



DIVISION OF UNDERGROUND STORAGE TANKS

Operational Compliance Inspection Quality
Assurance and Control Program

Annual Update

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A Brief History

- Program was developed from historic needs of stakeholders and Division management to increase consistency and accuracy of operational compliance inspections.
 - Standardized Inspection Process (SIP) and Standardized inspection Manual. (SIM)
 - Mobile Inspection Application- (MIA)
 - Implementation of New 2018 Federal UST Rules
 - Tiered Technical Staff Training

QA/QC Manager Role

- The Operational Compliance Inspection Quality Assurance and Control Position was created in September of 2021.
 - Focused on improving inspection consistency and accuracy statewide
 - Review of database metrics and staff correspondence
 - In person field audits of staff inspection procedures
 - Development of in person and virtual staff training
 - Onboarding and training of new staff promoting long-term statewide consistency

QA/QC Program 2023 Accomplishments

- Completed 40 inspection audits with staff statewide
- Developed and implemented hybrid virtual level 2 training, culminating in a three-day in-person training at the UST facility at Montgomery Bell State Park
- Currently Developing Level 3 Training for Spring of 2024.
- Conducted multiple webinars for staff reviewing recent changes to enforcement policy and fund determination process.

Looking Forward

- Continued metric review and inspection audits
- Continued training
 - Forensics / problem solving
 - Development of various subject matter experts
- Onboarding of New Hires



QUESTIONS?

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