



Youngdahl Consulting Group  
QSP Communication 101

# About me

- Youngdahl Consulting Group, Inc. - El Dorado Hills, CA
- I am a QSD/P with over 20 years in the stormwater industry.
- I have served as a site compliance inspector for MS<sub>4</sub>s and a consulting QSP for numerous client projects.



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Geotechnical ▪ Geoscience ▪ Materials Testing ▪ Stormwater Compliance

# QSP Communication 101

- QSP communication is vital to the success of the SWPPP program.
- As an inspector I've been referred to as a stormwater cop (or worse).
- A QSP should start off the project on the right foot by establishing with the project personnel your role as the QSP and initiating the first steps to effective communication.

# Establishing Effective Communication with Site Personnel

- Use pre-con meetings to get to know key players. (Project personnel, municipal inspectors, contractors, etc.)
- Use these meetings to communicate SWPPP priorities. (Implementing minimum BMPs prior to disturbance, ensuring spill supplies are onsite, identifying dust suppression methods, etc.)
- Use these meeting to gather project intel (changes to timelines, changes to staging locations, changes to areas of disturbance, etc.).
- Use a sign-in sheet to record the meeting. Make sure to get email addresses and phone numbers!

# Establishing Effective Communication with Site Personnel

- Compare notes with the PM when it comes to plans for BMP implementation.
  - Have they reviewed the SWPPP / SWPPP Map?
  - What is their vision for site control measures?
  - Discuss seasonal variations on BMPs.

# Establishing Effective Communication with Site Personnel

- Discuss BMP deployments:
  - BMPs have an effective lifespan which can greatly vary based on site conditions, loading, and abuse. Maintenance, repairs, and replacement will be necessary over the duration of the project.



# Establishing Effective Communication with Site Personnel

- Develop a relationship with the PM and key site personnel. Know how to contact them. Make sure they know how to contact you.
- Attempt to make weekly contact with them when onsite.
- Avoid blindsiding the PM / site personnel with issues on a report.

# Effective Inspection Communication

- Every inspector has a different point of view and “bent” when they conduct an inspection for things that they tend to focus on. It’s important as an inspectors NOT to fall into routine when performing inspections. When performing inspections:
  - Get out of your vehicle and walk the site. As you walk the site, think about the story you will be trying to convey to the project overseers.
  - For larger sites, break it down in sections.
  - Communicate significant compliance items (potential violations) immediately to PM. Other less significant issues or ongoing issues can be communicated through the report.
  - Take more photos than you think you’ll need.
  - It is important to have the mindset of “What if this report is viewed by a lawyer/litigator?” Your reports will be reviewed by local regulators and the Waterboard.

# Effective Inspection Communication

- When documenting site conditions, be clear and concise on the issues and site conditions:
  - Housekeeping



# Effective Inspection Communication

- When documenting site conditions, be clear and concise on the issues and site conditions:
  - Non-stormwater



# Effective Inspection Communication

- When documenting site conditions, be clear and concise on the issues and site conditions:
  - Site control measures



# Effective Inspection Communication

- Inspections are our main line of communication to the project. Inspections should clearly communicate the following:
  - The inspection should provide the project a clear understanding of the state of the project.

## NOTES

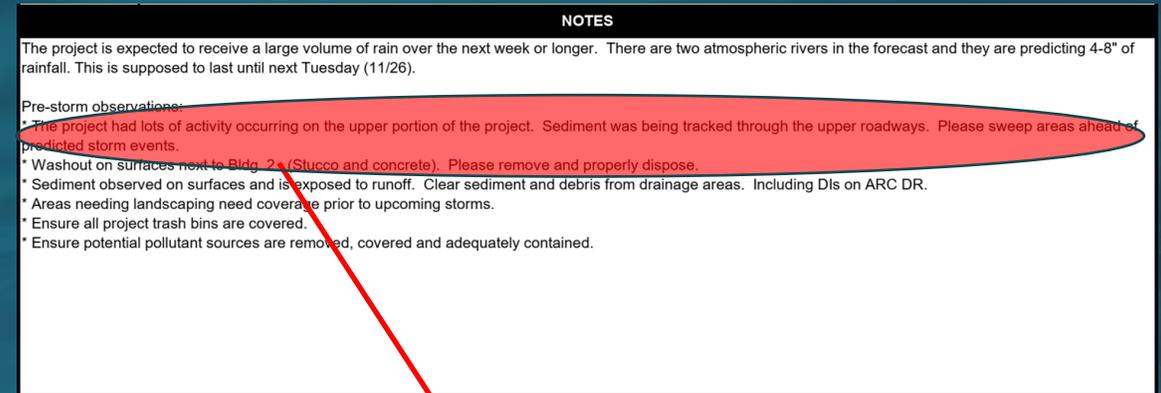
The project is expected to receive a large volume of rain over the next week or longer. There are two atmospheric rivers in the forecast and they are predicting 4-8" of rainfall. This is supposed to last until next Tuesday (11/26).

### Pre-storm observations:

- \* The project had lots of activity occurring on the upper portion of the project. Sediment was being tracked through the upper roadways. Please sweep areas ahead of predicted storm events.
- \* Washout on surfaces next to Bldg. 2. (Stucco and concrete). Please remove and properly dispose.
- \* Sediment observed on surfaces and is exposed to runoff. Clear sediment and debris from drainage areas. Including DIs on ARC DR.
- \* Areas needing landscaping need coverage prior to upcoming storms.
- \* Ensure all project trash bins are covered.
- \* Ensure potential pollutant sources are removed, covered and adequately contained.

# Inspections – Recording Inspections

- Inspection Photos
  - “A picture is worth a thousand words”. Inspection photos should tell the story of the project’s condition and should reinforce the inspector’s comments.
  - You should include a good representative number of photos to accomplish the above. If the project is a large project or has many or complex deficiencies more photos should be used to effectively document conditions.
  - There are many data logging photos apps on the market. We use the Solocator App.



The project had lots of activity occurring on the upper portion of the project. Sediment was being tracked through the upper roadways. Please sweep areas ahead of predicted storm events.

# Inspections – Recording Inspections

- Inspection Photos – Best practices:
  - The more photos the better. This will give us a good idea of what is happening at the project from week to week. This also verifies the site conditions as they sat during your visit.
  - Download and store your photos.
  - Use your photos to assist with sample collection.
  - Take photos of the project's rain gauge during storm inspections.



# QSP Communication 101

In summary...

- Get to know site personnel – Know how to get a hold of them and make sure they know how to get a hold of you!
- Build relationships with site personnel – You'll no longer be viewed as a stormwater cop (or worse) to them and you will probably start picking up on some details of the project you otherwise may not have.
- Practice effective communication through your inspections – Don't get in a rut with your weekly inspections. Think of the inspection as a story you are telling site personnel of the conditions of the project at the time of your visit. Don't just point out problems (bad wattle). Give clear and concise guidance on what the problem is, why is it a problem, and ideas how to remedy the issue.
- Use photos to reinforce your inspection observations. Remember what they say about photos... They are worth a 1,000 words!

# Questions/Comments?

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