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 it’s 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- Development platform was outdated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
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 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.”) and drop a pin on the map provided below.

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

Your "Toxics" Concern
Additional Information

Date of Occurrence
Date of Occurrence & Approximate Time

Ongoing Occurrence?

Attach Files
Please include any relevant images or documents.
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?  

No

Do you wish to remain anonymous?  

No

Name *
First
Last

Address
Address

City
State
Zip

Home Phone
000-000-0000

Mobile
000-000-0000

Email Address
you@yourdomain.com

Do you wish to receive further updates regarding this complaint?

Yes

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?

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