



REQUEST FOR COUNCIL ACTION

To: Honorable Mayor and Members of the City Council

From: Charles Randy Oliver
City Manager

AGENDA DATE REQUESTED: September 11, 2007

ACTION REQUESTED: Receive and file a presentation by the 6 Sigma HazMat Inspection Project Team, led by Chris Setti, 6 Sigma Black Belt. The Project Sponsor is Kent Tomblin, Fire Chief, and the Process Owner is Emili Steinseifer, Battalion Chief.

BACKGROUND:

The HazMat Inspection Process Project Team has been working on this project as part of Chris Setti's Black Belt training over the last four months. The presentation will be similar to a "Gallery Walk," a term used in 6 Sigma for formal presentations. The Project Team will outline the 6 Sigma process—DMAIC—used to examine and improve the HazMat Inspection process. DMAIC stands for each step involved: Define, Measure, Analyze, Improve, and Control. The Team will also outline preliminary findings, "quick wins," and possible improvements. The project, however, is not yet complete. Final recommendations will be given once the Team has completed the process. Please see the attached "Project Charter" that outlines the goals of the project.

The HazMat Inspection Process Project Team includes Chris Setti, Black Belt, Emil Steinseifer, Battalion Chief, Mike Levine, HazMat Coordinator, Jeff Nolan, HazMat Inspector, and Gary Stauthammer, HazMat Inspector. Also, team members have now been trained as "Green Belts" and will receive their belt once they successfully pass the Green Belt examination.

FINANCIAL IMPACT: May reduce expenditures and/or increase revenues.

IMPACT IF APPROVED: Will help the City reach its broad vision of organizational excellence and improve how the City provides its services.

RELATIONSHIP TO THE COMPREHENSIVE PLAN: Chapter 6, Government, Section A.1.: Review and improve City services.

REQUIRED SIGNATURES

Department Director

[Signature]

City Manager's Office

Finance Director

[Signature]

(Certification of Availability of Funds)

Corporation Counsel

[Signature]

City Manager

[Signature]

Black Belt: Christopher Setti
Project Name: HazMat Inspection Process
Organization: Fire Department
Project Type: DMAIC

Project Sponsor: Kent Tomblin and Greg Walters
Financial Rep: Jim Scroggins
Process Owner: Emil Steinseifer
Start Date: 05/14/07 **End Date:** 09/30/07

Opportunity Statement:

- Improve safety of citizens, businesses and fire department through better information gathering, better communication and correct 704 placards.
- Increase staff efficiency.
- Increase revenue through more consistent permitting and better collection rate.
- Increase customer satisfaction by creating a predictable and equitable system.

Business Case:

In 1988, the City of Peoria began an inspection process for businesses that store or use hazardous materials. The program includes on-site, unannounced inspections where the information gathered regarding quantities and types of materials are calculated into a permit cost for the business. The process has a number of inefficiencies and inequities: The inspectors do not have access to a complete list of businesses in Peoria; not all businesses are inspected each year, which decreases information gathered and revenue; businesses cannot anticipate and plan for a potential expense from year to year; and, \$24,425 in permit fees have gone uncollected since 2002. Furthermore, many businesses have missing/inaccurate 704 placards, a key visual cue for fire companies responding to a call.

Project Scope:

In Scope: HazMat Inspection Process (selection, scheduling, paperwork)
 HazMat Fees
 704 Placards
 Collection Process
 Constraints of ordinance

Out of Scope: HazMat clean up or remediation
 Fines assessed for problems

Team Leader: Christopher Setti (Black Belt)

Team Members:

Mike Levine (Green Belt)	HazMat Coordinator
Jeff Nolan (Green Belt)	HazMat Inspector
Gary Stauthammer (Green Belt)	HazMat Inspector
Emil Steinseifer (Green Belt)	Battalion Chief

Goal, Y=f(x):

Y = Effective and efficient process to monitor hazardous chemicals stored by businesses in order to insure safety of citizens and firefighters.

Y2 = Increase number of inspections each year to 1200.

Y3 = Stabilize and increase annual revenue from \$195,000 to \$400,000

Y4 = Create a logical set of risk categories for billing and communication to firefighters.

Y5 = Reduce process timeline by 80%

Y6 = 95% of all businesses inspected will have a proper 704 placard w/i 2 mos.

X1 = Time per inspection

X2 = Inspection form completion – paper process

X3 = Amount of information on Peoria businesses

X4 = Information on hazardous materials

X5 = Properly located and constituted 704 placard.