

Customer Service & Business Assistance

Mahiany Luther
APCD Chief-Compliance Division

William Jacques
APCD Program Coordinator
Compliance Division

October 2019

Agenda

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Training



Stakeholder Engagement

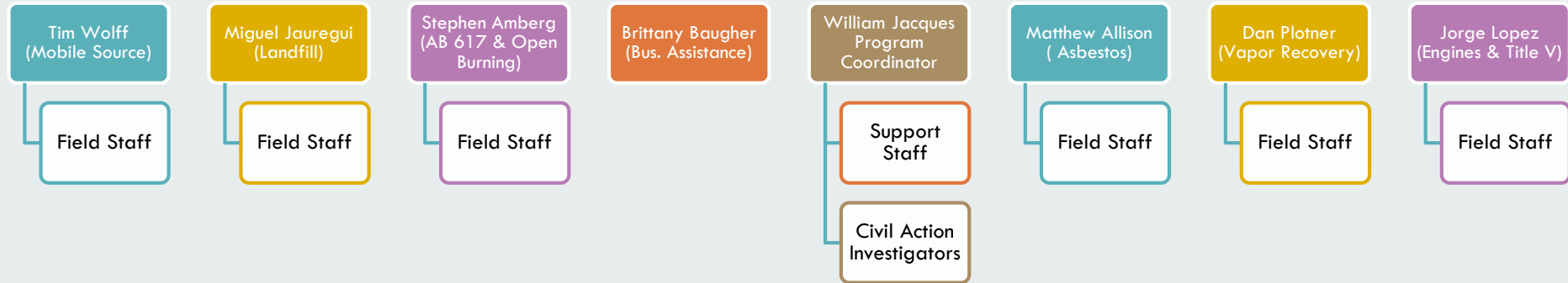


Online Services



Settlement Process

Our Team



CUSTOMER SERVICE

COMMITMENT

We commit to using a positive approach to provide customers with a positive experience.

HELPFULNESS

Going out of our way to find answers.

EXPERTISE

Being knowledgeable .

ATTENTIVENESS

Being ready to meet your needs.

RESPECT

Treating you with dignity and courtesy.

TIMELINESS

Being efficient with your time.

POSITIVE = **POSITIVE**
APPROACH = **EXPERIENCE**



COUNTY OF SAN DIEGO

DIVERSITY & INCLUSION



Business Assistance Program

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Videos



Courtesy
Inspections



General
Assistance



Training and Outreach

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Asbestos



Mobile Source



Gas Station



Specific Training



Meetings with Stakeholders

Online Services



Gas Station Test Notifications and Reports



Breakdown Notification and Reports



Online Asbestos Notifications



Electronic Inspection Forms & Electronic Notice of Violations



Mobile App for Air Quality Complaints & Conducting Mobile Source Inspections

Electronic Notices of Violations

APCD2019-NOV-000118

AIR POLLUTION CONTROL DISTRICT
10124 Old Grove Road
San Diego, CA 92131
PHONE (858) 586-2650

Sector: F/02
APCD2019-PTO-002986
Fee Code: 50A
APCD USE ONLY

NOTICE OF VIOLATION

Date(s) of Violation Start: 09/24/2019 End: 09/24/2019 Date of Report: 09/24/2019

Name: Air Pollution Control District Phone: _____

Violation Location: 10124 Old Grove Road City: San Diego Zip: 92131


Specifically, the following violation(s) of the San Diego Air Pollution Control District rules and/or laws of the State of California has occurred: (abbreviations: H&S = Cal. Health & Safety Code; CCR=Cal Code of Regulations; R=Rule)

Section(s)/Rule(s)	Description of Violation
Law Type: District Rules Category: VOC Rules Section: 66(c)	TEST

Pursuant to California Health and Safety Code section 42400 et seq., any person who violates any Order, Rule, or Regulation of the Air Pollution Control District is guilty of a MISDEMEANOR. Each day a violation occurs constitutes a separate offense.

YOU MUST ADVISE THE DISTRICT IN WRITING, WITHIN TEN BUSINESS DAYS, OF THE ACTION TAKEN TO CORRECT ALLEGED VIOLATION(S) OR THE REASON(S) YOU BELIEVE THE VIOLATION(S) DID NOT OCCUR. PLEASE SEND YOUR RESPONSE TO THE AIR POLLUTION CONTROL DISTRICT, apcdcomp@sdcounty.ca.gov or ATTENTION: COMPLIANCE DIVISION, 10124 OLD GROVE RD, SAN DIEGO, CALIFORNIA 92131-1649.

Inspector Name: Mahiany Luther Date: 09/24/2019 Time: 10:00 AM

Inspector Signature: Luther, Mahiany


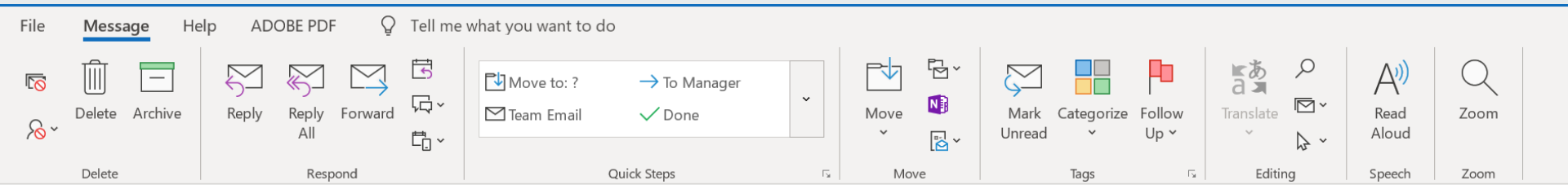
Received by: Luther Title: Manager

Email Address: Mahiany.Luther@sdcounty.ca.gov Date: 09/24/2019

Signature: Issued Electronically

Notice of Violation Notification

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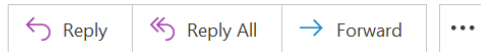
APCD2019-NOV-000118 Notice of Violation



Mahiany.Luther@sdcounty.ca.gov

To Luther, Mahiany

Cc Luther, Mahiany; Jacques, William; LUEG, APCD Complaints



8:50 AM

Retention Policy Inbox/Subfolders (57 days)

Expires 11/20/2019



The attached Notice of Violation, APCD2019-NOV-000118, is the District's claim that the District's rules, and/or state or federal air pollution laws, have been violated. As provided in state law, a Notice of Violation may result in monetary penalties, civil suit, or in serious cases, criminal prosecution. Most violation settlements include some form of monetary penalty.

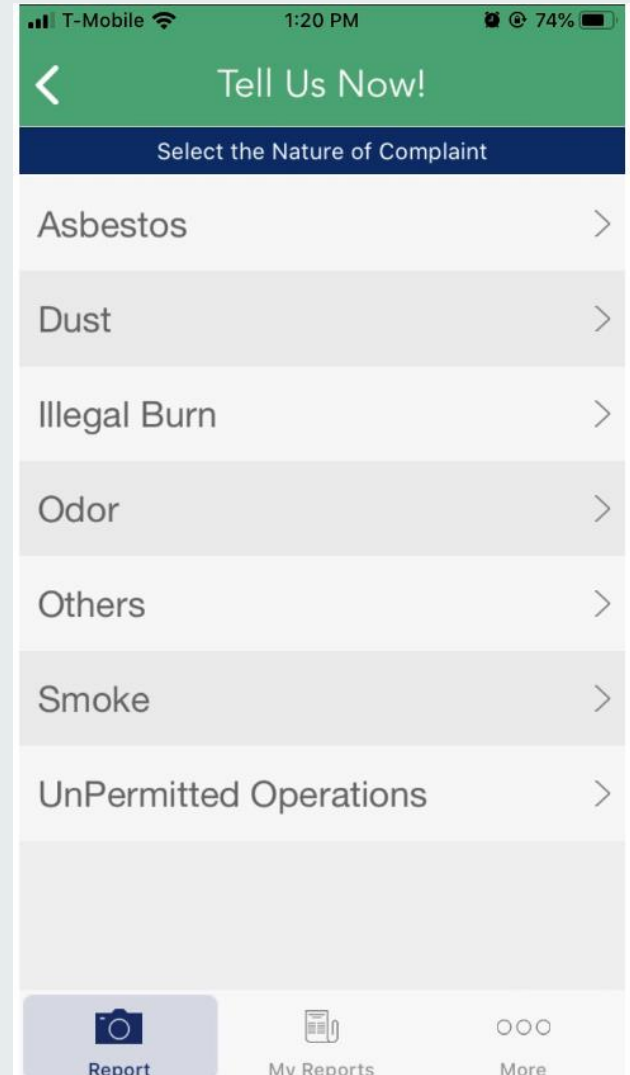
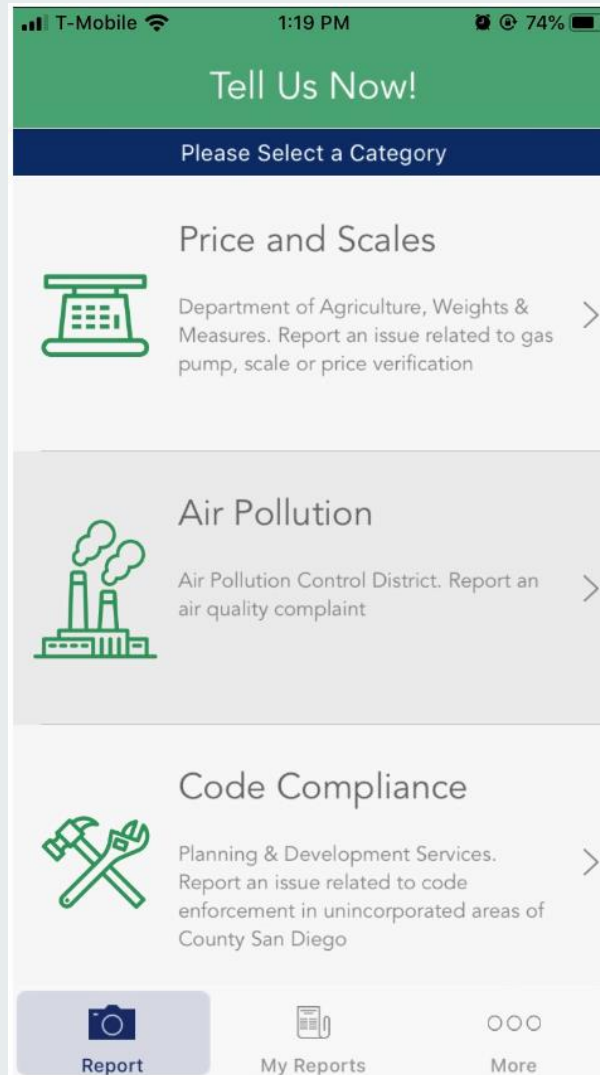
You should take immediate action to stop the violation. Within ten calendar days, advise the District in writing of the specific actions you took to correct the violation or the reasons you believe a violation did not occur. Your response to the violation may be a factor in determining the settlement, so please address the following:

- The violation itself (extent of harm, its persistence and duration);
- Your violation history;
- The innovative nature of the control equipment;
- The actions you took to ensure compliance (extent of mitigation, response time, inspection and maintenance program); and,
- Financial burden, if relevant.

If you have any questions please contact the District at 858-586-2650 or apcdcomp@sdcounty.ca.gov.

Air Quality Complaint APP

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Online Services

The screenshot shows the San Diego County Citizen Access Portal. At the top, there is a navigation bar with the San Diego County logo and the text "SanDiegoCounty.gov". Below the navigation bar, there are links for "Announcements", "Register for an Account", and "Login". A search bar is also present. A horizontal menu contains buttons for "Home", "APCD", "AWM", "DEH", "DPW", and "PDS".

Welcome to the County of San Diego's online Citizen Access Portal

This system will enable residents of San Diego County to:

1. Research public information.
2. Submit an application (some departments require registration and login to submit an application).
3. View and track the status of your application.
4. Make secure online payments.

Some services will require you to register for an account.

What would you like to do today?
To get started, select one of the services listed below:

General Information Lookup Property Information	APCD Get Air Quality Service (Permit Applications, Gas Station Tests, Breakdown Notifications, Asbestos Notification) Search APCD Records Apply for an Air Quality Grant
DEH Create an Application Search Applications	AWM Search Applications

Login

User Name or E-mail:
[Text Input Field]

Password:
[Text Input Field]

Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)

Land Use and Environment Group Departments:

- APCD - Air Pollution Control District
- AWM - Agriculture Weights and Measures
- DEH - Department of Environmental Health
- DPW - Department of Public Works
- PDS - Planning & Development Services

A red circle highlights the word "Login" in the text, with a red arrow pointing to the "Login" button in the login form.



Online Services



SanDiegoCounty.gov

[Announcements](#) | Logged in as: **ejocson** | [Collections \(0\)](#) | [Reports \(1\)](#) | [Account Management](#) | [Logout](#)

[Home](#) | [APCD](#) | [AWM](#) | [DEH](#) | [DPW](#) | [PDS](#)

[Get Air Quality Service \(Permit Applications, Gas Station Tests, Breakdown Notifications, Asbestos Notification\)](#) more ▾

Asbestos Notification Online

- 1 APPLICANT
- 2 Project Details
- 3 Review
- 4 Pay Fees
- 5 Complete

Step 5 : Complete

Your submission was successful.

Your Application Record ID is **APCD2018-ASB-000088**.




If applicable, you will need this Record ID to check the status of your Application.

Thank you for your submission. San Diego Air Pollution Control District values your input.

[View Submission Details »](#)



Online Services

 Reply  Reply All  Forward  IM



noreply@sdcounty.ca.gov

Asbestos Renovation-Demolition Notification Received for APCD2018-ASB-000088

To

Cc

Retention Policy [Inbox/Subfolders \(57 days\)](#)

Expires 8/22/2018

[Bing Maps](#)

+ Get more apps

Your asbestos notification for the facility located at 10124 OLD GROVE RD SAN DIEGO SAN DIEGO 92131 has been submitted to the Air Pollution Control District (District). Please note that the notification is still subject to further review for completeness and accuracy. Your notification number is APCD2018-ASB-000088.

If you have any questions please contact the District at 858-586-2650 or apcdcomp@sdcounty.ca.gov.

Online Services



10124 OLD GROVE ROAD
SAN DIEGO, CA 92131
PHONE: (858) 586-2650
apcdcomp@sdcounty.ca.gov

APCD2019-ASB-001042
Submitted: Sep 13, 2019 @ 5:13 PM

NOTIFICATION: ASBESTOS REMOVAL, RENOVATION, AND DEMOLITION OPERATIONS

Project Type: **Emergency Removal**

Facility Name: Forest Park Plaza

Facility Location: 3095 Cowley Way #28, San Diego, CA 92117, (310) 850-4311

Facility Owner: Forest Park Plaza, 3095 Cowley Way #28, San Diego, CA 92117, (310) 850-4311

Renovation - Start Date: Saturday, Sep 14, 2019

End Date: Saturday, Sep 14, 2019

Demolition - Start Date:

End Date:

Emergency Description:

Authority: _____ Time: _____ Date: Monday, Sep 9, 2019

Regulated Asbestos Containing Material (RACM)

Type	Category	Condition	Removal Method	Amount	Regulated
Drywall	Friable	Poor	Rotating saws	90	Y

Asbestos to be removed: **Yes** Total RACM: **90**

Asbestos Survey Information

*Asbestos Surveys are required prior to Renovation or Demolition. A copy of the survey must be maintained on site for the duration of the project. Survey not conducted because suspect materials presumed to contain asbestos (asbestos to be handled/disposed of per Rule 1206).

Survey Conducted: **Yes** Date Conducted: **May 6, 2019** Asbestos Present: **Yes**

Survey Company: Envirocheck Surveyor: PJ Rosenquist Title: CAC
Certification: Certified Asbestos Consultant (CAC) Certification Num: 17-6002 Certification Exp Date: Jul 6, 2019

Detection Procedures: Bulk Sampling / PLM

Asbestos Work Practices:
3 Stage Deacon / Amended Water / Critical Barriers / Cutting Saw / Full Containment / HEPA Vacuum / Negative Air Machines / Pry Bars / Water / hand tools

Building Information

Size	Age	Floors	Units	Prior Use	Present Use
26544	45	2	28	House/Condo/Apartment	House/Condo/Apartment

Asbestos Removal Contractor: Alliance Environmental

Contact Person: Carlos Sanguinetti Address: 8390 Juniper Creek Lane, San Diego, CA 92126 Phone: (619) 229-6135

Demolition Operation

ACM Disturbed by Demolition: All RACM Previously Removed: **N/A**
RACM Remain in Building: **N/A** Supporting Structural Members Demolished: **N/A**
Demolition with Category I Materials: **N/A** Demolition with Category II Materials: **N/A**
Category I / Category II Materials: **N/A**

Demolition Work Practices:

Contingency Plan

Isolate Area / Post Signs / Secure Area / Stabilize / Stop Work



10124 OLD GROVE ROAD
SAN DIEGO, CA 92131
PHONE: (858) 586-2650
apcdcomp@sdcounty.ca.gov

APCD2019-ASB-001042
Submitted: Sep 13, 2019 @ 5:13 PM

Transport and Landfill Contacts

Asbestos Transporter:		
Business Name: Alliance Environmental	Address: 8390 Juniper Creek Lane, San Diego, CA 92126	Phone: (619) 229-6135
Asbestos Landfill:		
Business Name: La Paz Reclamation Site	Address: 26999 Hwy. 95, Mile Post 128, Parker, AZ 85344	Phone: (928) 669-8886
Non-Asbestos Transporter:		
Business Name: Alliance Environmental	Address: 8390 Juniper Creek Lane, San Diego, CA 92126	Phone: (619) 229-6135
Non-Asbestos Landfill:		
Business Name: Miramar Landfill	Address: 5180 Convoy St, San Diego, CA 92111	Phone: (858) 694-7000

Completed By:

Name: **Jasmine Walker** Affiliation: **Office Manager** Date: **Sep 13, 2019**

Certifies all of the following:

1. An individual trained in accordance with District Rule 1206(f)(8) will be on site during asbestos removal; and,
2. Documentation that the required training has been completed and is current will be made available to the District upon request; and,
3. The information on this notification is complete and correct and I am accepting legal responsibility for the information on this form.

Original notifications must be submitted to the District at least 10 working days prior to removal or demolition. Revised notifications must be submitted prior to the original start date. The District must receive payment by close of business of the next working day after the effective date of the notification. The District considers submitted Notifications (original and revised) without the required fees as stated in Rule 401(f)(2) to be considered invalid. Notifications shall expire within 365 days from the effective date.

Settlement Program

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