



**RECEIVED**

By Alameda County Environmental Health 9:52 am, Jun 14, 2016

**Carryl MacLeod**  
Project Manager  
Marketing Business Unit

**Chevron Environmental  
Management Company**  
6101 Bollinger Canyon Road  
San Ramon, CA 94583  
Tel (925) 790-6506  
cmacleod@chevron.com

June 10, 2016

Mr. Mark Detterman  
Alameda Environmental Health Services  
1131 Harbor Bay Parkway, Suite 250  
Alameda, CA 94502

Re: Fuel Leak Case No. RO0000138  
Chevron 90517, 3900 Piedmont Ave, Oakland, CA (the "Property")

Dear Mr. Detterman:

This letter is intended to serve as a chronology of events of Chevron Environmental Management Company's ("CEMC") effort to access the Property to conduct environmental work directed by Alameda County Department of Environmental Health ("ACDEH"). As you know, CEMC entered into a Site Access Agreement ("Agreement") with the owners of the Property, Neil & Diane Goodhue Trs & E M Plant 3<sup>rd</sup> Tr, on December 11, 2006 which granted CEMC access to the Property to perform environmental assessment and monitoring activities.

On January 13, 2016, Stantec, on behalf of CEMC, sent a Notification of Proposed Field Work Activities of ACDEH-directed work to Owner (specifically, Neil and Diane Goodhue, as listed in the "Notices" section of the Agreement) and Owner's tenant, SOL Performance Training (owned by Tammara Moore) ("Tenant") (Attachment A). Both notifications were sent via overnight mail and delivered on January 14, 2016.

After the notifications were sent out and no objections were received from either the Owner or Tenant, Stantec conducted the utility locate activities at all locations on and offsite without incident on January 26, 2016. On February 1, 2016, Stantec began field activities on offsite locations on Piedmont Avenue in front of the Property. On February 2, 2016, Stantec accessed the Property to begin concrete coring at several locations at the back of the onsite building. During this process, Tenant (specifically, Ms. Moore) requested Stantec and its subcontractor to stop work immediately and remove all equipment and personnel from the Property, threatening to call authorities even after it was explained that CEMC had a valid access agreement with the Owner and had provided appropriate notifications to both Owner and Tenant weeks prior.

After being ordered by Ms. Moore to vacate the Property, Stantec and its subcontractor left quickly and notified CEMC. Due to the Ms. Moore's insistence that those performing the work on behalf of CEMC vacate the Property immediately, the subcontractor did not have time to appropriately drum the debris/soil from the concrete coring activities and subsequently left the debris in a bucket on site.

Per the Agreement, Alexis Coulter of CEMC notified Owner's attorney Eric Starr to inform him of the Tenant's refusal of access. Ms. Coulter explained to Mr. Starr that waste was left at the

Property and requested that he inform his client that Stantec needed to return to the Property to complete the agency-directed work and to properly contain the waste left on the Property. Mr. Starr advised Ms. Coulter to call the Owner directly and provided her with Ted Plant's contact information (Mr. Plant owns the Property along with the Goodhues). Ms. Coulter contacted Mr. Plant to inform him of the Tenant's actions and again requested access to return to the Property to complete the work. Mr. Plant directed Ms. Coulter to contact the Tenant directly, which she did. Ms. Coulter spoke with an employee of the Tenant's business who communicated CEMC's desire to return to the Property to properly store the waste to Ms. Moore. Ms. Moore then provided her consent (via her employee) for CEMC to return to the Property to properly store the waste.

The work was then rescheduled for February 22, 2016. On February 3, 2016, CEMC again provided notice of its intent to access the Property via email to Mr. Plant. Additional notification and work schedule was provided to Owner and Tenant on February 15, 2016. In this notification, CEMC also requested that Mr. Plant inform the Tenant of the rescheduled work and to provide confirmation to CEMC prior to February 17th from the Tenant of her acceptance of the new date of access (February 22nd). Beginning on February 3rd, CEMC worked with Mr. Plant and the Tenant to address their numerous concerns about the work, including potential noise, onsite parking, and timing of field activities.

On February 17, 2016, the Tenant identified storage of waste onsite as another concern that she requested be addressed prior to the commencement of any work on the Property. On February 19, 2016, CEMC canceled the February 22, 2016 scheduled work while determining available options to address the Tenant's concern regarding the storage of waste. CEMC notified ACDEH by phone that the work was canceled and that we were working to resolve the issues.

Due to the fact that we would likely generate waste that may potentially be hazardous, we therefore needed to abide by Title 22 California Code of Regulations Section 66262.11 and by Title 40 Code of Federal Regulations Section 262.11 in handling any waste that was generated. As we did not know whether the soil and/or water encountered during the proposed work would be hazardous until it is properly profiled, more time was needed to determine a safe and appropriate handling of the waste prior to being profiled and accepted at a waste disposal facility.

The work was then rescheduled for May 10, 2016. On April 13, 2016, CEMC again provided notice to Mr. Plant of its intended access and assured him that the accommodations requested by his Tenant regarding noise, onsite parking, and timing of the work were properly addressed by CEMC. CEMC again requested confirmation from Mr. Plant that the proposed schedule and accommodations were acceptable to both he and the Tenant.

After hearing nothing from Mr. Plant, CEMC followed up with him on April 22, 2016. Mr. Plant responded, telling CEMC that he gave notice to his Tenant of the proposed schedule but had not heard anything.

On April 22, 2016, Stantec submitted via Geotracker a Request for Extension of Subsurface Investigation Report which provided an update on the delay of completing the work, along with a brief statement that the Tenant had requested that the work conducted on February 2nd be discontinued. Stantec also provided notification to ACDEH of the rescheduled May 10, 2016 start date.

On April 25, 2016, CEMC requested written confirmation from Mr. Plant that the Tenant had accepted the new schedule and accommodations.

On April 28, 2016, due to a lack of response from Mr. Plant, CEMC canceled the work scheduled for May 10th and provided notification to ACDEH that the work was canceled as we did not receive confirmation from either Mr. Plant or the Tenant that the Tenant had agreed to CEMC's planned access to the Property to conduct the work.

On April 29, 2016, ACDEH submitted a Site Access Request to the Owner (Attachment B). ACDEH's letter stated "If you or your tenant continue to deny access or do not respond by the date specified below, then this Agency will hold you legally responsible for the investigation required by ACDEH. You will then be required to undertake the investigation at your own expense".

On May 2, 2016, CEMC received an email from Mr. Plant which included an email he received from the Tenant's employee, Kris Bailey, in which Ms. Bailey asks if CEMC had completed their work. CEMC then rescheduled the work yet again for May 10, 2016 and requested confirmation from Mr. Plant by end of the day that the Tenant understood the work had not occurred but would occur on May 10th and that the Tenant would not deny CEMC access to the Property at that time.

On May 3, 2016, CEMC notified ACDEH that the work would need to be rescheduled yet again as no further communication or confirmation was received from either Mr. Plant or the Tenant.

On May 4, 2016, ACDEH regulator Mark Detterman inquired with Mr. Plant by email as to whether there was an update or if ACDEH could "authorize Chevron and their consultants to proceed". Mr. Plant responded, indicating that he, as landlord, had provided notice to the Tenant, but did not receive any authorization from the Tenant allowing the work to proceed.

On May 5, 2016, CEMC canceled the work scheduled for May 10th as no confirmation had been received by the end of May 4th from either the Tenant or Owner as was requested by CEMC. Soon after, CEMC was copied on an email dated May 5, 2016 from ACDEH Program Manager Dilan Roe in which she proposed a meeting or conference call between all of the parties to discuss the project. At that time, CEMC noticed that within that email thread was an email from the Tenant's employee Ms. Bailey to Mr. Plant dated May 4, 2016 that confirmed the May 10, 2016 work and schedule, along with several complaints from the Tenant to ACDEH about the scheduled work. Within hours of receiving this new information (the Tenant's confirmation that the work scheduled for May 10th could go forward), CEMC rescheduled the driller, field crew, permit inspector and waste hauler to begin the work on May 10th and notified Mr. Plant, the Tenant, and ACDEH by email that we were set to begin work on May 10th. Soon after, the Tenant responded by email stating that they now had patients scheduled during the time the work was scheduled to occur but that they were open to having a conference call between all of the parties. After receiving this information, I called ACDEH for assistance in proceeding with the work.

On May 6, 2016, I spoke with Mr. Detterman of ACDEH and informed him that the work would be done with hand augers to collect soil samples and install soil vapor probes. The only time the drill rig would be operating on the Property would be on Thursday, May 12, 2016 in the afternoon beginning at 4pm to conduct concrete coring as previously worked out with the Tenant due to their concerns.

On May 6, 2016, Mr. Detterman notified me that he had left a voice message for Tenant's representative, Ms. Bailey.

On May 9, 2016, Stantec picked up the street parking permit and posted No Parking signs along Piedmont Avenue and Montell Street in order to park all work vehicles off-site as requested by the Tenant. CEMC provided notification to Owner, Tenant and ACDEH of the planned work to begin the following morning, May 10th. I then received an update from Mr. Detterman that the Tenant would only permit the work to be performed on a Friday after 1pm. After hearing this news, CEMC notified all parties that the work was canceled and that the drums that were still on site would be removed on May 10th.

On May 10, 2016, Stantec coordinated the removal of the drums that were onsite.

It is CEMC's opinion that every effort was made to coordinate with both Owner and Tenant to conduct the agency-directed work at the Property in accordance with the Agreement. CEMC addressed every concern raised by the Tenant and spent significant time and effort to reschedule the work several times and had to do so with very little assistance from the Owner, despite the owner's obligation to communicate with the Tenant.

Per the ACDEH letter addressed to the Owner dated April 29, 2016, ACDEH stated "this Agency will hold you legally responsible for the investigation required by ACDEH. You will then be required to undertake the investigation at your own expense." Since CEMC was not able to conduct the work due to the Tenant's refusal to grant access (despite the fact that the Agreement between the CEMC and Owner is still in effect), CEMC requests that the property owners be required to complete the agency-directed work

If you have any further questions, please do not hesitate to contact me at (925) 842-3201, or [cmacleod@chevron.com](mailto:cmacleod@chevron.com).

Sincerely,



**Carryl MacLeod**

Project Manager

Attachments

cc

Geotracker

Neil and Diane Goodhue Trust

EM Plant 3<sup>rd</sup> Trust

Alexis Coulter, CEMC (via email)

Susan Snyder, CEMC (via email)

# Attachment



January 13, 2016

**Attention: Neil and Diane Goodhue**  
300 Hillside Avenue  
Piedmont, California 94611-4014

**Manager of SOL Performance Training**  
3900 Piedmont Avenue  
Oakland, California 94611

**Reference: Notification of Proposed Fieldwork Activities**  
3900 Piedmont Avenue, Oakland, California

Dear Mr. and Ms. Goodhue:

On behalf of Chevron Environmental Management Company (EMC), Stantec Consulting Services Inc. (Stantec) will be accessing your property located at the above-referenced address (the "Property") to perform Agency-directed environmental work. Environmental work will include the installation of soil vapor probes as well as the collection of soil and soil vapor samples.

Stantec and its subcontractors will be on the Property the following dates to complete this work: **January 26, 2016** to perform utility locating activities, and **February 1 - 5, 2016** to perform drilling and sampling activities. The scheduled fieldwork will occur during normal business hours. The equipment used for the work will include utility locating equipment, limited access drill rig, and support vehicles. Traffic control equipment will also be used to establish an exclusion zone to protect workers and the public while the activities are occurring on the Property. Waste generated during the site assessment activities will be stored on site pending pickup and disposal.

Please contact me if you have any questions about this work.

Regards,

**Stantec Consulting Services Inc.**

A handwritten signature in blue ink that reads "Belinda Espino".

Belinda Espino  
Project Scientist  
408-827-3529  
[belinda.espino@stantec.com](mailto:belinda.espino@stantec.com)

cc: Carryl MacLeod, EMC – Electronic Copy ([cmacleod@chevron.com](mailto:cmacleod@chevron.com))  
Eric Starr, Esq., 1 California Street, #300, San Francisco, California 94111

## Flora, Travis

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**From:** trackingupdates@fedex.com  
**Sent:** Thursday, January 14, 2016 10:58  
**To:** Flora, Travis  
**Subject:** FedEx Shipment 775412570848 Delivered

## Your package has been delivered

Tracking # [775412570848](#)


Ship date: <b>Wed, 1/13/2016</b>	Delivery date: <b>Thu, 1/14/2016 10:54 am</b>	
<b>Belinda Espino</b> Stantec Consulting Services Inc. Los Gatos, CA 95032 US	 <b>Delivered</b>	<b>Neil and Diane Goodhue</b> 300 Hillside Ave PIEDMONT, CA 94611 US

### Shipment Facts

Our records indicate that the following package has been delivered.

<b>Tracking number:</b>	<a href="#">775412570848</a>
<b>Status:</b>	Delivered: 01/14/2016 10:54 AM Signed for By: Signature not required
<b>Reference:</b>	211602403.711.0201
<b>Signed for by:</b>	Signature not required
<b>Delivery location:</b>	PIEDMONT, CA
<b>Delivered to:</b>	Residence
<b>Service type:</b>	FedEx Standard Overnight
<b>Packaging type:</b>	FedEx Envelope
<b>Number of pieces:</b>	1
<b>Weight:</b>	0.50 lb.
<b>Special handling/Services:</b>	Deliver Weekday Residential Delivery



 Please do not respond to this message. This email was sent from an unattended mailbox. This report was generated at approximately 12:57 PM CST on 01/14/2016.

To learn more about FedEx Express, please go to [fedex.com](http://fedex.com).

All weights are estimated.

To track the latest status of your shipment, click on the tracking number above, or go to [fedex.com](http://fedex.com).

This tracking update has been sent to you by FedEx at your request. FedEx does not validate the authenticity of the requestor and does not validate, guarantee or warrant the authenticity of the request, the requestor's message, or the accuracy of this tracking update. For tracking results and terms of use, go to [fedex.com](http://fedex.com).

Thank you for your business.



## Flora, Travis

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**From:** trackingupdates@fedex.com  
**Sent:** Thursday, January 14, 2016 11:19  
**To:** Flora, Travis  
**Subject:** FedEx Shipment 775412629876 Delivered

## Your package has been delivered

Tracking # [775412629876](#)


Ship date: <b>Wed, 1/13/2016</b>	Delivery date: <b>Thu, 1/14/2016 11:14 am</b>	
<b>Belinda Espino</b> Stantec Consulting Services Inc. Los Gatos, CA 95032 US	 <b>Delivered</b>	<b>Manager of SOL Performance Training</b> SOL Performance Training 3900 Piedmont Ave OAKLAND, CA 94611 US

### Shipment Facts

Our records indicate that the following package has been delivered.

<b>Tracking number:</b>	<a href="#">775412629876</a>
<b>Status:</b>	Delivered: 01/14/2016 11:14 AM Signed for By: Signature not required
<b>Reference:</b>	211602403.711.0201
<b>Signed for by:</b>	Signature not required
<b>Delivery location:</b>	OAKLAND, CA
<b>Delivered to:</b>	Residence
<b>Service type:</b>	FedEx Standard Overnight
<b>Packaging type:</b>	FedEx Envelope
<b>Number of pieces:</b>	1
<b>Weight:</b>	0.50 lb.
<b>Special handling/Services:</b>	Deliver Weekday Residential Delivery



 Please do not respond to this message. This email was sent from an unattended mailbox. This report was generated at approximately 1:18 PM CST on 01/14/2016.

To learn more about FedEx Express, please go to [fedex.com](http://fedex.com).

All weights are estimated.

To track the latest status of your shipment, click on the tracking number above, or go to [fedex.com](http://fedex.com).

This tracking update has been sent to you by FedEx at your request. FedEx does not validate the authenticity of the requestor and does not validate, guarantee or warrant the authenticity of the request, the requestor's message, or the accuracy of this tracking update. For tracking results and terms of use, go to [fedex.com](http://fedex.com).

Thank you for your business.

ALAMEDA COUNTY  
**HEALTH CARE SERVICES**  
AGENCY  
REBECCA GEBHART, Acting Director



April 29, 2016

ENVIRONMENTAL HEALTH SERVICES  
ENVIRONMENTAL PROTECTION  
1131 Harbor Bay Parkway, Suite 250  
Alameda, CA 94502-6577  
(510) 567-6700  
FAX (510) 337-9335

Neil & Diane Goodhue  
300 Hillside Avenue  
Piedmont, CA 94611  
(Sent via electronic mail to: [goodhueproperty@aol.com](mailto:goodhueproperty@aol.com))  
(Sent via electronic mail to: [dcgoodhue@aol.com](mailto:dcgoodhue@aol.com))

Neil & Diane Goodhue  
and Edward Plant 3<sup>rd</sup>,  
300 Hillside Avenue  
Piedmont, CA 94611

Neil & Diane Goodhue  
and Edward Plant 3<sup>rd</sup>,  
Trust and Trustees  
19 Mallorca Way  
San Francisco, CA 94123  
(Sent via electronic mail to: [tplant@edwardplantcompany.com](mailto:tplant@edwardplantcompany.com))

Subject: **Site Access Request;** Fuel Leak Case No. RO0000138; Global ID # T0600102248;  
Chevron #9-0517 / Homestead Federal Savings, 3900 Piedmont Avenue, Oakland CA  
94610

Dear Mr. and Mrs. Goodhue, and Mr. Plant:

Alameda County Department of Environmental Health (ACDEH) understands that Ms. Carryl MacLeod of the Chevron Environmental Management Company, (CEMC; a Responsible Party for the subject fuel release case) and her consultant, Mr. Travis Flora with Stantec, have requested access to your property at 3900 Piedmont Avenue in Oakland to investigate the extent of residual contamination that has the potential to be of concern to site occupants. This work has been required by ACDEH. It is the understanding of ACDEH that an access agreement has been signed; however, Ms. MacLeod and Mr. Flora have informed ACDEH that the terms of access continue to be elusive. The purpose of this letter is to advise you in your decision to allow access.

In the past when your property was a gasoline service station, a petroleum hydrocarbon release occurred at the property and is known to have contaminated the soil, groundwater, and likely soil vapor beneath the site and vicinity. As a lead responsible party, CEMC is required to investigate the extent of the release(s) and to clean up the contamination to levels that are considered safe. For this reason ACDEH has required the CEMC and their consultant Stantec to investigate the presence of any residual contamination, and they have consequently requested access to undertake the investigation beneath your property.

ACDEH encourages you to work with Ms. MacLeod and Mr. Flora, and agree upon the terms necessary to allow them access to your property. If you or your tenant continue to deny access or do not respond by the date specified below, then this Agency will hold you legally responsible for the investigation required by ACDEH. You will then be required to undertake the investigation at your own expense. Since the costs for such investigations are often high, allowing access is clearly more reasonable.

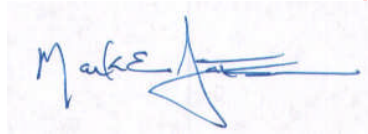
Please also be aware that it appears our records have not been updated lately, and that the State of California considers all property owners who simply own a contaminated site to be Responsible Parties. Normally these changes are captured near the closure of a case, which this investigation is attempting to move the site towards. However to reflect changes in property ownership, and the apparent reluctance to allow access, ACDEH will shortly update our records and will be issuing you a *Notice of Responsibility* that notifies you of your responsibility to investigate and clean up your property as a Responsible Party. The CEMC has provided the lead in this effort until now. Please understand that this is a standard procedure required of ACDEH by the state. It is also intended to clarify your legal responsibility.

Mr. & Mrs. Goodhue and Mr. Plant  
RO0000138  
April 29, 2016, Page 2

Please reconsider the request for access and the terms of access to your property and respond to ACDEH within 10 working days from the date of this letter (**April 29, 2016**) with your decision.

Please contact me with any questions you may have at (510) 567--6876 or send me an electronic mail message at [mark.detterman@acgov.org](mailto:mark.detterman@acgov.org).

Sincerely,



Digitally signed by Mark Detterman  
DN: cn=Mark Detterman, o=ACEH,  
ou=ACEH,  
email=mark.detterman@acgov.org, c=US  
Date: 2016.04.29 12:11:03 -07'00'

Mark E. Detterman, PG, CEG  
Senior Hazardous Materials Specialist

Enclosures: Attachment 1 – Responsible Party (ies) Legal Requirements / Obligations  
Electronic Report Upload (ftp) Instructions

cc: Ms. Carryl MacLeod, Chevron Environmental Management Co., 6101 Bollinger Canyon Road,  
San Ramon, CA 94583, (Sent via electronic mail to [CMacleod@chevron.com](mailto:CMacleod@chevron.com))

Travis Flora, Stantec Consulting Services, Inc, 15575 Los Gatos Blvd, Bldg C, Los Gatos, CA  
95032 (Sent via electronic mail to: [Travis.Flora@Stantec.com](mailto:Travis.Flora@Stantec.com))

Dilan Roe, ACDEH, (Sent via electronic mail to [dilan.roe@acgov.org](mailto:dilan.roe@acgov.org))

Mark Detterman, ACDEH, (Sent via electronic mail to [mark.detterman@acgov.org](mailto:mark.detterman@acgov.org))  
Electronic File, GeoTracker

## Attachment 1

### Responsible Party(ies) Legal Requirements / Obligations

#### REPORT REQUESTS

These reports are being requested pursuant to California Health and Safety Code Section 25296.10. 23 CCR Sections 2652 through 2654, and 2721 through 2728 outline the responsibilities of a responsible party in response to an unauthorized release from a petroleum UST system, and require your compliance with this request.

#### ELECTRONIC SUBMITTAL OF REPORTS

ACEH's Environmental Cleanup Oversight Programs (LOP and SLIC) require submission of reports in electronic form. The electronic copy replaces paper copies and is expected to be used for all public information requests, regulatory review, and compliance/enforcement activities. Instructions for submission of electronic documents to the Alameda County Environmental Cleanup Oversight Program FTP site are provided on the attached "Electronic Report Upload Instructions." Submission of reports to the Alameda County FTP site is an addition to existing requirements for electronic submittal of information to the State Water Resources Control Board (SWRCB) GeoTracker website. In September 2004, the SWRCB adopted regulations that require electronic submittal of information for all groundwater cleanup programs. For several years, responsible parties for cleanup of leaks from underground storage tanks (USTs) have been required to submit groundwater analytical data, surveyed locations of monitoring wells, and other data to the GeoTracker database over the Internet. Beginning July 1, 2005, these same reporting requirements were added to Spills, Leaks, Investigations, and Cleanup (SLIC) sites. Beginning July 1, 2005, electronic submittal of a complete copy of all reports for all sites is required in GeoTracker (in PDF format). Please visit the SWRCB website for more information on these requirements ([http://www.waterboards.ca.gov/water\\_issues/programs/ust/electronic\\_submittal/](http://www.waterboards.ca.gov/water_issues/programs/ust/electronic_submittal/)).

#### PERJURY STATEMENT

All work plans, technical reports, or technical documents submitted to ACEH must be accompanied by a cover letter from the responsible party that states, at a minimum, the following: "I declare, under penalty of perjury, that the information and/or recommendations contained in the attached document or report is true and correct to the best of my knowledge." This letter must be signed by an officer or legally authorized representative of your company. Please include a cover letter satisfying these requirements with all future reports and technical documents submitted for this fuel leak case.

#### PROFESSIONAL CERTIFICATION & CONCLUSIONS/RECOMMENDATIONS

The California Business and Professions Code (Sections 6735, 6835, and 7835.1) requires that work plans and technical or implementation reports containing geologic or engineering evaluations and/or judgments be performed under the direction of an appropriately registered or certified professional. For your submittal to be considered a valid technical report, you are to present site specific data, data interpretations, and recommendations prepared by an appropriately licensed professional and include the professional registration stamp, signature, and statement of professional certification. Please ensure all that all technical reports submitted for this fuel leak case meet this requirement.

#### UNDERGROUND STORAGE TANK CLEANUP FUND

Please note that delays in investigation, later reports, or enforcement actions may result in your becoming ineligible to receive grant money from the state's Underground Storage Tank Cleanup Fund (Senate Bill 2004) to reimburse you for the cost of cleanup.

#### AGENCY OVERSIGHT

If it appears as though significant delays are occurring or reports are not submitted as requested, we will consider referring your case to the Regional Board or other appropriate agency, including the County District Attorney, for possible enforcement actions. California Health and Safety Code, Section 25299.76 authorizes enforcement including administrative action or monetary penalties of up to \$10,000 per day for each day of violation.

<b>Alameda County Environmental Cleanup Oversight Programs (LOP and SLIC)</b>	<b>REVISION DATE:</b> May 15, 2014
	<b>ISSUE DATE:</b> July 5, 2005
	<b>PREVIOUS REVISIONS:</b> October 31, 2005; December 16, 2005; March 27, 2009; July 8, 2010, July 25, 2010
<b>SECTION:</b> Miscellaneous Administrative Topics & Procedures	<b>SUBJECT:</b> Electronic Report Upload (ftp) Instructions

The Alameda County Environmental Cleanup Oversight Programs (LOP and SLIC) require submission of all reports in electronic form to the county's ftp site. Paper copies of reports will no longer be accepted. The electronic copy replaces the paper copy and will be used for all public information requests, regulatory review, and compliance/enforcement activities.

## REQUIREMENTS

- **Please do not submit reports as attachments to electronic mail.**
- Entire report including cover letter must be submitted to the ftp site as a **single portable document format (PDF) with no password protection.**
- It is **preferable** that reports be converted to PDF format from their original format, (e.g., Microsoft Word) rather than scanned.
- **Signature pages and perjury statements must be included and have either original or electronic signature.**
- **Do not password protect the document.** Once indexed and inserted into the correct electronic case file, the document will be secured in compliance with the County's current security standards and a password. **Documents with password protection will not be accepted.**
- Each page in the PDF document should be rotated in the direction that will make it easiest to read on a computer monitor.
- Reports must be named and saved using the following naming convention:

RO#\_Report Name\_Year-Month-Date (e.g., RO#5555\_WorkPlan\_2005-06-14)

## Submission Instructions

- 1) Obtain User Name and Password
  - a) Contact the Alameda County Environmental Health Department to obtain a User Name and Password to upload files to the ftp site.
    - i) Send an e-mail to [deh.loptoxic@acgov.org](mailto:deh.loptoxic@acgov.org)
  - b) In the subject line of your request, be sure to include "**ftp PASSWORD REQUEST**" and in the body of your request, include the **Contact Information, Site Addresses, and the Case Numbers (RO# available in Geotracker) you will be posting for.**
- 2) Upload Files to the ftp Site
  - a) Using Internet Explorer (IE4+), go to <ftp://alcoftp1.acgov.org>
    - (i) Note: Netscape, Safari, and Firefox browsers will not open the FTP site as they are NOT being supported at this time.
  - b) Click on Page located on the Command bar on upper right side of window, and then scroll down to Open FTP Site in Windows Explorer.
  - c) Enter your User Name and Password. (Note: Both are Case Sensitive.)
  - d) Open "My Computer" on your computer and navigate to the file(s) you wish to upload to the ftp site.
  - e) With both "My Computer" and the ftp site open in separate windows, drag and drop the file(s) from "My Computer" to the ftp window.
- 3) Send E-mail Notifications to the Environmental Cleanup Oversight Programs
  - a) Send email to [deh.loptoxic@acgov.org](mailto:deh.loptoxic@acgov.org) notify us that you have placed a report on our ftp site.
  - b) Copy your Caseworker on the e-mail. Your Caseworker's e-mail address is the entire first name then a period and entire last name @acgov.org. (e.g., firstname.lastname@acgov.org)
  - c) The subject line of the e-mail must start with the RO# followed by **Report Upload**. (e.g., Subject: RO1234 Report Upload) If site is a new case without an RO#, use the street address instead.
  - d) If your document meets the above requirements and you follow the submission instructions, you will receive a notification by email indicating that your document was successfully uploaded to the ftp site.