

Summary of Evaluations

Attendance: 55

Evaluations: 45

COMMERICAL/INDUSTRIAL STORMWATER INSPECTOR WORKSHOP

San Mateo, CA

Wednesday, February 28, 2018

1. Facility Stormwater Inspection Basics – Kristin Kerr, EOA, Inc.

Very Useful **43**

Somewhat Useful **2**

Not useful **0**

Comments:

- Good background
- Good clear overview, wondering about CII members only web page access
- Good summary of requirement and process to inspect
- Could go a bit more in-depth about forms
- Good basic inspection/program overview
- Comprehensive yet concise
- Good to learn background on why we conduct inspections
- Good overview
- I appreciate that this was directed towards new staff so I greatly benefitted
- Good overview, helpful for knowing types of facilities/inspections

2. Case Study: Shared Trash Enclosure – Sven Edlund, City of San Mateo

Very Useful **42**

Somewhat Useful **3**

Not useful **1**

Comments:

- Good topic to think about
- Interesting information, well presented
- Good case study, noted follow up on actions going forward
- Good presentation on evolution of inspection/investigation enforcement
- Detailed
- The reality is that some sites take forever to achieve compliance and at the end of the day, the result isn't perfect.
- Great, realistic example, thanks for sharing.
- Good example
- He addressed a lot of issues I encountered in the past, thank you! Very engaging

3. Case Study: Auto Repair Shop – Daniel Garza, South San Francisco

Very Useful **35**

Somewhat Useful **10**

Not useful **1**

Comments:

- Should speak louder
- The frustration with the facility was clear, the information well presented
- Needs to go more in-depth about enforcement or steps they will take going forward

- Liked the real-world issues
- Interesting to see a HazMat example as I have only inspected food.
- Good example of repeat violator

4. Case Study: Large Retail Facility – Mark Swenson, City of San Mateo

Very Useful **35**

Somewhat Useful **9**

Not useful **1**

Comments:

- Should speak up more
- Interesting information, well presented
- Another useful, different scale talk
- Good info on collaboration between different points of contact
- Typically the property manager is not interested in assisting with the cleanup & many owners are out of the country. Manager contact info was difficult for me to access.
- Issues covered were useful in dealing with facilities that have a shared area

5. Case Study: C.4 Inspections, C.5 Inspection or Mobile Business – Kristin Kerr, EOA, Inc.

Very Useful **42**

Somewhat Useful **3**

Not useful **0**

Comments:

- Helpful to decipher what permit and what to respond to
- Clear presentation
- Demo or screen shot the table or database and go over another case and what enforcement was taken
- Good, thought provoking cases
- Good to know how to handle an actual discharge we observe that isn't one of the inspections we are doing that day.
- Good to know MRP specific requirements for mobile operations
- I will email you regarding MFFs (Mobile Food Facilities)
- Good information on who should be responsible for correcting violations.

8. **Did this training meet your expectations?**

Yes: **44**

No: **0**

- Somewhat: **1**

9. **What parts of the training were most useful to you?**

- Everything was good
- All of it (3)
- The case study about shared trash enclosures was the most useful, followed by the refresher of storm water inspection protocol.
- Inspection basics
- Enjoyed the refresher at the beginning and the case studies by individual cities. It was interesting to see different approaches for different cities
- Overview refresher and case studies
- Case scenarios allow other inspectors to gather information about what others did in certain scenarios.
- Case studies & examples of how to proceed at different stages

- Case studies (9)
- Case studies & breaking down the basics
- Case studies, examples of facilities and types of violations observed
- Slides; “hands on”
- First case study
- All of the questions
- A good general introduction to the C.4 program
- Full on summary & case studies
- Overview of conducting an inspection
- Auto Repair Shops
- Being I am new to performing these inspections the basics to identify and special circumstances to look for. It’s common sense, but good to hear & see what to ask and look for during the inspections.
- Photos and real-world examples on what works/doesn’t work/how to tackle problems.
- Information on program basics, different means of enforcement, and agency collaborations.
- Case studies & how to handle violations & BMP examples.
- MRP-specific information
- Pictures about stormwater violation (2)
- Stormwater history & structures
- What to look for. How inspectors are dealing with the businesses.

10. What would have made this training more useful?

- Hit all the main points; good trainings
- Talk about the differences and/or problems/benefits of paper inspections vs. those who enter inspections electronically.
- More information regarding NOI
- Shorter case studies with wider variety
- More interactive problem solving – BMP suggestions for case study problems
- Add slides to go over what agencies are responsible for what
- More photos of storm drains with do’s and don’ts
- As jurisdictions move ahead with their own C.4 inspection program, it would be helpful to develop a dedicated training/coursework for inspections, follow-ups, enforcement, data tracking, on an ongoing basis
- More explanation of how cities cite businesses with fines. How do they establish the amount? Does code enforcement get involved? (With different audience City staff who are responsible for higher levels of enforcement.)
- For the “beginners” maybe more detail/overview for ERP hierarchy and BIP information. ERP vs. code
- Examples of different scales of enforcement (to level 3/4)
- Have Pat Ledesma give a presentation on how he conducts inspections; give another anecdote on how inspector deal with businesses that decline or are hesitant to receive an inspection.
- It was good

- What has helped achieve compliance. What are ways we can standardize – ways to reduce repeat site visits.
- A report or case study of current state of stormwater in each city
- Verifying coordinators, but Mrs. Kerr just covered that. Ensuring Flows to Bay is current/updated.
- More info on illicit discharge procedures for sites that aren't businesses/industrial facilities.
- Can we fine property owners, property management companies, and the tenant businesses for NOV's? Or just the (tenant) businesses we came to inspect?
- It was all good.
- Going over the inspection form and filling one in for each inspection case study.
- Case studies could have used a more definitive approach. Maybe protocol should be put in place of who the contact should be to make impact, to get the work done in one visit rather than waste time fining – and then get results.
- More before/after pictures (especially after)

11. What topics would you recommend for a future training?

- All topics from presenters were good
- Electronic inspections
- Different type of NOI sites
- BMPs in scenario
- Covering metals, etc., NOI inspections for BMPs
- What inspection records look like that are transmitted to property manager
- Getting the property on your side to solve a problem
- Information about how to deal with illicit dumping discharge from unknown source; field trip
- Fines and how to enforce them
- Residential or apartment building illicit discharge
- ERP variations across the county. Difference between \$ amounts for admin penalties. Code backups for action taken.
- Perhaps a live demo, or on-site practice
- Will let you know as I experience them
- Samples of filled out inspection reports with example notes and recommendations
- Case studies involving special/uncommon circumstances, pollutants, etc.
- Should we be issuing individual city stormwater permits to the businesses we inspect and charge an inspection fee too? Can we clean up private property and charge the business even if there is no active discharge?
- BMP maintenance (bioretention basin, etc.)
- More information on illicit discharge procedures for sites that aren't businesses/industrial facilities.
- Updated outreach. Provide in Chinese.
- Stormwater violation and effect
- What is the department/office that conducts stormwater inspections in each city? What other duties do they have?

- More case studies on compliance. Cost recovery. Fees. BMPs. Referrals for spills, who should take responsibility. Ways to reduce repeat site visits.

12. **General Comments?**

- Efficient use of time
- Excellent group of speakers, very useful information
- Information on various companies who provide inspections to small cities
- Good class
- Thanks for an informative class
- Thank you! (2)
- Thank you, Water Board must be very happy with the countywide program
- Please hold this training every year.
- Interesting case studies today!
- Good training!
- Overall, very well done.
- Thank you for incorporating food facility examples.
- Great training.