



Implementing Technology Tools to Improve Overall Management of Compliance Programs to Protect the Environment and our Community

Cynthia Alden, PE, LEED AP Jennifer Peterson, CSM

May 3, 2024

Speaker – Cynthia Alden, PE

- Howard County, Bureau of Environmental Services
- Professional Engineer MD, CA
- 24 years of experience in Environmental Compliance, Project Management, Regulation Interpretation and Environmental Monitoring
- At the County for 19 years
- Responsible for enforcement of the County Stormwater Code





Speaker – Jennifer Peterson, CSM

- 4.5 years at EA Engineering, Science, and Technology, PBC., Inc
- Certified Scrum Master (CSM)
- Deputy Technology Chief for Business Processes and Director of Software Implementations
- 25 years experience in managing software products and development, business process analysis, project management and implementations





Implementing Technology Tools to Improve Overall Management of Compliance Programs to Protect the Environment and our Community

1 PDH

- Provide an overview of the Howard County Compliance Landscape and Challenges Faced
- Share experienced insights on the process used to understand Howard County's pain points, business objectives and data management and reporting needs
- Review the implementation process and best practices used to implement their selected software solutions
- Convey the benefits realized after adopting a modernized software solution to digitizing data collection, tracking and reporting in centralized solution
- Provide a brief software demonstration on specific use cases for managing SWPPP Inspections and tasks from cradle to grave and routine field data collection and reporting



Integration of Engineering, Science, and Technology



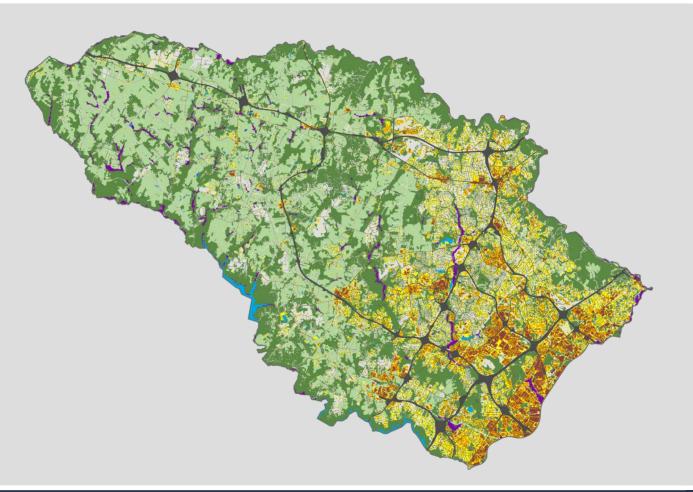
- 5 decades in business
- **650+** staff in 27 nationwide offices
- 100% employee-owned Public Benefit Corporation
- **80%** of business is from repeat clients
- \$255M annual revenue
- ~1,700 projects for over 575+ clients executed annually







About Howard County



~300,000

~160,000
Acres

1851



Department of Public Works



DPW - Bureau of Env. Services, Operations Division

Operate the landfills and responsible for county environmental compliance

- 3 Landfill Sites
 - New Cut Landfill closed
 - Carrs Mill Landfill closed
 - ◆ Alpha Ridge Landfill open
 - Opened in 1980
 - 190 acres
 - Export 61,000 tons of waste annually to King George Landfill in VA
 - Send out 28,000 tons of recyclables annually
 - State of the Art Compost Facility



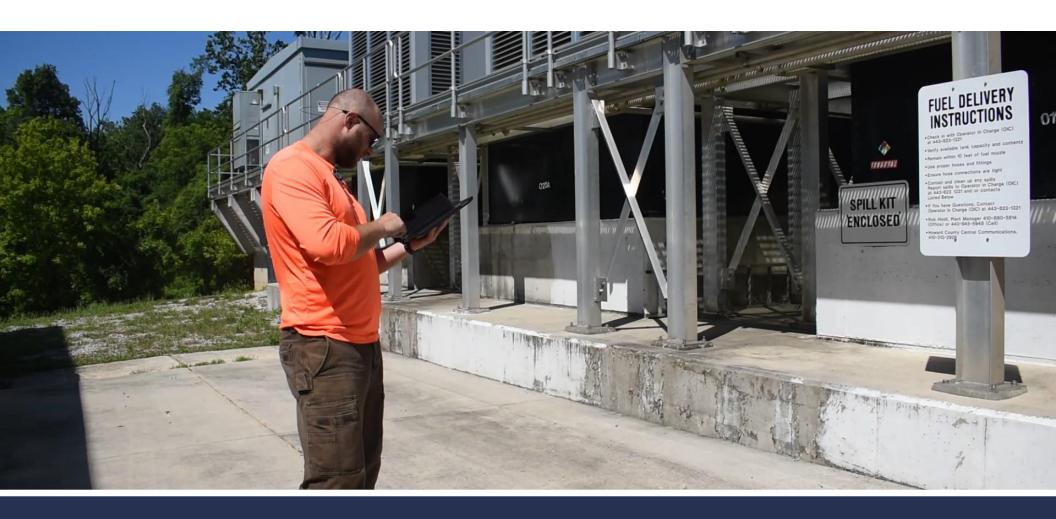
Multi-Media Compliance Program Management

- Air
- Hazardous
- Wastewater
- Waste
- Stormwater
- Fuel Storage
- Groundwater
- Landfill Gas
- Surface Water
- Leachate, etc.

LEAN TEAM

~20 that operate the landfills, 4 engineers and geologists managing the various compliance programs





OVERVIEW OF THE HOWARD COUNTY PROJECT

Howard County's Compliance Responsibilities



Regulatory Agencies

Federal - EPA

State - MDE and MDA

Clean Water Act

Clean Air Act

RCRA

Oil Control Program and more



Regulations and Obligations

Maintain compliance for 3 landfills

20+ Permits

500+ obligations to manage

25+ inspection forms at different frequencies

Daily, weekly, monthly quarterly review of information

Maintenance and more



Sampling and Monitoring

Monthly groundwater levels

Quarterly Stormwater Sampling

Semi annual Sampling

Continuous Monitoring data collection and review

Gas Probe, Flare Readings

Gen-set data

Methane emissions and more



Inspections

Annual and Monthly tank inspections (over 55 locations)

Daily Leachate, Compost Temp.

Weekly Maintenance, Vault Readings, Leachate Pump Log

Weekly Stormwater

Quarterly and Annual SWPPP

Hazardous Waste and more



Reporting

Semi Annual GW and Air Report

Quarterly Stormwater Report

Biennial Hazardous Waste

NetDMR

Tier II

Ad hoc requests and more



Howard County's Data Management Compliance Challenges





HoCo's Data Management State (Pre-Software)

Managed by

- Siloed systems and processes
- Paper, excel files, access databases
- Stored in various locations

Several ways to track tasks

- Each person doing their own way
- ◆ Paper, outlook, standalone program
- Information not easily shareable
- Manual processes with redundant steps taken (paper to excel to pdf transfer)
- Lack of quality data checks on data entered or uploaded



All of this, makes it harder to manage compliance assurance for the programs



Standardized Technology Adoption was Needed



EHS and ESG programs rely on a lot of data

Data comes from direct and indirect sources



Your EHS/ESG program needs technology to succeed

Technology enables data to be transmitted electronically, making it fast and simple to receive the information you need



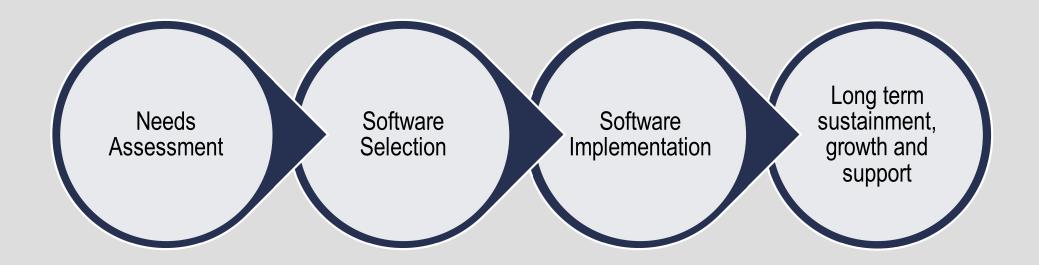
Utilizing technology allows you to analyze data quickly and accurately



It was time to streamline the process and adopt a software tool

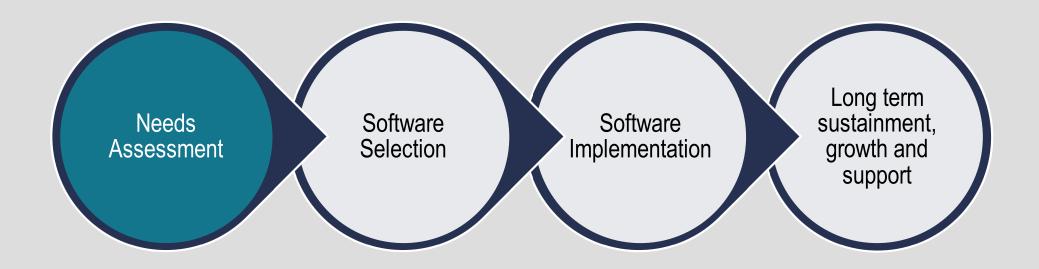


Recommendation on Next Steps





Needs Assessment





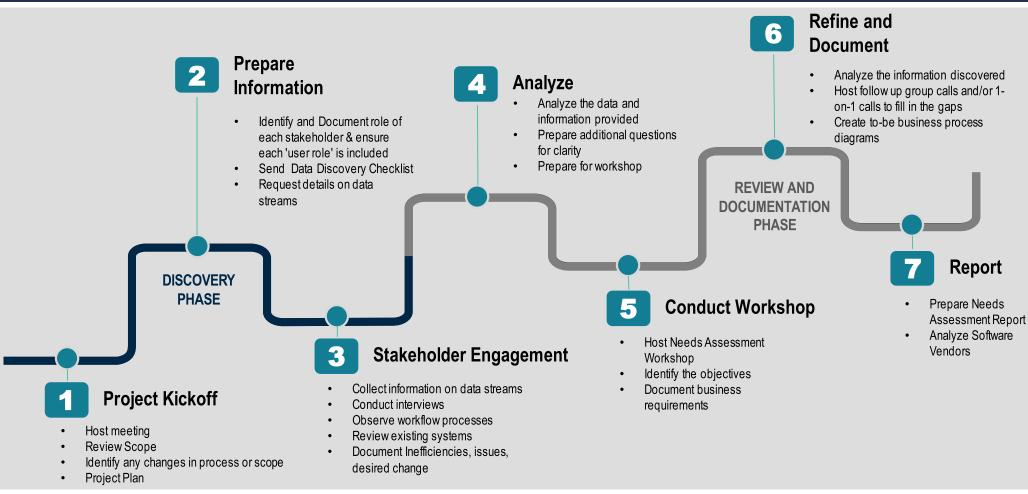
Working through HoCo's Needs Assessment

- Define the business problem(s) and business goals
- Determine and document appropriate stakeholders and their role (what's their stake?)
- Discuss early on different solution offering types
- Create awareness on budget range and timeline
 - Don't think first year cost only
 - ◆ Consider budgeting for investment overtime as changes occur
- Review the common steps in needs assessment process
- Critical to stay customer focused and driven!
 - Satisfy the needs of the business
 - ◆ Be a good listener
 - ◆ Ask good questions that promote discussion
 - ◆ Provides for better adoption and long-term sustainment



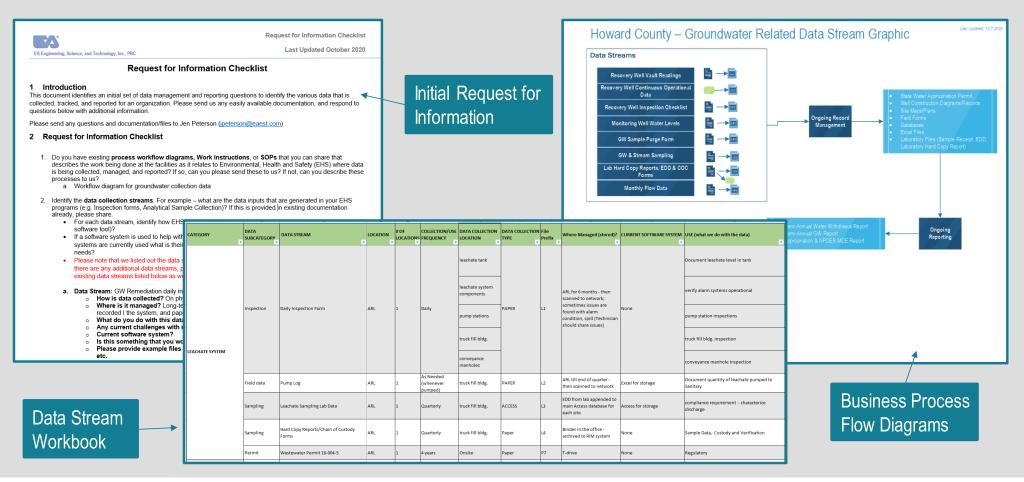


EMIS Software Needs Assessment Process



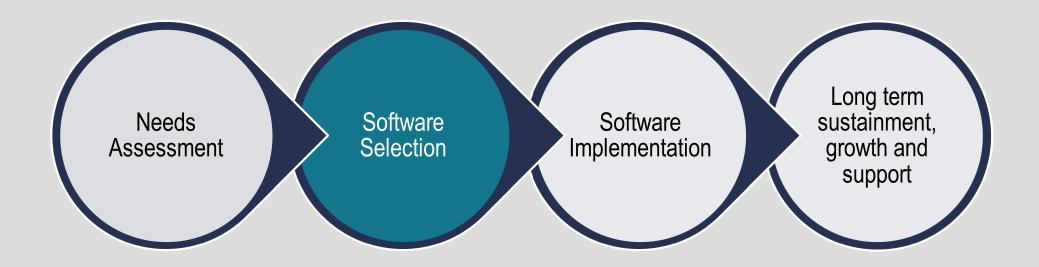


Example Needs Assessment Files





Software Selection





Software Selection Considerations

- 1. Research vendors that fit your top requirement priorities, budget (if available)
 - 1. Do you need to hire experienced consultant to lead this process on your behalf?
- 2. Consider the various software types SaaS/COTS, Custom, Low-Code
- 3. Benchmark with other like organizations what's their experience
- 4. Reach out to vendors and schedule software demonstrations
 - 1. Let them know your top business goals and functional priorities
 - 2. Send Demo Script outlining key elements you want them to show you and/or address
 - 3. Record the sessions (if able) to look back at for comparison, consider inviting AI Notetaker
- 5. Document the benefits and challenges with all and any follow-up needed
 - 1. Try to narrow down to top 2 choices for follow-up
 - 2. In the follow-up discuss remaining questions, costs, implementation process, timeline, change management
- 6. Make final selection
 - 1. Go into it as "partnership" everyone should be transparent



Howard County Software Selection



EA's sEAmless Compliance Tool

- To manage their compliance programs
- Obligations, Equipment, Documents, Tasks, Inspections, Training Records
- Standardized reporting and KPIs

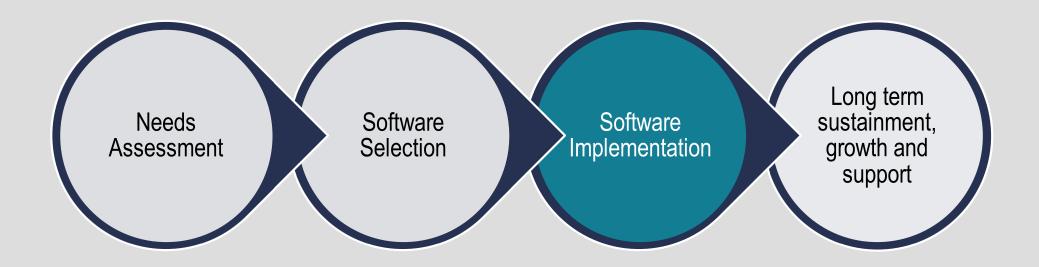


Earthsoft EQuIS

- To manage analytical and field data collections
- Streamline Data Analysis
- Streamline Data Reporting



Software Implementation





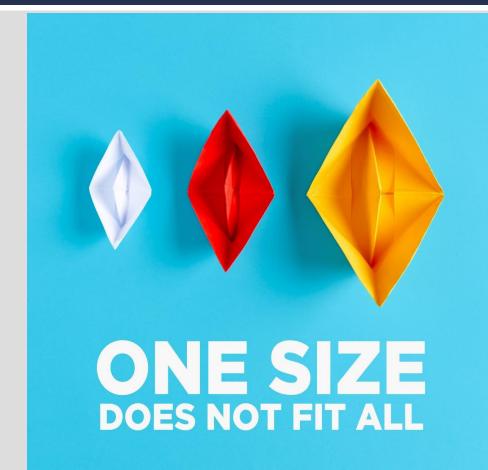
EMIS Software Implementation Approaches

Approaches

- ◆ Waterfall
- ◆ Agile and Scrum (Iterative)
- ◆ Phased approach
- Hybrid
- ◆ Rapid SaaS Implementation

What is the best approach for you?

- Outline the key stakeholders and roles
- Discuss the pros and cons of each with stakeholders
- Is there a critical module/function that is needed sooner?





sEAmless and EQuIS Software Implementation





- Kickoff Meeting
- Review Scope
- · Collab Platform
- Communication & Implementation Plan
- Change Management
- · Review Stakeholders

(6) D

DISCOVERY & REQUIREMENTS

- Meet with Stakeholders
- Review existing systems
- Review Configuration Needs and Priorities
- Requirements Document
- System Design Documentation

SYSTEM DESIGN

- Refine System Design Documentation
- · Design Database & UI
- Configure Modules
- Develop Workflows & Pages
- Integrations
- Testing Throughout

→ DATA MIGRATION

- Review migration needs
- Review existing data/system
- Data Migration Plan
- · Conduct Migration, Verify
- Data Migration Report

TESTING

- Internal Testing
- UAT Test Plan
- Conduct UAT
- Address Defects
- · Review with Client

TRAINING

- Training Plan
- Execute Training Plan
- Provide Training Material
- Onboarding New Users

- · Readiness GoLive Checklist
- Review GoLive Schedule
- Migrate to Production
- · Review Production
- Meet routinely
- Provide ongoing support
- Establish growth plan







OVERVIEW OF CURRENT STATE – POST SOFTWARE IMPLEMENTATION

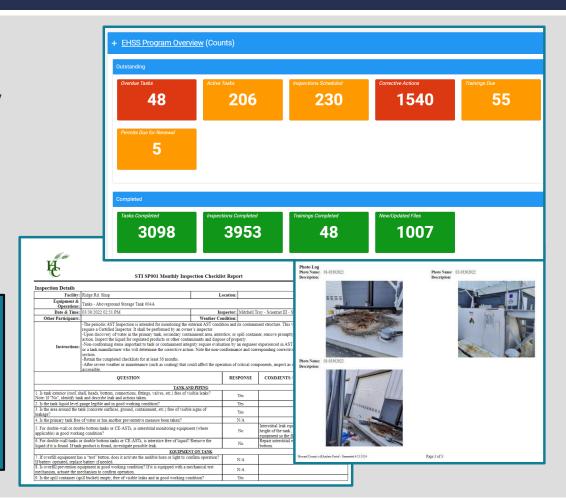
How is it going today with sEAmless?

sEAmless

- 21 users, 3 of which are EA users
- HoCo collecting daily, weekly, monthly, quarterly and annual inspection forms
- Almost 4,000 inspections completed
- Completed 3,000+ tasks
- Identified over 1,500 corrective actions
- Managing obligations for 24 permits

Some Benefits Realized:

- Up to 25% time savings with mobile data collection, reducing manual tasks & automating reminders
- Centralized database with standardized workflows
- Improved compliance assurance
- Streamlined reporting and tracking efforts





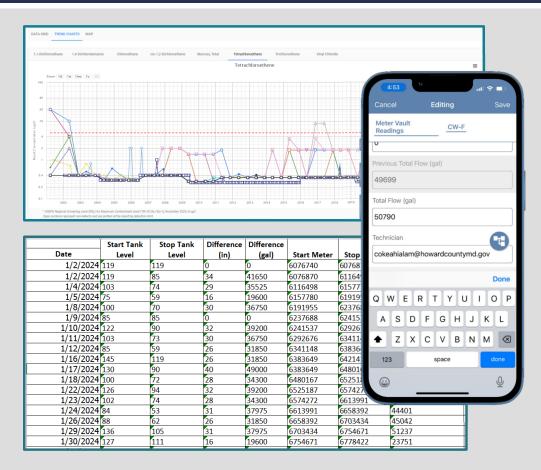
How is it going today with EQuIS?

EQuIS

- 5 mobile users, 10 EQuIS Enterprise
 For all 3 landfill sites
- Collected 130+ Leachate pump data forms
- Collected 450+ Vault reading data forms
- Collected 150+ Water Level data forms
- Collected 40+ Purge data forms

Some Benefits Realized:

- Up to 25% time savings with mobile data collection, reducing manual paper form data collection
- Transparent process with centralized database
- Provided real time data quality/validation checks
- Streamlined reporting and tracking efforts



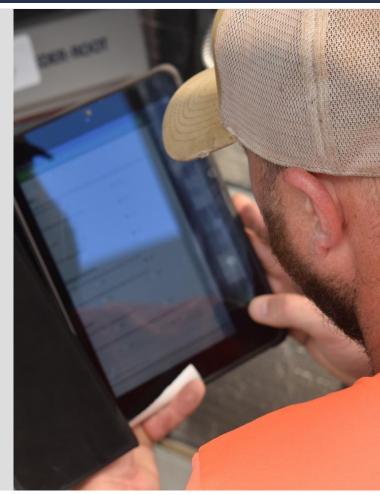




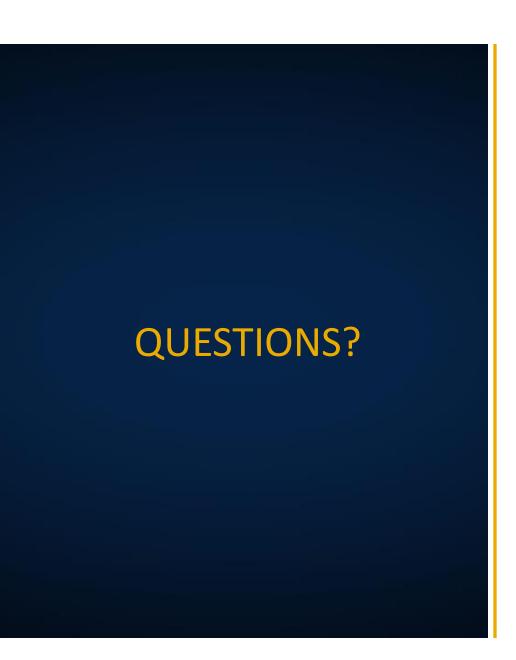
DEMO OF SEAMLESS AND EQUIS SOLUTIONS

Closing Thoughts

- Technology solutions are critical to our business operations!
 - To manage increased and changing regulatory obligations
 - To minimize duplicative, manual intensive steps
 - ◆ To be more transparent and minimize loss of institutional knowledge
- Knowing where and how to start the process can be overwhelming
 - Consider seeking help from experienced 3rd partner consultant to be an extension of your organization, unbiased, trusted advisor
 - Many steps to consider and discuss before deciding on a solution
- Stakeholder engagement throughout is imperative
 - Listen, document, repeat what you heard
 - Find one or more things that each stakeholder will benefit from in the solution
- Communication, Communication, Communication!
- Requirement Gathering and Documentation
 - Critical to gather the functional requirements, prioritize and categorize
 - Discuss the documentation approach
- Expect and Plan for Change
 - Establish agreed upon Change Management Process
 - Client Resource Commitment can change overtime
 - ◆ Budget for annual growth of functional needs
 - Shouldn't be a one and done or expectation this is a one-year solution







Contact:

Cynthia Alden, PE

Howard County/Bureau of Environmental Services

E-mail: calden@howardcountymd.gov

Jennifer Peterson, CSM

EA Engineering, Science, and Technology, Inc., PBC

E-mail: jpeterson@eaest.com

Task Reminders

From: help@seamlessmanager.com <help@seamlessmanager.com>

Sent: Sunday, April 28, 2024 9:05 AM

To: Alden, Cynthia < CAlden@howardcountymd.gov>

Subject: sEAmless Task Reminder

[Note: This email originated from outside of the organization. Please only click on links or attachments if you know the sender.]

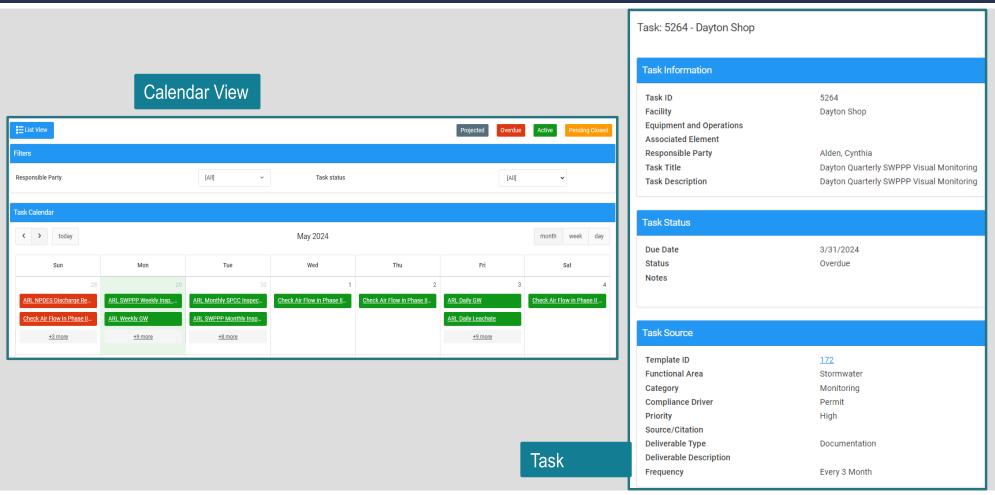
sEAmless Task Reminder – Cynthia Alden

You are being notified of upcoming or overdue tasks assigned to you. To review or modify a task assigned to you, click on the "View" link below, and log into sEAmless when prompted.

Due Date	Days Until Due	Task Description	Facility	Equipment	Link
03/31/2024	Overdue	Cooksville Quarterly SWPPP Visual Monitoring	Cooksville Shop		<u>View</u>
03/31/2024	Overdue	Dayton Quarterly SWPPP Visual Monitoring	Dayton Shop		<u>View</u>
03/31/2024	Overdue	Mayfield Quarterly SWPPP Visual Monitoring	Mayfield Shop		<u>View</u>
06/30/2024	63	ARL Monthly SPCC Inspections	ARL		<u>View</u>
06/30/2024	63	Semi-Annual OWS Cleanout	ARL	Oil/Water Separator - ARL-OWS-1-Shop	<u>View</u>
06/30/2024	63	Semi-Annual OWS Cleanout	ARL	Oil/Water Separator - ARL-OWS-2-TS	<u>View</u>
06/30/2024	63	Semi-Annual OWS Cleanout	ARL	Oil/Water Separator - ARL-OWS-3-Metals	<u>View</u>
06/30/2024	63	Send Monthly Walkthrough Inspection Report to MDE	Bureau of Utilities	Underground Storage Tank - Underground Storage Tank UST 4 (Heating Oil)	<u>View</u>
06/30/2024	63	Send Monthly Walkthrough Inspection Report to MDE	Fire Station #10 - Rivers Park	Underground Storage Tank - Underground Storage Tank UST 4 (Diesel Generator)	<u>View</u>

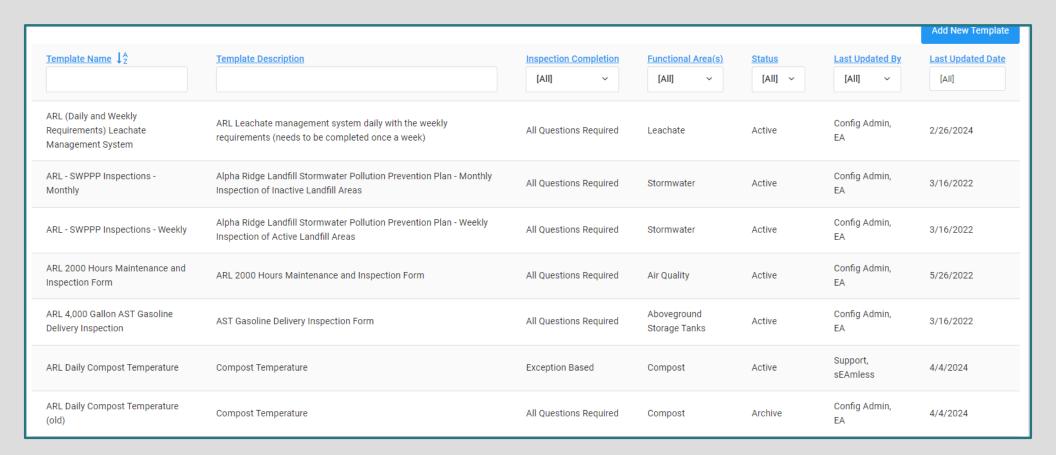


Task Review



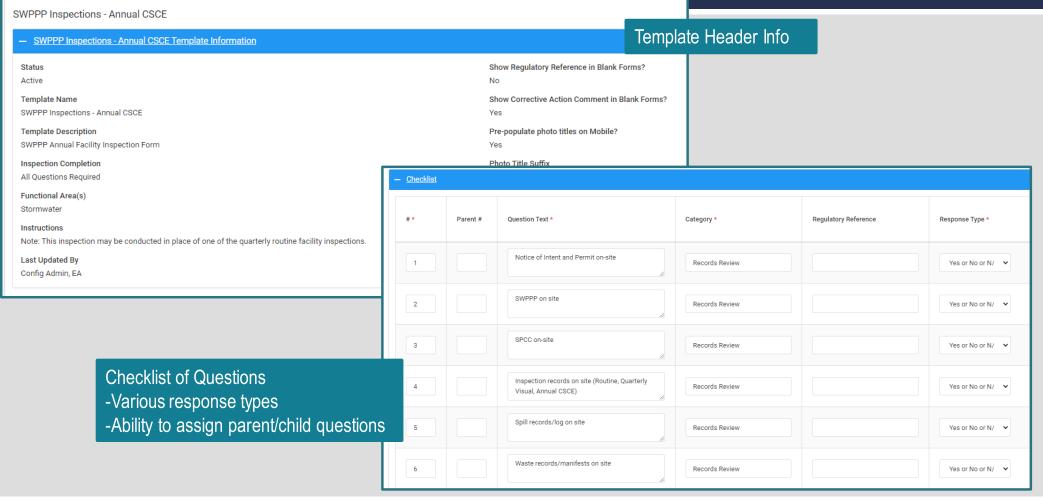


Inspection Demo - Creating your own templates



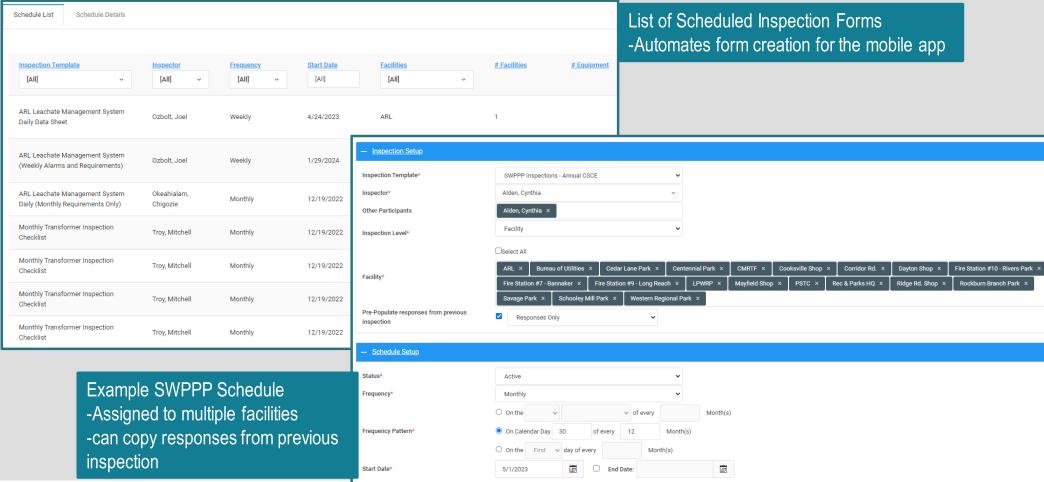


Inspection Template – Review Edits





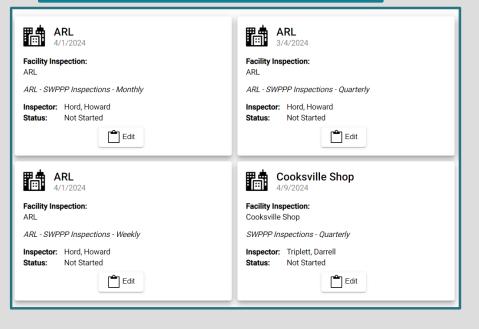
Inspection Scheduler

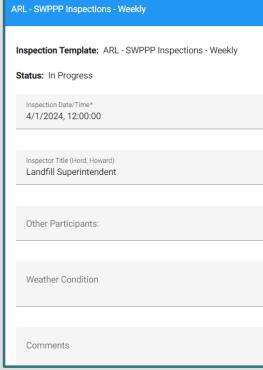




Mobile Data Collection

Inspection Forms on Mobile App





Layout of Form in Sections

ARL - SWPPP Inspections - Weekly

Location Information: ARL

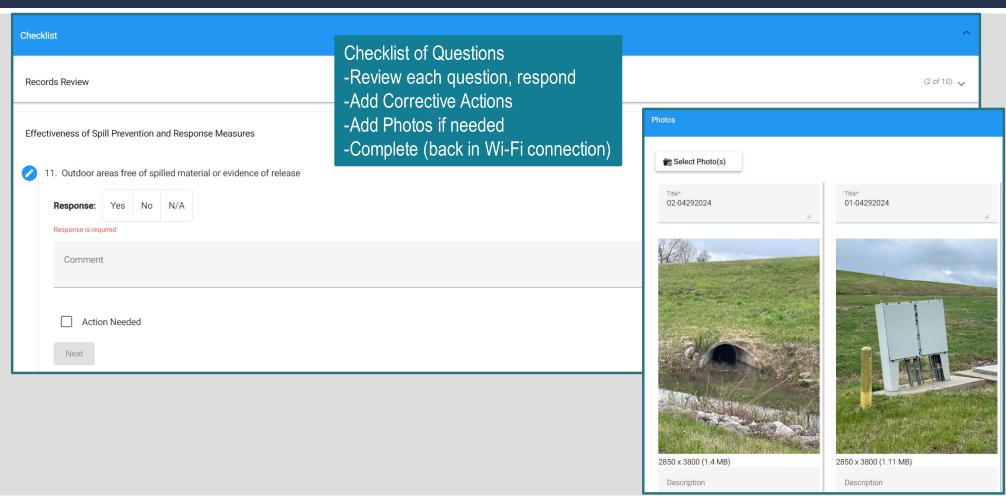
Checklist

Photos

Completion Information

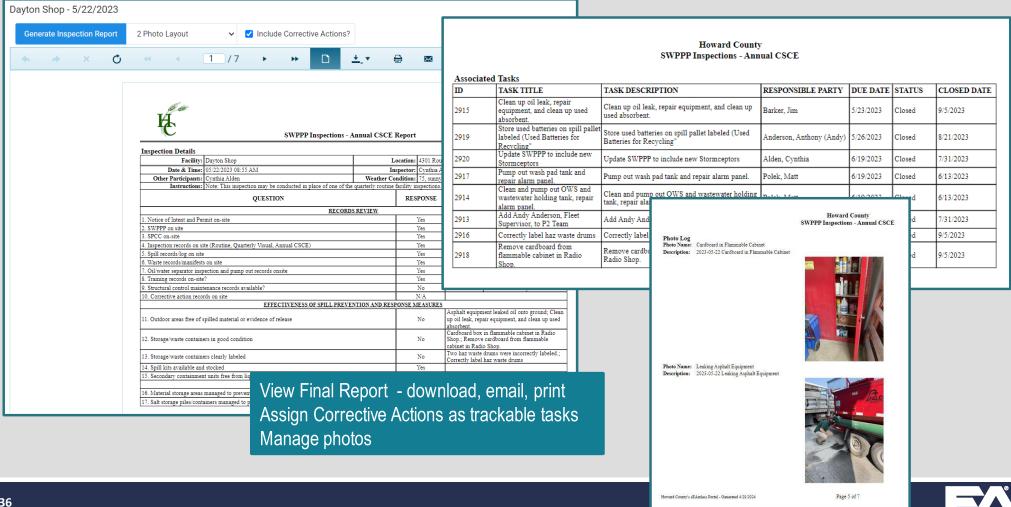


Inspection Form Details - Mobile

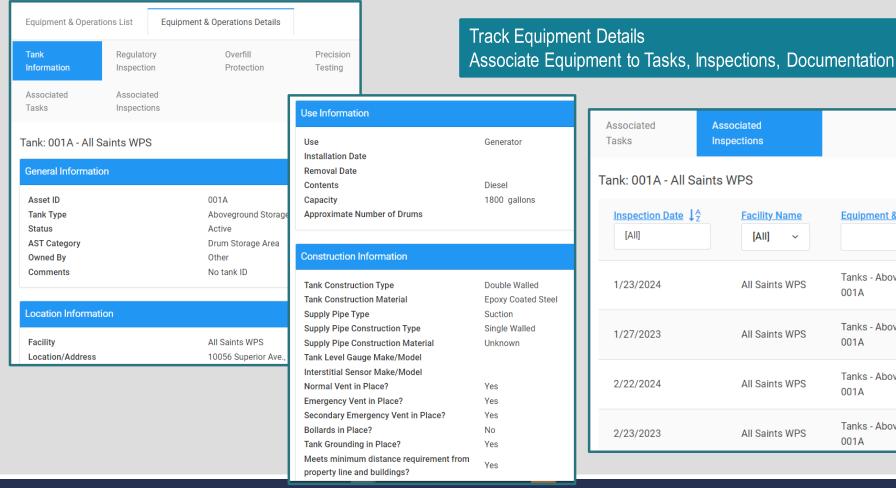


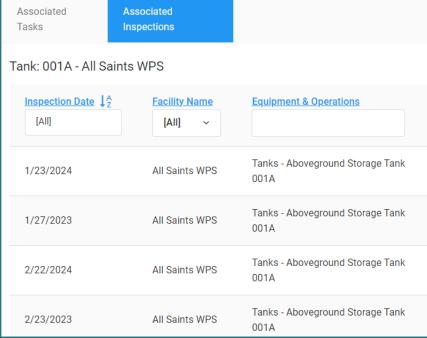


Completed Inspection



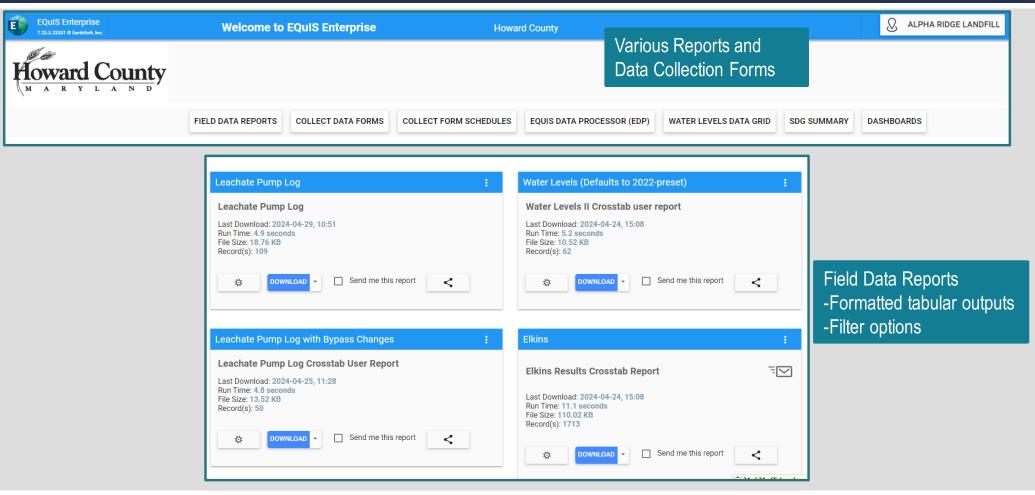
View from an Equipment







EQuIS – Managing Analytical and Field Data





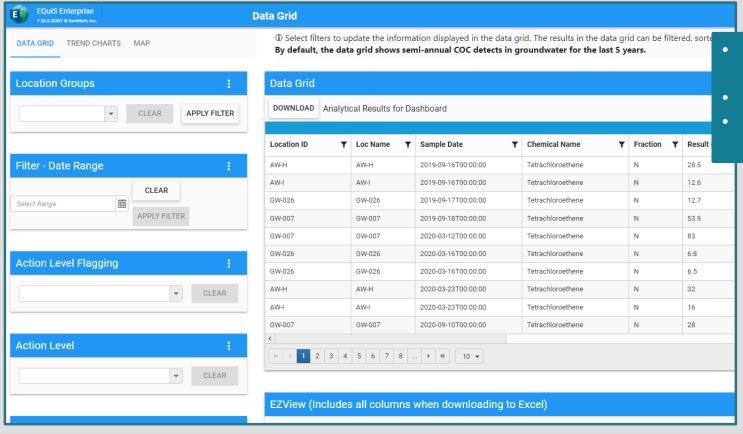
EQuIS Standardized Table Example – Leachate Pump Data

											Total Time Pumped	
Date	Technician	Start Tank Level	Stop Tank Level	Difference (in)	Difference (gal)	Start Meter	Stop Meter	Gallons Metered	Time Start	Time Stop	(min)	Flow (gpm)
5/1/2023	jherring@howardcou	92	64	28	34,300	4,354,984	4,393,362	38,378	05/01/2023 08:51	05/01/2023 15:00	369	104.01
5/5/2023	cokeahialam@howar	93	61	32	39,200	4,393,362	4,438,612	45,250	05/05/2023 07:55	05/05/2023 15:14	439	103.08
5/11/2023	cokeahialam@howar	101	67	34	41,650	4,438,612	4,484,005	45,393	05/11/2023 08:14	05/11/2023 15:25	431	105.32
5/17/2023	jherring@howardcou	106	73	33	40,425	4,484,005	4,530,862	46,857	05/17/2023 07:56	05/17/2023 15:14	438	106.98
5/19/2023	cokeahialam@howar	82	52	30	36,750	4,530,862	4,571,435	40,573	05/19/2023 07:38	05/19/2023 14:26	408	99.44
	jherring@howardcou	93	63	30	36,750	4,571,435	4,613,955	42,520	05/26/2023 08:25	05/26/2023 15:15	410	103.71
6/2/2023	cokeahialam@howar	99	75	24	29,400	4,613,955	4,652,514	38,559	06/02/2023 07:38	06/02/2023 13:50	372	103.65
6/7/2023	cokeahialam@howar	97	68	29	35,525	4,652,514	4,692,309	39,795	06/07/2023 08:52	06/07/2023 15:08	376	105.84
6/12/2023	dmmartinez@howar	93	61	32	39,200	4,692,309	4,736,549	44,240	06/12/2023 08:22	06/12/2023 15:29	427	103.61
6/15/2023	dmmartinez@howar	73	43	30	36,750	4,736,549	4,778,128	41,579	06/15/2023 07:47	06/15/2023 15:05	438	94.93
6/23/2023	cokeahialam@howar	83	59	24	29,400	4,778,128	4,812,430	34,302	06/23/2023 07:22	06/23/2023 13:00	338	101.49
6/29/2023	cokeahialam@howar	88	65	23	28,175	4,812,430	4,843,037	30,607	06/29/2023 10:16	06/29/2023 15:14	298	102.71
7/5/2023	cokeahialam@howar	98	64	34	41,650	4,843,037	4,889,422	46,385	07/05/2023 07:44	07/05/2023 15:06	442	104.94
, ,	cokeahialam@howar	84	56	28	34,300	4,889,422	4,926,934	37,512	07/10/2023 07:45	07/10/2023 13:56	371	101.11
, ,	cokeahialam@howar	94	58	36	44,100	4,926,934	4,974,752	47,818	07/19/2023 07:43	07/19/2023 15:26	463	103.28
	jherring@howardcou	93	60	33	40,425	4,974,752	5,019,746	44,994	07/26/2023 07:48	07/26/2023 15:05	437	102.96
8/3/2023	cokeahialam@howar	95	61	34	41,650	5,019,746	5,064,607	44,861	08/03/2023 07:52	08/03/2023 15:07	435	103.13
-,-,	cokeahialam@howar	96	66	30	36,750	5,064,607	5,107,022	42,415	08/08/2023 08:30	08/08/2023 15:21	411	103.2
, ,	cokeahialam@howar	96	62	34	41,650	5,107,022	5,152,264	45,242	08/16/2023 07:44	08/16/2023 15:06	442	102.36
	jherring@howardcou	93	63	30	36,750	5,152,264	5,193,335	41,071	08/28/2023 08:02	08/28/2023 14:40	398	103.19
9/7/2023	cokeahialam@howar	98	66	32	39,200	5,193,335	5,236,613	43,278	09/07/2023 07:45	09/07/2023 14:39	414	104.54
	jherring@howardcou	100	68	32	39,200	5,236,613	5,278,932	42,319	09/11/2023 07:35	09/11/2023 14:20	405	104.49
, ,	cokeahialam@howar	104	78	26	31,850	5,278,932	5,324,319	45,387	09/18/2023 07:22	09/18/2023 14:31	429	105.8
, ,	cokeahialam@howar	83	58		30,625	5,324,319	5,357,682		09/22/2023 07:28	09/22/2023 12:59	331	100.79
	cokeahialam@howar	98	70	28	34,300	5,357,682	5,396,942	39,260	09/27/2023 07:20	09/27/2023 13:36	376	104.41
	cokeahialam@howar	97	66	31	37,975	5,396,942	5,440,399	43,457	10/04/2023 07:33	10/04/2023 14:31	418	103.96
	cokeahialam@howar	94	60	34	41,650	5,440,399	5,485,699	45,300	10/12/2023 07:41	10/12/2023 15:02	441	102.72
10/23/2023	cokeahialam@howar	100	66	34	41,650	5,485,699	5,531,385	45,686	10/23/2023 07:30	10/23/2023 14:48	438	104.31

Tabular Report
-Calculates Differences in 2 units



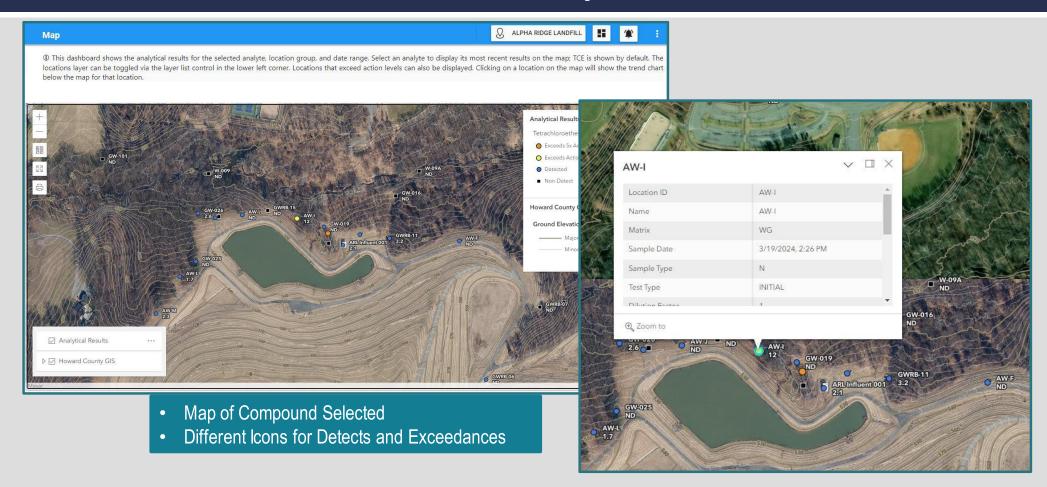
EQuIS Dashboard – For Data Analysis, Ad hoc Queries



- Data Grid tabular files, exportable
- Trend Charts Analytical Data
- Map View interactive map, layers, trend chart analysis



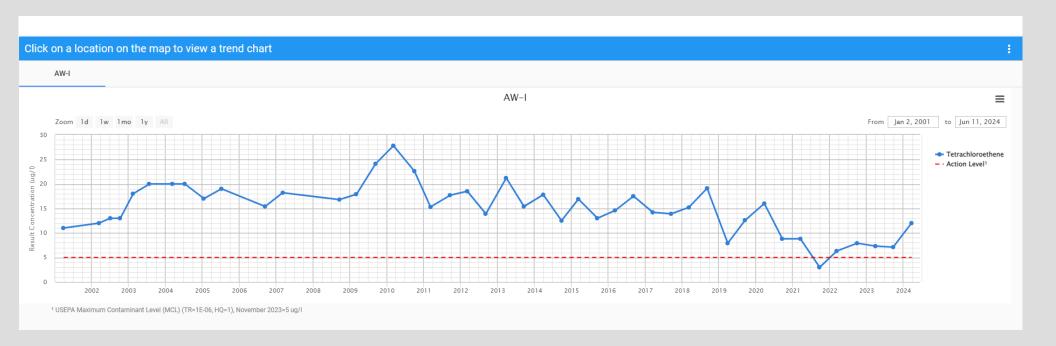
Interactive Map View





Analytical Trend Chart

- Analytical Trend Chart
- Interactive







Contact:

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