansel Honda**—the manager reported that only about 6 DIYers brought in used oil in the last year. She estimates each one brings in 1 ½ gallons; so that equals 9 gallons per year. Less than half of them, about 40%, bring in used filters; so roughly 2 filters per year.

**Jiffy Lube**—the manager gives only a totally quantity estimate and says that DIYers bring in about 25 gallons of oil per month; multiplied by 12 equals 300 gallons per year. Only 20% bring in used filters; 20% times total gallons of oil equals 60 filters.

**Auto Zone and O'Reilly**—fortunately there is no need to ask for estimates on oil quantities because the CalRecycle data for incentive claims is more accurate; this data is available from the Certified Used Oil Collection Reports on the CalRecycle web site. The manager at AutoZone estimates 50% of DIYers bring in used filters; multiply by the oil quantity to equal 1750 filters. O'Reilly's manager estimates that 40% of DIYers bring filters, which calculates to 1100 filters. But he also mentioned that he had 5 drums of filters picked up last year. At 250 filters per drum, that equals 1250. This is the more accurate number for the reporting.

**Joe's Garage**—the manager provided an abundance of information. He reports that about 4 DIYers come in per week; to get DIYers per year, multiply by 52 to equal 208. Each DIYer brings about 1 gallon of used oil; that totals 208 gallons per year. He also



estimates that he gets 15 gallons total per month from DIYers; multiply by 12 to total 180 gallons per year. 208 and 180 are close totals, so you may decide to take the average of the two for your report; equal 194. About 50% of DIYers bring in a used filter; 50% of the 208 is 104 filters. Multiply the 194 gallons of oil per year by 50% to equal 97 filters. Again, you may average the two answers to equal 100 for the report.

Here is the Excel spreadsheet reflecting the date above:

A	B	C	D	E	F	G	H	I	J	K	L	M	N
CCC Name	# DIYs	# is W, M, Y	DIYs/ Year	Average quantity each DIY	Total Oil/Year from DIYer calculation	Estimated quantity DIY oil	Estimate is W, M, Y	Total Oil/Year from Extended Estimate	Oil quantity per year for report	% DIYs that bring filters	Total filters/ year based on DIYer calculations	Total filters/year based on oil quantity	Filter quantity per year for report
			=B*C		=D*E			=G*H			=D*K	=J*K	
Hansel Honda	6	Y	6	1.5	9				9	40%	2.4		2
Jiffy Lube						25	M	300	300	20%		60	60
AutoZone									3500	50%		1750	1750
O'Reilly									2750	40%		1100	1250
Joe's Garage	4	W	208	1	208	15	M	180	194	50%	104	97	100

You may choose to simplify these calculations – for example:

- You can use only one of the methods for estimating oil, instead of asking the managers both 'how many DIYers bring oil' and 'how much total oil do you get from DIYers.'
- You can do some or all the calculations on the site visit form while you're recording the information, and just enter the calculated totals in the spreadsheet. (you'll probably do some of this anyway: for example, if the Hansel Honda manager estimated that each DIYer brings in 6 quarts of oil, you might convert this to a 1 ½ gallons as you are recording the data.)
- If your program includes just a few CCCs, you may find it easier to do all the calculations separately without creating columns in a spreadsheet and just record a list of total estimates to use in your reporting.

# Attachment A: CalRecycle 664 Certified Center Site Visit Checklist

STATE OF CALIFORNIA  
CalRecycle 664 (Rev 1/15)

Department of Resources Recycling and Recovery (CalRecycle)

## Certified Center Site Visit Checklist

Center Name:	CalRecycle ID:	Date of last claim:
Street Address:	Phone:	
City/Zip:	Tank Size:	
Accepts filters:	(Note any drums)	
Contact last visit:	Current visit date:	
Contact this visit (Name, Title):	Visiting OPP Representative:	

### Center Requirements and Assistance

Yes

No

1	Is the Certified Center sign posted so it is visible from the street?  Note any issues with condition of signs, visibility etc.  Note any new signs provided (include filter recycling, 'stop!' signs):
2	Has this Center turned away anyone who brought used oil? If yes, why?  contaminated                      too much quantity                      tank full other:
3	Does the operator provide information on where to take contaminated oil? (Assist as needed with copies from the Operators Guide)
4	Does illegal dumping of oil and/or other materials happen at this location? Rank severity on a scale of 1-5: _____  1= happened once 2= happens rarely 3= happens several times/ year 4= happens several times/ month 5= happens more than weekly Discuss options, follow-up:
5	Is this location filing incentive claims? (note: chain locations are generally filing through corporate offices) If yes: Questions or problems? Using the self-calculating form? If no: Aware of the incentive claim? Would like help to apply?
6	Reviewed Operator's Guide and any updates with the Center staff/ manager? Describe any issues, follow-up needed: