Maricopa County

Air Quality Department

ASBESTOS PROCESS IMPROVEMENT - COMPLIANCE AND ENFORCEMENT DIVISION							
Ranking	Issue	Recommendation/Proposed Solution	Implementation Status	% Complete	Follow-up	Timeline	Quantification
1	**Reduce Data Entry/Physical Handling for Notifications**						
A		Create a process to expedite ABS number and receipt to customers that mail-in notifications	IT issue #1422 submitted on 16 Nov. 2011 that would create an automatic e-mail to the customer when their asbestos notification is created. The e-mail would include their ASB number and receipt. A number is not required to start work. WILL LABEL THOSE RECEIVED BY MAIL VS EMAIL. E-MAIL SUBMITTED BUT NOT LIKELY TO BE RESOLVED IN NEAR TERM. AGREED TO SEND E-MAIL RECEIPT TO THOSE RECEIVED 100% customers are being mailed receipts if the notification is mailed in. Nancy is processing all of these here at central and is performing this process. Completed 04/01/2013	100%	Swann	Completed 04/01/13	
B		Electronic forms exist to fill out. However, they cannot be submitted for original notification. Obtain authority to use electronic submissions from EPA.	In process but dependent upon meeting EPA requirements allowing for acceptance of electronic signature.	0%	Swann/ Sterusky	Indeterminate	

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C		Revisions should be submitted electronically (investigate more on this	An e-mail submittal has existed for awhile. The intent is to allow for on-line submittal of revisions when we move to Accela. Web integrated form is ideal approach is ideal - Accela is needed to implement fully.	100%	Sterusky	Completed	
D		Streamline the notifications process by creating one NESHAP notification form	This could be implemented within a month. We were only waiting on this process to determine what would ultimately be requested on the form. Scott to prepare/send email to DAD indicating to permitting the use of one form and will designate that form. Need to contact companies using the 3 page form to advise them of change. Completed	100%	MacDonald Sterusky	Completed 3/18/13	
E		Identify the critical fields for data entry into the data base, reducing data entry steps	Some of this will be done with Accela, some can be done now. Need to determine what needs to go into SIRE. Effort is underway to identify critical fields but need to work with compliance to ensure this does not adversely impact inspectors ability to process inspections.	75%	Butler/ Sterusky	Guide sheet for accela required. Resolution not expected until Dec 31	

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F		Identify duplicative data entry steps and eliminate them	Some of this will be done with Accela, some can be done now. Need to determine what goes into SIRE. This has been completed by moving notifications directly into SIRE. Completed 04/08/2013	100%	Butler/ Sterusky, Swann	Completed 4/08/13	
G		Examine the priority ranking procedure and consider alternate methods. (i.e. have compliance assign priority)	This could be implemented immediately. ASB number needs to be included in an NOV EMS report (Bernie) Without ASB number is difficult to do (Doug is looking into this) Doug will send list of ASB NOVs on a monthly basis/will follow-up with phone call to provide clarification. Doug has created violation spreadsheet to give DST's a better reference when assigning priority levels, this task will stay with the DST's and be reviewed by the inspector. Completed 03/06/2013	100%	Doug/ Sterusky	Completed 03/06/13	

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H		The notification submittal needs to be sped up from OSS to Inspectors Folder	As a records issue, all notifications should be stored into Sire, not a P:drive folder. Post notification into P drive w/ Zone designation. By utilizing SharePoint and SIRE notifications are available to the inspectors within one day of submittal. Completed 04/08/2013	100%	Sterusky	Completed 04/08/13	
I		Reduce or eliminate back and forth between OSS and Central Ave by implementing electronic submittal of notification (covers reduction of # of databases for notifications and revisions	There is only one database for notifications (Permits Plus), however the notifications are scanned and saved into Sire and a P:drive folder. The P:drive folder should be eliminated (see above). Post notification into P drive w/Zone designation. By utilizing SharePoint and SIRE there is almost no back and forth from OSS to Central and the process is very efficient. Completed 04/08/2013	100%	Sterusky	Completed 04/08/13	
J		Convert paper determinations into electronic database	Link on website exists. Need to scan our county determinations and place into digital format. Documents to be scanned by	25%	Doug/ Kim/Scott	Onto P drive & web - December, 2013	

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K		What streamlining can be done to reduce back and forth between OSS and Central Avenue in interim before electronic submittals can be implemented???	All data entry is planned to be done at OSS within the month. By utilizing SharePoint and SIRE there is almost no back and forth from OSS to Central and the process is very efficient. Completed 04/08/2013	100%	Sterusky	Completed 04/08/13	
2	**Improve Outreach Programs**						
A		Examine how customers can communicate with the department. (i.e. route customers to SBA – eliminate routing customers to the phone tree)	A dedicated asbestos/NESHAP line is established. The line is published on the website and the asbestos brochure. The asbestos coordinator responds to these calls (approxinately 20/month). About 1-5 calls/month originate from phone tree.	90%	Scott	Review with Wyatt and Ken Hooker by Dec 13	
B		Examine our website to ensure consistent numbers/contacts for the regulated community and customers	Scott completed website review	100%		Completed	
C		Review our brochure and take recommendations	Establish inspector team to review and assess needed edits.	50%	Dennis/ Kim	Feb 14	
D		Take comments on How/What to improve on the website	Establish an interdisciplinary team of department staff to review website and offer comments	100%	Dennis/ Kim	Completed	

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E		Improve communication between the county and cities to ensure that when permits are issued by cities the permit holder is aware of the NESHAP obligation	Next quarter mtg to be discussed at Quarterly Coordination meeting w/cities	100%	Frank/Scott	Completed	
F		Clarify responsibility among staff to differentiate authority and establish clear protocols to have questions answered	Create asbestos SOP manual. Conduct asbestos workshop for inspectors.	75%	Kim/Scott	May 14	
3a	**Reduce Revisions and Content Handling**						
		Is there another method to capture changes to items such as workdays and hours (legally required? TMI?)	Not legally required, but would be easier to capture with on-line submittal. Notification form description needs to be changed needs to be a fillable form. Create a separate supplementary form to change only days and hours. Permitting not expected to input day/hours revisions. Permitting needs to post day/ time revisions onto P drive	75%	Sterusky/ Scott	Dec 13	
		Investigate repercussions in providing written determinations.	Written responses are provided when circumsatnces require a written response. Determinations are documented and will be placed into a comprehensive database.	25%	Kim/Scott	Dec 13	

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3b	**Increase and Improve Training**						
		Inspectors should have sufficient training to successfully complete their assigned tasks	Inspectors currently have three trainings. One of the three will not longer be required - Management/planner since it is not providing essential job training	100%	Scott/Kim	Complete	
		Evaluate current training requirements for applicability	see above	100%	Scott/Kim	Complete	