

Louisiana
Department of Environmental Quality
Five Year Strategic Plan

July 1, 2011 - June 30, 2016

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Department of Environmental Quality

Strategic Plan

Executive Summary

This strategic plan covers 2011 to 2016.

The Department's mission is to provide service to the people of Louisiana through comprehensive environmental protection in order to promote and protect health, safety and welfare while considering sound policies regarding employment and economic development.

The Department has set six goals to accomplish its mission. They are:

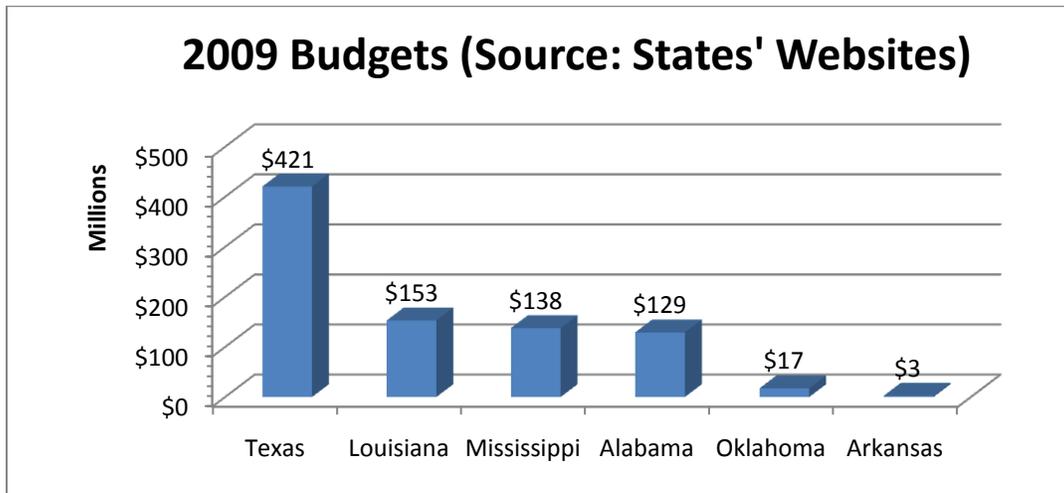
1. Protect health, safety and welfare by protecting and improving the environment (land, water, and air).
2. Increase compliance with environmental laws (both voluntary and mandatory compliance) that meet state and federal mandates.
3. Operate in an efficient and effective manner.
4. Conduct programs that are consistent with sound policy for employment and economic development.
5. Work to enhance customer service.
6. Work to provide regulatory flexibility.

Each office in the Department has developed a segment of the Department's Strategic Plan. Each office has a mission, goals and objectives that align with the goals of the department. These offices are the Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, and Office of Management and Finance.

Benchmarking

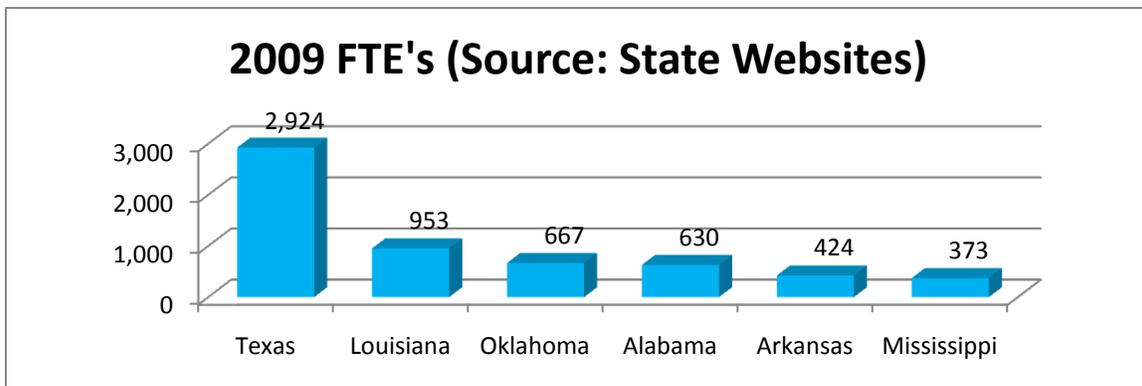
Louisiana does more with less in protecting the environment.

The states that are compared below are part of the Environmental Protection Agency Region 6 and the central Gulf Coast: Alabama, Arkansas, Louisiana, Mississippi, Oklahoma, and Texas. For 2009, the size of the budgets in these states varies between \$3 million dollars for Arkansas and \$421 million for Texas. Louisiana has the second highest budget at \$153 million dollars in this geographic regional comparison.



Staff Resources

For 2009, the differences in budgets for these states reflect the broad divergence in the sizes of their environmental agencies. Mississippi DEQ had the fewest, 373, employees or Full Time Equivalents, (FTEs) while Texas had 2,924. Louisiana had the second largest agency with 953 employees. Oklahoma had 667; Alabama had 630; and Arkansas had 424.

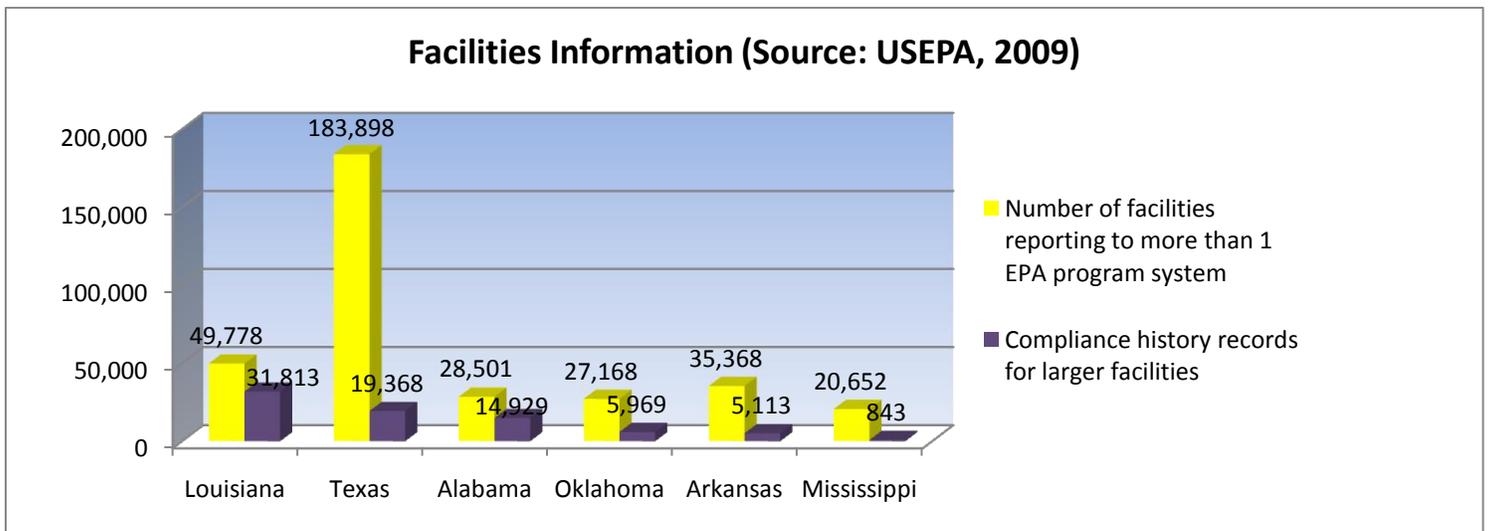


Facilities Reporting and Compliance History Records

In 2009, as a percentage of the number of facilities reporting to more than one EPA program system, Louisiana had the most active compliance program where 64% of the 49,799 facilities reporting have a compliance record.

Compliance History Records Ranked by Select Southern States for 2009

- **Louisiana had 49,778 facilities reporting to more than one EPA program system and 31,813 with compliance history records for larger facilities; a 64% compliance record.**
- **Alabama: 28,501 facilities reporting vs. 14,929; a 52% compliance history record**
- **Oklahoma: 27,168 facilities reporting vs. 5,969; a 22% compliance history record**
- **Arkansas: 35,368 facilities reporting vs. 5,113; a 14% compliance history record**
- **Texas: 183,898 facilities reporting vs. 19,368; an 11% compliance history record.**
- **Mississippi: 20,652 facilities reporting vs. 843; a 4% compliance history record.**



- Texas has three times the budget, number of employees and number of regulated facilities as Louisiana.
- Mississippi has a budget that is 90% of Louisiana's, with 39% of the employees, and only 4% of the number of regulated facilities.
- Louisiana's DEQ operates successful environmental air, water and waste regulatory programs with proportionally fewer employees and less money compared to neighboring states in the gulf region for the number of facilities regulated.

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Louisiana Department of Environmental Quality

Five Year Strategic Plan

July, 2011 – June, 2016

Vision

Louisiana is a recognized leader in the protection of the environment, natural resources, health and the quality of life. A spirit of cooperation and trust exists between state government, local government, business, universities, and private citizens in seeking solutions to environmental problems. The healthy, scenic environment, complementary job opportunities, and unique culture of Louisiana all create an unmatched quality of life.

Mission

The mission of the Department of Environmental Quality is to provide service to the people of Louisiana through comprehensive environmental protection to promote and protect health, safety and welfare while considering sound policies regarding employment and economic development.

Philosophy

- The Department of Environmental Quality is an assertive proponent of a clean and healthy environment accomplishing its mission through regulatory and non-regulatory means to achieve a balance that sacrifices neither economic growth nor environmental protection.
- Decisions made by the Department of Environmental Quality are open, fair, consistent, and based on comprehensive scientific information applied in accordance with the law.
- The Department of Environmental Quality encourages stakeholder and public participation in consideration of environmental issues.
- The Department of Environmental Quality emphasizes and supports innovative and effective programs including but not limited to Pollution Prevention, waste minimization, recycling and regulatory flexibility.
- The Department of Environmental Quality promotes environmental awareness through education.
- The Department of Environmental Quality supports enhanced customer service, outreach and small business assistance.

Goals

- The Department of Environmental Quality will protect public safety, health and welfare by protecting and improving the environment (land, water, air).
- The Department of Environmental Quality will increase compliance with environmental laws (both voluntary and mandatory compliance) that meet state and federal mandates.
- The Department of Environmental Quality will operate in an efficient and effective manner.
- The Department of Environmental Quality will conduct programs that are consistent with sound policy for employment and economic development.
- The Department of Environmental Quality will work to enhance customer service.
- The Department of Environmental Quality will work to provide regulatory flexibility.

Office of the Secretary
Five Year Strategic Plan
July 1, 2011 – June 30, 2016

Agency Number: 13-850
Program: Administrative Program
Program Authorization: La. R.S. 30:2011.C (1)(a)

Vision

Louisiana is a recognized leader in the protection of the environment, natural resources, health and the quality of life. A spirit of cooperation and trust exists between state government, local government, business, universities, and private citizens in seeking solutions to environmental problems. The healthy, scenic environment, complementary job opportunities, and unique culture of Louisiana all create an unmatched quality of life.

Mission

The mission of the Administrative Program is to help the Department fulfill its mission. As the policy branch of the Department, the Administrative Program will facilitate achievement of the department's objectives for environmental improvements by working and coordinating with the other program offices.

Philosophy

- The Department of Environmental Quality is an assertive proponent of a clean and healthy environment, accomplishing its mission through regulatory and non-regulatory means to achieve a balance that sacrifices neither economic growth nor environmental protection.
- Decisions made by the Department of Environmental Quality are open, fair, consistent, and based on comprehensive scientific information applied in accordance with the law.
- The Department of Environmental Quality encourages stakeholder and public participation in consideration of environmental issues.
- The Department of Environmental Quality emphasizes and supports innovative and effective programs including but not limited to Pollution Prevention, waste minimization, recycling and regulatory flexibility.
- The Department of Environmental Quality promotes environmental awareness through education.
- The Department of Environmental Quality supports enhanced customer service, outreach and small business assistance.

Goal

The goal of the Administrative Program is to protect and improve Louisiana's environment by enhancing customer services and operating effectively and efficiently while considering sound policy for employment and economic development.

Objective 1:

The Administrative Program, through executive administration activity, will ensure that 95% of the Department's program objectives are met July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

This activity allows the department to fulfill its mission which is to provide comprehensive environmental protection and promote and protect the health, safety and welfare of the state while considering sound policies regarding employment and economic development. The leadership exercised by the Executive Administration also advances the Natural Resources State Outcome Goal which is to sustain Louisiana's natural resources, to ensure a better environment and to preserve Louisiana as a sportsman's paradise while balancing our need for economic development from the management of our non renewable resources.

Strategies:

- 1.1 Provide management guidance, final decision making authority and coordination of policies within DEQ and with other government agencies.
- 1.2 Implement the Strategic Plan to ensure that budgetary allotments and policy support DEQ's mandate to protect the environment.

Performance Indicator:

Outcome: Percent of DEQ programs meeting objectives.

Objective 2:

The Administrative Program through the public information activity will communicate environmental awareness information statewide to the public through all media formats July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

This activity benefits and supports the Natural Resources State Outcome Goal by providing information which helps the public, industry personnel, small business owners and elected officials understand environmental issues better, and the importance of everyone in Louisiana supporting environmental protection.

Strategies:

- 2.1 Respond to calls from reporters seeking information regarding environmental issues.
- 2.2 Set up and arrange for television, radio and print media interviews with executive and technical program staff.
- 2.3 Prepare technical staff addressing the media.
- 2.4 Arrange and conduct press conferences and other media events.
- 2.5 Utilize the department's website to provide information and direct people to the site for information.

Performance Indicators:

Outcome: Percent of responses to media requests within five days.
Number of newspaper mentions regarding DEQ's actions on environmental issues.

Objective 3:

The Administrative Program through the legal activity will respond to all (100%) legal challenges to DEQ actions so that human health and the environment are protected without interruption, and to ensure compliance of all environmental regulatory operations with applicable laws and regulations July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The Legal Division activity aligns with the Natural Resources State Outcome Goal by supporting the Department of Environmental Quality (DEQ) in protecting natural resources, human health, and the environment with consideration of economic development by prosecuting enforcement and collection actions and defending challenges to permit and other actions.

The Legal Division assists the agency in ensuring transparency, accountability, consistency, and ethical behavior are standard throughout its statewide departmental operations by observing and participating in management discussions and day to day operations, conducting legal risk analysis, and providing advice, consultation, training, and representation to the various offices of the DEQ.

Strategies:

- 3.1 Conduct peer review of targeted enforcement actions and review for legal sufficiency all enforcement documents submitted to the Legal Division.
- 3.2 Review permit actions submitted to the Legal Division to assure that the contents comply with law, regulations, and rulings by review courts.

- 3.3 Provide a timely response to requests for legal opinions using a fixed format for formal opinions, e-mail for fast turnarounds, and verbal responses where necessary.
- 3.4 Promulgate required regulations in accordance with the Louisiana Environmental Quality Act and the Administrative Procedures Act.
- 3.5 Respond to requests for information and complaints in a timely and professional manner consistent with law and regulation.
- 3.6 Engage in outreach to communities to assist in environmental education.

Performance Indicators:

- Outcome: Percent of referrals for which an initial legal review is provided within 30 business days of receipt.
 Percent of legally supported decisions sustained after challenge.
 Percent of responses by Ombudsman to complaints involving public participation and environmental justice within five business days.

Objective 4:

The Administrative Program through the criminal investigation activity will ensure that 100% of the determined criminal violations which meet established criteria are and forwarded to the appropriate district attorney as required by the Environmental Quality Act July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The Criminal Investigation Division (CID) supports the Natural Resources State Outcome Goal by aiding in the prosecution of environmental criminal cases involving illegal dumping and illegal discharges of pollutants to waters of the state. Such crimes directly impact the scenic beauty of our state. Louisiana’s reputation as the “Sportsman’s Paradise” would be in jeopardy without an effective criminal deterrence to the illegal discharge of pollutants and illegal dumping. CID indirectly affects the health and safety of families, children, the elderly, and veterans in Louisiana by the cumulative reduction of pollutants illegally disposed of into the air, water, and lands of the state.

Strategies:

- 4.1 Utilize criminal prosecution to supplement and support the traditional administrative enforcement process.
- 4.2 Provide training on criminal and other environmental enforcement protocols to department staff, law enforcement, and local prosecutors.
- 4.3 Provide coordination in cases involving cross-program or multi-agency efforts for criminal investigation or prosecution.

Performance Indicators:

- Outcome: Percent of criminal cases which meet established criteria and pursuant to La.R.S. 30:2025. (F)(4) are referred to appropriate district attorney for criminal prosecution.
- Output (GPI) Number of criminal leads investigated
Number of criminal investigations conducted
Number of criminal investigations assisted
Number of administrative referrals
Number of administrative cases assisted

Objective 5:

The Administrative Program, through the audit activity, will improve compliance with the department's rules and regulations, including those among the state's wastes tire dealers and motor fuel distributors, by conducting 96% of all compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The audit services activity supports the Natural Resources State Outcome Goal by ensuring compliance with applicable federal and state laws. This is accomplished by providing independent required internal audits and reviews of the department's processes and programs, ensuring compliance with Federal and state laws, and with other National and State Audit Guidelines and Procedures. Financial compliance audits provide assurance that fees paid to the department are remitted in accordance with the laws and regulations of the state which substantiates that the taxpayers' dollars are well spent.

Strategies:

- 5.1 Conduct audits and reviews of tire dealers and waste tire processors to ensure compliance with Waste Tire Regulations.
- 5.2 Conduct audits and reviews of motor fuel distributors to ensure compliance with Motor Fuel Trust Regulations.

Performance Indicators:

- Outcome: Percent of internal audits conducted of those identified in the annual audit plan.
Percent of investigations conducted based on audit findings which identify suspected fraud.
- Output (GPI): Total dollar amount of unremitted fees assessed.
Total dollar amount of unremitted fees collected.
Dollar amount of motor fuel delinquent fees and penalties assessed.
Dollar amount of motor fuel delinquent fees and penalties collected.
Dollar amount of waste tire delinquent fees and interest assessed.
Dollar amount of waste tire delinquent fees and interest collected.

Objective 6:

The Administrative Program through the business and community outreach activity will improve compliance among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The Business and Community Outreach Division(BCOD) advances the Natural Resources State Outcome Goal by preserving Louisiana as a Sportsman's Paradise while balancing our need for economic development from the management of our non renewable resources. Outreach and training sessions conducted by the BCO encourage stewardship of the state's environmental resources and in so doing, improve environmental compliance and natural resource conditions. The BCOD administers the Clean Water State Revolving Fund (CWSRF) to fund and promote wastewater projects intended to increase compliance with state and federal regulations. Additionally, the BCOD fosters partnerships with local governments, small businesses, environmental leaders, schools and the public at large to create positive change in the public's behavior regarding the stewardship of Louisiana's environmental resources.

Strategies:

- 6.1 Provide technical determinations on tax credit applications for proposed equipment to accomplish reductions in toxicity and volume of pollutants.
- 6.2 Maintain a Small Business/Small Community compliance assistance program.
- 6.3 Provide technical assistance regarding pollution prevention to small and medium-sized companies (Louisiana Small Business Assistance Program).
- 6.4 Maintain the Environmental Leadership Program (ELP), a voluntary effort for business, community and industry leaders conducting pollution prevention projects beyond regulatory requirements.
- 6.5 Administer the CWSRF to fund and promote wastewater projects intended to increase compliance with state and federal regulations.

Performance Indicators:

Outcome: Percent of municipalities implementing planned wastewater improvements to ultimately ensure compliance with the federal Clean Water Act using funds from the Clean Water State Revolving Fund.
Percent of EnviroSchool class participants who demonstrate comprehension of the core subject matter.
Percent of increase in Environmental Leadership Program participants committed to voluntary pollution reduction beyond regulatory compliance.

Percent of responses to requests for compliance assistance within 90 business days.

Percent of pollution control exemption applications (Act 1019) reviewed within 30 business days.

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Executive Administration

Objective 1: The Administrative Program through the executive administration activity will ensure that 95% of the Department's program objectives are met July 1, 2011 through June 30, 2016.

Indicator Name: Percent of DEQ programs meeting objectives.

Indicator LaPAS PI Code: 6867.

1. Type and Level: Outcome; Key.
2. Rationale: The indicator quantifies the programs meeting strategic objectives.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited. This indicator is required by the Division of Administration. Its value is based on the indicators in all programs meeting their targets.
6. Data Source, Collection and Reporting: All performance indicator data reported to LaPAS. This is the source for calculating this indicator. It is reported each quarter.
7. Calculation Methodology: The number of indicators failing to meet target is divided by the total number of indicators reported. This yields the percentage of missed targets.
8. Scope: The indicator is aggregated for the entire department.
9. Caveats: This does not take into account circumstances beyond the control of the department.
10. Responsible Person: Elizabeth Tarver

Executive Management Officer

Elizabeth.Tarver@la.gov

Ph: 225-219-3955 Fax: 225-325-8110

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Public Information

Objective 2: The Administrative Program through the public information activity will communicate environmental awareness information statewide to the public through all media formats July 1, 2011 through June 30, 2016.

Indicator Name: Percent of responses to media requests within 5 days.

Indicator LaPAS Code: 23140

1. Type and Level: Efficiency; Key
2. Rationale: This indicator measures ability of the department responding to requests for information from the media.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator is new and has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: The public information group tracks this data daily in real time for performance reporting purposes. It is reported quarterly or as needed.
7. Calculation Methodology: The total number of responses within 5 days divided by the total number of media requests producing the results. This is a standard calculation.
8. Scope: The indicator is aggregated for the whole department and all media formats.
9. Caveats: None.
10. Responsible Person: Rodney Mallett

Press Secretary

Rodney.mallett@la.gov

Ph: 225-219-3953 Fax: 225-219-3971

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Public Information

Objective 2: The Administrative Program through the public information activity will communicate environmental awareness information statewide to the public through all media formats July 1, 2011 through June 30, 2016.

Indicator Name: Number of newspaper mentions regarding DEQ's actions on environmental issues.

Indicator LaPAS Code: New.

1. Type and Level: Outcome; Key
2. Rationale: This indicator measures results of communicating public awareness information regarding the department.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator is new and has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: The public information group tracks this data weekly utilizing clipping service for performance reporting purposes. It is reported quarterly or as needed.
7. Calculation Methodology: The total number of articles printed in news media outlets as a result of press releases, interviews, etc. This is a standard calculation.
8. Scope: The indicator is aggregated for the whole department and all media formats.
9. Caveats: None.
10. Responsible Person: Rodney Mallett

Press Secretary

Rodney.mallett@la.gov

Ph: 225-219-3953 Fax: 225-219-3971

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Legal

Objective 3: The Administrative Program through the legal activity will respond to all (100%) legal challenges to DEQ actions so that human health and the environment are protected without interruption, and to ensure compliance of all environmental regulatory operations with applicable laws and regulations July 1, 2011 through June 30, 2016.

Indicator Name: Percent of referrals for which an initial legal review is provided within 30 business days of receipt.

Indicator LaPAS PI Code: 9747.

1. Type and Level: Outcome; Key.
2. Rationale: Actions taken by DEQ are subject to constitutional and statutory due process and numerous other legal requirements. It is important that timely legal review be performed and that the best legal advice be provided prior to each government act, to assure that DEQ acts within its statutory authority and in compliance with all applicable laws, regulations, agreements, and jurisprudence. Proactive legal consultation assists DEQ in avoiding errors and the consequent costs in time, effort, and expense to correct errors and to respond to legal challenges based on those errors.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited. Daily work records are compiled in an online billing system and monthly reports are generated from the system for supervisory and executive staff.
6. Data Source, Collection and Reporting: Daily work activity is compiled in written and/or electronic form by each attorney. Daily work activity records are compiled and reported monthly to Legal Division supervisory staff and Executive Staff. Monthly activity reports of these same indicators are made to the agency head by Executive Counsel. Requests for legal review, legal advice, and legal opinion may be received in person, in writing, or electronically; these are logged into Excel spreadsheets by Legal Division support staff.
7. Calculation Methodology: Reports from the online professional services rendered system and other spreadsheets are generated as needed.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: April Snellgrove, Attorney Supervisor
April.snellgrove@la.gov
Ph: 225-219-3985 Fax: 225-219-4068

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Legal

Objective 3: The Administrative Program through the legal activity will respond to all (100%) legal challenges to DEQ actions so that human health and the environment are protected without interruption, and to ensure compliance of all environmental regulatory operations with applicable laws and regulations July 1, 2011 through June 30, 2016.

Indicator Name: Percent of legally supported decisions sustained after challenge.

Indicator LaPAS PI Code: 23142.

1. Type and Level: Outcome; Key.
2. Rationale: Even in the absence of errors, DEQ actions can be challenged through administrative and judicial processes. The Legal Division provides or coordinates legal representation to respond to legal challenges in any forum. Legal challenge to DEQ decisions occurs by filing of a lawsuit, appeal, or complaint to a court, quasi-judicial tribunal or other government agency. Such challenges result in settlement or one or more judicial or quasi-judicial decisions upholding the DEQ decision, overturning the decision, or referring the matter back to the agency for further proceedings. Proactive legal support promotes decision-making in compliance with applicable laws and regulations; based on scientifically supportable, accurate, and objective facts; and proper documentation. Such decisions are most likely to avoid legal challenge or, if challenged, be upheld.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited. If not, how can you assure that the indicator is valid, reliable, and accurately reported? The Legal Division staff maintains daily written and electronic records of lawsuits, appeals, and other complaints received, as well as the documentation of court, quasi-judicial tribunal, and other government agency decision on such matters. Upon receipt of any lawsuit, complaint, or appeal, an attorney is assigned primary responsibility for handling or monitoring. Monthly case status reports to include the status of all such assigned matters are made by attorneys to supervisors. Case status reports are provided to Executive Staff each quarter.
6. Data Source, Collection and Reporting: This information is available through the Executive Counsel from the online services rendered data collected.
7. Calculation Methodology: The percentage of legally supported decisions sustained after challenge is calculated by subtracting, from the total of all legally supported DEQ decisions challenged and sustained, the number of legally supported DEQ decisions challenged and not sustained.
8. Scope: The indicator is disaggregated.

9. Caveats: None.

10. Responsible Person: April Snellgrove

Attorney Supervisor

April.snellgrove@la.gov

Ph: 225-219-3985 Fax: 225-219-4068

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Legal

Objective 3: The Administrative Program through the legal activity will respond to all (100%) legal challenges to DEQ actions so that human health and the environment are protected without interruption, and to ensure compliance of all environmental regulatory operations with applicable laws and regulations July 1, 2011 through June 30, 2016.

Indicator Name: Percent of responses by Ombudsman to complaints involving public and environmental justice within 5 business days.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator measures the ability of the Ombudsman to address complaints in a timely manner.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: All complaints are recorded and tracked through the response and resolution process by the Ombudsman.
7. Calculation Methodology: The percent of responses to complaints within 5 days is divided by the total number of complaints received during the same timeframe.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Perry Theriot
Ombudsman
perry.theriot@la.gov
Ph: 225-219-3258 Fax: 225-219-4068

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Criminal Investigations

Objective 4: The Administrative Program through the criminal investigation activity will ensure that 100% of the determined criminal violations which meet established criteria are and forwarded to the appropriate district attorney as required by the Environmental Quality Act July 1, 2011 through June 30, 2016.

Indicator Name: Percent of criminal cases which meet established criteria and pursuant to La.R.S. 30:2025. (F)(4) are referred to appropriate district attorney for criminal prosecution.

Indicator LaPAS PI Code: 3237.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator measures our efforts to use criminal enforcement to discourage willful and knowing violations of environmental statutes. These are the offenders who do not respond to or are subject to traditional administrative or civil enforcement measures employed by the department.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited. Procedures for gathering the relevant available data are well established and reviewed periodically by supervisory and management staff along with the section analyst to ensure effectiveness.
6. Data Source, Collection and Reporting:
7. Calculation Methodology: Calculations are derived by comparing the number of criminal cases referred to the prosecutor with the number of criminal cases investigated which meet established criteria for referral.
8. Scope: The indicator is disaggregated.
9. Caveats: Cases investigated vs. actual prosecutions – once a case has been submitted to a prosecutor, prosecutors have broad authority in deciding whether to prosecute cases. Some prosecutors are more knowledgeable in the field of environmental crime and are therefore more effective than others.
10. Responsible Person: Jeffrey Nolan
Criminal Investigation Manager
jeffrey.nolan@la.gov
Ph: 225-219-3939 Fax: 225-219-3694

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Criminal Investigations

Objective 4: The Administrative Program through the criminal investigation activity will ensure that 100% of the determined criminal violations which meet established criteria are and forwarded to the appropriate district attorney as required by the Environmental Quality Act July 1, 2011 through June 30, 2016.

Indicator Name: Number of criminal leads investigated.

Indicator LaPAS PI Code: New

1. Type and Level: Output, General Performance Information.
2. Rationale: This indicator measures our efforts to initially investigate complaints to determine the presence of possible criminal activity and conduct further investigation if warranted. If further investigation is warranted and meets the established criteria for case opening, the lead then becomes a case.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Procedures for gathering the relevant available data are well established and reviewed periodically by supervisory and management staff along with the section analyst to ensure effectiveness.
7. Calculation Methodology: Calculations are based on a simple count of the actions that are being tracked by performing searches of the database on those particular fields of information.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Jeffrey Nolan

Criminal Investigation Manager

jeffrey.nolan@la.gov

Ph: 225-219-3939 Fax: 225-219-3694

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Criminal Investigations

Objective 4: The Administrative Program through the criminal investigation activity will ensure that 100% of the determined criminal violations which meet established criteria are and forwarded to the appropriate district attorney as required by the Environmental Quality Act July 1, 2011 through June 30, 2016.

Indicator Name: Number of criminal investigations conducted.

Indicator LaPAS PI Code: 12450.

1. Type and Level: Output, General Performance Information.
2. Rationale: Criminal cases are opened once criminal leads have been initially investigated and established criminal case criteria have been met. This indicator measures our efforts to use criminal enforcement to discourage willful and knowing violations of environmental statutes. These are the offenders who do not respond to or are subject to traditional administrative or civil enforcement measures employed by the department.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Procedures for gathering the relevant available data are well established and reviewed periodically by supervisory and management staff along with the section analyst to ensure effectiveness.
7. Calculation Methodology: Calculations are based on a simple count of the actions that are being tracked by performing searches of the database on those particular fields of information.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Jeffrey Nolan

Criminal Investigation Manager

jeffrey.nolan@la.gov

Ph: 225-219-3939 Fax: 225-219-3694

Performance Indicator Documentation

Program: Office of the Secretary

Activity: Criminal Investigations

Objective 4: The Administrative Program through the criminal investigation activity will ensure that 100% of the determined criminal violations which meet established criteria are and forwarded to the appropriate district attorney as required by the Environmental Quality Act July 1, 2011 through June 30, 2016.

Indicator Name: Number of criminal investigations assisted.

Indicator LaPAS PI Code: 12452.

1. Type and Level: Output, General Performance Information.
2. Rationale: This indicator measures the success of our efforts to use the criminal arena to deter those who are flagrant, intentional violators of environmental statutes. These are the violators who do not respond to or fall under the purview of the traditional enforcement measures employed by the department.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Procedures for gathering the relevant available data are well established and reviewed periodically by supervisory and management staff along with the section analyst to ensure effectiveness.
7. Calculation Methodology: Calculations are based on a simple count of the actions that are being tracked by performing searches of the database on those particular fields of information.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Jeffrey Nolan

Criminal Investigation Manager

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Criminal Investigations

Objective 4: The Administrative Program through the criminal investigation activity will ensure that 100% of the determined criminal violations which meet established criteria are and forwarded to the appropriate district attorney as required by the Environmental Quality Act July 1, 2011 through June 30, 2016.

Indicator Name: Number of administrative referrals.

Indicator LaPAS PI Code: 12454.

1. Type and Level: Output, General Performance Information.
2. Rationale: This indicator measures the success of our efforts to use the criminal arena to deter those who are flagrant, intentional violators of environmental statutes. These are the violators who do not respond to or fall under the purview of the traditional enforcement measures employed by the department.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Procedures for gathering the relevant available data are well established and reviewed periodically by supervisory and management staff along with the section analyst to ensure effectiveness.
7. Calculation Methodology: Calculations are based on a simple count of the actions that are being tracked by performing searches of the database on those particular fields of information.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Jeffrey Nolan

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Criminal Investigations

Objective 4: The Administrative Program through the criminal investigation activity will ensure that 100% of the determined criminal violations which meet established criteria are and forwarded to the appropriate district attorney as required by the Environmental Quality Act July 1, 2011 through June 30, 2016.

Indicator Name: Number of administrative cases assisted.

Indicator LaPAS PI Code: 22205.

1. Type and Level: Output, General Performance Information.
2. Rationale: This indicator measures the success of our efforts to use the criminal arena to deter those who are flagrant, intentional violators of environmental statutes. These are the violators who do not respond to or fall under the purview of the traditional enforcement measures employed by the department.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited..
6. Data Source, Collection and Reporting: Procedures for gathering the relevant available data are well established and reviewed periodically by supervisory and management staff along with the section analyst to ensure effectiveness
7. Calculation Methodology: Calculations are based on a simple count of the actions that are being tracked by performing searches of the database on those particular fields of information.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Jeffrey Nolan

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's wastes tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit plan July 1, 2011 through June 30, 2016.

Indicator Name: Percent of internal audits conducted of those identified in the annual audit plan.

Indicator LaPAS PI Code: 9744.

1. Type and Level: Outcome, Key
2. Rationale: This indicator measures production of the audit section's internal audit function.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All audits are tracked by the Audit Supervisor using a database in MSAccess. Audit tracking is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: The audit supervisor prepares the Annual Audit Plan; all audits are logged into the database once assigned to audit staff. The audits are then tracked until completion. The percent of audits conducted equals the total conducted divided by the total planned.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's wastes tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

Indicator Name: Percent of investigations conducted based on audit findings which identify suspected fraud.

Indicator LaPAS PI Code: 9745.

1. Type and Level: Outcome, Supporting
2. Rationale: This indicator measures production of the audit section's external audit function.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All audits are tracked by the Audit Supervisor using a database in MSAccess. Audit tracking is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: The percent of audits conducted (due to suspected fraud) equals the total conducted divided by the total identified.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's wastes tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

Indicator Name: Total dollar amount of unremitted fees assessed.

Indicator LaPAS PI Code: 12444.

1. Type and Level: Outcome, General Performance Information
2. Rationale: This indicator tallies unremitted fees, which have been assessed.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All assessed fees are logged by the Audit Supervisor using a database in MSAccess. Tracking of collections is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All unremitted fees are tallied.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio
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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's wastes tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

Indicator Name: Total dollar amount of unremitted fees collected.

Indicator LaPAS PI Code: 15702.

1. Type and Level: Outcome, General Performance Information
2. Rationale: This indicator tallies unremitted fees, which are subsequently collected.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All collections are tracked by the Audit Supervisor using a database in MSAccess. Tracking of collections is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All collected fees are tallied.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's wastes tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

Indicator Name: Dollar amount of motor fuel delinquent fees and penalties assessed.

Indicator LaPAS PI Code: 12446.

1. Type and Level: Outcome, General Performance Information
2. Rationale: This indicator tallies delinquent fees and interest assessed for motor fuel.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All assessments are tracked by the Audit Supervisor using a database in MSAccess. Tracking of assessments is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All delinquent fees assessed are tallied.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio
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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's wastes tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

Indicator Name: Dollar amount of motor fuel delinquent fees and penalties collected.

Indicator LaPAS PI Code: 12447.

1. Type and Level: Outcome, General Performance Information
2. Rationale: This indicator tallies delinquent fees and interest collected for motor fuels.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All collections are tracked by the Audit Supervisor using a database in MSAccess. Tracking of collections is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All delinquent fees collected are tallied.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio
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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's waste tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

Indicator Name: Dollar amount of waste tire delinquent fees and interest assessed.

Indicator LaPAS PI Code: 12448.

1. Type and Level: Outcome, General Performance Information
2. Rationale: This indicator tallies delinquent fees and penalties assessed for waste tires.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All assessments are tracked by the Audit Supervisor using a database in MSAccess. Tracking of assessments is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All delinquent fees and penalties assessed are tallied..
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Audit Services

Objective 5: The Administrative Program through the audit activity will improve compliance with the department's rules and regulations, including those among the state's waste tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Audit Plan July 1, 2011 through June 30, 2016.

Indicator Name: Dollar amount of waste tire delinquent fees and interest collected.

Indicator LaPAS PI Code: 13913.

1. Type and Level: Outcome, General Performance Information
2. Rationale: This indicator tallies delinquent fees and penalties collected for waste tires.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All collections are tracked by the Audit Supervisor using a database in MSAccess. Tracking of collections is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All delinquent fees and penalties collected are tallied.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Darryl Serio

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business and Community Outreach

Objective 6: The Administrative Program through the business and community outreach activity will improve compliance among small business, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2011 through June 30, 2016.

Indicator Name: Percent of municipalities implementing planned wastewater improvements to ultimately ensure compliance with the federal Clean Water Act using funds from the Clean Water State Revolving Fund.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome, Key.
2. Rationale: This indicator demonstrates the results achieved in implementing the Clean Water State Revolving Fund federal program to improve municipal wastewater treatment systems.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: All approved projects are monitored and tracked through their implementation and completion phases by division staff. Each visit and status report is recorded in a database.
7. Calculation Methodology: The percent is calculated by dividing the number of approved projects implemented by the number of approved project applications.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Jonathan McFarland
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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business and Community Outreach

Objective 6: The Administrative Program through the business and community outreach activity will improve compliance among small business, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2011 through June 30, 2016.

Indicator Name: Percent of EnviroSchool class participants who demonstrate comprehension of the core subject matter.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome, Key.
2. Rationale: This indicator demonstrates the successful educational awareness results achieved by conducting these classes.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: Data is collected from class evaluation surveys.
7. Calculation Methodology: The number of participants indicating their comprehension of the knowledge presented is divided by the total number of class participants.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Jonathan McFarland
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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business and Community Outreach

Objective 6: The Administrative Program through the business and community outreach activity will improve compliance among small business, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2011 through June 30, 2016.

Indicator Name: Percent of increase in Environmental Leadership Program participants committed to voluntary pollution reduction beyond regulatory compliance.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome, Key.
2. Rationale: This indicator measures the results of promoting the Environmental Leadership Program by demonstrating the increased level of participation and increased membership.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: This data is tracked by the department through the enrollment forms submitted, requesting participation and membership.
7. Calculation Methodology: Percentage increase is calculated by dividing the number of new participants by the total number of current participants.
8. Scope: The indicator is disaggregated.
9. Caveats: Participation may be influenced by economic factors.
10. Responsible Person: Linda Brown

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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business and Community Outreach

Objective 6: The Administrative Program through the business and community outreach activity will improve compliance among small business, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2011 through June 30, 2016.

Indicator Name: Percent of responses to requests for compliance assistance within 90 business days.

Indicator LaPAS PI Code: 9768.

1. Type and Level: Efficiency, Key.
2. Rationale: This indicator shows the percent of responses to request for (technical) compliance assistance within 90 days.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: Data is determined from a log of licensing and registration action requests. It is determined daily and reported quarterly or as needed.
7. Calculation Methodology: Dividing the number of requests responded to by the total number of requests received within the requisite time frame. Data is collected monthly and quarterly or as needed.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Yanfu Zhao
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Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business and Community Outreach

Objective 6: The Administrative Program through the business and community outreach activity will improve compliance among small business, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2011 through June 30, 2016.

Indicator Name: Percent of pollution control exemption applications (Act 1019) reviewed within 30 business days.

Indicator LaPAS PI Code: 9749.

1. Type and Level: Efficiency, Key.
2. Rationale: This indicator shows the percent of pollution control exemption applications reviewed within 30 days.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the Legislative Auditor's Office.
6. Data Source, Collection and Reporting: Data is determined from a tax credit database. It is determined daily and reported quarterly or as needed.
7. Calculation Methodology: Dividing the number of applications reviewed by the total number of applications received within the requisite time frame. Data is collected monthly and quarterly.
8. Scope: The indicator is disaggregated.
9. Caveats: Tax exemption may be revoked by the legislature.
10. Responsible Person: Yanfu Zhao
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Process Documentation

1. Identification of the principal clients and users of the program and the specific service or benefit derived by such persons or organizations.

Benefits	Clients
Objective 2: Public awareness of environmental information	Citizens of the state.
Objective 3: Legal review of documents	DEQ Program areas
Objective 4: Referral of criminal cases	Citizens of the state
Objective 5: External audits of DEQ customers	DEQ Program areas, Legislature, Citizens of the state
Objective 6: Improved compliance, educational outreach, and technical assistance	Small Business/Small Communities, Citizens of the state, Louisiana manufacturers and Dept of Revenue and Taxation.

2. Identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievement of its goals or objectives.
 - Changed or additional Federal or State mandates
 - Lack of interest by businesses in participating in non-regulatory programs
3. Statutory requirement or other authority: Environmental Quality Act (Title 30, Title 33, Chapter 21) and the federal Clean Water Act as amended.
4. Description of any program evaluation used to develop objectives and strategies:
Management review of the current situation and adaptation of needed changes.
5. Explanation of how duplication of effort will be avoided when the operations of more than one program are directed at achieving a single goal, objective or strategy:
No duplication of effort exists.
6. Description of how the performance indicators are used in management decision making an doter agency processes:
Performance indicators are used to:
 - identify areas where existing resources are insufficient,
 - reallocate resources to areas in need,
 - identify areas where additional resources must be requested.

Office of Environmental Compliance

Five Year Strategic Plan

July 1, 2011 – June 30, 2016

Agency Number: 13-851
Program: Environmental Compliance Program
Program Authorization: La. R.S. 30:2011(C) (1) (b) and (c)

Vision

The Environmental Compliance Program is committed to the protection of human health and occupational safety and welfare of the people and environmental resources of Louisiana, through the processes of surveillance, licensing and registration of sources of radiation, enforcement, and assessing the quality of air and water to sustain and enhance the quality of life for its citizens.

Mission

The mission of the Environmental Compliance Program, which consists of the Surveillance, Enforcement, Emergency and Radiological Services, Air Quality Assessment and Water Quality Assessment Divisions, is to ensure the human health and occupational safety and welfare of the people and the environmental resources of Louisiana. The Environmental Compliance Program protects the citizens of the state by conducting inspections of permitted and non-permitted facilities, responding to environmental incidents such as unauthorized releases, spills and citizen complaints, by providing compliance assistance to the regulated community when appropriate and by assessing and monitoring air and water quality standards for compliance. This program establishes a multimedia compliance approach; creates a uniform approach for compliance activities; assigns accountability and responsibility to appropriate parties; and provides standardized response training for all potential responders. The Environmental Compliance Program provides for vigorous and timely resolution of enforcement actions.

Philosophy

The Environmental Compliance Program will endeavor to operate in a fair and consistent manner, to achieve compliance with environmental regulations, and to ensure protection of our valuable environmental resources and human health. The Environmental Compliance Program will adopt the following principles to accomplish a successful environmental compliance program:

- Maintains good working relationships with the public and the regulated community through better education regarding environmental problems.
- Operates within the constraints of the law in a fair, objective, and consistent manner that maintains high professional and ethical standards.
- Incorporates non-confrontational methods and approaches to problem solving.

Goal

The goal of the Environmental Compliance Program is to operate in an open, fair, and consistent manner; to strive for and assist in attaining environmental compliance in the regulated community; to improve the state of environmental protection through effective planning, evaluation and monitoring of the environment; and, to protect environmental resources and human health and safety of the citizens of the State of Louisiana.

Objective 1:

The Environmental Compliance Program, through the surveillance activity, will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Facilities are selected for inspections, utilizing the procedures outlined in the CMS, to determine compliance with federal and state regulations and to ensure protection of public health and the environment.

State Outcome Goal: Natural Resources

Surveillance activity supports the Natural Resources State Outcome Goal by carrying out the core function inspections of permitted and unpermitted facilities, complaints and releases related to facilities operations. Inspections are conducted to ensure compliance with federal and state regulations. Ensuring compliance with environmental rules protects the state's natural resources and promotes economic development by providing a level playing field for all regulated entities. Inspections focus on those operations that have the potential for significant environmental impacts and to assist all regulated entities with compliance. Field staff in DEQ regional offices not only conduct compliance inspections, they assist local businesses, government entities and citizens through compliance assistance visits, human forums, town meetings to address environmental issues to protect public health and conserve the natural resources in their regions. DEQ regional personnel work closely with their counterparts in other state agencies (DNR, DWF, DAF and DHH) to address local concerns timely and efficiently.

Strategies:

- 1.1 Perform compliance inspections of facilities for air, water, hazardous waste, solid waste, and radiation, as outlined in the CMS.
- 1.2 Provide requisite compliance data for appropriate databases.

Performance Indicator:

Outcome: Percentage of facilities inspected (by category).

Objective 2:

The Environmental Compliance Program, through the surveillance activity, will monitor and sample 25% of targeted surface water subsegments from 340 named waterbody subsegments statewide annually July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

Surveillance activity supports the Natural Resources State Outcome Goal by conducting statewide ambient water monitoring and sampling under the Clean Water Act requirements and policies to ensure there is adequate data to evaluate and set standards related to uses for specific water bodies (swimming, fishing, drinking water supplies). The data is used by multiple agencies for multiple purposes. For example the DEQ Water Quality Assessment Division the data to set standards, and the Department of Wildlife and Fisheries for habitat and aquatic propagation, and the Department of Health and Hospitals Drinking Water program to ensure standards are being met.

Strategies:

- 2.1 Collect data on the quality of state waters that can be compared to State Water Quality Standards by sampling all ambient water subsegments in the state on a four year rotation by selecting specific watersheds each year in each region.

Performance Indicator:

Outcome: Percent of water body subsegments monitored and sampled.

Objective 3:

The Environmental Compliance Program, through the surveillance activity, will address all reported environmental incidents and citizen complaints, with 85% being addressed within ten business days of receipt of notification July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

Surveillance activity supports the Natural Resources State Outcome Goal by performing incident and complaint investigations/inspections based on information received from general public, regulated entities as part of their upset/release notification requirements and from other governmental sources. Information from these investigations/inspections is used to ensure environmental compliance as appropriate.

Strategies:

- 3.1 Respond to unauthorized releases in an expedient manner and ensure an acceptable level of clean up.
- 3.2 Provide timely response to citizen complaints of environmental problems. Maintain “on-call” response procedures that provide for response capability seven days per week.

Performance Indicators:

- Efficiency: Percent of environmental incidents and citizen complaints addressed within ten business days of receiving notification.
- Input (GPI): Number of spill notifications.
Number of citizen complaints.

Objective 4:

The Environmental Compliance Program through the emergency and radiological services activity will ensure the general public's safety with respect to radiological and chemical emergencies, facilities utilizing radiation sources, and nuclear power plant incidents statewide July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

This emergency and radiological services activity supports the Natural Resources State Outcome Goal by meeting the training goals set by the Nuclear Regulatory Commission (NRC) and evaluated by the Federal Emergency Management Agency (FEMA) ensuring that three nuclear power plants continue to operate providing this state with a source of clean, sustainable energy with a relatively small impact on the environment; by ensuring that the uncontrolled release or ill-advised locating of radiological tools/equipment, which could result in acute and chronic health problems or irreparably damage the environment, is controlled by the registration, licensing and inspection of these sources; and by emergency response activities protecting the citizens, often from dangers that cannot be detected with regular human senses.

Strategies:

- 4.1 Periodically review and update of the Louisiana Peacetime Radiological Response Plan and operating procedures.
- 4.2 Maintain 24-hour readiness to respond to nuclear power plant incidents by providing radiological emergency response training to Emergency and Radiological staff, as well as personnel identified Department-wide.
- 4.3 Maintain radiation survey equipment, air radiation sampling equipment, personnel exposure recording devices and supplies of thyroid blocking drugs.
- 4.4 Maintain currency of the Annual Letter of Certification (ALC) to provide records to FEMA on meeting a subset of planning standards set forth in federal guidance "NUREG-0654, FEMA-REP-1, Rev. 1" regarding training, drills, equipment, public information and media relations.

- 4.5 Provide effective radiation protection by registering radiation-producing machines, by licensing radioactive materials, including Naturally Occurring Radioactive Material, and by the certification of industrial radiographers.
- 4.6 Process and issue completed license and registration action requests.
- 4.7 Maintain 24-hour readiness to respond to chemical releases, transportation accidents and spills requiring air monitoring, sampling, and analysis to determine actual or potential harmful impact to public health or the environment.

Performance Indicators:

Outcome: Percent of emergency planning objectives demonstrated.
Process 97% of radioactive material applications for registration, licensing, and certification within 30 business days of receipt.

Objective 5:

The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

This activity supports the Natural Resources State Outcome Goal by ensuring compliance with the state's environmental laws and regulations through an effective enforcement program. The Enforcement Division supports and contributes to a healthy environment and the use of renewable resources. The yearly compliance schools conducted through the state enhance awareness and knowledge of environmental laws and regulations for the public and the regulated community. The Enforcement Division minimizes the use of state resources in the remediation of environmental damages through proactive enforcement of the state's environmental regulations. The promotion of beneficial environmental projects as a component of settlement agreements provides project opportunities for: public health; pollution prevention or reduction; environmental restoration and protection; and educational programs.

Strategies:

- 5.1 Issue Cease and Desist Orders within 48 hours of finalization of investigation.
- 5.2 Issue Penalty Assessments within the prescribed time period for completion of the investigation.
- 5.3 Issue Compliance Orders within the prescribed time period for documentation confirming continued non-compliance.
- 5.4 Provide requisite enforcement data for appropriate EPA databases.

5.5 Conduct Sanitary Wastewater Compliance Assistance Training (SWAT) classes.

Performance Indicators:

- Efficiency: Percent of enforcement actions issued within the prescribed time periods.
- Outcome: Percent of SWAT class invitees that will resolve their violations with no further action.
- Output (GPI): Number of air quality enforcement actions issued.
Number of solid waste enforcement actions issued.
Number of hazardous waste enforcement actions issued.
Number of water quality enforcement actions issued.
Number of radiation enforcement actions issued.

Objective 6:

The Environmental Compliance Program through the air quality assessment activity will maintain and improve Louisiana's air quality and satisfy Clean Air Act mandates by maintaining a comprehensive statewide air monitoring program, conducting timely air quality planning and making scientifically valid data assessments July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The activities of the Air Quality Assessment Division support the Natural Resources State Outcome Goal through the development and implementation of air pollution control strategies to attain good air quality and protect citizens' health. The program has two main purposes: A) to implement the control strategies that result in realized emissions reductions with the goal of maintaining attainment of the air quality standards, especially in the heavily industrialized areas of the state (this allows for future economic and infrastructure development); and B) to educate the citizens of the state about air quality and provide up-to-date, accurate air quality data. The division provides air modeling and emissions equipment testing support to permitting and enforcement section staff to ensure that facilities are complying with air pollution control strategies; and oversees the emission inspections on motor vehicles within the ozone nonattainment area.

Strategies:

- 6.1 Initiate the promulgation of emission control regulations to attain the standards through the State Implementation Plan.
- 6.2 Design, implement and maintain the statewide ambient air quality network.
- 6.3 Evaluate the air monitoring data for trends and compliance with national and state air quality standards.

- 6.4 Maintain information on current standards to be used as a baseline for future environmental indicator processing (i.e. 1-hour average criteria) (Vision 2020: 3.8.1)
- 6.5 Provide requisite monitoring data for appropriate EPA databases.
- 6.6 Operate and maintain the criteria and toxic air pollutant inventory system.
- 6.7 Annually validate ambient air toxic data for use in determining compliance with standards and reporting emissions to EPA and the public.
- 6.8 Complete any inventory (point, area, non-road mobile, on-road mobile or biogenics) necessary to address ozone non-attainment areas or for any other special purpose.

Performance Indicators:

Outcome: Percent of data capture from ambient monitoring equipment measuring criteria pollutants.

Efficiency: Percent of air modeling reviews completed within two weeks of receipt.

Objective 7:

The Environmental Compliance Program through the water quality assessment activity will protect water resources statewide by setting standards, assessing water quality, developing protective regulated permit allocations and enabling local activities that address unregulated pollution sources July1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

In supporting the Natural Resources State Outcome Goal the water quality assessment activity is directly involved with the protection and improvement of the water resources of the state through objective scientific evaluation of water quality and the development of regulatory and non-regulatory approaches to address impairments. The Water Quality Assessment Division partners directly with the Environmental Protection Agency (EPA) to further national and state level goals of natural resource protection.

Strategies:

- 7.1 Review environmental data for water to define environmental problems and facilitate planning activities to develop regulatory and non-regulatory pollution control strategies to meet time schedules and requirements of the Clean Water Act.
- 7.2 Accomplish water quality assessments as required under Sections 305(b) and 303(d) of the Clean Water Act (The Integrated Report) by compiling and assessing technical data on all water bodies in order to determine possible water quality impairment. A list of

impaired water bodies, the 303(d) list, is then developed to show where Total Maximum Daily Loads (TMDLs) need to be established and incorporated into the Water Quality Management Plan (Vision 2020 Objective 3.8.4).

- 7.3 Accomplish nonpoint source pollution management updates as required under Section 319 of the Clean Water Act by implementing demonstration projects for Best Management Practices.
- 7.4 Continue to develop Water Quality Standards by maintaining, revising, or creating new criteria as needed to protect the designated uses of waters of the State (Vision 2020 Objective 3.8.3).
- 7.5 Report and post mercury fish tissue sample results and subsequent advisories, when needed, on the DEQ website, in conjunction with the Louisiana Department of Health and Hospitals.
- 7.6 Report and post swimming advisories as needed in conjunction with the Louisiana Department of Health and Hospitals, the Louisiana Department of Wildlife and Fisheries, and the Louisiana Department of Agriculture and Forestry.
- 7.8 Prioritize drinking water systems by parish for inclusion in the Drinking Water Protection Program.
- 7.9 Encourage formation of local committees that implement water resource protection actions for local drinking water sources and ambient surface waters.
- 7.10 Help local committees develop ordinances to protect public drinking water supplies.
- 7.11 Help community water systems develop contingency plans to implement during emergencies.

Performance Indicators:

Outcome: Cumulative percent of community water systems where risk to public health is minimized by source water protection.

Cumulative number of watersheds with initiated Watershed Implementation Plans for nonpoint source pollution minimization.

Percent of water quality modeling documents finalized for public notice within 80 days of beginning the review process in support of permit limitations for point-source discharges.

Percent of water data received that is evaluated for technical acceptability for criteria development or assessments within 120 days.

Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of air facilities inspected.

Indicator LaPAS PI Code: 9756.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
10. Responsible Person: Raymond Guillaume, Environmental Scientist Senior
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of treatment, storage and disposal facilities inspected.

Indicator LaPAS PI Code: 9757.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of solid waste facilities inspected.

Indicator LaPAS PI Code: 9758.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
10. Responsible Person: Raymond Guillaume, Environmental Scientist Senior
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1 The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of major water facilities inspected.

Indicator LaPAS PI Code: 6886

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of significant minor water facilities inspected.

Indicator LaPAS PI Code: 6887.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1 The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of tire dealers inspected.

Indicator LaPAS PI Code: 9759.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of radiation licenses inspected.

Indicator LaPAS PI Code: 9760.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of x-ray registrations inspected.

Indicator LaPAS PI Code: 9761.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of mammography facilities inspected.

Indicator LaPAS PI Code: 9762.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 1: The Environmental Compliance Program through the surveillance activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2011 through June 30, 2016.

Indicator Name: Percent of top-rated asbestos projects inspected.

Indicator LaPAS PI Code: 9882.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. Data Source, Collection and Reporting: Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO, Inspection data entry occurs on a daily basis as routine task of those assigned this duty. The data is reported on the state fiscal year.
7. Calculation Methodology: Analysis of the TEMPO database will allow for reporting of the number of facilities inspected relative to the total number of selected facilities by category over a specific time frame. The resulting relation will be reported as a percent of facilities that were inspected for a given time frame.
8. Scope: The indicator is an aggregate of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 2: The Environmental Compliance Program through the surveillance activity will monitor and sample 25% of targeted surface water subsegments from 340 named waterbody subsegments statewide annually July 1, 2011 through June 30, 2016.

Indicator Name: Percent of waterbody subsegments monitored and sampled.

Indicator LaPAS PI Code: 9751.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator measures the success of the ambient monitoring plan.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured. The indicator is based on four year repeating cycle. The waterbody subsegments targeted for sampling are divided into four groups. Approximately 25% is sampled each year. After four years, 100% of the designated water bodies are sampled, and the process begins again.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the legislative auditor. The indicator records whether approximately 25% of the subsegments are sampled annually over a four year period. The calculations are straightforward, based on which subsegments are actually sampled compared to the total number of subsegments.
6. Data Source, Collection and Reporting: Surveillance Division staff collects samples with oversight from respective regional supervisory personnel. The Water Quality Assessment Division and the Surveillance Division are users and trackers of the data sets collected.
7. Calculation Methodology: Simple count and comparison of the number of targeted sites to the number of sites sampled.
8. Scope: The indicator is aggregated of waterbody subsegments over a four year period.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 3: The Environmental Compliance Program through the surveillance activity will address all reported incidents and citizen complaints with 85% being addressed within ten business days of receipt of notification July 1, 2011 through June 30, 2016.

Indicator Name: Percent of environmental incidents and citizen complaints addressed within five business days of receiving notification.

Indicator LaPAS PI Code: 9764.

1. Type and Level: Efficiency; Key.
2. Rationale: This indicator measures timeliness of response to correct potential emergency or otherwise environmentally damaging situations. It is intended to quickly bring potential violators into compliance with the Environmental Quality Act and to alleviate public concerns related to environmental incidents.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors noted problems in the methods available to note timeliness of handling incidents. A database query was developed that collects incident data logged into TEMPO by DEQ that provides information relative to response time by field staff.
6. Data Source, Collection and Reporting: Incident report forms are reviewed for accuracy and completeness by Surveillance Division regional supervisory personnel. Data found in the report form is entered into the TEMPO database. Tracking of the information can be obtained by any person with access to the database.
7. Calculation Methodology: The TEMPO database contains two fields pertinent to this indicator, namely "Date Received" and "Date Investigated". A query of the database of these fields will provide a computer-generated list of all incidents and the associated response time. The number of incidents to which response time was five days or less would be divided by the number of incidents received to give the subject indicator.
8. Scope: The indicator is an aggregation of incident responses in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
10. Responsible Person: Raymond Guillaume, Environmental Scientist Senior
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 3: The Environmental Compliance Program through the surveillance activity will address all reported incidents and citizen complaints with 85% being addressed within five business days of receipt of notification July 1, 2011 through June 30, 2016.

Indicator Name: Number of spill notifications.

Indicator LaPAS PI Code: 15801.

1. Type and Level: Input, General Performance Information.
2. Rationale: This indicator measures timeliness of response to correct potential emergency or otherwise environmentally damaging situations. It is intended to quickly bring potential violators into compliance with the Environmental Quality Act and to alleviate public concerns related to environmental incidents.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors found no problems with the actual numbers of spills recorded by DEQ into TEMPO.
6. Data Source, Collection and Reporting: Incident report forms are reviewed for accuracy and completeness by Surveillance Division regional supervisory personnel. Data found in the report form is entered into the TEMPO database. Tracking of the information can be obtained by any person with access to the database.
7. Calculation Methodology: The TEMPO database contains two fields pertinent to this indicator, namely "Date Received" and "Date Investigated". A query of the database of these fields will provide a computer-generated list of all incidents and the associated response time.
8. Scope: The indicator is an aggregation of incident responses in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
10. Responsible Person: Raymond Guillaume
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Surveillance

Objective 3: The Environmental Compliance Program through the surveillance activity will address all reported incidents and citizen complaints with 85% being addressed within five business days of receipt of notification July 1, 2011 through June 30, 2016.

Indicator Name: Number of citizen complaints.

Indicator LaPAS PI Code: 15802.

1. Type and Level: Input, General Performance Information.
2. Rationale: This indicator measures timeliness of response to correct potential emergency or otherwise environmentally damaging situations. It is intended to quickly bring potential violators into compliance with the Environmental Quality Act and to alleviate public concerns related to environmental incidents.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator was audited by the legislative auditor in 2002. The auditors found no problems with the actual numbers of complaints recorded by DEQ into TEMPO.
6. Data Source, Collection and Reporting: Incident report forms are reviewed for accuracy and completeness by Surveillance Division regional supervisory personnel. Data found in the report form is entered into the TEMPO database. Tracking of the information can be obtained by any person with access to the database.
7. Calculation Methodology: The TEMPO database contains two fields pertinent to this indicator, namely "Date Received" and "Date Investigated". A query of the database of these fields will provide a computer-generated list of all incidents and the associated response time.
8. Scope: The indicator is an aggregation of incident responses in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted facilities on a schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
10. Responsible Person: Raymond Guillaume
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Emergency and Radiological Services

Objective 4: The Environmental Compliance Program through the emergency and radiological services activity will ensure the general public's safety with respect to radiological and chemical emergencies, facilities utilizing radiation sources, and nuclear power plant incidents statewide July 1, 2011 through June 30, 2016.

Indicator Name: Percent of emergency planning objectives demonstrated.

Indicator LaPAS PI Code: 3672.

1. Type and Level: Outcome, Key.
2. Rationale: This indicator measures percentage of federal planning standards and Federal Emergency Management Agency (FEMA)'s evaluation criteria satisfied, and determines the adequacy of the Louisiana Peacetime Radiological Response Plan for "reasonable assurance" of public protection in the event of an accident at a fixed nuclear facility affecting the State.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator name identifies emergency planning for "reasonable assurance" of public protection in the event of an accident at a fixed nuclear facility affecting Louisiana.
5. Validity, Reliability and Accuracy: This indicator has not been audited by the legislative auditor. FEMA oversees this activity and reviews agency reports and evaluates participation in nuclear power plant drills/exercises to verify that the information is accurate and valid.
6. Data Source, Collection and Reporting: The Annual Letter of Certification (ALC) on meeting federal planning standards and the evaluation reports on FEMA's criteria that are exercised every two years are available from the OEC/Surveillance Division and FEMA. Frequency of reporting is determined at the beginning of the fiscal year and reported as needed.
7. Calculation Methodology: If any of the objectives are not completed successfully, then the percent of those successfully completed are calculated with respect to all applicable criteria.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Peter Ricca

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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Emergency and Radiological Services

Objective 4: The Environmental Compliance Program through the emergency and radiological services activity will ensure the general public's safety with respect to radiological and chemical emergencies, facilities utilizing radiation sources, and nuclear power plant incidents statewide July 1, 2011 through June 30, 2016.

Indicator Name: Process 97% of radioactive material applications for registration, licensing, and certification within 30 business days of receipt.

Indicator LaPAS PI Code: 9767.

1. Type and Level: Outcome, Key.
2. Rationale: This indicator demonstrates the staff's efficiency for processing completed applications for radiation registrations, licenses and certifications actions within the designated timeframe.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has been audited by the Office of the Legislative Auditor. There were no findings. Information for this indicator is accurately reported from DEQ's TEMPO database.
6. Data Source, Collection and Reporting: The Annual Letter of Certification (ALC) on meeting federal planning standards and the evaluation reports on FEMA's criteria that are exercised every two years are available from the OEC/Surveillance Division and FEMA. Frequency of reporting is determined at the beginning of the fiscal year and reported as needed.
7. Calculation Methodology: Determined from a log of radiation registrations, licenses and certifications requests. It is determined quarterly or as needed using TEMPO report #TPOR0132.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Judith Schuerman
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Enforcement

Objective 5: The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

Indicator Name: Percent of enforcement actions issued within the prescribed time periods.

Indicator LaPAS PI Code: 9765.

1. Type and Level: Efficiency, Key.
2. Rationale: This indicator measures the success of issuance of appropriate enforcement actions in a timely manner for major violations.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator is based on the issuance of enforcement actions addressing major violations (high priority violations (HPV) for the air program and significant noncompliance violations (SNC) for the water and hazardous waste programs, and all solid waste, and underground storage tank program violations.
5. Validity, Reliability and Accuracy: This indicator was audited by the Legislative Auditor in 2002 and 2003. The auditor found the indicator and the method of calculation used to derive the percentage to be valid, reliable and accurately reported.
6. Data Source, Collection and Reporting: Extracted from the enforcement data base on an as needed basis.
7. Calculation Methodology: Computed using the dates of assignment compared to date of issuance according to prescribed timelines.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Toni Evans

Environmental Scientist Senior

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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Enforcement

Objective 5: The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

Indicator Name: Percent of SWAT class invitees that will resolve their violations with no further action.

Indicator LaPAS PI Code: 23143.

1. Type and Level: Outcome, Key.
2. Rationale: This indicator measures the success of the Sanitary Wastewater Compliance Assistance Program in resolving violations voluntarily through increased awareness of regulatory compliance.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly states what is being measured. SWAT is defined as Sanitary/Vehicle Wastewater Compliance Assistance Training.
5. Validity, Reliability and Accuracy: This indicator has not been audited; it is a new indicator.
6. Data Source, Collection and Reporting: Data is extracted from the water enforcement tracker/database on an as needed basis.
7. Calculation Methodology: Number of invitees who attend SWAT Awareness Training and resolve their violations divided by the total number of facilities invited to the SWAT awareness training.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Toni Evans
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Enforcement

Objective 5: The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

Indicator Name: Number of air quality enforcement actions issued.

Indicator LaPAS PI Code: 15803.

1. Type and Level: Output; General Performance Information.
2. Rationale: This indicator measures the air quality enforcement actions issued.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly states what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Data is extracted from the water enforcement tracker/database on an as needed basis.
7. Calculation Methodology: A simple count of the media specific enforcement actions issued.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Toni Evans
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Enforcement

Objective 5: The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

Indicator Name: Number of solid waste enforcement actions issued.

Indicator LaPAS PI Code: 15804.

1. Type and Level: Output; General Performance Information.
2. Rationale: This indicator measures the solid waste enforcement actions issued.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly states what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Data is extracted from the water enforcement tracker/database on an as needed basis.
7. Calculation Methodology: A simple count of the media specific enforcement actions issued.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Toni Evans
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Enforcement

Objective 5: The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

Indicator Name: Number of hazardous waste enforcement actions issued.

Indicator LaPAS PI Code: 15805.

1. Type and Level: Output; General Performance Information.
2. Rationale: This indicator measures the hazardous waste enforcement actions issued.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly states what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Data is extracted from the water enforcement tracker/database on an as needed basis.
7. Calculation Methodology: A simple count of the media specific enforcement actions issued.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Toni Evans
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Enforcement

Objective 5: The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

Indicator Name: Number of water quality enforcement actions issued.

Indicator LaPAS PI Code: 15806.

1. Type and Level: Output; General Performance Information.
2. Rationale: This indicator measures the water quality enforcement actions issued.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly states what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Data is extracted from the water enforcement tracker/database on an as needed basis.
7. Calculation Methodology: A simple count of the media specific enforcement actions issued.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Toni Evans
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Enforcement

Objective 5: The Environmental Compliance Program through the enforcement activity will increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness July 1, 2011 through June 30, 2016.

Indicator Name: Number of radiation enforcement actions issued.

Indicator LaPAS PI Code: 15807.

1. Type and Level: Output; General Performance Information.
2. Rationale: This indicator measures the radiation enforcement actions issued.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly states what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: Data is extracted from the water enforcement tracker/database on an as needed basis.
7. Calculation Methodology: A simple count of the media specific enforcement actions issued.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Toni Evans
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity 6: Air Quality Assessment

Objective: The Environmental Compliance Program through the air quality assessment activity will maintain and improve Louisiana's air quality and satisfy Clean Air Act mandates by maintaining a comprehensive statewide air monitoring program, conducting timely air quality planning and making scientifically valid data assessments July 1, 2011 through June 30, 2016.

Indicator Name 6: Percent of data capture from ambient monitoring equipment measuring criteria pollutants.

Indicator LaPAS PI Code: 23150.

1. Type and Level: Effectiveness; Key.
2. Rationale: This indicator provides calculations on the percent data capture from ambient monitoring equipment measuring criteria pollutants.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: The indicator undergoes extensive examination before being reported as valid. Field instruments that have been calibrated to EPA standards measure the 6 criteria pollutants in the air. The data is collected through electronic data loggers (no manual input) and then compared to chart recorder information. The data is finally validated, following EPA Quality Assurance and Quality Control guidelines, by personnel independent from the collection staff to ensure that measurement, calibration, collection and reporting procedures are met.
6. Data Source, Collection and Reporting: The program collects ambient air quality data from stations across the state; the data are then processed and analyzed by the division staff. Frequency of data collection varies for each station and each parameter; however, data are collected and reported daily for Baton Rouge, New Orleans, Shreveport, Lafayette and Lake Charles. Annual summaries of the data are also reported.
7. Calculation Methodology: Ambient air monitoring data are entered into both the DEQ database as well as EPA's Air Quality System (AQS) database. Through analysis of data, percent data capture is determined.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Michael Vince

Air Quality Assessment Division Administrator

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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Air Quality Assessment

Objective 6: The Environmental Compliance Program through the air quality assessment activity will maintain and improve Louisiana's air quality and satisfy Clean Air Act mandates by maintaining a comprehensive statewide air monitoring program, conducting timely air quality planning and making scientifically valid data assessments July 1, 2011 through June 30, 2016.

Indicator Name: Percent of air modeling reviews completed within two weeks of receipt.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator provides calculations on the percent of modeling reviews completed in a specified timeframe.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: All modeling reviews are tracked by the Engineering Manager. The accuracy of the tracker is verified using monthly reports from staff members. Route sheets for air permits are included in EDMS and log the date of receipt and approval. EDMS can serve as a secondary source for review.
6. Data Source, Collection and Reporting: All modeling reviews are routed through the Engineering Manager. The reviews are tracked via an Excel spreadsheet. The Excel spreadsheet is used to determine the percentage of reviews completed in the specified time. Data in the spreadsheet is verified in the monthly reports submitted by staff and verification on route sheets in EDMS.
7. Calculation Methodology: The number of air modeling reviews completed within the specified timeframe is divided by the total number of air modeling data sets received for the same time period.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Gerri Garwood

Air Quality Assessment Division Engineering Manager

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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Water Quality Assessment

Objective 7: The Environmental Compliance Program through the water quality assessment activity will protect water resources statewide by setting standards, assessing water quality, developing protective regulated permit allocations and enabling local activities that address unregulated pollution sources July 1, 2011 through June 30, 2016.

Indicator Name: Cumulative percent of community water systems where risk to public health is minimized by source water protection.

Indicator LaPAS PI Code: 21512.

1. Type and Level: Outcome; Key.
2. Rationale: The percent of the targeted water systems in the state protected by inclusion in the state Drinking Water Protection Program is an indication of the pro-active commitment to safeguarding the drinking water.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: The Office of the Legislative Auditor has not audited this indicator. The indicator is valid, reliable, and accurately reported because the Aquifer Evaluation and Protection Section staff works closely with the local committee and tracks their progress.
6. Data Source, Collection and Reporting: This indicator is tracked by the Aquifer Evaluation and Protection Section and is available upon requests. Tracking is continuous.
7. Calculation Methodology: Determine the number of community water systems for which source water protection strategies need to be implemented for in the state such that 50% protection is achieved by 2013. Susceptibility to contamination and amount of population protected are taken into consideration in determining targets. To determine the per-cent protected each fiscal year, the community water system protection implementation for that year will be divided by the cumulative goal established for the end of FY 2013.
8. Scope: This indicator is disaggregated.
9. Caveats: Part of protection implementation depends upon a local committee visiting facilities that could potentially contaminate drinking water in a source water protection area in order to educate people on best management practices (BMPs) to prevent contamination. DEQ works closely with the committee but may not be able to always assure the time frame of this or other tasks the committee is responsible for.
10. Responsible Person: Chris Piehler, Water Quality Assessment Division Administrator
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Water Quality Assessment

Objective 7: The Environmental Compliance Program through the water quality assessment activity will protect water resources statewide by setting standards, assessing water quality, developing protective regulated permit allocations and enabling local activities that address unregulated pollution sources July 1, 2011 through June 30, 2016.

Indicator Name: Cumulative number of watersheds with initiated Watershed Implementation Plans for non-point source pollution minimization.

Indicator LaPAS PI Code: 23148.

1. Type and Level: Outcome; Key.
2. Rationale: This indicator measures the number of watersheds throughout the state where proactive steps are being taken to minimize non-point source pollution and thereby protect the surface water quality through installation of best management practices (BMPs), which can include erosion control measures, runoff retention measures, restoration of streambank, riparian zones, or wetlands, source identification, and education and outreach. The steps taken or activities initiated are based upon the problems identified in the watershed implementation plans and the methods prescribed or recommended to address and correct those problems.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: The Office of the Legislative Auditor has not audited this indicator.
6. Data Source, Collection and Reporting: This information can be obtained from the WQAD which is responsible for development of watershed implementation plans and coordinates implementation of nonpoint source projects with other agencies, local governments, and organizations. This Section will also obtain data from other agencies such as the Department of Agriculture and Forestry and USDA/NRCS tracking implementation of BMPs. The data will be tracked and reported by the section Manager and the Nonpoint Unit Supervisor.
7. Calculation Methodology: The number of plans where recommended BMPs or other measures or activities have been implemented will be counted. As more plans are written, the number of watersheds where actions are initiated will continue to increase. Ultimately, these measures will be applied to virtually all watersheds within the state.
8. Scope: This indicator is disaggregated.
9. Caveats: The ability of the DEQ to effect implementation of BMPs can be affected by the amount of federal funding available for implementation of controls and willingness of local governments and landowners to participate in implementing controls. Participation by local

governments, organizations, and/or landowners is critical as DEQ cannot directly implement these non-regulatory activities on private lands without permission. The ability of the DEQ to effectively conduct education and outreach and to coordinate with other agencies and organizations can be diminished by staff reduction, availability of reliable vehicles, and decreased federal funding.

10. Responsible Person: Chris Piehler

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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Water Quality Assessment

Objective 7: The Environmental Compliance Program through the water quality assessment activity will protect water resources statewide by setting standards, assessing water quality, developing protective regulated permit allocations and enabling local activities that address unregulated pollution sources July 1, 2011 through June 30, 2016.

Indicator Name: Percent of water quality modeling documents finalized for public notice within 80 days of beginning the review process in support of permit limitations for point source discharges.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome; Key.
2. Rationale: The indicator is a measure of the percentage of modeling documents that are reviewed and sent to public notice within the allotted amount of time (80 working days). This helps to ensure that TMDL production continues at a reasonable pace.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: The Office of the Legislative Auditor has not audited this indicator.
6. Data Source, Collection and Reporting: All TMDL survey data is collected by the OEC, Surveillance Division. All data, including water quality, hydrologic, GPS, and meteorological data are reviewed by personnel in the OEC for accuracy and completeness. The same staff are responsible for loading/storing the data on the Watershed Survey Section's server (ws_surveys) and in the LEADMS and L'EAU databases. The data can be tracked by anyone with access to the ws_surveys, LEADMS, and L'EAU. The data is reported in the final TMDL report. TMDL reports are tracked by the Water Quality Modeling Manager and the Environmental Scientist Staff.
7. Calculation Methodology: The number of water quality modeling documents finalized is divided by the number of documents reviewed in the established time period.
8. Scope: This indicator is disaggregated.
9. Caveats: The ability of the LDEQ's Water Quality Modeling Section to develop models and TMDLs can be diminished by staff reduction, workload, computer problems, and ongoing issues involved with the complexities of TMDLs.
10. Responsible Person: Chris Piehler
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Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Water Quality Assessment

Objective 7: The Environmental Compliance Program through the water quality assessment activity will protect water resources statewide by setting standards, assessing water quality, developing protective regulated permit allocations and enabling local activities that address unregulated pollution sources July 1, 2011 through June 30, 2016.

Indicator Name: Percent of water data received that is evaluated for technical acceptability for criteria development or assessments within 120 days.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome; Supporting.
2. Rationale: The indicator supports near-real-time evaluation of water quality data. Near-real-time data evaluation is critical to: timely action that may be needed to address environmental water quality concerns; understanding work load and resource requirements; and/or implementing timely actions to address deficient or problematic contractor performance, business processes, and/or resource levels.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: The Office of the Legislative Auditor has not audited this indicator.
6. Data Source, Collection and Reporting: The source of the “receive” and “evaluation” dates outlined below is the Water Quality Assessment Division. Processes and tools are under development to track the information.
 - a. Receive Date - Date when the Water Quality Assessment Division receives the data set. Data sets to be reviewed and tracked for this performance indicator are contract laboratories’ data provided by the Surveillance Division laboratory contract management staff.
 - b. Evaluation Date - Date when the Water Quality Assessment Division completes its technical acceptability evaluation of the data set.
7. Calculation Methodology: The number of data sets evaluated within 120 days is divided by the number of data sets received in six-month period and multiplied by 100.
8. Scope: This indicator is disaggregated.
9. Caveats: The evaluation period will be calculated based on net working days. The first report for this indicator will be completed July 2011 to account for lag time and overlap in data set receive and evaluation dates. Technical acceptability is determined by the data reviewers and users in accordance with applicable Quality Assurance Project Plans, Standard Operating Procedures, and other policies applicable to the water quality criteria

development and assessment programs. Technical acceptability does not equate to final usability and is not an indication the data set is complete and accurate. The date a data set is technically accepted indicates the end users have evaluated the data set and made a determination of the status of the data set, including the potential need for further action.

10. Responsible Person: Chris Piehler

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Process Documentation

Office of Environmental Compliance

1. Identification of the principal clients and users of the program and the specific service or benefit derived by such persons or organizations.

Benefits	Clients
Objective 1: Media specific inspections identifies facility compliance information for other DEQ divisions	<ul style="list-style-type: none"> • General Public • Regulated community • United States Environmental Protection Agency (USEPA) and Nuclear Regulatory Commission (NRC) • Federal Emergency Management Agency (FEMA) • Legislature, DOA, Governor • DEQ
Objective 2: Surface water monitoring and sampling collects samples for data analysis	
Objective 3: Timely response to environmental incidents and citizen complaints	
Objective 4: Emergency and radiological services provides compliance data to allow EPA oversight as outlined in Enforcement MOU	
Objective 5: Enforcement actions and SWAT ensure regulatory compliance and compliance assistance	
Objective 6: Air quality assessment provides data and information regarding quality of air; air quality monitoring and pollution reduction strategies for non-attainment areas	
Objective 7: Water quality assessment provides data and information regarding quality of water; water quality monitoring and pollution reduction strategies	

2. Identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievement of its goals or objectives.
 - Loss of experienced personnel
 - Legal challenges to regulations
 - New or additional statutory requirements without accompanying manpower and funding support
 - Requirements/priorities imposed on the Department by USEPA, State legislature, and/or courts;
 - Inadequate funding for specific directives at state and federal levels;
 - The economy, which may affect funding levels for the agency and which may bring increases or decreases in numbers and levels of wastewater discharges, air emissions, etc.
3. Statutory requirement or other authority:

- Louisiana Revised Statutes Title 30 Subtitle II (La. Environmental Quality Act)
- 42 U.S.C. §6901 et seq. (Resource Conservation and Recovery Act)
- CERCLA 42 U.S.C. §9601 et seq. (Comprehensive Environmental Response, Compensation, and Liability Act of 1980)
- Clean Water Act
- Clean Air Act
- Nuclear Regulatory Commission
- Louisiana Environmental Quality Act
- Act 1465 and five-year Master Plan (Vision 2020) for economic development
- LAC 33:I.
- LAC 33:III
- LAC 33:V.
- LAC 33:VII.
- LAC 33:IX
- LAC 33:XII.
- LAC 33:XV
- CFR 40 Parts 260 through 281

4. Description of any program evaluation used to develop objectives and strategies:

The objectives and the strategies associated with them are driven by:

(1) statutory and federal requirements, (2) funding, and (3) sufficient personnel to ensure that the level of compliance, monitoring and response to environmental incidents is maintained.

The programs encompassed by the objectives are reviewed and evaluated at least annually by management and regional staff to ensure that work plan activities are consistent with the strategies developed to demonstrate progress toward the stated objectives.

5. Explanation of how duplication of effort will be avoided when the operations of more than one program are directed at achieving a single goal, objective or strategy:

No duplication of effort exists.

6. Description of how the performance indicators are used in management decision making and other agency processes:

Numbers and other data generated by tracking of the performance indicators will be used individually and collectively to monitor program performance. Management staff will use this information to determine trends and set priorities with regard to funding and allocation of personnel to accomplish the listed objectives and strategies. Program areas that are found to be deficient will receive more attention. The department will also use this information to keep the regulated community and the public informed of agency performance.

Office of Environmental Services

Five Year Strategic Plan

July 1, 2011 – June 30, 2016

Agency Number: 13-852
Program: Environmental Services Program
Program Authorization: La. R.S. 30:2011(C)(1)

Vision

The vision of the Environmental Services Program is to ensure that the citizens of Louisiana have a healthy and clean environment to live and work in for present and future generations.

Mission

The mission of the Environmental Services Program is to ensure that the citizens of Louisiana have a clean and healthy environment to live and work in for present and future generations. This will be accomplished by regulating pollution sources through permitting activities which are consistent with laws and regulations, by providing interface between the department and its customers, by providing improved public participation, by remediating sites contaminated with hazardous substances and ensuring the integrity of underground storage tanks. The permitting activity will provide single entry/contact point for permitting, including a multimedia team approach; providing technical guidance for permit applications; improved permit tracking; and the ability to focus on applications with the highest potential for environmental impact.

Philosophy

The philosophy of the Environmental Services Program is to make efficient use of available resources to conduct operations that consider both environmental impact and economic impact. Decisions will be based on sound, comprehensive information that is scientifically and economically supported. Customer assistance will be provided to the regulated community in the application process. The permit process will assure that facilities have the information they need to maintain compliance with state and federal regulations.

Goal

To maintain and enhance the environment of Louisiana through permitting and licensing, and by sponsoring and supporting programs that increase public awareness of Louisiana's environmental issues.

Objective 1:

The Environmental Services Program, through the air permits activity, will ensure statewide protection of ambient air quality by limiting levels of air emissions to federal and state standards through high quality technical evaluations of incoming permit applications and issuance of final permit decisions for sources requesting new, renewal, or modified permits July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The Air Permits Division supports the Natural Resource State Outcome Goal by functioning to ensure that the impacts to air quality associated with a proposed project have been minimized or avoided to the maximum extent possible and that the social and economic benefits of the project greatly outweigh its adverse environmental impacts.

Strategies:

- 1.1 Provide high quality technical evaluations/draft permits for all air permit activities, in a timely manner.
- 1.2 Maintain program integrity by continuing to meet all applicable state and federal mandates to ensure that all facilities' air emissions operations are protective of human health and the environment.
- 1.3 Provide requisite permitting data for appropriate EPA databases.
- 1.4 Continue to issue air permits that are in compliance with the Clean Air Act.

Performance Indicators:

Outcome: Provide high quality technical evaluations of air quality permit applications and take final action in the form of approval or denial per Louisiana regulations on 90% of applications received for new facilities and substantial modifications within established timeframes.

Output (GPI) Number of air quality permits division work products completed.

Objective 2:

The Environmental Services Program, through the waste permits activity, will ensure statewide control of solid and hazardous waste through high quality technical evaluations on incoming permit applications and issuance of final permit decisions for sources requesting new, renewal or modification applications July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The Waste Permits Division (WSTPD) supports the Natural Resources State Outcome Goal and protects the environment by ensuring proper management and disposal of solid and hazardous wastes within the State. Under this program, solid and hazardous waste streams are managed and disposed according to strict federal EPA requirements and sound engineering practices.

Strategies:

- 2.1 Provide high quality technical evaluations/draft permits for all solid and hazardous waste permit activities, in a timely manner.
- 2.2 Maintain program integrity by continuing to meet all applicable state and federal mandates to ensure that all regulated facility operations are protective of human health and the environment.
- 2.3 Provide requisite permitting data for appropriate EPA databases.

Performance Indicators:

- Outcome: Provide high quality technical evaluations of waste permit applications and take final action in the form of approval or denial per Louisiana regulations on 85% of applications received for new facilities and substantial modifications within established timeframes.
- Output (GPI) Number of solid waste work products completed.
Number of treatment, storage and disposal (hazardous waste facilities) work products completed.

Objective 3:

The Environmental Services Program, through the water permits activity, will ensure statewide control and limit pollutant levels for the protection of Louisiana surface waters through issuance of final water permit decisions, water quality certifications, bio-solids registration and management activities July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The Water Permits Division (WPD) supports the Natural Resources State Outcome Goal and protects the environment through the Louisiana Pollution Discharge Elimination System (LPDES) permits, water quality certifications, and bio-solids oversight, controls and limits effluent pollutant levels to the regulated waters of the state of Louisiana. Water permits contain specific scientifically based limitations and requirements which ensure the waterbody designated uses are achieved and maintained. WPD plays a crucial role in the contribution to a healthy environment, and affords protection to the citizens of the state.

Strategies:

- 3.1 Provide high quality technical evaluations/draft permits for all surface water permit activities, in a timely manner.
- 3.2 Maintain program integrity by continuing to meet all applicable state and federal mandates to ensure that all regulated facility operations are protective of human health and the environment.
- 3.3 Provide requisite permitting data for appropriate EPA databases.
- 3.4 Continue to utilize strategies to maintain the number of National Pollution Discharge Elimination System permits that are identified as “current”.
- 3.5 Continue to issue major and minor Louisiana Pollution Discharge Elimination System permits, including Stormwater General Permits.

Performance Indicators:

Outcome: Provide high quality technical evaluations of water quality permit applications and take final action in the form of approval or denial per Louisiana regulations on 86% of applications received for new facilities and substantial modifications within established timeframes.

Output (GPI): Number of individual water quality permit actions completed.
Number of general water quality permit actions completed.
Number of certification activities completed.

Objective 4:

The Environmental Services Program, through the permit support services activity, will administratively process all complete permit applications, registrations, notifications, and accreditations within established timeframes July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

This activity supports the Natural Resources State Outcome Goal through the review of applications, registrations and notifications by Permit Support Services Division staff. These are proactive measures which ensure compliance, provide for clean water, air, and land and improved quality of life for people to live, work, and play in a healthy environment, and promote a sustainable tax base.

Strategies:

- 4.1 Provide administrative services to the three media permitting divisions.

- 4.2 Receive and analyze all incoming documents to ensure proper placement in DEQ's Electronic Data Management System (EDMS).
- 4.3 Create permitting records in TEMPO (Tools for Environmental Management Protection Organizations).
- 4.4 Conduct certification testing for solid waste operators.
- 4.5 Review Asbestos Management Plans for schools and state buildings.

Performance Indicators:

Outcome: Administratively process permit applications, accreditation applications, registrations and notifications within established timeframes.

Output (GPI) Number of name, ownership, operator changes completed.
Number of asbestos management plan reviews completed
Number of asbestos accreditations issued

Objective 5:

The Environmental Services Program through the remediation services activity will investigate and clean up uncontrolled contamination and/or monitor on-going clean up at abandoned properties and active facilities, restoring 435 sites and making them safe for reuse and available for redevelopment statewide July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The remediation services activity supports the Natural Resources State Outcome Goal through cleanup incentives, consistent application of risk-based cleanup standards, partnerships with government and other organizations at all levels, cooperation with innovative cleanup technology markets, and public outreach through workshops and conferences.

Strategies:

- 5.1 Oversee and streamline the implementation of the RCRA Corrective Action Program.
- 5.2 Focus appropriate program resources and actions on GPRA-listed facilities.
- 5.3 Address immediate threats to human health and the environment and maximize actual environmental results by removal, treatment, or containment of contaminants.

Performance Indicators:

Outcome: Number of sites evaluated and closed out.
Percentage of closed out sites that are ready for continued industrial/commercial/residential use or redevelopment.

Cumulative percent of Government Performance Results Act (GPRA) facilities with remedies selected for the entire facility.

Cumulative percent of GPRA facilities with remedy completed or remedy construction completed for the entire facility.

Output (GPI) Cumulative number of sites returned to active commerce through DEQ's voluntary clean-up program.

Objective 6:

The Environmental Services Program through the remediation services activity will direct the determination of the extent of contamination both laterally and vertically at sites with pollution to protect the soil and groundwater resources by reviewing 85% of the soil and groundwater investigation work plans and corrective action work plans received July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The remediation services activity supports the Natural Resources State Outcome Goal by promoting the restoration and preservation of two of Louisiana's important natural resources, land and ground water, for the continued benefit of Louisiana's economy and the use of future generations.

Strategies:

- 6.1 Guide and direct the investigation of sites identified as contaminated in the State by reviewing investigation work plans.
- 6.2 Conduct appropriate administrative follow-up for each work plan.
- 6.3 Inspect investigation activities periodically to assure that work is being performed in accordance with the approved work plan.
- 6.4 Select potentially contaminated sites from Remediation Services Division data and assess to determine the existence of soil and/or groundwater contamination, according to established divisional procedures.
- 6.5 Seek to return sites to active commerce through the Voluntary Remediation Program (Vision 2020 Objective 3.8.5).
- 6.6 Guide and direct the corrective action (remediation) of contaminated sites by reviewing corrective action work plans.
- 6.7 Conduct appropriate administrative follow-up for each work plan.
- 6.8 Inspect remediation activities periodically to assure that work is being performed in accordance with approved work plans.

- 6.9 Conduct comprehensive groundwater monitoring evaluations (CMEs) and operations and maintenance inspections (O&Ms).
- 6.10 Provide requisite RCRA data for appropriate EPA databases

Performance Indicators:

Outcome: Percent of soil and ground water investigation work plans reviewed.
Percent of soil and ground water corrective action work plans reviewed.

Objective 7:

The Environmental Assessment Program, through the underground storage tanks activity, will ensure the integrity of and remediate as needed the registered Underground Storage Tank (UST) systems by inspecting 20% of the UST sites and closing incidents where appropriate July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

The underground storage tank activity supports the Natural Resources State Outcome Goal by minimizing the incidence and impact of spilled or leaked fuel into the environment. This protects groundwater, surface water, fish, wildlife, air, and soil. From a public health standpoint, this prevents and minimizes human exposure to these contaminants.

Strategies:

- 7.1 Perform compliance inspections of underground storage tank facilities to verify compliance with state and federal regulations.
- 7.2 Provide requisite compliance data for appropriate federal databases.
- 7.3 Provide information necessary to support enforcement actions where warranted.
- 7.4 Provide necessary oversight and direction to close UST incidents where appropriate.

Performance Indicators:

Outcome: Percent of registered underground storage tank sites inspected.
Number of UST incidents closed.

Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Air Permits

Objective 1: The Environmental Services Program, through the air permits activity, will ensure statewide protection of ambient air quality by limiting levels of air emissions to federal and state standards through high quality technical evaluations of incoming permit applications and issuance of final permit decisions for sources requesting new, renewal, or modified permits July 1, 2011 through June 30, 2016.

Indicator Name: Provide high quality technical evaluations of air quality permit applications and take final action in the form of approval or denial per Louisiana regulations on 90% of applications received for new facilities and substantial modifications within established timeframes.

Indicator LaPAS PI Code: 23144

1. Outcome, Key
2. Rationale: This indicator measures the percentage of air permits completed within established timelines. The indicator specifically looks at agency implementation of the “300 day rule” for permit issuance.
3. Use: This indicator will be used in management’s decision making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database with report #TPOR0127. The date the application is received and the date a final decision is reached are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: Percent calculated by dividing the number of actions taken by the number of the applications received in the specified timeframe.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available, and the adequacy and timeliness of responses from applicants if application is not adequate.
10. Responsible Person: Deanna Bloodworth

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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Air Permits

Objective 1: The Environmental Services Program, through the air permits activity, will ensure statewide protection of ambient air quality by limiting levels of air emissions to federal and state standards through high quality technical evaluations of incoming permit applications and issuance of final permit decisions for sources requesting new, renewal, or modified permits from July 1, 2011 through June 30, 2016.

Indicator Name: Number of air quality permits division work products completed.

Indicator LaPAS PI Code: 15733

1. Output, General Performance Information
2. Rationale: This indicator tracks the total number of air permitting decisions issued for all air sources that were completed in the previous fiscal year regardless of complexity or the date received.
3. Use: This indicator will be used in management's decision making and other agency processes. It will be used for internal management purposes as well as for general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database with report #TPOR0127. The date the application is received and the date a final decision is reached are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: This indicator lists and counts the number of actions completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available, and the adequacy and timeliness of responses from applicants if application is not adequate.
10. Responsible Person: Deanna Bloodworth

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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Waste Permits

Objective 2: The Environmental Services Program through the waste permits activity will ensure statewide control of solid and hazardous waste through high quality technical evaluations on incoming permit applications and issuance of final permit decisions for sources requesting new, renewal or modified permits July 1, 2011 through June 30, 2016.

Indicator Name: Provide high quality technical evaluations of waste permit applications and take final action in the form of approval or denial per Louisiana regulations on 85% of applications received for new facilities and substantial modifications within established timeframes.

Indicator LaPAS PI Code: 23146

1. Outcome, Key
2. Rationale: This indicator measures the percentage of technical review/draft solid and hazardous permits completed within established timelines. The indicator specifically looks at agency implementation of the “300 day rule” for permit issuance.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database with report #TPOR0127. The date the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: Percent calculated by dividing the number of actions taken by the number of the applications received in the specified timeframe.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available or the adequacy and timeliness of responses from applicants if application is not adequate.
10. Responsible Person: Deanna Bloodworth

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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Waste Permits

Objective 2: The Environmental Services Program through the waste permits activity will ensure statewide control of solid and hazardous waste through high quality technical evaluations on incoming permit applications and issuance of final permit decisions for sources requesting new, renewal or modified permits July 1, 2011 through June 30, 2016.

Indicator Name: Number of solid waste work products completed.

Indicator LaPAS PI Code: 15734

1. Output, General Performance Information
2. Rationale: This indicator measures the number of technical review/ solid waste permits or major permit modifications issued within the previous fiscal year.
3. Use: This indicator will be used in management decisions making and other agency processes. It will be used for internal management purposes as well as for general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database with report #TPOR0127. The date the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: This indicator lists and counts the number of actions completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available or the adequacy and timeliness of responses from applicants if application is not adequate.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Waste Permits

Objective 2: The Environmental Services Program through the waste permits activity will ensure statewide control of solid and hazardous waste through high quality technical evaluations on incoming permit applications and issuance of final permit decisions for sources requesting new, renewal or modified permits July 1, 2011 through June 30, 2016.

Indicator Name: Number of treatment, storage and disposal (hazardous waste facilities) products completed.

Indicator LaPAS PI Code: 15735

1. Output, General Performance Information
2. Rationale: This indicator measures the number of technical review/final Treatment, Storage or Disposal permits or major permit modifications issued within the previous fiscal year.
3. Use: This indicator will be used in management decisions making and other agency processes. It will be used for internal management purposes as well as for general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database with report #TPOR0127. The date the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: This indicator lists and counts the number of actions completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available or the adequacy and timeliness of responses from applicants if application is not adequate.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Water Permits

Objective 3: The Environmental Services Program through the water permits activity will ensure statewide control and limit pollutant levels for protection of Louisiana surface waters through issuance of final water permit decisions, water quality certifications, bio-solids registration and management activities July 1, 2011 through June 30, 2016.

Indicator Name: Provide high quality technical evaluations of water quality permit applications and take final action in the form of approval or denial per Louisiana regulations on 86% of applications received for new facilities and substantial modifications within established timeframes.

Indicator LaPAS PI Code: 23145

1. Outcome, Key
2. Rationale: This indicator measures the percentage of technical review/draft of water quality permits completed within established timelines. The indicator specifically looks at agency implementation of the “300 day rule” for permit issuance.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database with report #TPOR0127. The date the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: Percent calculated by dividing the number of actions taken by the number of the applications received in the specified timeframe.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available or the adequacy and timeliness of responses from applicants if application is not adequate.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Water Permits

Objective 3: The Environmental Services Program through the water permits activity will ensure statewide control and limit pollutant levels for protection of Louisiana surface waters through issuance of final water permit decisions, water quality certifications, bio-solids registration and management activities July 1, 2011 through June 30, 2016.

Indicator Name: Number of individual water quality permit actions completed.

Indicator LaPAS PI Code: 15736

1. Output, General Performance Information.
2. Rationale: This indicator measures the number of individual water quality permit actions completed within in the previous fiscal year.
3. Use: This indicator will be used in management decisions making and other agency processes. It will be used for internal management purposes as well as of general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. The date the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: This indicator lists and counts the number of actions completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available or the adequacy and timeliness of responses from applicants if application is not adequate.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Water Permits

Objective 3: The Environmental Services Program through the water permits activity will ensure statewide control and limit pollutant levels for protection of Louisiana surface waters through issuance of final water permit decisions, water quality certifications, bio-solids registration and management activities July 1, 2011 through June 30, 2016.

Indicator Name: Number of general water quality permit actions completed.

Indicator LaPAS PI Code: 15737

1. Output, General Performance Information.
2. Rationale: This indicator measures the number of general water quality permit actions completed within in the previous fiscal year.
3. Use: This indicator will be used in management decisions making and other agency processes. It will be used for internal management purposes as well as of general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. The date the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: This indicator lists and counts the number of actions completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available or the adequacy and timeliness of responses from applicants if application is not adequate.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Water Permits

Objective 3: The Environmental Services Program through the water permits activity will ensure statewide control and limit pollutant levels for protection of Louisiana surface waters through issuance of final water permit decisions, water quality certifications, bio-solids registration and management activities July 1, 2011 through June 30, 2016.

Indicator Name: Number of certification activities completed.

Indicator LaPAS PI Code: New

1. Output, General Performance Information.
2. Rationale: This indicator measures the number of water quality certification actions completed within in the previous fiscal year.
3. Use: This indicator will be used in management decisions making and other agency processes. It will be used for internal management purposes as well as of general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. The date the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. Calculation Methodology: This indicator lists and counts the number of actions completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: Some of the limitations are the quality of the application documents received, the number of staff resources available or the adequacy and timeliness of responses from applicants if application is not adequate.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Permit Support Services

Objective 4: The Environmental Services Program through the permit support services activity will administratively process all complete permit applications, registrations, notifications and accreditations within established timeframes July 1, 2011 through June 30, 2016.

Indicator Name: Administratively process permit applications, accreditation applications, registrations and notifications within established timeframes.

Indicator LaPAS PI Code: New

1. Outcome, Key
2. Rationale: This indicator measures the various requisite support functions provided to the environmental permitting processes. It is useful to track application totals processed each year as an indicator of the overall OES workload.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved through TEMPO database queries and the Reno/Demo database.
7. Calculation Methodology: Percent is calculated by dividing the number applications processed in the specified timeframe by the number of the applications received.
8. Scope: This indicator is an aggregate of all permit and registration applications received by DEQ.
9. Caveats: Some of the limitations are the quality of the application documents received or the adequacy and timeliness of responses from applicants if application is not adequate.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Permit Support Services

Objective 4: The Environmental Services Program through the permit support services activity will administratively process all complete permit applications, registrations, notifications and accreditations within established timeframes July 1, 2011 through June 30, 2016.

Indicator Name: Number of name, ownership, operator changes completed.

Indicator LaPAS PI Code: New

1. Output, General Performance Information.
2. Rationale: This indicator measures the number of this category of administrative changes completed.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved through TEMPO database queries.
7. Calculation Methodology: Calculation is a simple count in the database.
8. Scope: This indicator is an aggregate of all requested administrative permit changes received by DEQ.
9. Caveats: The business timelines apply to the processing of complete applications and submittal of appropriate fees.
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Permit Support Services

Objective 4: The Environmental Services Program through the permit support services activity will administratively process all complete permit applications, registrations, notifications and accreditations within established timeframes July 1, 2011 through June 30, 2016.

Indicator Name: Number of asbestos management plan reviews completed.

Indicator LaPAS PI Code: New

1. Output, General Performance Information.
2. Rationale: This indicator measures the number of asbestos management plans for schools and state buildings submitted to the department for review. Management plans ensure that asbestos is identified and managed appropriately to minimize risk of exposure.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database.
7. Calculation Methodology: Calculation is a simple count in the database.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Deanna Bloodworth

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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Permit Support Services

Objective 4: The Environmental Services Program through the permit support services activity will administratively process all complete permit applications, registrations, notifications and accreditations within established timeframes July 1, 2011 through June 30, 2016.

Indicator Name: Number of asbestos accreditations issued.

Indicator LaPAS PI Code: New

1. Output, General Performance Information.
2. Rationale: This indicator measures the number of accreditations issued, which certifies the applicant is trained to properly remove and dispose of asbestos material.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database.
7. Calculation Methodology: Calculation is a simple count in the database.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Deanna Bloodworth

Environmental Scientist Senior

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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Remediation Services

Objective 5: The Environmental Services Program through the remediation services activity will investigate and clean up uncontrolled contamination and /or monitor ongoing clean up at abandoned properties and active facilities, restoring 435 sites and making them safe for reuse and available for redevelopment statewide July 1, 2011 through June 30, 2016.

Indicator Name: Number of sites evaluated and closed out.

Indicator LaPAS PI Code: 23147

1. Outcome, Key.
2. Rationale: This indicator measures the number of uncontrolled environmentally contaminated sites that were identified, investigated and cleaned up, demonstrating progress toward restoration of the state's natural resources.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: Data for this indicator will be retrieved from the TEMPO database.
7. Calculation Methodology: Calculation is a simple count in the database.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Tom Harris
Remediation Services Administrator
tom.harris@la.gov
Ph: 225-219-231 Fax: 225-219-3239

Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Remediation Services

Objective 5: The Environmental Services Program through the remediation services activity will investigate and clean up uncontrolled contamination and /or monitor ongoing clean up at abandoned properties and active facilities, restoring 435 sites and making them safe for reuse and available for redevelopment statewide July 1, 2011 through June 30, 2016.

Indicator Name: Percentage of closed out sites that are ready for continued industrial/commercial/residential use or redevelopment.

Indicator LaPAS PI Code: New

1. Outcome, Key.
2. Rationale: This indicator measures the number of uncontrolled environmentally contaminated sites that were identified, investigated and cleaned up and are now ready for continued industrial/commercial/residential use or redevelopment.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: Data for this indicator will be retrieved from the TEMPO database.
7. Calculation Methodology: Count the number of closed out sites that are ready for continued industrial/commercial/residential use or redevelopment and divide by the total number of closed out sites.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Tom Harris
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Ph: 225-219-3231 Fax: 225-219-3239

Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Remediation Services

Objective 5: The Environmental Services Program through the remediation services activity will investigate and clean up uncontrolled contamination and /or monitor ongoing clean up at abandoned properties and active facilities, restoring 435 sites and making them safe for reuse and available for redevelopment statewide July 1, 2011 through June 30, 2016.

Indicator Name: Cumulative percent of Government Performance Results Act (GPRA) facilities with remedies selected for the entire facility.

Indicator LaPAS PI Code: 22206

1. Outcome, Key.
2. Rationale: This indicator measures progress toward the selection of remedies at previously investigated and evaluated GPRA-listed facilities that would be most feasible, practical and cost-effective.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: Progress at GPRA-listed facilities in selecting remedies for the facility as a whole is tracked by DEQ staff. These events are documented in internal memos, entered into the EPA database RCRAInfo, and reported to demonstrate DEQ progress for state and EPA grant purposes.
7. Calculation Methodology: Count the total number of facilities for which a facility-wide remedy has been selected and divide by the total number of GPRA listed RCRA facilities subject to corrective action (64).
8. Scope: This indicator is disaggregated.
9. Caveats: Remedies may be selected for multiple individual units at a facility (Solid Waste Management Units, Areas of Concern, etc.). In such cases, this indicator is considered complete for the entire facility when the remedy for the last unit level is selected.
10. Responsible Person: Tom Harris

Remediation Services Administrator

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Ph: 225-219-3231 Fax: 225-219-3239

Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Remediation Services

Objective 5: The Environmental Services Program through the remediation services activity will investigate and clean up uncontrolled contamination and /or monitor ongoing clean up at abandoned properties and active facilities, restoring 435 sites and making them safe for reuse and available for redevelopment statewide July 1, 2011 through June 30, 2016.

Indicator Name: Cumulative percent of Government Performance Results Act (GPRA) facilities with remedy completed or remedy construction completed for the entire facility.

Indicator LaPAS PI Code: 22208

1. Outcome, Key.
2. Rationale: This indicator demonstrates that the constructed remedy is operational and the clean-up process has begun, or that existing site conditions are protective of human health and the environment at GPRA-listed facilities.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: Progress at GPRA-listed facilities in completing remedies, or completing the construction required for the remedies is tracked by LDEQ staff. These events are documented in internal memos, entered into the EPA database RCRAInfo, and reported to demonstrate DEQ progress for state and EPA grant purposes.
7. Calculation Methodology: Count the total number of facilities for which the facility-wide remedy has been completed or constructed and divide by the total number of GPRA-listed RCRA facilities subject to corrective action (64).
8. Scope: This indicator is disaggregated.
9. Caveats: Remedies may be completed or constructed at multiple individual units at a facility (Solid Waste Management Units, Areas of Concern, etc.). In such cases, this indicator is considered complete for the entire facility when the last unit's remedy is constructed or completed.
10. Responsible Person: Tom Harris
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Remediation Services

Objective 5: The Environmental Services Program through the remediation services activity will investigate and clean up uncontrolled contamination and /or monitor ongoing clean up at abandoned properties and active facilities, restoring 435 sites and making them safe for reuse and available for redevelopment statewide July 1, 2011 through June 30, 2016.

Indicator Name: Cumulative number of sites returned to active commerce through DEQ's voluntary clean up program.

Indicator LaPAS PI Code: 15783

1. Output, General Performance Information.
2. Rationale: This indicator measures the number of sites returned to active commerce through DEQ's voluntary clean up program..
3. Use: This indicator will be used general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: Data for this indicator will be retrieved from the TEMPO database.
7. Calculation Methodology: A simple count.
8. Scope: This indicator is disaggregated.
9. Caveats: Participants in the voluntary clean up program must follow the prescribed procedures required by LAC 33:VI Chapter 9.
10. Responsible Person: Tom Harris
Remediation Services Administrator
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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Remediation Services

Objective 6: The Environmental Services Program through the remediation services activity will direct the determination of the extent of contamination both laterally and vertically at sites with pollution to protect the soil and groundwater resources by reviewing 85% of the soil and groundwater investigation work plans and corrective action work plans received July 1, 2011 through June 30, 2016.

Indicator Name: Percent of soil and groundwater investigation work plans reviewed.

Indicator LaPAS PI Code: 9773

1. Outcome, Key.
2. Rationale: This indicator measures the number of soil and groundwater investigation work plans reviewed as compared to the number received.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has been audited by the Legislative Auditor. There were no findings for this indicator.
6. Data Source, Collection and Reporting: Data for this indicator will be retrieved from the TEMPO database.
7. Calculation Methodology: Divide the number of soil and groundwater investigation work plans reviewed by the total number received during the year.
8. Scope: This indicator is disaggregated.
9. Caveats: The soil and groundwater investigation work plans reviewed in a year will not exactly correlate with those received in a year because those received late in one year will not be reviewed until the following year and so on. It should be anticipated there would be some fluctuations in these percentages from year to year.
10. Responsible Person: Tom Harris

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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Remediation Services

Objective 6: The Environmental Services Program through the remediation services activity will direct the determination of the extent of contamination both laterally and vertically at sites with pollution to protect the soil and groundwater resources by reviewing 85% of the soil and groundwater investigation work plans and corrective action work plans received July 1, 2011 through June 30, 2016.

Indicator Name: Percent of soil and groundwater corrective action work plans reviewed.

Indicator LaPAS PI Code: 9774

1. Outcome, Key.
2. Rationale: This indicator measures the number of soil and groundwater corrective action work plans reviewed as compared to the number received.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has been audited by the Legislative Auditor. There were no findings for this indicator.
6. Data Source, Collection and Reporting: Data for this indicator will be retrieved from the TEMPO database.
7. Calculation Methodology: Divide the number of soil and groundwater corrective action work plans reviewed by the total number received during the year.
8. Scope: This indicator is disaggregated.
9. Caveats: The soil and groundwater corrective action work plans reviewed in a year will not exactly correlate with those received in a year because those received late in one year will not be reviewed until the following year and so on. It should be anticipated there would be some fluctuations in these percentages from year to year.
10. Responsible Person: Tom Harris

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Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Underground Storage Tanks

Objective 7: The Environmental Services Program through the underground storage tank activity will ensure the integrity of and remediate as needed the registered Underground Storage Tank (UST) systems by inspecting 20% of the UST sites and closing UST incidents where appropriate July 1, 2011 through June 30, 2016.

Indicator Name: Percent of registered underground storage tank sites inspected.

Indicator LaPAS PI Code: 3694

1. Outcome, Key.
2. Rationale: This indicator measures the registered UST facilities inspected annually relative to the total number of facilities selected for inspection each year in order to minimize leaks from UST systems, thus resulting in minimizing exposure.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator was audited by the Legislative Auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. This strategy has been incorporated into the program.
6. Data Source, Collection and Reporting: Data is pulled from TEMPO.
7. Calculation Methodology: Number of Compliance Evaluation Inspections (CEI's) conducted by UST Division staff divided by total number of UST facilities.
8. Scope: This indicator is an aggregation of inspections in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted UST facilities on schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
10. Responsible Person: Tim Knight
UST Administrator
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Ph: 225-219-3390 Fax: 225-219-3474

Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Underground Storage Tanks

Objective 7: The Environmental Services Program through the underground storage tank activity will ensure the integrity of and remediate as needed the registered Underground Storage Tank (UST) systems by inspecting 20% of the UST sites and closing UST incidents, where appropriate July 1, 2011 through June 30, 2016.

Indicator Name: Number of UST incidents closed.

Indicator LaPAS PI Code: 23149

1. Outcome, Key.
2. Rationale: This indicator measures the cumulative number of incidents closed, thus minimizing releases to the environment and, subsequently, exposure.
3. Use: This indicator will be used in management decisions making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy: This indicator has not been audited by the Legislative Auditor.
6. Data Source, Collection and Reporting: Data is pulled from TEMPO.
7. Calculation Methodology: Simple count of UST incidents closed.
8. Scope: This indicator is an aggregation of closed UST sites in all six DEQ regions.
9. Caveats: The ability of field personnel to inspect permitted UST facilities on schedule can be diminished by workload (incident response, non-scheduled or higher priority inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.
10. Responsible Person: Tim Knight
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Process Documentation
Office of Environmental Services

1. Identification of the principal clients and users of the program and the specific service or benefit derived by such persons or organizations.

Benefits	Clients
Objective 1: Improved air quality protection	<ul style="list-style-type: none"> ● Citizens of the state ● Regulated Community ● USEPA ● DEQ Staff
Objective 2: Improved solid waste disposal and hazardous waste TSD resources	
Objective 3: Improved water quality protection	
Objective 4: Improved efficiency of permitting administration	
Objective 5: Clean up of abandoned contaminated sites and remediated land returned to commerce viability	
Objective 6: Improved protection of soil and groundwater resources	
Objective 7: Improved protection of soil and groundwater resources	

2. Identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievements of its goals or objectives:

External factors include:

- Loss of personnel; training new personnel takes several years.
- Refresher training of staff and public to use TEMPO integrated data management system.
- New or additional statutory requirements requiring more manpower or resources
- Budget constraints
- Legal challenge of statutes/regulations/Permitting Decisions
- Permit renewals will significantly increase the workload of the staff.
- Problems with suppliers
- Increased requests for services.
- Time required for completion of contaminant assessments and remedial actions.
- Degree of recalcitrance of regulated facilities in addressing contaminated media
- Requirements/priorities imposed on the Department by USEPA, State legislature, and/or courts;

- Problems with suppliers of information;
 - Increased request for services but no increase in workforce.
 - Increased difficulties in securing contract or other professional services in a timeframe that compliments deadlines and other milestone commitments that are mandatory for the successful attainment of goals and objectives
3. Statutory requirement or other authority:
- Environmental Quality Act (Title 30, Subtitle II); R.S. 30:2011, 2022 A and B, 2022.1, 2023, 20117.
 - 42 U.S.C. §6901 et seq. (Resource Conservation and Recovery Act)
 - CERCLA 42 U.S.C. §9601 et seq. (Comprehensive Environmental Response, Compensation, and Liability Act of 1980)
 - Clean Air Act, Clean Water Act, Nuclear Regulatory Commission
 - DEQ state regulations: LAC Title 33 Environmental Quality Regulations and Environmental Quality Act, Title 30.
 - LAC 33:I.
 - LAC 33:V.
 - LAC 33:VII.
 - LAC 33:XI.
 - CFR 40 Parts 260 through 281
4. Description of any program evaluation used to develop objectives and strategies:
- Permitting process is under review by EPA. Each state is either authorized, approved or delegated to issue permits that must meet federal standards as well as comply with LAC 33: I, III, V, VII, IX and XV.
 - Management reviews the current situation and adaptation of needed changes.
5. Explanation of how duplication of effort will be avoided when the operations of more than one program are directed at achieving a single goal, objective or strategy:
- No duplication of effort exists.
6. Description of how the performance indicators are used in management decision making an doter agency processes:
- Performance indicators are used:
- To identify areas where resources (human, financial, technical, etc.) are deficient so management can allocate funds and staff appropriately.
 - To evaluate and distribute workload among the staff more evenly and efficiently.

- To identify areas of greatest risk to human health so these areas can be addressed at least in the interim prior to final corrective actions are in place.
- To individually and collectively to monitor program performance.
- Management staff will use this information to set priorities with regard to funding and allocation of personnel to accomplish the listed objectives and strategies.
- Areas that are found to be deficient will get more attention.
- The department will also use this information to keep the regulated community and the public more informed of agency performance.

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Office of Management and Finance
Five Year Strategic Plan
July 1, 2011 – June 30, 2016

Agency Number: 13-855
Program: Support Services Program
Program Authorization: La. R.S. 36:8; R.S. 36:231-239; R.S. 39:1543-1544; R.S. 39:1472; R.S. 30:1-51 et. seq.

Mission:

The mission of the Support Services Program is to provide effective and efficient support and resources to all the Department of Environmental Quality (DEQ) Offices and external customers necessary to carry out the mission of the department.

Goal:

The goal of the Support Services Program is to administer and provide effective and efficient support and resources to all DEQ Offices and external customers.

Objective 1:

The Support Services Program, through the financial and administrative services activity, will ensure and facilitate the financial and administrative means for all departmental programs to achieve their mandated objectives by providing 100% of the required and necessary business services annually July 1, 2011 through June 30, 2016.

State Outcome Goals: Natural Resources and Transparent, Accountable, and Effective Government

This activity supports the Natural Resources and the Transparent, Accountable, and Effective Government State Outcome Goals by providing the financial information and the tools necessary for the department's decision makers to make the best decisions in operating the department's programs in support of conserving, restoring, and preserving our natural resources. The services provided by this activity ensure that the information and services provided comply with all state and Federal laws, and also complies with department policies and procedures. This activity also supports the efforts towards providing transparency and accountability, in that it prepares, analyzes, compiles, and processes the data for the activities within the DEQ and submits the data to the control agencies. This ensures that taxpayer dollars are well spent and that the information provided is accurate and reliable.

Strategies:

- 1.1 Provide assistance to Divisions with financial support services including budgeting, accounts receivable, accounts payable, and grant reporting.
- 1.2 Maximize grant funding and improve the quality of DEQ contracts.
- 1.3 Improve management of DEQ resources by securing goods and services in the most effective, efficient and economical manner.
- 1.4 Continue to update and create policies to form a strong organizational structure and assist in the fulfillment of DEQ's mission and goals.
- 1.5 Monitor and promote cost effectiveness of programs and streamlining of activities.
- 1.6 Coordinate the training needs for the department.
- 1.7 Provide financial assistance in support of municipal wastewater treatment and through the processing of loan applications and making loans for construction or new or upgraded facilities.

Performance Indicator:

Outcome: Percent of completed business transactions.

Objective 2:

The Support Services Program, through the human resources activity, will provide 100% of comprehensive Human Resource Management services for the DEQ management and employees through the development and administration of human resources policies and procedures.

State Outcome Goal: Natural Resources

The human resources (HR) activity supports the Natural Resources State Outcome goal, as an integral part of the department's mission to protect the environment, by assuring compliance with State Civil Service rules, and state and Federal laws, in order for the department to fulfill its overall mission and goals through its employees. HR program activities are consistently evaluated in response to changes from these entities or to changes in employment law.

Strategies:

- 1.1 Provide a comprehensive human resources management program for DEQ. (Fulfills requirement for Act 1078, 2003.)

Performance Indicator:

Outcome: Percent of completed business transactions.

Objective 3:

The Support Services Program through the information services activity will provide 100% of the technical tools, expertise and service for data collection, information management and decision making in support of DEQ fulfilling its mission July 1, 2011 through June 2016.

State Outcome Goal: Natural Resources

The information services (IS) activity supports the Natural Resource State Outcome Goal by providing the computer technology the department employees need in support of the department's overall mission and goal of conserving, restoring, and preserving natural resources. IS provides technical support, software support, query tools, and adequate data storage necessary so that both the department staff and the public have available the information necessary to allow for better decision making regarding the environment.

Strategies:

- 1.1 Provide the technical tools and expertise for data collection, information management and decision support to aid the department in fulfilling its mission.

Performance Indicators

Outcome: Percent of information technology transactions completed.
 Process 100% of public records requests regarding departmental operations.

Performance Indicator Documentation

Program: Office of Management and Finance

Activity: Financial Services

Objective 1: The Management and Finance Program through the financial services activity will facilitate the financial and administrative means for all departmental programs to achieve their mandated objectives by providing 100% of the required and necessary business services annually July 1, 2011 through June 30, 2016.

Indicator Name: Percentage of completed business transactions.

Indicator LaPAS PI Code: 6939.

1. Type and Level: Outcome; Key.
2. Rationale: The indicator measures the success of the Financial Services division to provide sufficient administrative support service to allow the DEQ program offices to perform their missions.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: All business transactions are tracked in accordance with standard accounting procedures.
7. Calculation Methodology: The number of completed business transactions is divided by the total requests received.
8. Scope: The indicator is aggregated for the entire department.
9. Caveats: None
10. Responsible Person: Darryl Serio

Director of Financial Services

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Performance Indicator Documentation

Program: Office of Management and Finance

Activity: Human Resources

Objective 2: The Management and Finance Program through the human resources activity will provide 100% of comprehensive Human Resources Management services for the DEQ management and employees through the development and administration of HR policies and procedures July 1, 2011 through June 30, 2016.

Indicator Name: Percentage of completed business transactions.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome; Key.
2. Rationale: The indicator measures the success of the Human Resources division to provide sufficient personnel administrative support service to allow the DEQ program offices to perform their missions.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: All business transactions are tracked in accordance with standard human resources and civil service procedures.
7. Calculation Methodology: The number of completed business transactions is divided by the total requests received.
8. Scope: The indicator is aggregated for the entire department.
9. Caveats: None
10. Responsible Person: Darryl Serio
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Performance Indicator Documentation

Program: Office of Management and Finance

Activity: Information Services

Objective 3: The Management and Finance Program through the information services activity will provide 100% of the technical tools, expertise and service for data collection, information management and decision making in support of DEQ fulfilling its mission July 1, 2011 through June 30, 2016.

Indicator Name: Percentage of information technology transactions completed.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome; Key.
2. Rationale: The indicator measures the success of the Information Services division to provide sufficient technical information support service to allow the DEQ program offices to perform their missions.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: All information technology transactions are tracked in an internal database, managed by the Information Services Division
7. Calculation Methodology: The number of transactions completed is divided by the total number requested.
8. Scope: The indicator is aggregated for the entire department.
9. Caveats: None
10. Responsible Person: Darryl Serio
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Ph: 225-219-3865 Fax: 225-325-3867

Performance Indicator Documentation

Program: Office of Management and Finance

Activity: Information Services

Objective 3: The Management and Finance Program through the information services activity will provide 100% of the technical tools, expertise and service for data collection, information management and decision making in support of DEQ fulfilling its mission July 1, 2011 through June 30, 2016.

Indicator Name: Process 100% of public records requests regarding departmental operations.

Indicator LaPAS PI Code: New.

1. Type and Level: Outcome; Key.
2. Rationale: The indicator measures the success of the Information Services division to provide sufficient support service to allow requests for public records to be successfully accommodated.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: All requests for public records are tracked through the Electronic Data Management System and can be collected upon request.
7. Calculation Methodology: The number of requests filled for public records is divided by the total number of requests for public records received.
8. Scope: The indicator is not aggregated.
9. Caveats: None
10. Responsible Person: Darryl Serio
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Process Documentation
Office of Management and Finance

1. Identification of the principal clients and users of the program and the specific service or benefit derived by such persons or organizations.

Benefits	Clients
Objective 1: Efficient, comprehensive and professional business functions facilitating the successful technical operations of the department.	DEQ Program areas
Objective 2: Efficient, comprehensive and professional human resources support facilitating the successful personnel management of the departmental operations.	DEQ Program areas
Objective 3: Efficient, comprehensive and professional technical information support services facilitating the successful application and use of state of the art electronic media.	DEQ Program areas Citizens of the state and regulated community.

2. Identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievement of its goals or objectives.
 - Changed or additional Federal or State mandates
3. Statutory requirement or other authority: Environmental Quality Act.
4. Description of any program evaluation used to develop objectives and strategies:
Management review of the current situation and adaptation of needed changes.
5. Explanation of how duplication of effort will be avoided when the operations of more than one program are directed at achieving a single goal, objective or strategy:
No duplication of effort exists.
6. Description of how the performance indicators are used in management decision making an doter agency processes:
Performance indicators are used to:
 - identify areas where existing resources are insufficient,
 - reallocate resources to areas in need,
 - identify areas where additional resources must be requested.

Clean Water State Revolving Fund Program

Five Year Strategic Plan

July 1, 2011 – June 30, 2016

Agency Number: 21-860
Program Name: Clean Water State Revolving Fund Program
Program Authorization: La. R.S. 30:2001 et seq., La. R.S. 30:2078-2088, La. R.S. 30:2011 (A)(3) and (D)(23), PL-92-500, Clean Water Act, As Amended PL-100-4, 1987, Amendments to Clean Water Act, PL-104-182, 1996 Amendments to Safe Drinking Water Act, Act 480, 1997

Vision

The health and welfare of the citizens and the environment of the state of Louisiana will benefit from the assistance provided by the Revolving Fund. The principal clients and users of the Clean Water State Revolving Fund Program are eligible borrowers who operate sewage treatment facilities in the state. These borrowers benefit from low interest financing to make improvements to their wastewater treatment systems.

Mission

The Clean Water State Revolving Fund Program, administered by the Business and Community Outreach Division in conjunction with the Financial Services Division, strives to protect the health and welfare of the citizens of the state, as well as to enhance the environment of the state by providing financial assistance to eligible borrowers for construction of wastewater treatment facilities.

Philosophy

Through these programs, DEQ strives to provide financial assistance to as many eligible systems as possible. Through effective management, the Clean Water State Revolving Fund Program (CWSRF) will provide sustainable financial assistance for wastewater infrastructure needs.

Goal

To protect the health and welfare of the citizens of the state, as well as to enhance the environment of the state, by providing financial assistance to eligible borrowers for construction of new wastewater treatment facilities and improving existing facilities.

Objective 1:

The Clean Water State Revolving Fund Program, through the business and community outreach activity in conjunction with the financial and administrative services activity, will provide financial assistance in support of municipal wastewater treatment systems through the processing of loan applications and making loans for construction of new or upgraded facilities July 1, 2011 through June 30, 2016.

State Outcome Goal: Natural Resources

This activity advances the state outcome goal of Natural Resources State Outcome Goal to protect human health, to improve the water quality including the viability of Louisiana's rivers, lakes and groundwater and promoting economic development by providing below market rate loans on eligible wastewater municipal projects.

Strategies:

- 1.1 Manage EPA funds and program resources to provide maximum benefit.
- 1.2 Process engineering reviews, environmental reviews, financial reviews, and payment requests in a timely manner to keep projects on schedule.
- 1.3 Provide information/education to communities to stimulate interest in the programs.
- 1.4 Provide SRF loans to qualifying applicants.

Performance Indicator:

Efficiency: Percentage of loan applications reviewed within 60 business days of receipt.

Performance Indicator Documentation

Program: Clean Water State Revolving Fund Program

Activity: Municipal Loan Fund

Objective 1: The Clean Water State Revolving Fund Program, through the business and community outreach activity in conjunction with the financial and administrative services activity, will provide financial assistance in support of municipal wastewater treatment systems through the processing of loan applications and making loans for construction of new or upgraded facilities July 1, 2011 through June 30, 2016.

Indicator Name: Percentage of loan applications reviewed within 60 business days of receipt.

Indicator LaPAS PI Code: 10583.

1. Type and Level: Efficiency; Key.
2. Rationale: This indicator measures the efficiency in successfully reviewing loan application packages for funding of improved wastewater treatment systems throughout the state.
3. Use: This indicator will be used for internal management purposes as well as for performance-based budgeting.
4. Clarity: This indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy: This indicator has not been audited.
6. Data Source, Collection and Reporting: All loan applications are tracked using an internal and federal databases; information is available upon request.
7. Calculation Methodology: The number of applications reviewed within the timeframe is divided by the total number received in the same timeframe.
8. Scope: The indicator is disaggregated.
9. Caveats: None
10. Responsible Person: Darryl Serio
Director of Financial Services
darryl.serio@la.gov
Ph: 225-219-3865 Fax: 225-325-3867

Process Documentation
Office of Management and Finance

1. Identification of the principal clients and users of the program and the specific service or benefit derived by such persons or organizations.

Benefits	Clients
Objective 1: Efficient, timely and accurate processing of revolving loan applications to improve municipal water systems.	Municipal Water Systems Citizens of the state

2. Identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievement of its goals or objectives.
 - Changed or additional Federal or State mandates
3. Statutory requirement or other authority: Environmental Quality Act.
4. Description of any program evaluation used to develop objectives and strategies:
Management review of the current situation and adaptation of needed changes.
5. Explanation of how duplication of effort will be avoided when the operations of more than one program are directed at achieving a single goal, objective or strategy:
No duplication of effort exists.
6. Description of how the performance indicators are used in management decision making an doter agency processes:
Performance indicators are used to:
 - identify areas where existing resources are insufficient,
 - reallocate resources to areas in need,
 - identify areas where additional resources must be requested.