



**Eric Hetrick**  
Project Manager  
Marketing Business Unit

**Chevron Environmental  
Management Company**  
6101 Bollinger Canyon Road  
San Ramon, CA 94583  
Tel (925) 790-6491  
ehetrick@chevron.com

July 16, 2012

Alameda County Health Care Services  
1131 Harbor Bay Parkway, Suite 250  
Alameda, CA 94502-6577

Re: Former Chevron Service Station 95607  
5269 Crow Canyon Road  
Castro Valley, CA  
ACEH Case #RO 0350

**RECEIVED**

**8:46 am, Jul 19, 2012**

**Alameda County  
Environmental Health**

I have reviewed the attached Notification of Remedial Implementation Status dated July 16, 2012.

I agree with the conclusions and recommendations presented in the referenced report. This information in this report is accurate to the best of my knowledge and all local Agency/Regional Board guidelines have been followed. This report was prepared by Conestoga Rovers Associates, upon whose assistance and advice I have relied.

This letter is submitted pursuant to the requirements of California Water Code Section 13267(b)(1) and the regulating implementation entitled Appendix A pertaining thereto.

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Hetrick".

Eric Hetrick  
Project Manager

Attachment: Notification of Remedial Implementation Status



**CONESTOGA-ROVERS  
& ASSOCIATES**

5900 Hollis Street, Suite A  
Emeryville, California 94608  
Telephone: (510) 420-0700 Fax: (510) 420-9170  
<http://www.craworld.com>

July 16, 2012

Reference No. 311950

Mr. Mark Detterman  
Alameda County Environmental Health (ACEH)  
1131 Harbor Bay Parkway  
Alameda, California 94502

Re: Notification of Remedial Implementation Status  
Former Chevron Station 95607  
5269 Crow Canyon Road  
Castro Valley, California  
Fuel Leak Case RO0350

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Dear Mr. Detterman:

Conestoga-Rovers & Associates (CRA) is submitting this *Notification of Remedial Implementation Status* on behalf of Chevron Environmental Management Company (Chevron) for the site referenced above (Figure 1). In a letter dated February 7, 2007, Alameda County Environmental Health (ACEH) approved CRA's January 8, 2007 *Remedial Action Plan* (RAP) for the installation and operation of a dual-phase extraction (DPE) system. In a letter dated June 7, 2012, ACEH requested an update on the status of remedial implementation and the timeframe expected for system installation and startup (Attachment A). The system has not been installed due to multiple logistical issues, including securing property owner concurrence on the remediation system location. These issues are being resolved, and Chevron and CRA believe we will be able to install the system by early 2013. CRA previously provided ACEH with *Site Status Updates* on January 26, 2010 and August 17, 2010. Below is an update of activities since August 2010 and an anticipated schedule for future activities through installation of the system.

### **ACTIVITIES SINCE AUGUST 2010**

#### ***September -December 2010***

CRA hired Wilson, Ihrig & Associates (WIA) to perform a noise survey at various locations on the site. Using the noise survey data provided by WIA in their September 2, 2010 *Acoustical Analysis for Chevron/CRA Remediation Site*, CRA determined there were two potentially feasible locations: (1) along the Crow Canyon Road side of the property and (2) in the the southwest corner of the property. However, a concern with the southwest corner of the property was the poor condition of the retaining wall and its ability to support the weight of the remediation system in its current condition. CRA also completed and submitted the Second Semi-Annual 2010 Groundwater Monitoring and Sampling Report.

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Equal  
Employment Opportunity  
Employer

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**CONESTOGA-ROVERS  
& ASSOCIATES**

July 16, 2012

Reference No. 311950

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***January - March 2011***

CRA prepared a design package to install the system along the Crow Canyon Road side of the property, which is the most feasible system location based on land stability and where it would be likely to operate without disruption (not turned off because of noise complaints from neighbors). Chevron presented this to Kevin Hinkley (property owner), who did not approve of the location. Mr. Hinkley stated his preferred system location is in the southeast corner of the property immediately adjacent to residential homes. CRA also completed and submitted the First Semi-Annual 2011 Groundwater Monitoring and Sampling Report.

***February 2011***

CRA requested bids from construction subcontractors for system installation and selected a subcontractor.

***April - September 2011***

CRA consulted with Maple Leaf Environmental Equipment Inc. (now known as Newterra) on the design of soil vapor extraction and treatment equipment that would operate within the following noise parameters: (1) sound sensitive sides closest to receptors and roof would have no more than 45 dBA noise heard at 10 feet from enclosure, (2) less sound sensitive sides would have less than 65 dBA noise heard at 10 feet from enclosure. CRA also completed and submitted the Second Semi-Annual 2011 Groundwater Monitoring and Sampling Report.

***October 2011***

Chevron and CRA met with neighbors located adjacent to the property on the east (20044 and 20042 Shadow Creek Circle) to discuss the possibility of a remediation system operating behind their homes and the potential noise associated with system operation. CRA researched noise ordinances for Castro Valley. These ordinances are discussed in the Castro Valley General Plan and in the Alameda County Code of Ordinance. Both ordinances generally state that noise heard within a residential home cannot exceed 45 dB at nighttime. Neither ordinance contains a statement regarding public complaints about noise that is less than 45 dB.

***November 2011***

CRA met with the Alameda County Building Department (ACBD) to inquire about system building permits, setback from property lines, and system noise requirements. ACBD stated that a building permit will be issued if the noise of the remediation system is less than the allowable noise level in accordance with the noise ordinances. With respect to noise complaints, the ACBD directed CRA to the County Sheriff.



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***December 2011***

CRA spoke with Alameda County Sheriff's Department, who stated a noise complaint for remediation system operation is not in their jurisdiction and referred CRA to ACEH.

***February 2012***

CRA spoke with Mark Detterman (ACEH) regarding the system location in the southeast corner of the site adjacent to the two residential homes, and that although the system will be engineered to meet the County noise ordinance of 45 dB, there is still a risk the neighbors will complain about the noise. He stated there was no protocol in place with regards to complaints of noise from remediation systems. Therefore, there does not appear to be a guarantee the system could continue operating if a neighbor complained about the noise from the system. CRA also completed and submitted the First Semi-Annual 2012 Groundwater Monitoring and Sampling Report.

***March - June 2012***

Because of the uncertainty with the noise from a DPE system located in the southeast corner of the site, Chevron and CRA evaluated other location options. The portion of the DPE system that creates the majority of the noise is the vapor extraction and treatment (SVET) equipment. Therefore, Chevron and CRA evaluated the possibility of installing the SVET portion of system in southwest corner of site (near the existing retaining wall) and the groundwater extraction and treatment (GWET) portion in the southeast corner (adjacent to residential homes), as illustrated in Figure 2. CRA met with geotechnical and structural engineers onsite to evaluate the condition of retaining wall, and the best way to reinforce the retaining wall to support the weight of system. Based on the initial inspection by the geotechnical and structural engineers, this system location option appears to be feasible. Additionally, Kevin Hinkley approves of this equipment configuration. CRA obtained a copy of the retaining wall and station building "as-builts" for the structural engineer to design the reinforcement of the retaining wall, if deemed necessary. Based on the feasibility of the location and property owner concurrence, we anticipate being able to move forward with final system design and installation.

**ANTICIPATED ACTIVITIES**

The June 7, 2012 ACEH Notice to Comply letter requested an investigation workplan by August 10, 2012 followed by a site conceptual model by August 31, 2012. As discussed during a telephone conversation between Kiersten Hoey of CRA and Mark Detterman of ACEH on June 21, 2012, CRA recommends preparing the site conceptual model before submitting an investigation workplan to ensure the upcoming investigation closes all necessary data gaps. In addition, Ms. Hoey and Mr. Detterman discussed ACEH's requirements for this letter, agreeing that this letter would specify a most likely location for the remediation system on the site, as well as provide an anticipated schedule to implement the DPE system



**CONESTOGA-ROVERS  
& ASSOCIATES**

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at that location. The proposed schedule below is based on this sequence of events discussed in the June 21, 2012 telephone conversation.

***July -August 2012***

CRA will complete and submit by August 31, 2012 a preferential pathway study, site conceptual model, and a work plan for any identified data gaps, as requested by ACEH.

***September 2012***

Complete and submit the Second Semi-Annual 2012 Groundwater Monitoring Report by September 28, 2012.

CRA will submit a soil and groundwater investigation report 60 days after ACEH workplan approval.

***July 2012 through early 2013***

Chevron and CRA will work with the geotechnical and structural engineers, Newterra, and the selected construction subcontractor to perform the following task:

- Advance geotechnical borings in southwest corner of site to gather geotechnical information
- If deemed necessary, design structural reinforcements necessary to support the proposed system weight and revise overall system design to account for placing equipment in the selected locations
- Present the design for review by Chevron's internal review team
- Obtain construction and operating permits
- Reinforce the retaining wall (if required) and install the system in accordance with the approved design
- Start-up the DPE system



**CONESTOGA-ROVERS  
& ASSOCIATES**

July 16, 2012

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We appreciate your assistance with this project. Please contact Kiersten Hoey of CRA at (510) 420-3347 or Eric Hetrick of Chevron at (925) 790-6491 if you have any questions or comments.

Sincerely,

CONESTOGA-ROVERS & ASSOCIATES

Kiersten Hoey

N. Scott MacLeod, PG 5747



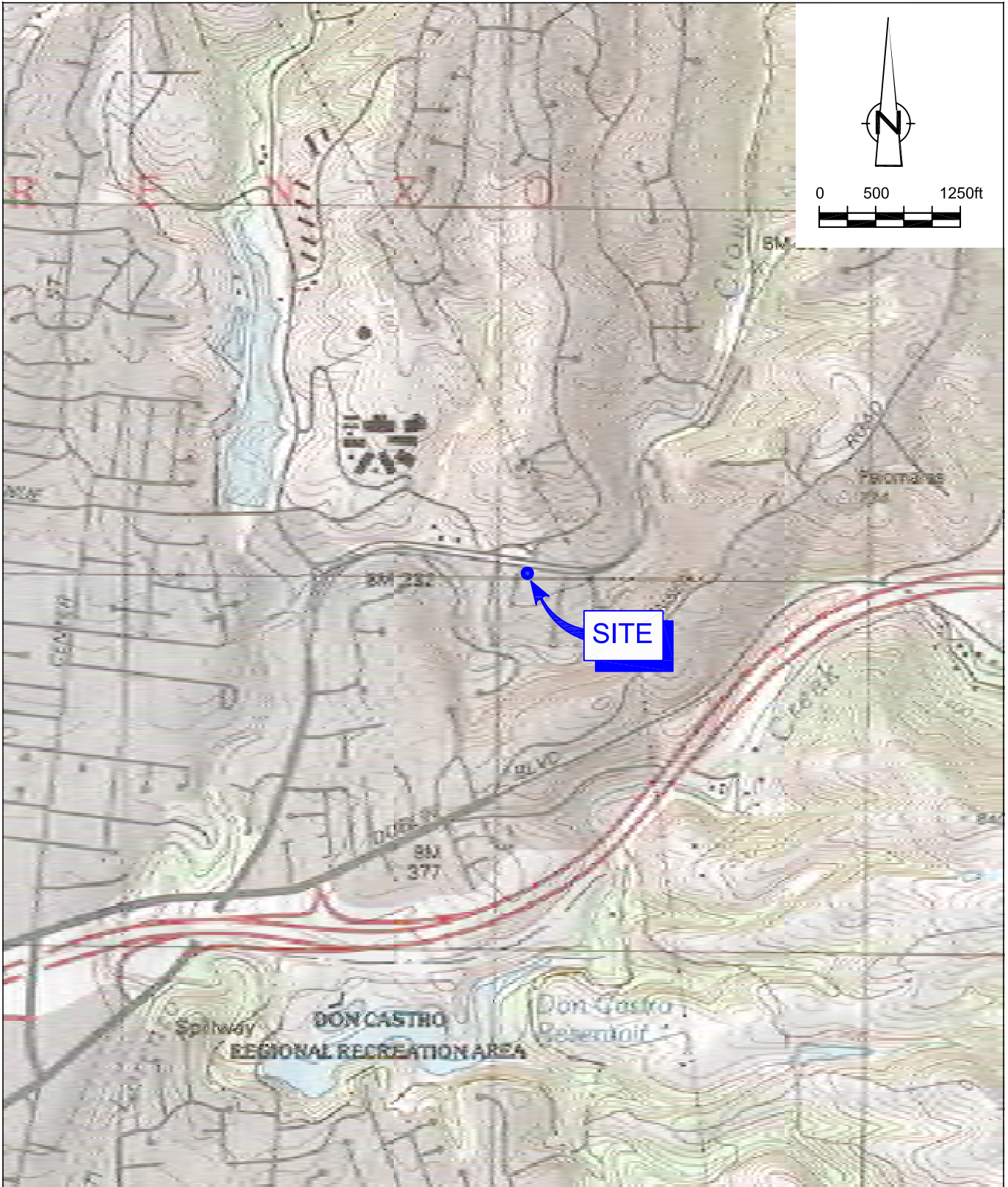
KH/mws/14  
Encl.

Figure 1 Vicinity Map  
Figure 2 Proposed Duel-Phase extraction System Site Plan

Attachment 1 Alameda County Health Care Service Agency Correspondence

cc: Ms. Eric Hetrick, Chevron Environmental Management Company  
Mr. Kevin Hinkley, Hinkley Auto Tech

## FIGURES



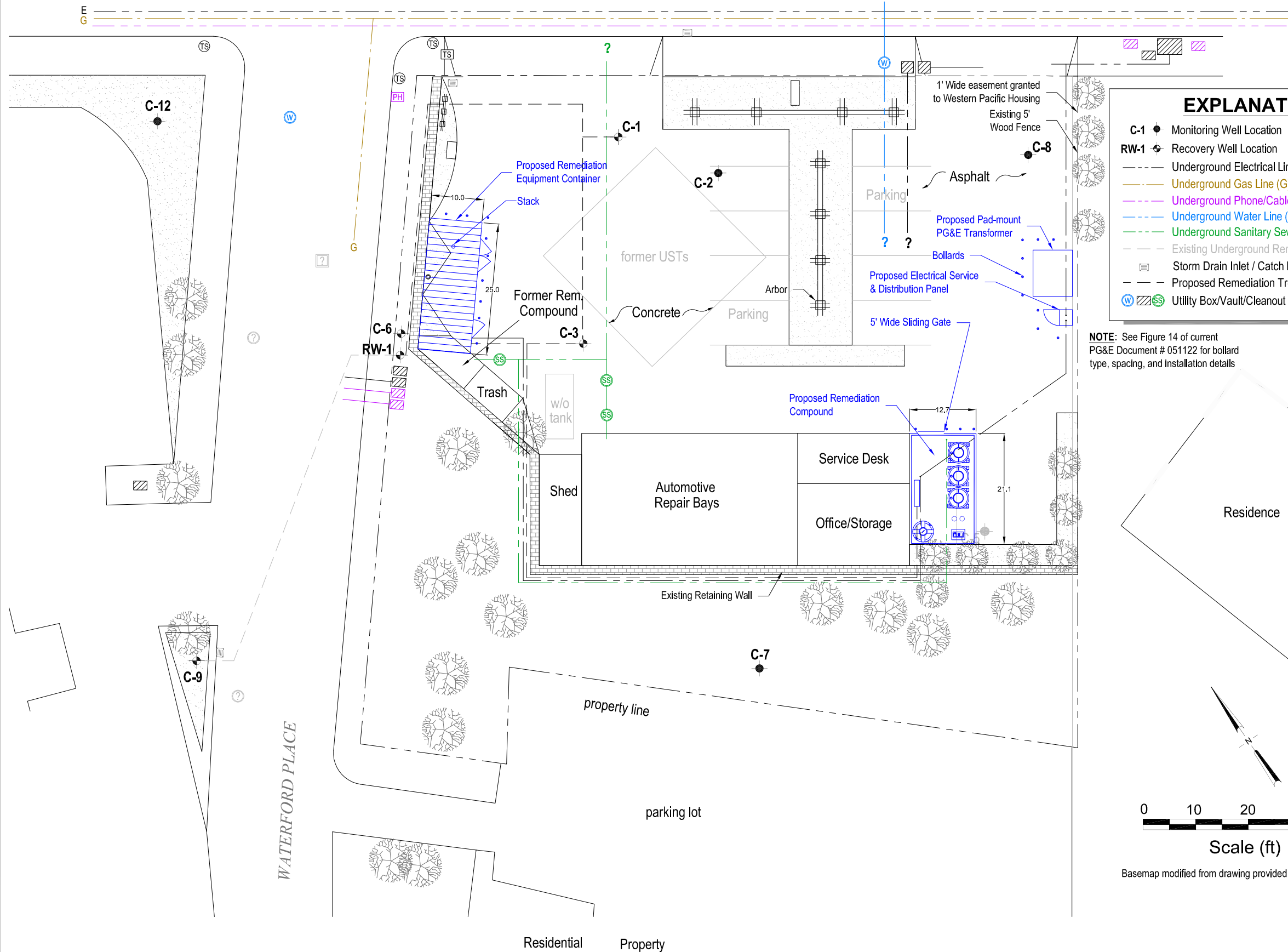
SOURCE: TOPO! MAPS.

Figure 1  
VICINITY MAP  
FORMER CHEVRON STATION 95607  
5269 CROW CANYON ROAD  
*Castro Valley, California*





CROW CANYON ROAD



**EXPLANATION**

- C-1 ● Monitoring Well Location
- RW-1 ⊕ Recovery Well Location
- Underground Electrical Line (E)
- Underground Gas Line (G)
- Underground Phone/Cable Line
- Underground Water Line (W)
- Underground Sanitary Sewer (SS)
- Existing Underground Remediation Pipe
- ☐ Storm Drain Inlet / Catch Basin
- Proposed Remediation Trench/Pipe
- ⊕ Utility Box/Vault/Cleanout

**NOTE:** See Figure 14 of current PG&E Document # 051122 for bollard type, spacing, and installation details

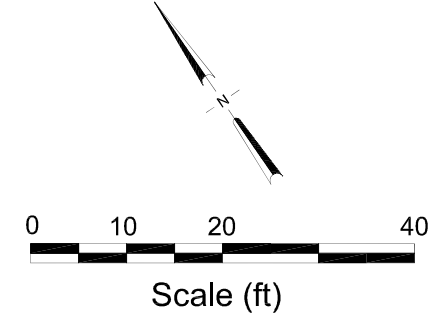
CLIENT
CHEVRON ENVIRONMENTAL MANAGEMENT COMPANY
PROJECT
FORMER CHEVRON STATION # 9-5607 5269 CROW CANYON ROAD CASTRO VALLEY, CA CRA PROJECT # 311950
TITLE
PROPOSED DUAL-PHASE EXTRACTION SYSTEM SITE PLAN/LAYOUT

**DRAFT**

DRAWING STATUS			
№	Revision	Date	Initial

**SCALE VERIFICATION**  
THIS BAR MEASURES 1" ON ORIGINAL. ADJUST SCALE ACCORDINGLY.

**CONESTOGA-ROVERS & ASSOCIATES**  
5900 HOLLIS STREET, SUITE A  
EMERYVILLE, CA 94608  
PHONE: 510.420.0700  
FAX: 510.420.9170  
WWW.CRAWORLD.COM



Basemap modified from drawing provided by Gettler-Ryan, Inc.

Source Reference:		
Designed By: SVN	Date: 10/07/08	<b>2</b>
Drafted By: JB	Date: 03/20/12	
Reviewed By:	Date:	
Scale: 1" = 20'		

ATTACHMENT 1

ALAMEDA COUNTY HEALTH CARE SERVICE AGENCY CORRESPONDENCE



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

June 7, 2012

**NOTICE TO COMPLY**

Mr. Ian Robb  
Chevron Corporation  
6101 Bollinger Canyon Road  
San Ramon, CA 94583  
(sent via electronic mail to:  
[ianrobb@chevron.com](mailto:ianrobb@chevron.com))

Kevin & Julia Hinkley  
Kevin Hinkley Service  
5269 Crow Canyon Road  
Castro Valley, CA 94552

Subject: Notice to Comply; Fuel Leak Case No. RO0000350 and GeoTracker Global ID T0600100344, Chevron #9-5607, 5269 Crow Canyon Road, Castro Valley, CA 94552

Dear Mr. Robb, and Mr. and Ms. Hinkley:

Alameda County Environmental Health (ACEH) staff has reviewed the case file for the above referenced site including the *Site Status Update*, dated January 26, 2010, the *Site Status Update*, dated August 17, 2010, and the *First Semi-Annual 2012 Groundwater Monitoring and Sampling Report*, dated February 27, 2012. The reports were prepared and submitted on your behalf by Conestoga-Rovers & Associates (CRA). A document entitled *Two-Phase Extraction Pilot Test Report*, dated July 12, 2005 documented an apparently successful pilot test (conducted in October 2003) of this remedial technology and reported that a minimum radius of influence of over 30 feet was achieved with less than 1 gallon of groundwater extracted. The July 2005 report also reported a significant residual contaminant mass.

An August 2005 directive letter expressed concern about the delay in reporting of the results and the lack of a submitted Remedial Action Plan. This directive letter also requested a groundwater sampling transect between C-16 to C-15, to protect Crow Creek from direct discharges, and a Site Conceptual Model (SCM). Due dates for a Remedial Action Plan, the transect work plan, and the initial SCM were set in the directive letter. A work plan submitted in June 2006 proposed additional bores around the former UST complex for the purpose of refining the remedial area of concern. Ultimately a Remedial Action Plan was submitted in January 2007 and modified the remedial technology to Dual-Phased Extraction (DPE). In a directive letter in February 2007, ACEH approved the remedial action and requested a remedial action report 60 days after installation of the DPE.

While remedial work design has progressed, to this date implementation has been stalled for multiple years. These delays are apparently related to concern regarding the location of a remedial compound. Please note that all responsible parties are jointly and severally liable to implement corrective actions. The delays in remedial implementation are not justified nor acceptable. While ACEH notes significant more recent declines in groundwater concentrations in offsite well C-9, the migration pathways for contamination have not been evaluated nor has an SCM been submitted. This site is out of compliance with ACEH directives.

Implementation of site characterization and/or cleanup at this site is necessary to be protective of human health and the environment and to move this case towards completion. Please note that as Responsible Parties, you are required by California Code of Regulations, Title 23, Division 3, Chapter 16, Article 11, §2720 through §2728 to characterize the site and implement corrective action. In order to regain compliance with directives from this agency, please complete the work requested below and submit the identified reports by the dates listed below. Failure to submit the requested documents by the due dates specified below may result in issuance of a Notice of Violation and possible enforcement action by the District Attorney and/or ineligibility for reimbursement of corrective action costs incurred at the site from

the Underground Storage Tank Cleanup Fund. Furthermore, ACEH may recommend removal of this site from the Underground Storage Tank Cleanup Fund.

Based on ACEH staff review of the case file, we request that you address the following technical comments and send us the reports described below.

### TECHNICAL COMMENTS

- 1) **Request for Implementation of Interim Remedial Action** – Residual groundwater concentrations up to 35,000 µg/l TPHg and 15,000 µg/l benzene are present offsite in offsite well C-6. Groundwater in onsite well C-3 contains up to 46,000 µg/l TPHg and 9,000 µg/l benzene. Non-cooperative property owners not only can retain future financial liability for contamination that exists beneath the property vicinity, but also current financial liability, and can be required to financially participate in site investigations and remedial action. ACEH requests that a final compound location selection be immediately prioritized and that ACEH be informed that remedial actions have been implemented by the date identified below.
- 2) **Request for Work Plan** – Significant decreases in the dissolved-phase groundwater plume at well C-9 over the past approximately 1.5 years are apparent. This may preclude the need to install a bore transect between C-15 and C-16; however, it does appear appropriate to define the lateral and vertical extent of the groundwater plume between C-9 and C-12, a distance of approximately 85 to 90 feet. This is intended to be protective of the residential units immediately downgradient of these well locations, and may address the data gap associated with potential direct discharges to Crow Creek. As a consequence, please submit a work plan for this task by the date identified below. Data gaps currently known can dovetailed with this work plan, or if identified in the SCM (requested below), can be addressed at a later time.
- 3) **Request for Preferential Pathway Study** – As you are aware, the purpose of a preferential pathway study is to locate potential migration pathways and conduits and determine the probability of a groundwater plume encountering preferential pathways and conduits that could spread contamination.

ACEH is aware that a limited utility survey (sanitary sewer only) was conducted and reported on in the August 1997 *Vapor Pathway Survey*; however, the data is limited. Additionally ACEH has located a written notation concerning the presence of an unknown well located, or previously located, on the immediately downgradient parcel. The notation dates from 2008, at about the time of the destruction of well C-15, so is presumed not to be one of the wells installed by Chevron. As a consequence, ACEH requests that you perform a preferential pathway study that details the potential migration pathways and potential conduits (utilities, utility laterals, pipelines, foundational, and etc.) for vertical and lateral migration that may be present in the vicinity of the site.

Discuss your analysis and interpretation of the results of the preferential pathway study (including the well survey and utility survey requested below) and report your results in the report requested below. The results of your study shall contain all information required by California Code of Regulations, Title 23, Division 3, Chapter 16, §2654(b). ACEH requests that this available information be utilized and that it be augmented with onsite, or site vicinity, utility lateral locations, including utility invert depths. ACEH has found that the location of utility laterals can be of import in vadose zone contaminant migration.

- a. **Utility Survey** - An evaluation of all utility lines, utility laterals, and trenches (including sewers, storm drains, pipelines, trench backfill, foundation backfill, etc.) within and near the site and plume area(s) is required as part of your study. Please reduce, and synthesize available information and maps, and generate appropriate (vicinity and / or site specific) maps and cross-sections illustrating the location and depth of all utility lines and trenches within and near the site and plume areas(s) as part of your study.
- b. **Well Survey** - The preferential pathway study is requested to include a well survey of all wells (monitoring and production wells: active, inactive, standby, decommissioned (sealed

with concrete), abandoned (improperly decommissioned or lost); and dewatering, drainage, and cathodic protection wells) within a ¼ mile radius of the subject site.

- 4) **Request for an SCM** – The SCM for the site is overdue, and will be required by the new Low-Threat Policy, once implemented. Identification of data gaps in the SCM is appropriate and required. As a consequence ACEH requests the submittal of an initial SCM by the date identified below.
- 5) **Groundwater Monitoring** – Groundwater monitoring at recovery well RW-1 has not been conducted since January 1996, at which time the concentration of benzene was higher than near source wells C-6 and C-3. As a consequence, ACEH requests the incorporation of this well into the semi-annual groundwater monitoring currently conducted at the site, and the reporting of any and all sampling or product removal events since that time.

#### **TECHNICAL REPORT REQUEST**

Please submit technical reports to Alameda County Environmental Health (Attention: Mr. Mark Detterman), according to the following schedule:

- **July 20, 2012** – Notification of Remedial Action Implementation
- **August 10, 2012** – Work Plan and Preferential Pathway Study
- **August 31, 2012** - SCM
- **60 Days After Work Plan Approval** – Soil and Groundwater Investigation Report
- **September 28, 2012** – Second Semiannual 2012 Groundwater Monitoring Report
- **March 1, 2013** – First Semiannual 2013 Groundwater Monitoring Report

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.

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

Sincerely,



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

Digitally signed by Mark E. Detterman  
DN: cn=Mark E. Detterman, o, ou, email,  
c=US  
Date: 2012.06.07 14:26:53 -07'00'

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

cc: Kiersten Hoey, Conestoga-Rovers & Assoc., 5900 Hollis Street, Suite A, Emeryville, CA 94608  
(sent via electronic mail to [khoey@croworld.com](mailto:khoey@croworld.com))

Greg Barclay, Conestoga-Rovers & Associates, 10969 Trade Center Drive, Suite 107, Rancho Cordova, CA 95670; (sent via electronic mail to: [GBarclay@CRAWorld.com](mailto:GBarclay@CRAWorld.com))

Donna Drogos, ACEH, (sent via electronic mail to [donna.drogos@acgov.org](mailto:donna.drogos@acgov.org))  
Mark Detterman, ACEH, (sent via electronic mail to [mark.detterman@acgov.org](mailto:mark.detterman@acgov.org))  
Geotracker, Electronic File

## 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> July 20, 2010
	<b>ISSUE DATE:</b> July 5, 2005
	<b>PREVIOUS REVISIONS:</b> October 31, 2005; December 16, 2005; March 27, 2009; July 8, 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.