



# **SECTION 1**

## **PROGRAM CONTINUOUS IMPROVEMENT TASKS**

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## **1. PROGRAM CONTINUOUS IMPROVEMENT WORK PLAN**

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### **INTRODUCTION**

The 1997 URMP commits the Program and Co-permittees to a process of continuous improvement. The concept of continuous improvement acknowledges that the definition of “maximum extent practicable” evolves over time. Through continuous improvement, the Program will continue to develop and implement reasonable control measures to help advance the goal of achieving water quality objectives in South San Francisco Bay.

The continuous improvement process is described on pages 31-35 of the Program URMP. As shown in Figure 3 (page 35 of the URMP), areas for continuous improvement are identified through the Program and Co-permittees’ participation in the Santa Clara Basin Watershed Management Initiative (SCBWMI) and the Program and Co-permittees’ annual evaluations and annual reports.

Regional Board staff and representatives of interested parties (including CLEAN South Bay) review the Program and Co-permittee annual reports and work plans, and participate in Co-permittee performance review meetings on a biennial basis. Comments from these reviews and meetings help to identify specific continuous improvement (CI) tasks.

### **FY 04-05 CONTINUOUS IMPROVEMENT WORK PLAN**

#### **FY 04-05 Program Continuous Improvement Items**

During December 2-4, 2003, Tetra Tech, Inc. provided an independent evaluation of the Program’s monitoring element and certain elements of the City of San Jose and Santa Clara County stormwater programs. The evaluation was helpful in gauging how well the Program is implementing its monitoring element. An evaluation report will be provided to Program staff. As of February 9, 2004, Program staff has not received the evaluation report. Once the report is received, continuous improvement (CI) tasks will be developed. The Program anticipates developing continuous improvement items based on the results of the evaluation report and Regional Board staff comments on FY 02-03 Annual Report.

Regional Board staff is not planning to conduct performance reviews during FY 03-04 and comments on the FY 02-03 Annual Report have not yet been received. As a result, no CI tasks have been identified. If any new CI tasks for FY 04-05 are identified by Tetra Tech and/or Regional Board staff, they will be included in Table 1-1. An approach and schedule for their implementation by Program staff will also be identified.

### **ON-GOING CONTINUOUS IMPROVEMENT ITEMS**

Table 1-2 provides an update on the status of FY 03-04 CI efforts. The Program’s focus during FY 03-04 is on implementing new requirements of its NPDES permit and less on continuous improvement of existing Program elements.

**Table 1-1  
FY 04-05 Program Continuous Improvement (CI) Tasks**

<u>Tasks</u>	<u>Updated Schedule</u>	<u>Status</u>	<u>Evaluation of Effectiveness</u>
As of February 9, 2004, no new continuous improvements were identified for FY 04-05 (see Section 1 of <i>FY 04-05 Work Plan</i> )			

**Table 1-2  
Status of Ongoing  
Program Continuous Improvement (CI) Tasks**

<u>Tasks</u>	<u>Updated Schedule</u>	<u>Status</u>	<u>Evaluation of Effectiveness</u>
<b><i>FY 03-04 CI Tasks – New Development and Redevelopment</i></b>			
1. Develop written tools to be used to train staff on Provision C.3 requirements (in case of staff turnover)	April 2004	<b>In Progress</b> – Program staff distributed a C.3 <i>Handbook (draft)</i> at the May 21 and 22, 2003 workshops. Additional C.3. guidance is being developed for the Co-permittees. A revised C.3. Handbook will be distributed at the Program's C.3. workshops scheduled for May 2004.	Cannot be evaluated at this stage.
2. Hold future training workshops on multiple days to increase the chances staff will be able to attend.	As Needed	The next C.3. workshop is scheduled for May 2004. Program staff will evaluate whether sufficient resources are available to hold the workshop on 2 days.	<b>Effective</b> –Evaluation forms are used to get feedback from participants at the workshops. Evaluation forms from the FY 02-03 workshops indicate that they have been very effective. Having workshops on 2 different days increased attendance by municipal staff.
3. Develop brochures/handouts to provide to developers containing information on Provision C.3 with reference to resources containing ideas.	June 2004	<b>In Progress</b> – Program staff distributed the Regional Board's C.3. fact sheet to the Co-permittees for their use. Additional fact sheets will be developed in FY 03-04 based on direction from the C3PO AHTG.	Cannot be evaluated at this stage.
4. Develop design guidance containing stormwater control opportunities for small road modifications.	Pending	<b>Update</b> – The Program's permit requirements were made consistent with other Bay Area permits, which exempt road reconstruction (within the same footprint) from C.3. Program staff will discuss with the C3PO AHTG whether this is a priority for road projects that are not exempt.	Cannot be evaluated at this stage.