



SANTA BARBARA COUNTY
AIR POLLUTION CONTROL DISTRICT
POLICIES AND PROCEDURES

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Topic:	<u>Resolution of Unaddressed Issues During Field Inspections</u>		
Distribution:	<u>Compliance Division Staff</u>		

This policy and procedure provides direction to field staff for actions to take when (1) staff is faced with a field situation for which no clear direction is provided in the policies and procedures and (2) a rapid resolution is required.

When confronted with an unaddressed issue, staff should first decide on the priority for resolving the issue. An issue requiring an urgent answer will be resolved within three (3) working days while normal priority issues will be resolved within two (2) weeks.

The criteria for determining the priority is the degree of air quality benefit which would result from the immediate resolution of the issue. Thus, an urgent response is justified where public health or safety is endangered or where there is a major emissions violation. A normal priority is warranted when the emission violation is minor or administrative in nature.

Urgent Priority Issues

Staff should immediately contact their Supervisor from the field to (1) alert the Supervisor that an unaddressed issue requiring an urgent resolution exists and (2) provide a brief description of the issue. The Supervisor should schedule a “resolution” meeting involving the staff member, Supervisor and Compliance Division Manager within two (2) working days.

After returning to the office, and during the “resolution” meeting, staff should state the issue concisely, give a brief background of the situation so the issue is clear, identify options to resolve the issue, and state their recommended option. If the issue does not have District-wide implications, the Division Manager should provide an answer during that meeting and, as appropriate, assign a staff person to modify an existing policy or prepare a new policy. Otherwise, the Division Manager should resolve the issue with input from any other affected Division Managers within one (1) working day of the “resolution” meeting.

Normal Priority Issues

After returning to the office, staff should state concisely, in writing, the issue, give a brief background of the situation so the issue is clear, identify options to resolve the issue and state their recommended option. This information should be provided to the Supervisor prior to their

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next regularly scheduled meeting. It is suggested this meeting be arranged by staff utilizing the District Calendar system.

The Supervisor should review the information prior to the meeting and discuss the issue and recommended option with staff during their meeting. If the two agree on a recommended option, the Supervisor should, using the information, brief the Division Manager at their next scheduled meeting. Should staff and the Supervisor not agree insofar as the recommended option, both should be present to brief the Division Manager as to their recommended options. If the issue does not have District-wide implications, the Division Manager should provide an answer during that meeting and, as appropriate, assign a staff person to modify an existing policy or prepare a new policy. Otherwise, the Division Manager should schedule the issue for the next Manager's Meeting. At the Manager's Meeting, the staff member, Supervisor and the Division Manager, as well as representatives of other affected divisions, are to be present. The issue should be presented as noted above.