



CalEPA
California Environmental
Protection Agency

New Environmental Complaint Tracking System

July 13, 2016

CalEPA Policy E-07-01

- ▶ Created CalEPA's Single Complaint Tracking System - the Agency-wide, complaint tracking system used to receive, track, and respond to environmental complaints reported to CalEPA and its Boards, Departments and Offices (BDOs)
- ▶ BDOs are required to interface with the CalEPA complaint system for complaint intake, assignment, triage, referral, and tracking

Goals of CalEPA's Complaint System

- ▶ Promote enforcement of environmental laws
- ▶ Enhance CalEPA's and its BDOs' ability to respond to environmental complaints
- ▶ Promote coordination amongst CalEPA, its BDOs, and local partners in the investigation and resolution of complaints
- ▶ Providing government accountability for investigation and referral of complaints received by CalEPA and its BDOs
- ▶ Allow for transparency, within standard rules of confidentiality associated with enforcement actions

Problems with Old System

- ▶ Development platform was outdated
- ▶ Unsupported
- ▶ Not designed for multiple complaint types and varying needs
- ▶ Issues with design and usability of public-facing complaint form
- ▶ Issues with backend functionality

. . . Slowing down & hindering ability to investigate, track, & respond to complaints

New System Features

- ▶ Supported, flexible system leveraging Software-as-a-Service (SaaS) technology
- ▶ Modernized, simplified public-facing complaint form
 - ▶ Mobile-friendly
 - ▶ GPS location capability
 - ▶ Ability to attach photos, videos, documents



English

SELECT AN IMAGE TO REPORT A PROBLEM

More than one may be selected

Air ?



Water ?



Toxic Substances ?



Pesticides ?



Solid Waste ?



IS THIS AN EMERGENCY?

ARE YOU REPORTING WATER WASTE?

IS THIS REGARDING PROPOSITION 65?

Captcha

Please enter the text displayed into the box to continue

79942

Complaint Details →



Are you reporting a Spill?

No

Is this complaint related to a Refinery?

No

Complaint

Please describe complaint (What happened, what materials or substances were involved, how much is involved, where did the materials or substances go, who else have you reported this to and what was the outcome? Provide any information that will help our inspectors determine the most timely and effective response. Text only.)

Complaint Description *
Please describe the issue in as much detail as possible.

If you previously submitted this complaint, please indicate the organization(s) or local government entity you contacted.

List organizations that you have previously reported this problem to.

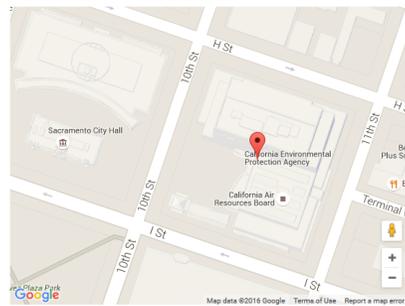
Complaint Location

Provide information about this complaint. If you do not know the address, please provide a description of the location (like "corner of 1st St. and River Blvd.") or drop a pin on the map provided below.

Address
1001 I St

City Sacramento **State** California **Zip** 95814

Place Pin on Map at Above Address



Location Description
Location Description

Responsible Party

Provide any information about the facility, company, or person who is allegedly responsible for this problem.

Responsible Person Name Person Name
Responsible Company Name Company Name

Same address as above? No

Address
Street Address

City City **State** California **Zip** Zip

Your "Toxics" Concern

Additional Information

How did you become aware of the incident?

Is the complaint near a sensitive location?
--None--

Other location

Relationship to responsible party
None

Other relationship

Date of Occurrence

Timeframe Exact Date

Date of Occurrence & Approximate Time

Calendar for July 2016 showing the date 11:12:00 AM selected.

Ongoing Occurrence? No

Attach Files

Please include any relevant images or documents.

Browse... Attach Files
10MB Max File Size

Start

Details

Complete

Confirmation



Referral Agency

If you work for a governmental entity outside of CalEPA and are making a formal agency referral to CalEPA, please provide your information.

Are you making a referral to CalEPA from another governmental agency?

Do you wish to remain anonymous?

Name *

First

Last

Home Phone

000-000-0000

Address

Address

Mobile

000-000-0000

City

City

State

California

Zip

Zip

Email Address

you@yourdomain.com

Confirm Email Address

you@yourdomain.com

Do you wish to receive further updates regarding this complaint?

[← Previous](#)

[Submit →](#)

[Privacy Notice Regarding Information Collection](#)

Complaint Referrals

- ▶ Improved and simplified referral process
 - ▶ Ability to send and track referrals to external agencies
 - ▶ Improved follow-up process for capturing status and closure reasons
 - ▶ Increased ability to collaborate with multi-jurisdictional complaints
- ▶ 447 external partner agencies & contact information already in the system

New System Better Meets Goals

▶ **Enforcement**

- ▶ Better information from complainants
- ▶ Coordinated government investigation & response

▶ **Accountability**

- ▶ Better tracking of complaints

▶ **Transparency**

- ▶ Communications with complainants

Referral Process

▶ Receiving the Complaint

- ▶ Email automatically sent to external agency contact
- ▶ PDF of Original Complaint
- ▶ Complaint Number
- ▶ Optional personalized note from referring BDO

▶ Closing the Complaint

- ▶ Link to Findings Form
- ▶ Easily report back to CalEPA Outcome of Complaint

Complainant Communications

▶ Confirmation Email

- ▶ Includes complaints@calepa.ca.gov contact info

▶ 15-day Status Email

- ▶ Includes name & contact info for agencies handling complaint, including external partner agencies

▶ Closure Email

New System Statistics

- ▶ **Total Complaints Filed**
 - ▶ 502
- ▶ **Complaints Marked as “Toxics”**
 - ▶ 195
- ▶ **Referrals to CUPAs**
 - ▶ 129

Questions?

- ▶ Nilan.Watmore@calepa.ca.gov
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