

NEW SAMPLE DROP-OFF PROCEDURES

Updated April 9, 2020

LCRA Environmental Laboratory Services has temporarily reduced public access to the facility due to COVID-19.

LCRA ELS will remain open for normal business hours (Monday-Friday, 8 a.m.-5 p.m.), but sample drop-off procedures have been modified to limit physical interaction and help protect staff and clients.

- To submit a sample, **proceed to the drop-off location on the front, north side of the building.**
- LCRA ELS staff will communicate with clients and commercial couriers using the intercom system.

Clients

- **Place samples on the carts, table or in one of the coolers located outside the sliding glass doors in the sample drop-off area.**
- **Complete all the necessary documentation, including contact information, on the Chain of Custody.** The lab will email a copy of the paperwork after logging in the samples.
- Payment will be accepted by check (should be left with the samples on the cart) or by credit card over the phone. Call 512-730-5617 after dropping off samples to arrange for credit card payment.
- LCRA ELS staff will not enter the drop-off area while clients are delivering samples.

Commercial Couriers

- **Leave all the packages and coolers in sample drop-off area.**
- If the delivery requires a signature, LCRA ELS staff will provide directions over the intercom.
- Outgoing shipments: LCRA ELS staff will place the coolers outside the sliding glass doors in the sample drop-off area and will notify the commercial courier driver using the intercom system that they need to be shipped.

Questions?

Contact the lab at 512-730-5339 or environmental.lab@lcra.org.

