



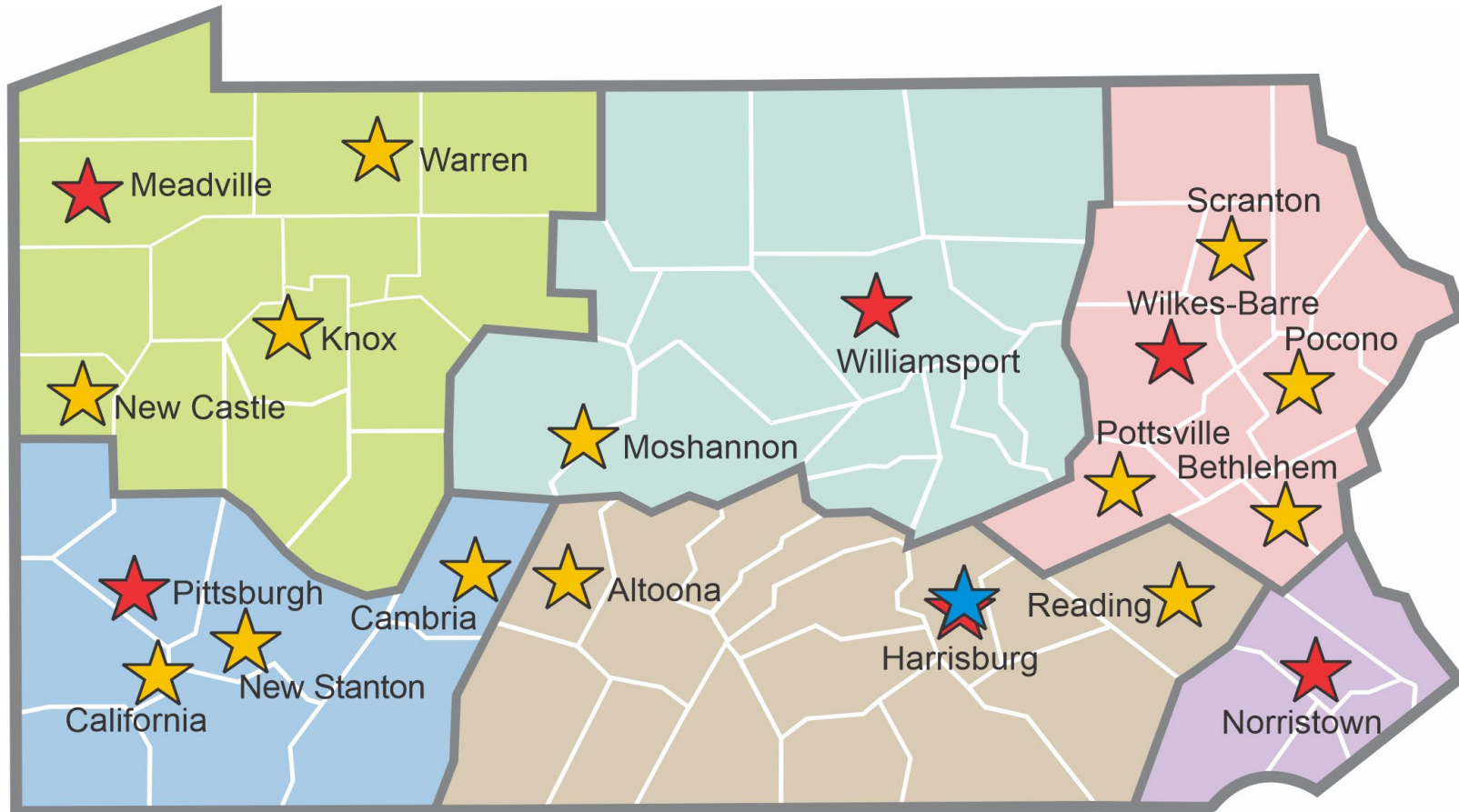
Pennsylvania DEP Air Quality Environmental Trainee Mentoring Program

**The Association of Air Pollution Control Agencies
2022 Fall Business Meeting**


Jillian Gallagher, Environmental Group Manager

September 28, 2022

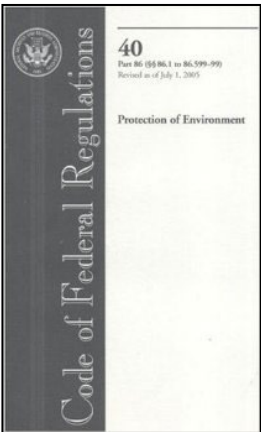
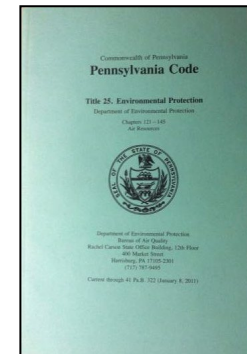
PA DEP Regions



▶ DEP Regional Office Responsibilities

- Permitting
- Operations
 - Environmental Trainee/AQ Specialist 
 - Compliance Inspections
 - Complaints
 - Compliance Report Reviews
 - Compliance Specialists
 - Enforcement Action drafting

Environmental Trainee/AQ Specialist Responsibilities



AQ Environmental Trainee Mentoring Program

Purpose

The Mentoring Program Committee developed a mentoring program to foster a team-oriented spirit, the art of query, establish an atmosphere for curiosity and dialogue and encourage inspection tenacity.



AQ Environmental Trainee Mentoring Program Overview

New Environmental Trainees (ETs) work with an experienced inspector to enhance their formal training for their year-long training period.



AQ Environmental Trainee Mentoring Program Overview

The mentor/mentee meet:

- weekly for the first 3 months
- bi-monthly for the next 3-6 months
- monthly for the final 6 months

The mentor/mentee review a variety of set topics at specific time periods during the mentorship period.

1-3 Month Discussion Topics

- Tips of how to talk to your supervisor, up the chain
- Practice reactions to comments about gender or age/general rudeness
- Examine facility list and look at permits and past inspection reports
- Permit review memos - explain facility and processes
- Tips for reviewing reports & writing memos
- eFACTS & AIMS help - inspection entry
- PSIMS & RFD Internal (Greenport)
- Tips for reviewing asbestos notifications
- External training recommendations
- Lunch reimbursement for >15 miles

3-6 Month Discussion Topics

- Tips for virtual inspections
- Tips for in-person inspections
 - Confidentiality sign-ins
 - Pre and post inspection meetings
 - Always follow behind company contact
 - Spot check records where there are too many to look at them all
 - Taking photos - ask first, more is not necessarily better
- Tips for writing inspection reports
- eFACTS & AIMS help - client, SF, PF
- RTKL detailed overview
- Attend inspection with mentee if requested
- NOVs, Closure/Referral Memos & Statutory Criteria (here: <\\pa.lcl\epshares\SERO\Air Quality\Operations\References\LEAN\NOV Closure Referral Process>)

6-9 Month Discussion Topics

- Prioritization Tips (what to do when, how to organize work)
- Tips for common complaints
- Permit folder resources (fees, assignments, apps received)
- General questions to ask/things to look for during an inspection:
 - On your first visit to a facility - ask them to walk you through the entire process and explain each source as you go along.
 - How is business? (looking for signs they may have been ramping up production or adding new sources)
 - Embrace the silence - people feel the need to keep talking and may reveal something important.
 - Have you added/modified any sources? Do you have plans to add anything new in the near future?
 - Have you had any malfunctions, unplanned shutdowns, etc.?
 - Have any sources been inoperable for over 1 year?
 - Make note of what sources are operating during inspection and on what fuel.
 - Trace air flow - follow emission path. Look at stacks on roof.
 - Have you gotten any complaints from your neighbors? (odors, etc.)x
- Common sources/what to look for during inspections:
 - Boilers
 - check S/N
 - write down any fuel meter readings

AQ Environmental Trainee Mentoring Program Overview

The mentor/mentee review the industry/source type list to help ensure the ET is viewing common regulated source types.

Environmental Trainee Industry/Source and Inspector Observations									
Industry/Source Types	Date Observed	Facility Name	Inspector/DS			Inspector	County	Date Observed	Facility Name
Boilers						Heather Henry	Delaware		
Generators						Jim Layton	Chester		
Spray Booths						Sarah Magee	Chester		
Crematory						Jen Ramos-Buschmann	Bucks		
Vapor Degreaser (Montco)						Delaney Williams	Bucks		
Cold Cleaning Degreaser						Kass Combs	Bucks		
Printing Presses							Montgomery		
Quarry/Asphalt Plant									
Turbine									
Municipal Waste Incinerator									
Landfill (Bucks)									
Pharma (Montco & Bucks)									
Chemical Plant									
Storage Tank Facility									
Baghouses									
Scrubber									
Thermal Oxidizer									
Catalytic Oxidizer									
Electrostatic Precipitator									
CEMS Unit									
Stage II									
Autobody Shop									
Drycleaner									

AQ Environmental Trainee Mentoring Program Feedback

Mentoring Program Survey

Thanks for taking the survey! Please reflect on your experience with your mentor. Please answer the questions using the 1-5 number system with 1 being strongly disagree and 5 being strongly agree. Please include any information which will help us improve the mentoring program.

* Required

* This form will record your name, please fill your name.

1. How long have you been working at DEP *

- ☐ 3 month
- ☐ 6 month
- ☐ 12 month

2. I feel more socially connected in the workplace because of the mentoring program. *

- 1 2 3 4 5
- ☐ ☐ ☐ ☐ ☐

3. I am more comfortable in my role at DEP because of the mentoring program. *

- 1 2 3 4 5
- ☐ ☐ ☐ ☐ ☐

AQ Environmental Trainee Mentoring Program Feedback

- The Mentoring Committee meets with mentors monthly to ensure they have been meeting with their mentees, gather feedback, answer mentor questions and decide if any changes need to be made to the program.
- Based feedback from the mentees and mentors, we've altered the program (ex. frequency of meetings and added topics for future attendees).

AQ Environmental Trainee Mentoring Program Results

New ETs feel more socially connected in the workplace and more comfortable in their roles at DEP.



AQ Environmental Trainee Mentoring Program

Sustainability

- The Mentoring Committee will continue to solicit feedback from mentees every 3 months during ET's trainee period.
- The Mentoring Committee provides training and explains the expectations to new mentors.
- The Mentoring Committee meets with the mentors on a monthly basis in order to answer questions, provide support and listen to any improvements which may be needed in our program.

AQ Environmental Trainee Mentoring Program

Lessons Learned

- Not every experienced inspector was willing to serve as a mentor.
- Experienced inspectors doubted their abilities to serve as a mentor.

Questions?



Contact

Jillian Gallagher

Air Quality Environmental Group Manager

Pennsylvania Department of Environmental Protection

Southeast Regional Office

E-mail: jigallaghe@pa.gov

Phone: 484.250.7500

