



Santa Clara Valley
 Urban Runoff
 Pollution Prevention Program

Evaluation Summary
 Attendance: 46
 Evaluations: 31

IND/IDDE STORMWATER INSPECTOR TRAINING WORKSHOP

May 30, 2019

1. Code Enforcement Officer Safety – Rafles Warnars, City of Santa Clara

Very helpful **20** Somewhat helpful **8** Not helpful **2**

Comments

- I appreciate the experience that Rafles brings to the table – Well done!
- Great thorough presentation about a topic not being trained on. Eye opening and very important for all inspectors to be trained on topic.
- Very useful – thorough discussion.
- Discussing, developing and perfecting these de-escalation and safety techniques are very important for our line of work. I'm glad we discussed them.
- Good reminder of safety precautions. Parking recommendation was good.
- Could have used audience participation, any kind of variation to maintain interest.
- Very informative information.
- All inspectors should have to learn this.
- Helpful information – very thorough.
- Very good.
- Good information from a very experienced inspector but too long.
- A bit long but very good and useful information that is rarely provided elsewhere.
- Too long (4)
- It was a great presentation, however, because of the length of this presentation I would like to see it into two sections.
- More pictures
- Content was helpful but too much text in slides (3)
- Thank you for all the hard work preparing this topic. I thought the presentation was very interesting but maybe a little too detailed in the psychological background for the target audience but still very good presentation. 1.5 hours is too long – too detailed for a technical training.

2. Residential RVs and Stormwater – Carrie Sandahl, City of Mountain View

Very helpful **30** Somewhat helpful **1** Not helpful **0**

Comments

- Carrie did a great job. Thanks for the information and for the humor.

- Great presentation on a very up and coming topic. Definitely an issue we all come across and don't have clear guidance or how to manage.
- Interesting and relevant topic for most Bay Area cities.
- This is rising concern in Santa Clara County. It's great to see the precedent that cities have so our own city can identify techniques that work and what doesn't from Mountain View's experience.
- Another very informative presentation.
- Nice to know that some cities are trying to help the "homeless" by providing services and education instead of fining them. Other cities should do the same.
- Good information and tips in managing residential RVs. Appreciate Carrie sharing what worked and not with the pilot project.
- Very pertinent in our area right now. Good to see how active some jurisdictions are in working with the tenants to find a common ground.
- Currently an issue for many jurisdictions. Nice to hear an on-going process.
- Good
- Interesting to hear what different municipalities are doing.
- Great presentation. Helps my department to hear the results of Mountain View's efforts because our city is experiencing the same challenges.
- Great presentation. The images and case studies were really helpful.
- This issue is affecting so many areas, good information. Will need continued discussions.
- Really good job.
- Interesting content. Up-to-date.
- RVs are very complex. Would like consultant or case study success advice.

3. Case Studies – Municipal Staff

Very helpful **23** Somewhat helpful **5** Not helpful **1**

Comments

- I always learn a lot from what our neighbors are doing.
- Good case studies, good efforts to engage the audience. San Jose always has good stories to share.
- Interesting cases.
- It's great to see the difference in response from different departments. Great insight.
- Good to hear what other issues people have had and what they did to resolve it.
- Good examples. I like the interactive discussion of each case study.
- Real life scenarios are also good. Especially when you can relate to the situation.
- Ricardo is awesome. The IDDE presentation was helpful.
- Perfect presentation. Interactive
- Too many details were left out to "participate". Would have been more useful to know what was done and discussion following regarding what others may have done differently.
- Nice to see the different types/sizes of facilities and responses from within the same agencies.

4. Did this training meet your expectations?

Yes **29** No **1**

5. Are the CWEA Contact Hours important to have for this training?

Yes **18** No **9**

6. What topics would you recommend for future training?

- Always have some section on safety and how to deal with difficult people.
- Verbal judo training.
- Enforcement against other agencies/departments. What to do if you don't have fines/citations. Verbal judo. Inspection basics, collecting evidence, respecting 4th amendment rights. When to contact RWQCB or CADFW and how to do it without shooting yourself in the foot.
- Progressive enforcement – standing your ground and knowing when to push and when to withdraw. Convincing hearing officers to allow the billing of time.
- Most useful is large numbers of typical IND & IDDE situations and how to handle them. Yearly review of MRP requirements – forms, data collection, yearly review of BIP, ERP.
- Current issues and new city ordinances such as the RV/ Mountain View presentation.
- How municipalities enforce upon themselves if they were in violation. Example: BMPs not enforced on a spill occurring at a municipal facility. How to handle, escalate, communicate, and resolve.
- More of RV and code enforcement
- Inspecting corporation yards
- Interactive BMP scenarios
- De-escalation. Tracking illicit discharges and finding the Responsible Party
- Complex case studies from other cities

7. General Comments

- I find the soft skill trainings very helpful since it is not something we think about often enough in the day. The case scenarios are interesting, but I feel like it's the same stuff we see every day anyway so it is not helpful for improvement.
- Presenters should speak 30 minutes maximum. Rotating through stations that may show examples of different cities' forms, SOPs, ERPs, BIPs, etc. Process to review/update potential facilities list. How to trace end of pipe discharges back to source. Compare cities power wash policies. How often and what type of non-storm water incidents do street crews encounter and reminder of requirements to report, where, who to report to.
- It would be helpful to move the recording staff person further back in the room. The recording person was communicating with the other recording staff person on the side of the room via headset, and it was hard to concentrate on the presentation while sitting towards the back of the room and hearing them talk into

the headsets. Ask people not to stand and talk in the back of the room during presentation.

- Upgrade food options. The food served is high in carbs and sugar. Not good for attention and engagement.
- Thanks for the lunch!
- Thank you! (2)