Records Management – the key to all information

It is no small task to maintain the official repository of an agency’s records, at the Louisiana Department of Environmental Quality (LDEQ) the Records Management Team does just that. The team consists of nine people, and they ensure that all aspects of records processing and retention are handled in an efficient and timely manner.

LDEQ stores its records electronically in EDMS. “EDMS stands for Electronic Document Management System, the Louisiana Department of Environmental Quality’s electronic repository of official records that have been created or received by LDEQ,” Records Analyst Tina Gibeson said.

All LDEQ employees are responsible for ensuring official records are routinely submitted to the EDMS. This includes any records that pertain to or document official agency business, including those documents used to support a business decision. EDMS allows easy access to LDEQ records for LDEQ employees, other state agencies and the public. It also helps manage record retention and is an asset to transparency.

EDMS allows employees and members of the public to search and retrieve documents stored in the EDMS via a web-based viewer. The public can search independently in the system, or if they cannot find the information they are looking for, they can submit a public record request online or in person.

When an LDEQ employee receives a request for documents from the public, the request is forwarded to Records Management for processing, using the publicrecords@la.gov email address. This ensures requests are addressed and handled expeditiously and within the timeframe required by Louisiana’s Public Records Law.

Routine requests include downloads of agency interest numbers, Excel datasheets of permits or other lists maintained by the agency, and general inquiries related to facilities or property addresses. Some requests can be extensive, spanning multiple
Agency Interest numbers (AIs) or topics. When there is an extensive request, Records Management works with the requester to find out what information is needed or wanted to provide exactly what the requester is looking for. Each request is tracked from start to finish, and there are different ways for the public to receive the requested information, including downloads, CDs and paper copies. LDEQ follows narrow procedures and protocols to ensure that every request is fulfilled and processed in a timely manner.

To understand the magnitude and scope of the process of saving and processing public records, we will use a period of 12 months, from Nov. 2018 to Oct. 2019, as an illustration. During this time, LDEQ Records Management processed a total of 1,512 unique records requests from the public, an average of about 125 requests per month.

For that same period, EDMS had over 1,649,260 page views by 66,854 unique users. Public use of EDMS was more than 50% or 142,000 sessions; use for the State of Louisiana was 120,609 sessions. A session is the amount of time that a user spends searching the database. Glenn Frederickson, project manager, compiles these statistics used to track the progress.

How do LDEQ documents get into the EDMS? It starts by the LDEQ employee creating a submittal sheet that is attached to the document. Employees can then submit the document one of two ways. The first is electronically by selecting the online delivery method on the submittal form. When electronic submittals are received, they are checked by the Records Management staff to be sure they are complete and readable. Once they have been approved, they are sent to EDMS via a process that runs every 15 minutes.
The second way is to drop off paper copies to be scanned in Imaging Room 933. Once received, each document is tracked from beginning to end using the barcode (submittal ID) found on the submittal form. Once the document is dropped off with imaging, it is assigned to a batch, prepped and scanned. Normally this process takes two days, but if necessary, documents can be rushed through the same day they are dropped off. Once scanned and in EDMS, the paper copy is boxed and sent to the basement. Each box has a unique barcode linked to the documents in the box and the shelf space in the Inactive Records Center (IRC). This makes it easy to locate specific documents if necessary. The paper copies are maintained for two years.

In addition to regular day-forward submittals, Records Management also has several scanning projects, such as Backfile documents. Backfile documents are largely historical documents still maintained in paper format in the IRC, which need to be added to EDMS. Within the 12-month period, Records Management processed 2,638,094 pages or 322,283 documents.

Records Management and record retention are an integral part of LDEQ’s commitment to the integrity of information and transparency. It is an important task that requires organization and dedication.

To access EDMS electronically to view LDEQ records, go to https://edms.deq.louisiana.gov. If you prefer, you may also visit one of LDEQ’s Public Records Centers located at LDEQ Headquarters and in Regional Offices around the state to search, retrieve, view and print records during the hours of 8 a.m.-4:30 p.m., Monday-Friday. When visiting a Regional Office, please contact the office before your visit to ensure that someone will be available to assist you, as sometimes all Regional Office staff members are working in the field.

If you want to make a public records request, there are several ways to accomplish that. You can send your request using our online public records request form to send your request directly to our Public Records staff and receive your records by mail, fax, in person, or, if available, electronically. You can also complete the Paper Public Records Request Form (DEQ Form ISD-0005-01). Use this form to send a request by mail or fax only. Please do not email this form.

While most requests are processed free of charge, in some cases, data processing time or material fees for CDs or paper copies can apply. In such cases, LDEQ will always contact you for approval before proceeding. In addition, you may complete the Certification for Free or Reduced Rate (DEQ Form ISD-0005-02). Students, the media, other government agencies and entities as well as some other groups may qualify for reduced or even free rates for copies of records. Submit the completed form to publicrecords@la.gov.

For ease of use, there is a step-by-step video tutorial demonstrating how to navigate LDEQ’s EDMS. The video can be found on the EDMS webpage, https://deq.louisiana.gov/page/edms.
Message from the Secretary

Chuck Carr Brown, Ph.D.

We have received our new electric vehicle, a Chevrolet Bolt. It’s parked in our parking garage next to the new electric charging stations. Take a look if you happen to be walking on the west side of the sixth floor. It doesn’t have the agency wrap on it yet, but that’s in the works.

I would like all the state agencies to place at least one electric vehicle in their fleet. It’s a statement about renewable energy and zero emissions. That’s where we are headed. I see more and more electric vehicles on the road and in parking lots at grocery stores, malls, churches -- everywhere. They are not stripped-down basic models either, most of these new electric vehicles come with a full array of options.

They perform well too, accelerating impressively. Some of them can go 300 miles between charges. That’s a perfect commuting car. As we move away from electricity generated with coal and fuel oil and more to gas generated watts, we are a step closer to a non-polluting transportation future. Louisiana is poised to be a key player in the conversion to electric vehicles.

You might be surprised by that. Louisiana is an oil and gas state, after all. It’s the gas part that tells the story. We have big reserves of natural gas. That will be the bridge fuel that enables us to generate electricity to run our cars, air conditioners, TVs, refrigerators, computers and more. It will keep the lights on until we can find a way to use wind and solar to meet our energy needs. It’s an exciting prospect.

In the coming weeks and months, there will be many opportunities to participate in service, conferences and learning events. Some of the upcoming events are featured in the e-newsletter this month. For teachers, there is the Louisiana Environmental Educational Symposium. For those of you concerned with litter and keeping Louisiana beautiful, there is Love the Boot week in April. Take advantage of them if you can.

Just a reminder: February is American Heart Month, and LDEQ will be showing our support for the American Heart Association (AHA) by kicking off our annual AHA fundraising campaign. It’s said everyone knows someone affected by heart disease. We agree, and in turn, we are proud to support an association dedicated to improving heart health and reducing deaths from cardiovascular diseases and stroke. Stay tuned for more information about opportunities to show your support via agency-wide events.

January was a month that brought a lot of holidays. We don’t have a holiday this month so that everyone can get back into their routine. It won’t be long until the Legislature is back in session, and some of us will be making the walk over to the Capitol on a regular basis. As things speed up, remember to stay safe no matter what you are doing and where you are going. Be aware; you never know when an electric car might be coming up behind you. They are very quiet, you know.
The state of Louisiana is no stranger to emergencies and the need for skilled emergency response teams. From hurricanes, tornadoes, floods and other weather events to cyberattacks, Louisiana has been molded into one of the most experienced states in the realm of emergency response. To a degree, this is made possible by groups like the West Baton Rouge Emergency Response Task Force (WBRERTF).

The task force held its first bi-monthly meeting of 2020 in January and invited the LDEQ Emergency Response and Mobile Air Monitoring Lab (MAML) teams to speak as guest presenters. LDEQ brought along one of the two new MAMLs as part of the guest presentation. LDEQ Air Planning and Assessment Administrator Jason Meyers presented the new MAML’s capabilities and plans for its use as a resource for the LDEQ Emergency Response team. Attendees were also treated to a tour of the MAML.

The WBRERTF was formed in 1992 and is a group of 14 industries and parish emergency response organizations that have banded together to unite forces and donate monies to help with emergencies within their parish. Emergency preparedness agencies and 911 departments, fire departments and law enforcement are some examples of agencies that have received emergency equipment and training assistance from the Task Force.

In return for industry participation, the emergency response departments offer their assistance via manpower, fire departments, law enforcement and traffic control when there is a disaster within an industrial facility. In turn, the members from local industry make available any needed emergency response equipment from their respective facilities for outside emergencies.

The task force’s only goal is to help the community in the field of emergency response for the protection of life and property in West Baton Rouge Parish.

This is similar to how the Unified Command Group works at the state level. The State Unified Command Group (UCG) – as defined in Louisiana Revised Statute (LRS) Title 29: 725.6 – is Louisiana’s strategic decision-making body for emergencies. The UCG comprises members appointed by the executive order of the Governor. The UCG provides a unified and coordinated approach to emergency incident management, enabling institutions, governing authorities and agencies with different legal, geographic and functional responsibilities to coordinate, plan and interact effectively.

During disasters and emergencies, when the need for resources has exceeded the local capability to provide them, the Governor’s Office of Homeland Security and Emergency Preparedness (GOHSEP) assists Parish and local governments.
and coordinates the State's response activities. Under the command of the UCG, the State Emergency Operations Center (SEOC) facilitates all levels of government response, resource providers and stakeholders, helping them work together to ensure that the first priority of an emergency or disaster is met – the immediate safety and welfare of citizens and the protection of life and property.

A great example of this in action is the recent request for the use of LDEQ’s MAML in New Orleans during the removal of the cranes from the Hard Rock Hotel collapse site. Prior to the removal, meetings between local government and the SEOC determined that the need for air monitoring at the site exceeded resources available at the local level. The SEOC reached out to LDEQ to request that air monitoring be performed by the MAML, and LDEQ was more than happy to assist.

While still undergoing calibration, the new MAMLs will soon be deployed throughout the state on Special Monitoring Projects to provide instantaneous, on-site data directly relating to a multitude of air quality issues (whether emergency related or not).

The new MAMLs have everything the old ones have, but with a few additions. A gas chromatograph, reduced sulfur compounds analyzer, methane/non-methane analyzer and additional components help to make it truly a mobile lab. The MAMLs are capable of testing for all criteria pollutants – ground-level ozone, particle pollution, lead, sulfur dioxide, carbon monoxide, and nitrogen oxide, as well as hydrogen sulfide, methane, ammonia, speciated reduced sulfur compounds, speciated hydrocarbons and atmospheric mercury.

The Department’s first priority for the MAMLs is to provide a more proactive approach to improving Louisiana’s Air Quality by ensuring compliance with our Ambient Air Standards and identifying areas of concern before any serious problems arise. However, other Air Quality issues that the MAMLs will address include:

- Air Monitoring Support and Emergency Response following accidents, natural disasters, etc.
- Investigation of specific areas based on past and present air pollution complaints and concerns
- Air Monitoring studies to investigate further any exceedances of Louisiana or Federal Air Quality Standards measured by the statewide Ambient Monitoring Network
- Conduct other air quality investigations as ordered by the LDEQ Secretary

The MAML team will consist of eight environmental scientists. The team currently comprises seven people: William Felicien, Bradley Gauthier, David Wagenecht, Erin Lombard, Thomas Lee, Jason Delaune and Miranda Wimmer. All were present at the WBRERTF meeting to walk attendees through the MAML tour.

In the event of an environmental emergency, citizens are encouraged to first contact their local authorities – police, sheriff, fire department, etc. Citizens and the regulated community can also contact the LDEQ Single Point of Contact (SPOC) hotline. To report an environmental incident to SPOC, visit https://deq.louisiana.gov/page/file-a-complaint-report-an-incident.

Learn more about WBRERTF at https://wbrcouncil.org/190/West-Baton-Rouge-Task-Force.
The Port of New Orleans promotes environmental sustainability

With more than 600,000 shipping containers and a rush of traffic passing through the Port of New Orleans each year, it’s no surprise that environmental protection is a concern that demands daily attention.

A modern gateway for global commerce and a popular, in-demand port for passenger cruises, the Port of New Orleans (Port NOLA) prides itself on conducting business that’s protective of the environment and takes waste reduction and air quality seriously during its activities. In fact, over the last few years, the Port has continued to bring those ideals to the next level.

In 2014, the Board of Commissioners of the Port of New Orleans and local business and community leaders sought to ramp up compliance efforts to become accredited under a certification standard known as Green Marine. Through diligent environmental planning and operational restructuring, in 2015, the Port achieved its goal and became the eighth Green Marine-certified port in the U.S. at the time. Today there are 49 Green Marine-certified ports in the U.S. and Canada.

Green Marine is designed to advance environmental sustainability for the maritime industry in North America. Participation is voluntary and includes port authorities, vessel owners, terminal operators, shipyards and seaway corporations.

In order to receive certification, the participants are graded every two years on a series of performance indicators that cover greenhouse gas emissions and air quality, spill prevention, waste management, community impacts and environmental leadership. The grades are verified through an audit conducted by an accredited third party with expertise in maritime environmental protection. Results are then published in an annual performance report.

The Port’s current environmental management endeavors continue to meet those performance indicators – endeavors that recently earned the Port the top ranking of Level 5 under Green Marine’s Environmental Leadership category. Those achievements were also recognized through an Environmental Leadership Program award presented by LDEQ in May 2019.

Abiding by the Green Marine framework, the Port has implemented programs, planning and projects that reduce the environmental impact across approximately 60 industrial tenant locations along 30-plus miles of New Orleans-area waterfront, which it oversees as the property manager. Projects include the transition of two riverfront wharves to the city of New Orleans for public use, installing LED lighting along Port roadways, installing a charging station for Port electric vehicles and hybrids, recycling Mardi Gras beads/throws and conducting cleanups along France Road.

Reducing diesel emissions while streamlining logistical operations is also high on the agenda, as the Port is in the process of installing four new electrified cranes at the Napoleon Avenue Container Terminal and extending the rail line, which will allow the Port to increase capacity at the current facility. A total of $100 million in investment from Port capital funds and state support will go toward infrastructural expansion.
To assist with overall compliance measures, the Port received $2 million in multiple grants in the last three years - a portion of which has helped with the replacement of at least 56 diesel trucks undergoing a “clean truck” program through the assistance of LDEQ. The newer, clean-burning diesel trucks are on-road drayage models, reported to have reduced NOx and particulate matter by more than 90%, which is equivalent to taking 35,000 cars off the road.

LDEQ and EPA have also assisted the Port with brownfields and other remediation efforts along blighted properties in and around the Port’s Inner Harbor along the Industrial Canal and the Intracoastal Waterway. “Reducing our environmental footprint is important, and LDEQ has assisted us with site remediation and environmental compliance efforts for our tenant properties as it relates to spill plans, stormwater compliance, land use strategy and planning efforts, along with various regulatory matters and grant assistance,” Amelia Pellegrin, director of sustainable development with the Port of New Orleans said.

To oversee their environmental stewardship programs, the Port created a Sustainable Development department to ensure that the combined efforts meet pro-environmental criteria. A few of the key projects in place include equipping offices with recycling bins, installing “Keep it Clean” and “No Litter” signs for waste disposal on Port property and providing training for staff on waste management (i.e., reduction, reuse, recycling, recovery, disposal).

The Port implores other maritime industry participants in the state to apply the pro-environmental concepts and to do their part to promote sustainability. By simply improving existing operations, Louisiana’s environment can greatly benefit from a pervasive move toward best management practices.

For more information about the Port, visit portnola.com.

Information on Green Marine can be found at green-marine.org.

NetDMR Assistance Training available for online submissions

The Louisiana Department of Environmental Quality (LDEQ) is offering hands-on training for permittees on the use of the NetDMR online application for the submission of discharge monitoring reports. A Discharge Monitoring Report (DMR) is a self-reporting document generated by permittees who have a Louisiana Pollutant Discharge Elimination System (LPDES) permit. EPA’s NPDES Electronic Reporting Rule requires facilities to submit Discharge Monitoring Reports electronically through NetDMR.

Two new sessions can help facilities navigate the process, and LDEQ has people trained in the use of the program who can instruct you on how to complete and submit a DMR properly to fulfill your federal requirement. This training has been scheduled at LDEQ Headquarters, 602 N. 5th St., Baton Rouge, for the first quarter of 2020. Classes are available as follows:

Port of New Orleans’ Green Marine initiatives have resulted in:

- The first maritime participant in LDEQ’s Environmental Leadership Program
- 69,040 lbs of trash prevented from reaching waterways
- 4,751 Mardi Gras beads recycled
- 10,186 alternative fuel vehicles driven
- 2,860 hours of environmental training completed
- 170 stormwater compliance inspections
- 42 spill prevention plans and associated environmental protection procedures created
- $1,825,595 in grant funding received for voluntary programs

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Louisiana Environmental Conference coming to the Cajundome in March

This year, the 2020 Louisiana Environmental Conference and Trade Fair will feature an LDEQ Permitting and Compliance Information Center, which will be located in the center of the exhibition hall. Conference attendees will have access to LDEQ staff representing the following areas of the Department:

- Water Quality
- Air Quality
- Solid Waste Management
- Hazardous Waste Management
- Groundwater Management
- Remediation
- Surveillance
- Enforcement
- Radiation
- Underground Storage Tanks (USTs)
- Small Business Assistance

This information center will provide an opportunity for attendees to visit with LDEQ staff and ask questions about a wide range of LDEQ-related activities during both days of the conference. Please stop by and visit with us.

To register for the conference, go to www.lswa.us.
Environmental Education State Symposium to be held in Mandeville

The Louisiana Environmental Education Commission (LEEC) and the Louisiana Environmental Education Association invite educators to attend the Environmental Education State Symposium on March 6–7, 2020. It’s called “Take it Outside! Explore Nature’s Classroom.”

The event will be held at Fontainebleau State Park in Mandeville and will focus on outdoor learning. This two-day event will feature daylong and half-day short courses on Friday and 1½-3 hour concurrent sessions on Saturday — all in an outdoor setting! (Not to worry - alternative rain plans are in place.)

The Environmental State Symposium is Louisiana’s premier professional development event for environmental education. The annual conference brings the environmental education community together to help realize the shared goal of educating our citizenry in an effort to support a sustainable environment for future generations. Classroom teachers, pre-service teachers, non-formal educators and non-profit, state and local government staff should plan to attend.

Participants will be able to choose from a series of day-long or half-day Friday short courses and multiple tracks of 1½-3 hour concurrent sessions during the Saturday conference. The sessions address all grade-levels and are standards driven. (Agenda below.)

Three outstanding keynote speakers will be engaging with the audience throughout the event. They include National Geographic Explorer, Dr. Francisco Estrada-Belli; professor and director at Center for Environmental Communication - Loyola University, Dr. Robert Thomas; and Grayhawk Perkins, tribal storyteller.

The symposium will also feature an exhibitor showcase, university-level research poster session and storytelling around the campfire, of course! The exhibitor showcase features environmental education resources for educators such as printed or electronic materials, grant and field trip information and other opportunities that can enrich the classroom experience.

Attendee Registration
Go to www.eventbrite.com/e/leec-environmental-education-state-symposium-tickets-79202854871 to register. Early bird registration ($65) is available until Feb. 14. Regular registration ($85) is from Feb. 15 until March 2. On-site registration begins at 7 a.m. on March 6. All meals are included.

Exhibitor Registration
To ensure a table and recognition in the program, please register by Feb. 3. Registration will remain open after this date if space is available, but your information is not guaranteed to be included in promotional material.

Lodging
Bunk with us! A limited number of bunks are available in the Group Camp dormitories at Fontainebleau for $10 per night. Guests sleep in bottom bunks only and use top bunks for personal belongings.

Country Inn & Suites is serving as our conference hotel. Room rates start at $89 per night. Ask for the 2020 Environmental Education Conference rate.

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**Environmental Education Symposium - Draft AGENDA**

March 6-7, 2020 / Fontainebleau State Park

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<tr>
<th>Date</th>
<th>Time</th>
<th>Program</th>
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<td><strong>Friday, March 6</strong></td>
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<td>8 a.m. to 3:30 p.m.</td>
<td>Short courses (pre-registration is required)</td>
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<td>4 p.m. to 8:30 p.m.</td>
<td>On-site Registration</td>
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<td>6 p.m. to 8:30 p.m.</td>
<td>Keynote address by: Dr. Robert Thomas</td>
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<td>Social Mixer Exhibitor Showcase</td>
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<td>Research Poster Session</td>
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<td>8:30 p.m. to 10 p.m.</td>
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<td>Storytelling by Grayhawk Perkins</td>
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<td><strong>Saturday, March 7</strong></td>
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<td>7 a.m. to 10 a.m.</td>
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<td>11 a.m. to 12:30 p.m.</td>
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<td>Keynote address by: Dr. Francisco Estrada-Belli</td>
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<td>Exhibitor Showcase</td>
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<td>12:30 p.m. to 3:30 p.m.</td>
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<td>3:30 p.m.</td>
<td>Awards and grand door prizes</td>
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Contact *environmentaleducation@la.gov* with questions.
Upcoming Events

**Louisiana Clean Fuels Golf Classic**  
Friday, March 13, 2020  
7:00 a.m.-2:30 p.m.  
Pelican Point Golf & Country Club  
6300 Championship Ct, Gonzales, LA 70737

Louisiana Clean Fuels is sponsoring a Golf Classic to celebrate their 20th year as a Clean Cities Coalition. Have some fun and get a chance to win a new car from Paretti Jaguar. Time to sign up and help celebrate Join Louisiana Clean Fuels on March 13, 2020, to celebrate 20 years of reducing toxic emissions through the use of alternative fuels and fuel consumption reduction practices. Come out and play a round -- players (and newbies) from all golfing abilities are welcome. Player tickets are now available at [https://www.cleanfuelsclassic.com/tickets.html](https://www.cleanfuelsclassic.com/tickets.html).

**Keep Louisiana Beautiful - LOVE THE BOOT WEEK**  
April 20 thru 24  
SAVE THE DATE AND HELP CLEAN UP LOUISIANA
Who’s Who At LDEQ?

Erin Cobb – Paralegal, Enforcement and Remediation Section, Office of Environmental Compliance

Cobb is a native of Lafayette, who left Louisiana to serve 20 years in the U.S. Navy. Upon retiring, she returned to Louisiana, eventually moving to Baton Rouge to further her paralegal career. She has 16 years of experience as a paralegal and joins the Legal Department as a paralegal in the Enforcement and Remediation section.

Grant LaFleur – Environmental Scientist, Surveillance Division, Office of Environmental Compliance, Acadiana Regional Office

LaFleur is a native of Madison, Miss., who moved to Lafayette in 2015 to attend the University of Louisiana at Lafayette. He earned a Bachelor of Science degree in conservation biology from ULL in May 2019. After graduating, LaFleur worked with the Dr. Paul Leberg Conservation Ecology and Genetics Lab as a field technician studying the brown pelican, black skimmer and various tern species’ colonies on the Louisiana barrier islands. In August 2019, LaFleur joined the Acadiana Regional Office as an environmental scientist. LaFleur enjoys various outdoor activities such as backpacking, kayaking and fishing. He has enjoyed experiencing and learning about the culture of South Louisiana -- but more specifically, its food.
Louisiana Department Of Environmental Quality’s Fourth Quarter Summaries

Fourth Quarter 2019 Enforcement Actions:
http://deq.louisiana.gov/page/enforcement-actions

Fourth Quarter 2019 Settlement Agreements:
http://deq.louisiana.gov/page/enforcement-division

Fourth Quarter 2019 Air Permits:
http://deq.louisiana.gov/page/permits-issued-by-calendar-quarter

Fourth Quarter 2019 Water Permits:
http://deq.louisiana.gov/page/lpdes

Fourth Quarter 2019 Solid and Hazardous Waste Permits:
http://deq.louisiana.gov/page/waste-permits