

UNDERGROUND STORAGE TANK WORKING GROUP

Working Together for a Better Program

Los Angeles County Department of Public Works
July 27, 2015 – 10:00AM

“We lead, inspire, and support our communities
toward a healthy, waste-free future.”

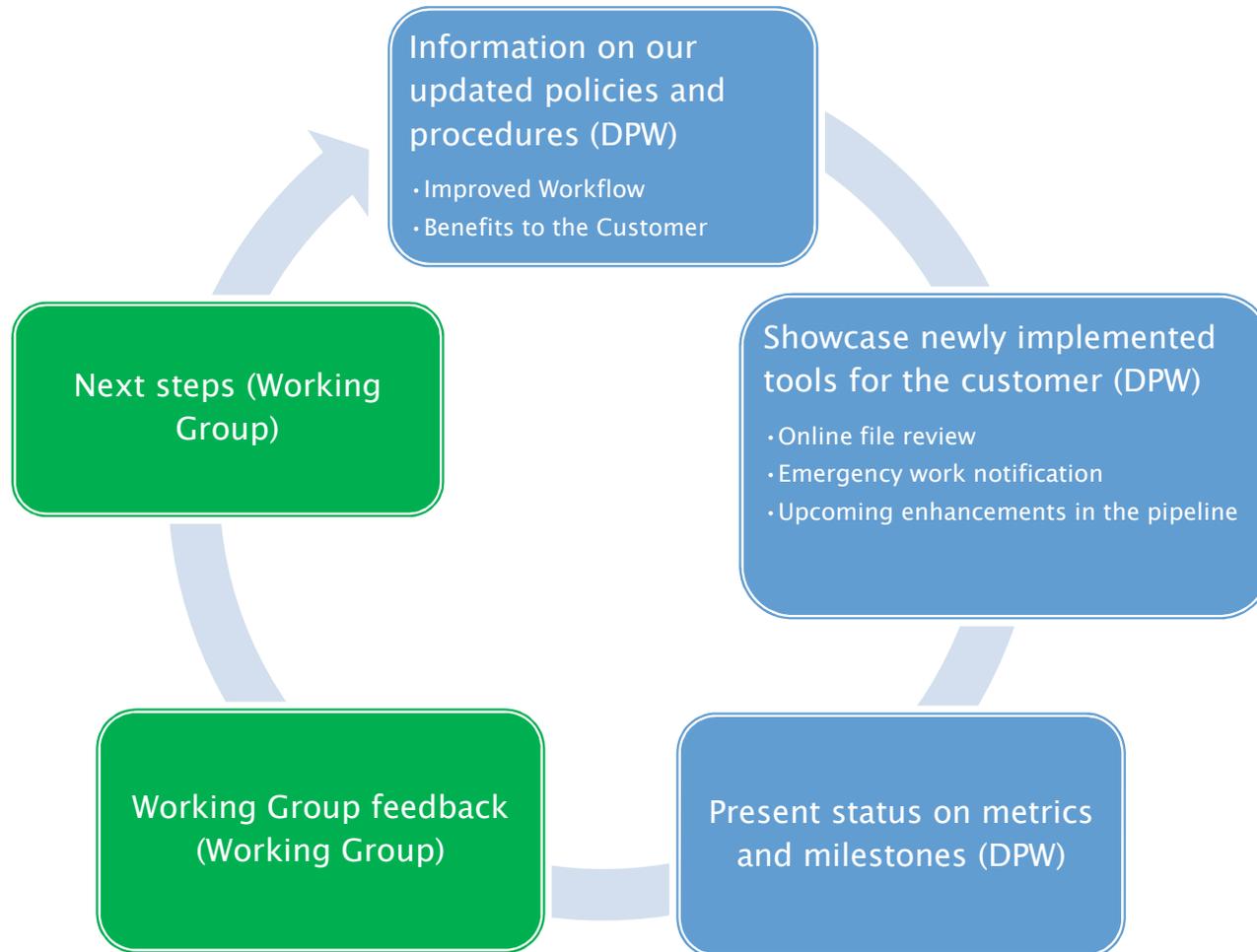


Ordinance

- ▶ The Revised Ordinance and Updated Fee Schedule was approved by the County of Los Angeles Board of Supervisors.
- ▶ Effective July 1: the new fee schedule was implemented for permits and applications.
- ▶ Effective July 2: the revised ordinance was implemented.



Working Group Overview



Improved Workflow

Submittal

- Evaluated the workflow process and reorganize staff duties.
- Reassigned staff to the front counter to receive applications.
- Developed online notification for emergency work.
- Developed application submittal checklist, and will start testing in August.

Review

- Streamlined California Electronic Reporting System (CERS) review to assist applicants.
- Developed online notification for emergency work.
- Developed application submittal checklist, and will start testing in August.

Response

- Implemented a tracking mechanism in our current system to track application responses.
- Improve turnaround time for emergency work, as-built plans, investigation only, closure/temporary closure, or transfer of ownership applications.

Benefits to the Customer / Goals within 12 months of new staff

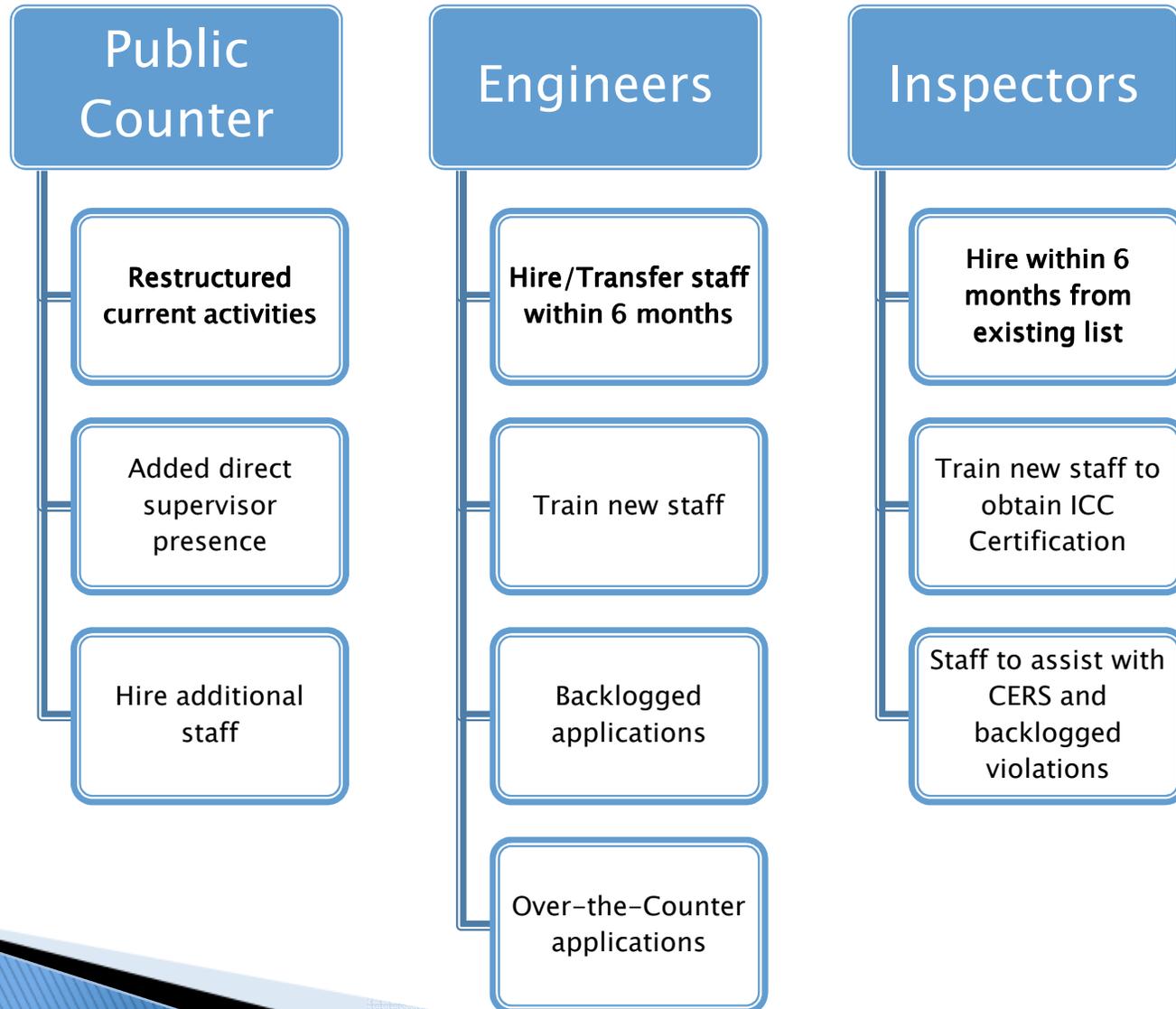
Reduced Lead Time / Backlog Reduction

- Hiring 4 new engineers to reduce the current backlog and process new applications.
- Hiring 5 new inspectors to complete required inspections and to follow up on notices.

Timeline for High Priority Items

- 30 day turnaround on closure and transfer applications.
- 90 day turnaround on closure and sampling reports.
- 90 day turnaround time on incoming to-do applications.

New Staff



Beginning July 1, 2015

Proper documents and payment

Clear Scope of Work and Accurate Plans

Over-the-Counter Review
(Same or Next day turnaround
when possible)

Valid licenses and certifications

No Outstanding Fees or Violations

Metrics of the Program

Staffing

- Engineers Hired
- Inspectors Hired

Response Time

- Approved application.
- Comments/corrections to an application.
- Percentage of applications responded to within 90 days.

Application Processing

- Number of applications processed over-the-counter.
- Total number of applications processed.

Front Counter Relations

- Number of positive comment cards submitted.
- Number of negative comment cards submitted.

How You Can Help Us

- ▶ Notify DPW online of proposed testing.
- ▶ Notify DPW online of emergency repairs.
- ▶ Submit complete applications.
- ▶ Submit complete and up-to-date info on CERS database.



Industry Feedback

- ▶ Provide for over-the-counter reviews of simple applications.
- ▶ Reduce turnaround time for the review of all applications.
- ▶ Respond to closure and sampling report submittals within 30 days, with a standard notification that we have received the report.
- ▶ Respond to closure and sampling reports or request for more info within 90 days.



**Next Meeting:
January 12, 2016**

