Hazardous Waste Management Program

Manifest Error Correction

Implement a new information technology system that improves the availability and usability of hazardous waste management data for DTSC staff and the public. Improving the usability of hazardous waste management data in the Hazardous Waste Tracking System requires that the quality of the data in the system be improved.

Goal: Restore the quality of the data in the Hazardous Waste Tracking System (HWTS) through increasing the correction of errors made by manifest users.

Background: HWTS is DTSC's primary hazardous waste data system. Using information contained on manifests, HWTS allows DTSC to track hazardous wastes from their point of generation to their ultimate destination. This allows DTSC and other hazardous waste regulatory agencies to verify that hazardous wastes are safely and legally managed – an important function that is compromised when there are errors in the data within HWTS.

Because of the significant number of errors found in the data within HWTS, it is becoming increasingly difficult to monitor hazardous waste shipments; investigate suspected illegal activities; provide copies of manifests as evidence in legal proceedings; research hazardous waste management activities and trends; and audit payments of fees that support the Hazardous Waste Management Program.

To address these issues, DTSC received $381,000 and 3.5 limited-term positions in the Fiscal Year 2013-14 Budget for two years to correct errors in information provided on hazardous waste manifests.

DTSC's work plan relies on the approved positions and an automated letter correction process and tracking system that has been developed by its manifest imaging and conversion vendor. The system will generate letters to notify generators of errors and request submittal of corrected manifests and associated fees charged when manifest errors are identified. The system will also track receipt of submittals and fees remitted by generators.

Timeline:

<u>6 months: July 2014 – December 2014</u>

- Advertise, interview, and hire candidates for new positions.
- Train new staff on manifest errors and correction processes.
- Notify manifest users of increased manifest error correction efforts.

- Update Manifest Correction Desk Manual to reflect automated manifest correction processes and procedures, including tracking and performance metrics for manifest correction efforts.
- Coordinate with the Accounting Office to prepare for manifest fee assessments and the collection process, including invoicing and revenue collection procedures.
- Work with the Office of Legal Affairs on appeal and verification processes to be used.
- Begin implementation and tracking of work plan implementation effort.

12 months: January 2015 – June 2015

- Continue implementation and tracking of error correction efforts and fee revenue collections.
- Identify impediments and make necessary adjustments to processes and procedures based on implementation experience.
- Prepare an annual report of manifest error correction efforts; evaluate and document impacts and improvements in data quality, and improved efficiencies in data retrieval and manifest data reporting procedures.