

# UNDERGROUND STORAGE TANK WORKING GROUP

## Working Together for a Better Program

Los Angeles County Department of Public Works  
January 12, 2016 – 10:00 AM

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



# Outline

- ▶ Ordinance Background
- ▶ Progress Updates
- ▶ Metrics
- ▶ Electronic Notification Systems
- ▶ Standards of Performance



# Ordinance Background

- ▶ The Revised Ordinance and Updated Fee Schedule was approved by the County of Los Angeles Board of Supervisors.
- ▶ Effective July 2015
- ▶ Working Group previously met on July 27, 2015



# Changes to State and Local UST Laws and Regulations

Los Angeles County UST Ordinance and Fee Revision  
2001



New UST monitoring and construction standards:  
Vacuum, Pressure, Hydrostatic  
2004



Line leak detectors standards  
2004



California Environmental Reporting System (CERS)  
2013



Los Angeles County UST Ordinance and Fee Revision  
2015



2003  
Annual spill bucket testing



2004  
Compliance reporting

2004

2005  
Certified UST inspectors, contractors, Owner & Operator Statements



2014

SB 445 All single-walled tanks must be removed by 2025



# Progress Update

- ▶ **Increased UST staff**
- ▶ **Streamlined review/approval process for applications**
  - Increased Over-the-Counter approvals (where appropriate) and reduced review turnaround time
  - Closure submittals are confirmed within 30 days and completed within 90 days or less
- ▶ **Online Notifications**
  - Emergency Work
  - Closure Activities
  - Prior to Backfill Inspections
  - Standards of Performance
- ▶ **Accelerated scanning of UST documents to:**
  - Reduce wait time at counter
  - Reduce vehicle trips to office
  - Increase ability to review documents online

# Metrics of the Program

## Staffing

- 3 new office engineers
- 3 new field inspectors

## Response Time

- 492 applications received:
  - 391 reviewed
    - 341 approved
    - 50 comments provided
  - 101 pending
- 71% apps responded <90 days
- 87 over-the-counter approvals
- 39 closure reports completed

## Application Processing

- 371 backlogged applications processed
  - 712 total applications
- 158 backlogged closure reports processed
  - 197 total closure reports

## Front Counter Relations

- Assigned office manager to front counter.
- Reduced service wait time by offering online file review.

How  
Are  
We  
Doing?



# How Are We Doing?



## How Are We Doing?

We want your feedback! Input regarding your recent contact with our office will help us improve our service. It will also enable us to recognize employees who provide excellent customer service.

What city or community do you live in? \_\_\_\_\_

A. When did you visit or contact our office? Date: \_\_\_\_\_

B. What is the name of the person who helped you? \_\_\_\_\_

C. What type of service(s) did you receive? \_\_\_\_\_

D. How did you receive this service?

- Phone     
  E-mail     
  Online     
  Counter/City \_\_\_\_\_  
 Other \_\_\_\_\_

	Excellent +	Above Average	Average	Below Average	Poor -	N/A
1 How would you rate the overall service(s) you received?	<input type="radio"/>					
2 How would you rate our ability to direct you to the appropriate service(s)?	<input type="radio"/>					
3 How would you rate our knowledge related to your request(s)?	<input type="radio"/>					
4 How would you rate our ability to process your request(s) in a timely manner?	<input type="radio"/>					
5 Were we courteous?	<input type="radio"/>					

\_\_\_\_\_ Additional Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Optional) Your contact information will allow us to contact you if we need to discuss your feedback.

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ Call Back Instructions: \_\_\_\_\_

Thank you for taking the time to help us serve you better!

*Gail Farber*

Gail Farber, Director of Public Works

[www.dpw.lacounty.gov](http://www.dpw.lacounty.gov)

(626) 458-5100

# Electronic Notification

## ▶ Benefits

- Owner/operator submittal confirmation
- Instant notification to field staff
- Eases the notification process for the business
- Ensures all required critical information is accurately provided/received
- Meeting the goal of a paperless program
- Allow tracking of notifications
- Documentation of historical data
- Minimize operational down time
- Minimizes the time a site may be operating in violation

# Standards of Performance

- ▶ Purpose:
  - Written policies to establish a consistent regulatory guideline
  - Means of publicly providing critical information
  - Provides an immediate and uniform response to questions
  - Ensure transparency and accountability to the public



County of Los Angeles Department of Public Works - Underground Storage Tanks - Windows Internet Explorer

http://interdev/epd/UST/index.cfm

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tn3270 RNIV - Financial Accounting ... Home - Environmental Progr... Google CERS CA BOE CSLB SWRCB DMS add doc ICC Cert Search County of Los Angeles Dep...

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UNDERGROUND STORAGE TANK PROGRAM

Clean LA

**Home**

Hot Topics

Los Angeles County Certified Unified Program Agency (CUPA)

Jurisdiction

Underground Storage Tank (UST) Unified Facility Permit

Transfer Of UST Ownership/Operator

New Construction/Modification/Addendum/ UST Addition To UST Unified Program Permit

Closure

Unauthorized Releases

Electronic Notification

Law/Regulations/History

Standard of Performance

Violations/Enforcement

Useful Links

Online File Review-UST/IW/SW

Where We Are

Report Fraud

**Underground Storage Tank (UST) Program**

The Underground Storage Tank (UST) Program of the County of Los Angeles Department of Public Works, **Environmental Programs Division** (DPW EPD) permits and inspects underground storage tanks within the **unincorporated areas** (PDF, 32 KB) of Los Angeles County and **77 cities**.

**Los Angeles County Code (LACC), Title 11, Division 4**, established the underground storage tank program in Los Angeles County in 1983. The Los Angeles County Underground Storage Tank Program's goal is to protect the public, the environment (air, soil and groundwater) and UST owners/operators by ensuring that UST facilities are **permitted, designed/installed/modified**, operating and eventually **closed** in compliance with local/state/federal requirements.

If you have any questions or need **forms** or other information you may **contact** us at our public counter, via mail or phone.

**New Notifications**

Click **here** for details about the second UST Working Group meeting, scheduled for Tuesday, January 12, 2016.

**Underground Storage Tank Electronic Notification**

Based on the success of the electronic notification process for underground storage tank (UST) testing the County of Los Angeles Department of Public Works has developed electronic notification applications for the following activities.

- UST Emergency Repair Work
- UST Closure/Sampling Inspection
- UST Prior to Backfill Inspection

As of ... electronic notifications are to be submitted to this office for any of the above activities. To access the electronic notification process click on "Electronic Notification" in the left hand column.

**Underground Storage Tank Standard of Performance**

Standard of Performance have been created for the following:

- Emergency Repairs to an Underground Storage Tank System

To access the Standard click on Standard of Performance in the left hand column or the link above.

Managed by the County of Los Angeles Department of Public Works, Environmental Programs Division

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UST Testing Notification - Windows Internet Explorer  
 http://dpw.lacounty.gov/epd/ust/ustn/Default.aspx

County of Los Angeles De... UST Testing Notification

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UST Testing Notification

Clean LA Site Index

## Underground Storage Tank Testing Notification

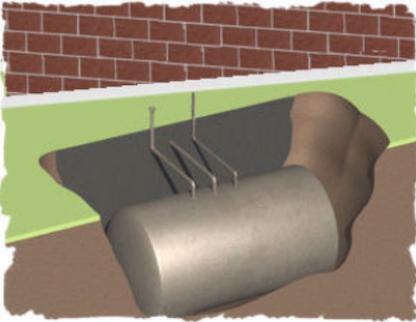
**IMPORTANT:** All testing/certification results are required to be submitted electronically to the California Electronic Reporting System (CERS). This may be done by the tank owner/operator or their designated agent. Please visit Cal EPA website for FAQ "Which UST Documents Required Uploading".

Los Angeles County Department of Public Works Underground Storage Tank Testing Notifications shall be submitted via this website. Contractors must **register** and then **login** to create the Notifications. Faxes are not accepted.

The Underground Storage Tank (UST) Program of the County of Los Angeles Department of Public Works, **Environmental Programs Division** (DPW EPD) permits and inspects underground storage tanks within the **unincorporated areas** (PDF, 32 KB) of Los Angeles County and **77 cities**. The Unit regulates all unauthorized releases from underground storage tanks.

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If you have any questions or need **forms** or other information you may **contact us**.



GO GREEN  
GO PAPERLESS

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# Questions

Web:

<http://dpw.lacounty.gov/epd/UST/>

Phone:

(626)458-3517

Email:

[USTunit@dpw.lacounty.gov](mailto:USTunit@dpw.lacounty.gov)