



County of Monterey

Regulating the Regulator: A Standardized Inspection Process

P. Donn Poticar, EHS

Monterey County Environmental Health Bureau

MEPHLI Cohort III

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Introduction

As a regulator, we are governed by regulations we're trying to enforce. By doing a proper inspection, it speaks volumes of our competence. The problem when we do inspections and we have several different interpretations of a regulation, it makes us inspectors look unprepared or unsure of the specific rules and regulations we are trying to enforce. It basically makes us look incompetent if we ourselves have differing opinions regarding a certain matter. A standardized inspection process within our service (Hazardous Materials) will address this problem. Having a consistent or uniform inspection process will hopefully alleviate the inconsistencies in our inspections and present a more efficient job.

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Program Goal

The project's goal is to create a standard inspection process within our service (HMMS) and to create consistency in our inspections. On a personal level, it will provide a better understanding of the regulations we are enforcing, thus enhancing confidence and increasing accuracy in inspections. It will also provide a common knowledge amongst our staff enabling us to do a more thorough inspection and ultimately provide efficiency in our work.

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Health Problem

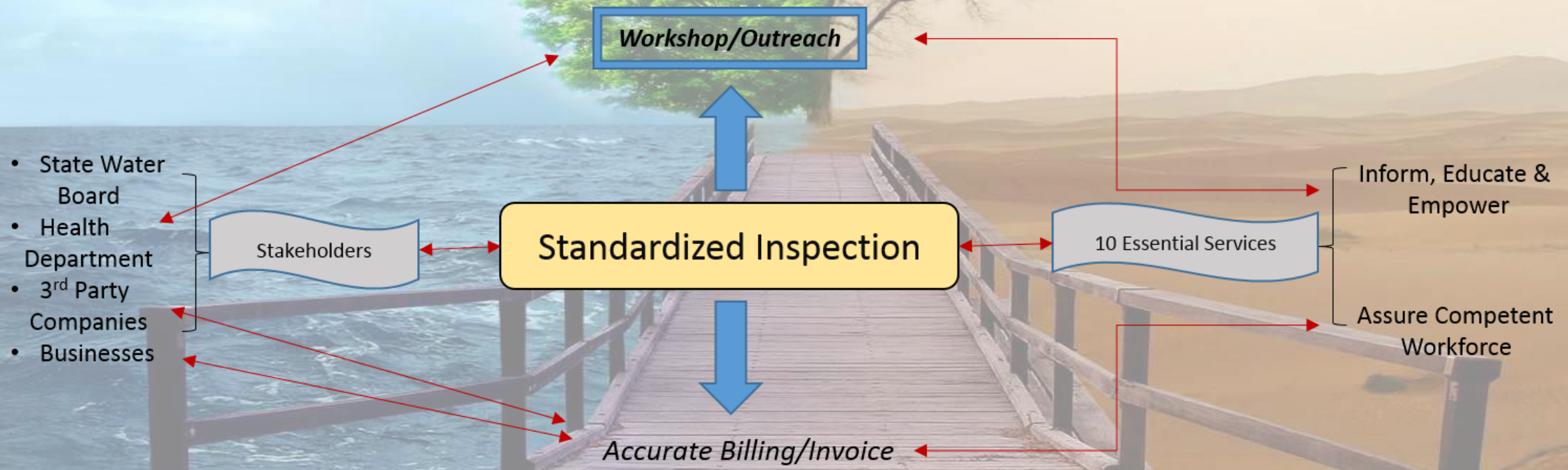
By having a more consistent inspection, my project seeks to address the health problem of reducing the release of toxic pollutants in the environment. Having businesses to comply and understand specific regulations will prepare them to anticipate accidental releases and plan for such events to hopefully minimize unexpected release of pollutants that may be harmful to the environment.

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Systems Thinking



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Project Plan

Outcome Objective

The outcome objective of my project is to have a uniform system of inspection in by 2018-2019. If a more accurate process of inspection in our service (HMMS) can be utilized, it increases productivity, and in turn proper billing invoices will be sent to regulated businesses which will lessen time consuming inquiries and re-inspections.

Determinant

1. Accuracy in billing operating permit fees
2. More productive HMMS staff
3. Increase in inspections
4. Less violations on regulated businesses/Increase in compliance.

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Project Plan

Impact Objective

For my project to demonstrate success, I believe the significant objective is for full staff cooperation. We are all trained to do inspections, however, doing it in a uniform way would reduce disagreements on certain rules or regulations thus allowing us to be more accurate on our inspections. I anticipate this to occur gradually, hopefully within a year or two, as we discuss it in the future thru our staff periodic meetings.

Contributing Factors

- Departmental support
- Stakeholder buy in
- Periodic education/training
- Outreach/Workshops

Process Objectives

- 1.Inspection process will be improved
- 2.Issue less violations, more business compliance.
- 3.Adequate and accurate permittees information.
- 4.More accurate invoice billing.

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Next Steps

For my project to attain its goal of a uniform inspection system, the next steps are necessary for its success:

- Training and continuous updates of regulations.
- Attend CUPA conference and other necessary educational opportunities.
- Educate and inform by giving workshops to regulated businesses

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Expected Outcomes

A standard inspection process in HMMS will yield to a consistent workflow. Valuable time spent on inspections will help produce a more accurate invoicing of regulated businesses. Furthermore, a uniform inspection will:

- Expand HMMS staff knowledge of specific regulations and updates
- Improve consistency in inspections
- Build trust within the service (HMMS) and the public

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<http://healthypeople.gov/2020/topicsobjectives2020>

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Supervisor, Monterey County EHB, HMMS

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For further information:

P. Donn Poticar, Environmental Health Specialist

poticarp@co.Monterey.ca.us

831-755-423



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