Board Agenda Item

TO: Air Pollution Control District Board

FROM: Aeron Arlin Genet, Air Pollution Control Officer

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SUBJECT: District Efficiency Measures

RECOMMENDATION:

Receive and file a presentation on the District's efficiency measures currently being implemented.

DISCUSSION:

The District has contracted in size over the last ten years, mostly through attrition, to a staff of 34. Because of this, the District has been working on efficiency measures to help streamline the workload and maximize the use of limited resources. This effort has been quite successful. Below is a summary of the different measures that have been implemented or will be implemented in the near future:

Online Resources for Sources and the Public:

- Implemented Online Payments – All sources now have the ability to pay invoices online through our online payment system that feeds directly into the District's *Tyler Incode* accounting system.
- Implemented an Online Complaint Submission form – Any member of the public can now submit an air quality compliant online, from our website, and it will be sent directly to the inspector team for response.
- Implementing *Adobe Sign* for electronic form submittal – Staff has been working diligently with a District consultant to create forms through *Adobe Sign* to allow any source to submit forms electronically. These completed forms would then feed into the District's database, eliminating the need for any data entry by staff.

Efficiency Measures for Workflow Improvements:

- Digitized the District's archives – The District worked with a company to scan over 700 boxes of archived documents to make them electronic. Staff then put them into folders on the District's network and made them searchable so all staff can review archives if needed.
- Migrated on-premises network files to SharePoint – With the use of Microsoft SharePoint, electronic files have been created and saved to the cloud to allow District staff access to files even if the servers go offline at the office. This is especially important in the case of wildfires or Power Safety Power Shutoffs (PSPS) events.
- Migrated to *Microsoft Teams Voice* – This is Microsoft's cloud-based phone system add on for *Microsoft Office 365*. It is a phone system only in the cloud, accessible from a mobile device or your computer at any location. It was a critical piece of the puzzle when trying to transition to a hybrid work environment. The cost is also substantially less than what we were being charged for our previous telephone system.
- Implementing a fully electronic employee performance review system – The District recently implemented *Trakstar Performance Management* to conduct employee performance reviews. This online system replaces our manual process and will allow the District to customize reviews, define specific goals, stay on track with regular check-ins, and facilitate the overall process for both the evaluator and evaluate.
- Implementing Inspection Checklists - Inspectors use inspection checklists for common types of inspections (e.g., gas stations, emergency/standby diesel generators) which saves time compared to a written narrative inspection report.
- Updating Annual Report Review and Notices of Violations - Continually making the annual report review and associated Notice of Violation (NOV) process more efficient. Now staff is able to generate batches of annual report NOV emails (with the NOV documents automatically completed and attached) directly from the database for late and missing annual reports.
- Implemented Remote Inspections - During the pandemic it was discovered that remote inspections were a successful and efficient option for certain types of facilities. We continue to perform remote inspections for facilities with emergency/standby diesel generators.
- Developed an Excel Eligibility Calculator tool – This tool is for the *Old Car Buy Back* program. It allows dismantlers to quickly determine if vehicles are eligible for the program. In turn, this eliminates the need for the dismantlers to contact staff with questions.
- Developed an Excel tool for monitoring staff - An Excel workbook was created to log routine maintenance values for equipment items and automatically calculate and automatically convert information to a PDF file.

Productivity rests on a foundation of efficiency. If our office efficiencies are strong, it will take the minimum amount of time to complete tasks and productivity will increase. Making sure staff has the resources and tools needed to be productive and continue to get the job done with fewer staff, while working in office or remotely, is why the District has invested the time and the resources into this effort.