

**Louisiana**  
**Department of Environmental Quality**  
**Five Year Strategic Plan**

**July 1, 2014 - June 30, 2019**

# Contents

Executive Summary .....	3
Louisiana Department of Environmental Quality .....	5
Office of the Secretary .....	7
Office of Environmental Compliance .....	46
Office of Environmental Services .....	107
Office of Management & Finance .....	146
Clean Water State Revolving Fund Program .....	150

# **Department of Environmental Quality**

## **Strategic Plan**

### **Executive Summary**

This strategic plan covers 2014 to 2019.

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.

In accordance with Act 1078, the Department has an array of agency wide Human Resources Policies that provide assistance and support to females and families. All policies are monitored for compliance with state and federal rules and regulations. Initiatives that are presently utilized are: flexible work schedules, telecommuting, educational leave, availability of training courses, such as Diversity in the Workplace, Harassment/Discrimination/Workplace Violence, Ethics, etc. The Department also has policies and procedures for Family and Medical Leave and accommodations under the Americans with Disabilities Act.

All Department employees, officials, and organizations will comply with the Department's Records Management Policy and all related policies and procedures issued by the Department's Records Management Section. All employees are responsible for the day-to-day maintenance

and handling of records that they create, receive, and access as part of official Departmental business. Performance/LaPAS data is to be maintained in agency databases and spreadsheets in accordance with the official Department Records Management Policy. This data will be continuously reviewed for accuracy and integrity by division administrators and management for each office prior to reporting.

# **Louisiana Department of Environmental Quality**

## **Five Year Strategic Plan**

### **July, 2014 – June, 2019**

#### **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, 2014 – June 30, 2019**

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

**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 managerial and overall policy coordinating agency for the Department, the Administrative Program will facilitate achievement of environmental improvements by promoting initiatives that serve a broad environmental mandate, and by representing the Department when dealing with external agencies.

**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 improve Louisiana's environment by enabling the Department to provide the people of Louisiana with comprehensive environmental protection in order to promote and protect health, safety and welfare while considering sound economic development and employment policies.

The Executive Administration provides executive oversight and leadership to the four agency functions of the Department of Environmental Quality. They are: Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, and Office of Management and Finance.

## **Objective 1:**

The Administrative Program, through the executive administration activity, will ensure that 95% of the Department's program objectives are met July 1, 2014 through June 30, 2019.

### **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 business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

### **Strategies:**

- 2.1 Provide technical determinations on tax credit applications for proposed equipment to accomplish reductions in toxicity and volume of pollutants.
- 2.2 Maintain a Small Business/Small Community compliance assistance program.
- 2.3 Provide technical assistance regarding pollution prevention to small and medium-sized companies (Louisiana Small Business Assistance Program).



- 2.4 Maintain the Environmental Leadership Program (ELP), a voluntary effort for business, community and industry leaders conducting pollution prevention projects beyond regulatory requirements.
- 2.5 Administer the CWSRF to fund and promote wastewater projects intended to increase compliance with state and federal regulations.
- 2.6 Prioritize drinking water systems by parish for inclusion in the Drinking Water Protection Program.
- 2.7 Encourage formation of local committees that implement water resource protection actions for local drinking water sources and ambient surface waters.
- 2.8 Help local committees develop ordinances to protect public drinking water supplies.
- 2.9 Help community water systems develop contingency plans to implement during emergencies.
- 2.10 Accomplish nonpoint source pollution management updates as required under Section 319 of the Clean Water Act by implementing demonstration projects for Best Management Practices.

**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 days.
  - Percent of pollution control exemption applications (Act 1019) reviewed within 30 business days of receipt.
  - Cumulative percent of community water systems where risk to public health is minimized by source water protection.
  - Cumulative number of watersheds where management measures described in Watershed Implementation Plans are being implemented to reduce non-point source pollution discharges.

**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, 2014 through June 30, 2019.

**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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019

**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.
- Input (GPI) Number of criminal leads
- Output (GPI) Number of criminal investigations conducted  
Number of criminal referrals  
Number of criminal investigations assisted  
Number of administrative cases assisted  
Number of law enforcement network/stakeholder development contacts

**Objective 5:**

The Administrative Program, through an 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 Annual Audit Plan July 1, 2014 through June 30, 2019.

**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 compliance audits conducted of those identified in the annual audit plan.
- 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 public information activity will communicate environmental awareness information statewide to the public through all media formats July 1, 2014 through June 30, 2019.

**Strategies:**

- 6.1 Respond to calls from reporters seeking information regarding environmental issues.
- 6.2 Set up and arrange for television, radio and print media interviews with executive and technical program staff.
- 6.3 Prepare technical staff addressing the media.
- 6.4 Arrange and conduct press conferences and other media events.
- 6.5 Utilize the department's website to provide information and direct people to the site for information.
- 6.6 Prepare brochures, educational materials, power points and educational support aids for the department
- 6.7 Produce an e newsletter chronicling DEQ and environmental activities

**Performance Indicators:**

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

## 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, 2014 through June 30, 2019.

Indicator Name: Percent of DEQ programs meeting objectives.

Indicator LaPAS PI Code: 6867.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: The indicator quantifies the programs meeting strategic objectives. This indicator is reliable and a relevant measure for this objective because it quantifies the programs meeting strategic objectives for the department and data can be verified.
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. Accuracy, Maintenance, Support: 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. Data is maintained in a spreadsheet and performance data is maintained in LaPAS.
6. Data Source, Collection and Reporting: All performance indicator data is reported to LaPAS. This is the source for calculating this indicator. It is reported each quarter.
7. Calculation Methodology: The number of indicators meeting target is divided by the total number of indicators reported. This yields the percentage of targets met.
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: Tomeka Prioleau

Executive Management Officer

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## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business, Community Outreach and Incentives (BCOI)

Objective 2: The Administrative Program through the business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

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: 23687.

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Implementation progress of improvement projects is documented and tracked in a database.
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, Community Outreach and Incentives (BCOI)

Objective 2: The Administrative Program through the business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 23688.

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: This indicator demonstrates the successful educational awareness results achieved by conducting these classes. This indicator directly relates to the overall mission and goal of the objective through education and training of participants. The indicator is reliable and through demonstration of comprehension of the subject matter, participants are empowered to improve environmental compliance and protection.
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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Participants are required to complete evaluation forms. Summary reports are created from these evaluations and are maintained in the agency's Electronic Data Management System (EDMS).
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: Linda Brown  
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## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business, Community Outreach and Incentives (BCOI)

Objective 2: The Administrative Program through the business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 23689.

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: This indicator measures the results of promoting the Environmental Leadership Program by demonstrating the increased level of participation and increased membership. By voluntarily committing to pollution reduction, participants play a significant role in the overall improvement in environmental compliance and protection. This indicator is reliable and as the membership increases, more reductions in pollution are realized by small businesses, municipalities/communities and non-governmental organizations. Through education and outreach, more participants are committing to environmental compliance by reducing pollution and subsequently increasing environmental protection.
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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. . Through the awards ceremony, the new participants are annually recognized for their enrollment and commitment to the program. The data is maintained in the agency's EDMS.
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

BCOI Division Environmental Scientist Senior

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## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business, Community Outreach and Incentives (BCOI)

Objective 2: The Administrative Program through the business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9768.

1. Type and Level: Efficiency, Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. All responses are documented in a database.
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: Jonathan McFarland

BCOI Division Engineer 6

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## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business, Community Outreach and Incentives (BCOI)

Objective 2: The Administrative Program through the business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9749.

1. Type and Level: Efficiency, Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. All reviews and related correspondence are recorded and documented in a database.
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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## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business, Community Outreach and Incentives (BCOI)

Objective 2: The Administrative Program through the business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

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, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 Unit staff works closely with the local committee and tracks their progress. This data is maintained in databases located on the department's network servers. Due to security measures in place, access to the data must be through a member of the Aquifer Evaluation and Protection Unit.
6. Data Source, Collection and Reporting: This indicator is tracked by the Aquifer Evaluation and Protection Unit 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 99% protection is achieved by 2019. Susceptibility to contamination and amount of population protected are taken into consideration in determining targets. To determine the percent protected each fiscal year, the cumulative number of community water systems with protection implementation will be divided by the total number of community water systems as determined by Louisiana's Department of Health and Hospitals (for FY2013, the total number of community water systems was 1,050).
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: John Jennings  
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## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Business, Community Outreach and Incentives (BCOI)

Objective 2: The Administrative Program through the business, community outreach and incentives activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2014 through June 30, 2019.

Indicator Name: Cumulative number of watersheds where management measures described in Watershed Implementation Plans are being implemented to reduce non-point source pollution discharges.

Indicator LaPAS PI Code: 23148.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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 stream bank, 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. Accuracy, Maintenance, Support: The Office of the Legislative Auditor has not audited this indicator. The data is maintained by the program manager in a database that is updated quarterly.
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: Gwendolyn Berthelot  
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## 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, 2014 through June 30, 2019.

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, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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: Dwana King, Deputy General Counsel  
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## 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, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 23142.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. 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: Dwana King  
Deputy General Counsel  
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## 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, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 23686.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Records of complaints and responses thereto are maintained by the ombudsman.
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: Chris Ratcliff  
Ombudsman  
[chris.ratcliff@la.gov](mailto:chris.ratcliff@la.gov)  
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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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019.

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: 3727.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: This indicator measures the percent of criminal cases that meet the established criteria in La. R.S. 30:2025(F)(4) for willful and knowing violations that are referred to the appropriate district attorney. These cases involve 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. Accuracy, Maintenance, Support: This indicator has not been audited. All performance indicator data for LDEQ CID is maintained and derived from the LDEQ CID database. This database tracks all of CID's leads, cases, referrals, administrative assists, criminal assists, and law enforcement stakeholder development contacts. Queries have been developed to produce performance indicator data. All information in the CID database is highly sensitive and confidential.
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 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 Division 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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019.

Indicator Name: Number of criminal investigations conducted.

Indicator LaPAS PI Code: 12450.

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: Criminal cases are opened once criminal leads have been initially investigated. Not all criminal leads become cases. Only leads that meet established criteria are developed into cases. This indicator merely measures criminal leads that meet established screening criteria that warrant further investigation.
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. Accuracy, Maintenance, Support: This indicator has not been audited. All performance indicator data for LDEQ CID is maintained and derived from the LDEQ CID database. This database tracks all of CID's leads, cases, referrals, administrative assists, criminal assists, and law enforcement stakeholder development contacts. Queries have been developed to produce performance indicator data. All information in the CID database highly sensitive and confidential.
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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[jeffrey.nolan@la.gov](mailto:jeffrey.nolan@la.gov)  
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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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019.

Indicator Name: Number of criminal leads.

Indicator LaPAS PI Code: 24418.

1. Type and Level: Input, General Performance Information.
2. Rationale, Relevance, Reliability: Criminal leads are the initial complaints received by LDEQ CID that require investigation. Not all criminal leads become criminal cases. This indicator merely measures the initial complaints received by LDEQ CID. Leads that are investigated that do not meet established criteria are documented and closed with no further action by LDEQ CID. Leads that are investigated that meet established criteria are developed into cases for further investigation.
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. Accuracy, Maintenance, Support: This indicator has not been audited. All performance indicator data for LDEQ CID is maintained and derived from the LDEQ CID database. This database tracks all of CID's leads, cases, referrals, administrative assists, criminal assists, and law enforcement stakeholder development contacts. Queries have been developed to produce performance indicator data. All information in the CID database is highly sensitive and confidential.
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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019.

Indicator Name: Number of criminal referrals.

Indicator LaPAS PI Code: 24419.

1. Type and Level: Input, General Performance Information.
2. Rationale, Relevance, Reliability: Criminal referrals are cases that meet the criteria established in La. R.S. 30:2025 (F) (4) that are referred to the appropriate district attorney for prosecution. Not all cases that are investigated meet the criteria established in La. R.S. 30:2025(F) (4); therefore, not all cases are referred to the appropriate district attorney for prosecution. This indicator measures only those cases that meet established criteria which are referred to the appropriate district attorney for prosecution.
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. Accuracy, Maintenance, Support: This indicator has not been audited. All performance indicator data for LDEQ CID is maintained and derived from the LDEQ CID database. This database tracks all of CID's leads, cases, referrals, administrative assists, criminal assists, and law enforcement stakeholder development contacts. Queries have been developed to produce performance indicator data. All information in the CID database highly sensitive and confidential.
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 Division Manager

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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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019.

Indicator Name: Number of criminal investigations assisted.

Indicator LaPAS PI Code: 12452.

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: LDEQ CID assists other law enforcement agencies with investigations which may or may not be directly associated with environmental crimes. This indicator measures the instances where LDEQ CID assists another law enforcement agency in an investigation or activity.
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. Accuracy, Maintenance, Support: This indicator has not been audited. All performance indicator data for LDEQ CID is maintained and derived from the LDEQ CID database. This database tracks all of CID's leads, cases, referrals, administrative assists, criminal assists, and law enforcement stakeholder development contacts. Queries have been developed to produce performance indicator data. All information in the CID database is highly sensitive and confidential.
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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019.

Indicator Name: Number of administrative cases assisted.

Indicator LaPAS PI Code: 22205.

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: LDEQ CID assists other divisions within the Department and other state agencies with investigations which may or may not be directly associated with environmental crimes. This indicator measures the instances where LDEQ CID assists another division within DEQ or state government with the civil or administrative enforcement of state regulations.
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. Accuracy, Maintenance, Support: This indicator has not been audited. All performance indicator data for LDEQ CID is maintained and derived from the LDEQ CID database. This database tracks all of CID's leads, cases, referrals, administrative assists, criminal assists, and law enforcement stakeholder development contacts. Queries have been developed to produce performance indicator data. All information in the CID database is highly sensitive and confidential.
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 Division 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 criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2014 through June 30, 2019..

Indicator Name: Number of law enforcement network/stakeholder development contacts.

Indicator LaPAS PI Code: 24420.

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: LDEQ CID conducts environmental crimes awareness presentations to law enforcement and government organizations. This indicator measures the instances where CID personnel contact law enforcement, government agencies, and schools for the purposes of environmental crimes awareness.
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. Accuracy, Maintenance, Support: This indicator has not been audited. All performance indicator data for LDEQ CID is maintained and derived from the LDEQ CID database. This database tracks all of CID's leads, cases, referrals, administrative assists, criminal assists, and law enforcement stakeholder development contacts. Queries have been developed to produce performance indicator data. All information in the CID database is highly sensitive and confidential.
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 Annual Audit plan July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9744.

1. Type and Level: Outcome, Key
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Reports are developed to provide the data from the database and spreadsheets (see #6). These reports are maintained in a file for future verification.
6. Data Source, Collection and Reporting: All audits are tracked by the Audit Manager using a database in MSAccess and an external audit tracking MS Excel Spreadsheet
7. Calculation Methodology: The Audit Manager 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: Karyn Andrews  
Director of Financial Services  
[karyn.andrews@la.gov](mailto:karyn.andrews@la.gov)  
Ph: 225-219-3865 Fax: 225-219-3867

## 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 Annual Audit plan July 1, 2014 through June 30, 2019.

Indicator Name: Total dollar amount of unremitted fees assessed.

Indicator LaPAS PI Code: 12444.

1. Type and Level: Outcome, General Performance Information
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Reports are developed to provide the data from the database and spreadsheets (see #6). These reports are maintained in a file for future verification.
6. Data Source, Collection and Reporting: All assessed fees are logged by the Audit Manager using a database in MSAccess and an external audit tracking MS Excel Spreadsheet. Tracking of assessments 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: Karyn Andrews

Director of Financial Services

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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 Annual Audit Plan July 1, 2014 through June 30, 2019.

Indicator Name: Total dollar amount of unremitted fees collected.

Indicator LaPAS PI Code: 15702.

1. Type and Level: Outcome, General Performance Information
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Reports are developed to provide the data from the database and spreadsheets (see #6). These reports are maintained in a file for future verification.
6. Data Source, Collection and Reporting: All assessed fees are logged by the Audit Manager using a database in MSAccess and an external audit tracking MS Excel Spreadsheet. Tracking of assessments 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: Karyn Andrews  
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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 Annual Audit plan July 1, 2014 through June 30, 2019.

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, Relevance, Reliability: This indicator tallies delinquent fees and penalties 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Reports are developed to provide the data from the database and spreadsheets (see #6). These reports are maintained in a file for future verification.
6. Data Source, Collection and Reporting: All assessed fees are logged by the Audit Manager using a database in MSAccess and an external audit tracking MS Excel Spreadsheet. 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: Karyn Andrews  
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Ph: 225-219-3865 Fax: 225-219-3867

## 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 Annual Audit plan July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 22021.

1. Type and Level: Outcome, General Performance Information
2. Rationale, Relevance, Reliability: This indicator tallies delinquent fees and penalties 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Reports are developed to provide the data from the database and spreadsheets (see #6). These reports are maintained in a file for future verification.
6. Data Source, Collection and Reporting: All collections are tracked by the Audit Manager using a database in MSAccess and an external audit tracking MS Excel Spreadsheet. 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: Karyn Andrews

Director of Financial Services

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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 Annual Audit plan July 1, 2014 through June 30, 2019.

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, Relevance, Reliability: This indicator tallies delinquent fees and interest 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Reports are developed to provide the data from the database and spreadsheets (see #6). These reports are maintained in a file for future verification.
6. Data Source, Collection and Reporting: All assessments are tracked by the Audit Manager using a database in MSAccess and an external audit tracking MS Excel Spreadsheet. Tracking of assessments is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All delinquent fees and interest assessed are tallied.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Karyn Andrews  
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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 Annual Audit plan July 1, 2014 through June 30, 2019.

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, Relevance, Reliability: This indicator tallies delinquent fees and interest 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. Reports are developed to provide the data from the database and spreadsheets (see #6). These reports are maintained in a file for future verification.
6. Data Source, Collection and Reporting: All collections are tracked by the Audit Manager using a database in MSAccess and an external audit tracking MS Excel Spreadsheet. Tracking of collections is accomplished in real time and can be accessed upon request.
7. Calculation Methodology: All delinquent fees and interest collected are tallied.
8. Scope: The indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Karyn Andrews

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## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Public Information

Objective 6: The Administrative Program through the public information activity will communicate environmental awareness information statewide to the public through all media formats July 1, 2014 through June 30, 2019.

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

Indicator LaPAS Code: 23140

1. Type and Level: Efficiency; Key
2. Rationale, Relevance, Reliability: This indicator measures ability of the department responding to requests for information from the media. This indicator was chosen to show the Department response time to media requests. It is public information's goal to be readily accessible to the media and the public and to answer questions and inquiries honestly, factually and quickly.
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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor's Office. The reported data is taken from email responses and record notation emails to reporter and citizens inquiries. The data is stored on the DEQ server.
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 Mallet  
Press Secretary  
[Rodney.mallett@la.gov](mailto:Rodney.mallett@la.gov)  
Ph: 225-219-3964 Fax: 225-219-3971

## Performance Indicator Documentation

Program: Office of the Secretary

Activity: Public Information

Objective 6: The Administrative Program through the public information activity will communicate environmental awareness information statewide to the public through all media formats July 1, 2014 through June 30, 2019.

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

Indicator LaPAS Code: 23685.

1. Type and Level: Outcome; Key
2. Rationale, Relevance, Reliability: This indicator measures results of communicating public awareness information regarding the department. This indicator was chosen because it shows the effectiveness of our media efforts. It is calculated through newspaper mentions and stories, TV and radio interviews and stories and articles, Web articles and mentions and other trackable sources.
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. Accuracy, Maintenance, Support: This indicator is new and has not been audited by the Legislative Auditor's Office. Media stories, articles and mentions are saved in a database.
6. Data Source, Collection and Reporting: The public information group tracks this data daily utilizing a news collection service for performance reporting purposes. This service was changed to be more inclusive of international, national, regional, local and social media news. Information is reported quarterly or as needed.
7. Calculation Methodology: The total number of articles printed, televised and heard 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 Mallet  
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## Process Documentation Office of the Secretary

1. General description of strategic planning process implementation.

The purpose of the Strategic Plan fulfills statutory requirements in Act 1465 of the 1997 Legislature. This act stipulates that state agencies will develop strategic plans as part of the performance based budgeting process. Within the parameters of the strategic plan, DEQ can determine appropriate allocation of resources for specific environmental issues. The Strategic Plan provides a systematic approach covering a five-year planning process that will guide the department in achieving its mission and responsibility to protect public health and the environment of the state.

Each budget unit of every department is required to develop a Strategic Plan; in this case that represents each of the four Offices comprising DEQ. In order to maintain consistency and uniformity department-wide, the Deputy Secretary oversees the process with assistance of a strategic planning coordinator. Therefore, strategic planning applies to all four Offices within DEQ namely: Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, and the Office of Management and Finance.

As noted above, the strategic planning process provides a systematic approach for the department in pursuing its responsibilities to public health and protecting the environment. This approach includes several steps that occur throughout each year and are represented by the following steps:

- issues identification
- priority setting
- direction setting
- strategic plan composition
- evaluation/feedback.

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

<b>Benefits</b>	<b>Clients</b>
Objective 1: Administration of comprehensive environmental Protection services.	Citizens of the state, regulated community, businesses, USEPA and local governments.
Objective 2: Improved environmental compliance, protection, educational	Small Business/Small Communities, Citizens of the state, Louisiana

outreach, and technical assistance	manufacturers and Dept of Revenue and Taxation.
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: Public awareness of environmental information	Citizens of the state.

3. 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
4. Statutory requirement or other authority: Environmental Quality Act (Title 30, Title 33, Chapter 21) and the federal Clean Water Act as amended.
5. Description of any program evaluation used to develop objectives and strategies:

Management review of the current situation and adaptation of needed changes.
6. 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.
7. Description of how the performance indicators are used in management decision making and other 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, 2014 - June 2019**

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

**Vision**

The Environmental Compliance Program is committed to the protection of health, safety and welfare of the people and environmental resources of Louisiana, through the processes of inspections, 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, consisting of the Inspection, Assessment, Enforcement, and Underground Storage Tank and Remediation Divisions, is to protect the health, safety and welfare of the people and environmental resources of Louisiana. The Environmental Compliance Program protects the citizens of the state by conducting inspections of permitted and non-permitted facilities, assessing environmental conditions, responding to environmental incidents such as unauthorized releases, spills and citizen complaints, by providing compliance assistance to the regulated community when appropriate. 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:

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

## **Goal**

The goals of the Environmental Compliance Program are to operate in an open, fair, and consistent manner; to strive for and assist in attaining environmental compliance in the regulated community; and, to protect environmental resources and the health and safety of the citizens of the State of Louisiana.

## **Objective 1:**

The Environmental Compliance Program, through the inspection activity, will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

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.

## **Strategies:**

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

## **Performance Indicator:**

Outcome:     Percent of air Title V facilities inspected  
                  Percent of hazardous waste treatment, storage and disposal facilities inspected  
                  Percent of permitted solid waste facilities inspected  
                  Percent of major water facilities inspected  
                  Percent of significant minor water facilities inspected  
                  Percent of tire dealers inspected

Output (GPI): Number of top-rated asbestos projects inspected.

**Objective 2:**

The Environmental Compliance Program, through the inspection activity, will monitor and sample approximately 25% of targeted surface water subsegments from 478 named waterbody subsegments statewide annually July 1, 2014 through June 30, 2019.

**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 waterbody subsegments monitored and sampled.

**Objective 3:**

The Environmental Compliance Program, through the inspection activity, will address 85% of reported environmental incidents and citizen complaints within ten business days of receipt of notification from Single Point of Contact (SPOC) July 1, 2014 through June 30, 2019.

**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 assessment activity will assess and protect the general public's safety regarding ambient air quality analysis, the operation of nuclear power plants, the use of radiation sources, and radiological and chemical emergencies statewide July 1, 2014 through June 30, 2019.

**Strategies:**

- 4.1 Design, implement and maintain the statewide ambient air quality network.
- 4.2 Provide requisite monitoring data for appropriate EPA databases.
- 4.3 Annually validate ambient air toxic data for use in determining compliance with standards and reporting emissions to EPA and the public.
- 4.4 Periodically review and update of the Louisiana Peacetime Radiological Response Plan and operating procedures.
- 4.5 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.
- 4.7 Maintain radiation survey equipment, air radiation sampling equipment, personnel exposure recording devices and supplies of thyroid blocking drugs.
- 4.8 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.
- 4.9 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.
- 4.10 Process and issue completed license and registration action requests.
- 4.11 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 ambient air data captured and reported per the federal requirements for criteria air pollutants
- Percent of emergency planning objectives demonstrated.
- Process 97% of radioactive material applications for registration, licensing, and certification within 30 business days of receipt.
- Percent of radiation licenses inspected
- Percent of x-ray registrations inspected
- Percent of mammography facilities inspected

**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, 2014 through June 30, 2019.

**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 timelines.
- Outcome: Percent of SWAT class invitees that will resolve their violations with no further enforcement 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 underground storage tank and remediation activity will investigate and clean up uncontrolled contamination and/or monitor ongoing cleanup at abandoned properties, active facilities, and underground storage tank (UST) sites statewide making them safe for reuse and available for redevelopment, and ensure the integrity of the UST system by inspecting UST sites July 1, 2014 through June 30, 2019.

### **Strategies:**

- 6.1     Oversee and streamline the implementation of the RCRA Corrective Action Program.
- 6.2     Focus appropriate program resources and actions on GPRA-listed facilities.
- 6.3     Address immediate threats to human health and the environment and maximize actual environmental results by removal, treatment, or containment of contaminants.
- 6.4     Perform compliance inspections of underground storage tank facilities to verify compliance with state and federal regulations.
- 6.5     Provide requisite compliance data for appropriate federal databases.
- 6.6     Provide information necessary to support enforcement actions where warranted.
- 6.7     Provide necessary oversight and direction to close UST incidents where appropriate.

### **Performance Indicators:**

- Outcome:     Cumulative number of sites evaluated and closed out.  
                  Cumulative percentage of closed out sites that are ready for continued industrial/commercial/residential use or redevelopment.  
                  Cumulative percentage of Government Performance Results Act (GPRA) facilities with remedies selected for the entire facility.  
                  Cumulative percentage of GPRA facilities with remedy completed or remedy construction completed for the entire facility.  
                  Cumulative percentage of registered underground storage tank sites inspected.
- Output (GPI) Cumulative number of sites returned to active commerce through DEQ's voluntary clean-up program.

**Objective 7:**

The Environmental Compliance Program through the underground storage tank and remediation activity will direct the determination of the extent of contamination both laterally and vertically at sites with pollution and to protect the soil and groundwater resources of the state by reviewing 90% of the soil and groundwater investigation work plans and corrective action work plans received July 1, 2014 through June 30, 2019.

**Strategies:**

- 7.1 Guide and direct the investigation of sites identified as contaminated in the State by reviewing investigation work plans.
- 7.2 Conduct appropriate administrative follow-up for each investigation work plan.
- 7.3 Inspect investigation activities periodically to ensure assure that work is being performed in accordance with the approved work plan.
- 7.4 Select potentially contaminated sites from Underground Storage Tanks and Remediation Division data and perform assessment to determine the existence of soil and/or groundwater contamination according to established divisional procedures.
- 7.5 Seek to return sites to active commerce through the Voluntary Remediation Program (Vision 2020 Objective 3.8.5).
- 7.6 Guide and direct the remediation of contaminated sites by reviewing corrective action work plans.
- 7.7 Conduct appropriate administrative follow-up for each corrective action work plan.
- 7.8 Inspect remediation activities periodically to ensure that work is being performed in accordance with approved work plans.
- 7.9 Conduct comprehensive groundwater monitoring evaluations (CMEs) and operation and maintenance inspections (O&Ms).
- 7.10 Provide requisite RCRA data for appropriate EPA databases

**Performance Indicators:**

- Outcome: Cumulative percentage of soil and groundwater investigation work plans reviewed.
- Cumulative percentage of soil and groundwater corrective action work plans reviewed.

## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Inspection

Objective 1: The Environmental Compliance Program through the inspection activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

Indicator Name: Percent of air Title V facilities inspected.

Indicator LaPAS PI Code: 9756.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 a 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: Tom Killeen  
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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Inspection

Objective 1: The Environmental Compliance Program through the inspection activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9757.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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.
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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: Inspection

Objective 1: The Environmental Compliance Program through the inspection activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

Indicator Name: Percent of permitted solid waste facilities inspected.

Indicator LaPAS PI Code: 9758.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 a routine task of those assigned this duty. The data is reported on the state fiscal year.
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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: Inspection

Objective 1: The Environmental Compliance Program through the inspection activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

Indicator Name: Percent of major water facilities inspected.

Indicator LaPAS PI Code: 6886

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 a 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: Inspection

Objective 1: The Environmental Compliance Program through the inspection activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

Indicator Name: Percent of significant minor water facilities inspected.

Indicator LaPAS PI Code: 6887.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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.
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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: Inspection

Objective 1: The Environmental Compliance Program through the inspection activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

Indicator Name: Percent of tire dealers inspected.

Indicator LaPAS PI Code: 9759.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 a 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 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: Inspection

Objective 1: The Environmental Compliance Program through the inspection activity will inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges and asbestos statewide following procedures outlined in the Compliance Monitoring Strategy (CMS) July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: NEW

1. Type and Level: Outcome; General Performance Information.
2. Rationale, Relevance, Reliability: This indicator is a measure of the permitted facilities inspected annually 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. Accuracy, Maintenance, Support: 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 a 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 over a specific time frame. The resulting relation will be reported as 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 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: Inspection

Objective 2: The Environmental Compliance Program through the inspection activity will monitor and sample approximately 25% of targeted surface water subsegments from 478 named waterbody subsegments statewide annually July 1, 2014 through June 30, 2019.

Indicator Name: Percent of waterbody subsegments monitored and sampled.

Indicator LaPAS PI Code: 9751.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: This indicator measures the success of the ambient water quality monitoring plan. The ambient water quality data that is collected is used by the Department to define environmental problems, to facilitate planning activities and to develop regulatory and non-regulatory pollution control strategies to meet time schedules and requirements of the Clean Water Act. The Clean Water Act and our grant commitments require that all subsegments must be monitored once per four years. Thus, the annual indicator is approximately 25% each year. This indicator reliably measures the success of the ambient water quality monitoring activity.
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. Accuracy, Maintenance, Support: 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. All in-situ monitoring data and sample analysis data are maintained in the Louisiana Environmental Assessment Database (LEAU). This data is available to the public via LDEQ's website.
6. Data Source, Collection and Reporting: Inspection Division staff collects samples with oversight from respective regional supervisory personnel. The Water Quality Assessment Division and the Inspection 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 monitor and sample subsegments 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: Tom Killeen

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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Inspection

Objective 3: The Environmental Compliance Program through the inspection activity will address 85% of reported environmental incidents and citizen complaints within ten business days of receipt of notification from Single Point of Contact (SPOC) July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9764.

1. Type and Level: Efficiency; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 Inspection 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 ten 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 respond to complaints 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: Inspection

Objective 3: The Environmental Compliance Program through the inspection activity will address 85% of reported environmental incidents and citizen complaints within ten business days of receipt of notification from Single Point of Contact (SPOC) July 1, 2014 through June 30, 2019.

Indicator Name: Number of spill notifications.

Indicator LaPAS PI Code: 15801.

1. Type and Level: Input, General Performance Information.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 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 respond to incidents can be diminished by workload (complaint, 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: Inspection

Objective 3: The Environmental Compliance Program through the inspection activity will address 85% of reported environmental incidents and citizen complaints within ten business days of receipt of notification from Single Point of Contact (SPOC) July 1, 2014 through June 30, 2019.

Indicator Name: Number of citizen complaints.

Indicator LaPAS PI Code: 15802.

1. Type and Level: Input, General Performance Information.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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 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 respond to complaints 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: Assessment

Objective 4: The Environmental Compliance Program through the assessment activity will assess and protect the general public's safety regarding ambient air quality analysis, the operation of nuclear power plants, the use of radiation sources, and radiological and chemical emergencies statewide July 1, 2014 through June 30, 2019.

Indicator Name: Percent of ambient air data captured and reported per the federal requirements for criteria air pollutants

Indicator LaPAS PI Code: 23150.

1. Type and Level: Effectiveness; Key.
2. Rationale, Relevance, Reliability: This indicator provides the percentage of data captured from ambient monitoring equipment measuring criteria air pollutants per federal requirements.
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. Accuracy, Maintenance, Support: 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). The data is then validated as per EPA Quality Assurance and Quality Control guidelines, and performed 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, Lake Charles, Alexandria, Thibodaux, and Monroe. 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.

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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Assessment

Objective 4: The Environmental Compliance Program through the assessment activity will assess and protect the general public's safety regarding ambient air quality analysis, the operation of nuclear power plants, the use of radiation sources, and radiological and chemical emergencies statewide July 1, 2014 through June 30, 2019.

Indicator Name: Percent of emergency planning objectives demonstrated.

Indicator LaPAS PI Code: 3672.

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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: Assessment

Objective 4: The Environmental Compliance Program through the assessment activity will assess and protect the general public's safety regarding ambient air quality analysis, the operation of nuclear power plants, the use of radiation sources, and radiological and chemical emergencies statewide July 1, 2014 through June 30, 2019.

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, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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.
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Program: Office of Environmental Compliance

Activity: Assessment

Objective 4: The Environmental Compliance Program through the assessment activity will assess and protect the general public's safety regarding ambient air quality analysis, the operation of nuclear power plants, the use of radiation sources, and radiological and chemical emergencies statewide July 1, 2014 through June 30, 2019.

Indicator Name: Percent of radiation licenses inspected.

Indicator LaPAS PI Code: 9760.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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: Assessment

Objective 4: The Environmental Compliance Program through the assessment activity will assess and protect the general public's safety regarding ambient air quality analysis, the operation of nuclear power plants, the use of radiation sources, and radiological and chemical emergencies statewide July 1, 2014 through June 30, 2019.

Indicator Name: Percent of x-ray registrations inspected.

Indicator LaPAS PI Code: 9761.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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: Assessment

Objective 4: The Environmental Compliance Program through the assessment activity will assess and protect the general public's safety regarding ambient air quality analysis, the operation of nuclear power plants, the use of radiation sources, and radiological and chemical emergencies statewide July 1, 2014 through June 30, 2019.

Indicator Name: Percent of mammography facilities inspected.

Indicator LaPAS PI Code: 9762.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: 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: 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, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9765.

1. Type and Level: Efficiency, Key.
2. Rationale, Relevance, Reliability: 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 the issuance of enforcement action for solid waste and underground storage tank program violations that pose substantial risk of harm to human health and the environment and/or where there is little to no implementation of the regulations, which thereby, resulted in the violation occurring.
5. Accuracy, Maintenance, Support: 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. Since the Department is only recommending a change to the solid waste and underground storage tanks programs portion of this indicator and not deleting or adding a new indicator, the method of calculation will be derived using the same data sources and procedures for data entry that was previously audited. Such data is entered into and maintained in trackers/database. Information in the trackers is crosschecked with data in the TEMPO database for accuracy. The trackers and database are backed up on a regular basis to the network server, thus ensuring the preservation of the data.
6. Data Source, Collection and Reporting: Extracted from the enforcement database 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.

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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, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 23143.

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Data is entered into and maintained in trackers/database. Information in the trackers is crosschecked with data in the TEMPO database for accuracy. The trackers and database are backed up on a regular basis to the network server, thus ensuring the preservation of the data.
6. Data Source, Collection and Reporting: Data is extracted from trackers/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.
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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, 2014 through June 30, 2019.

Indicator Name: Number of air quality enforcement actions issued.

Indicator LaPAS PI Code: 15803.

1. Type and Level: Output; General Performance Information.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Data is entered into and maintained in trackers/database. Information in the trackers is crosschecked with data in the TEMPO database for accuracy. The trackers and database are backed up on a regular basis to the network server, thus ensuring the preservation of the data.
6. Data Source, Collection and Reporting: Data is extracted from the trackers/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.
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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, 2014 through June 30, 2019.

Indicator Name: Number of solid waste enforcement actions issued.

Indicator LaPAS PI Code: 15804.

1. Type and Level: Output; General Performance Information.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Data is entered into and maintained in trackers/database. Information in the trackers is crosschecked with data in the TEMPO database for accuracy. The trackers and database are backed up on a regular basis to the network server, thus ensuring the preservation of the data.
6. Data Source, Collection and Reporting: Data is extracted from the trackers/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.
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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, 2014 through June 30, 2019.

Indicator Name: Number of hazardous waste enforcement actions issued.

Indicator LaPAS PI Code: 15805.

1. Type and Level: Output; General Performance Information.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Data is entered into and maintained in trackers/database. Information in the trackers is crosschecked with data in the TEMPO database for accuracy. The trackers and database are backed up on a regular basis to the network server, thus ensuring the preservation of the data.
6. Data Source, Collection and Reporting: Data is extracted from trackers/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.
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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, 2014 through June 30, 2019.

Indicator Name: Number of water quality enforcement actions issued.

Indicator LaPAS PI Code: 15806.

1. Type and Level: Output; General Performance Information.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Data is entered into and maintained in trackers/database. Information in the trackers is crosschecked with data in the TEMPO database for accuracy. The trackers and database are backed up on a regular basis to the network server, thus ensuring the preservation of the data.
6. Data Source, Collection and Reporting: Data is extracted from the trackers/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.
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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, 2014 through June 30, 2019.

Indicator Name: Number of radiation enforcement actions issued.

Indicator LaPAS PI Code: 15807.

1. Type and Level: Output; General Performance Information.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Data is entered into and maintained in trackers/database. Information in the trackers is crosschecked with data in the TEMPO database for accuracy. The trackers and database are backed up on a regular basis to the network server, thus ensuring the preservation of the data.
6. Data Source, Collection and Reporting: Data is extracted from the trackers/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: Celena Cage  
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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 6: The Environmental Compliance Program through the underground storage tank and remediation activity will investigate and clean up uncontrolled contamination and/or monitor ongoing cleanup at abandoned properties, active facilities, and underground storage tank (UST) sites statewide making them safe for reuse and available for redevelopment and ensure the integrity of the UST system by inspecting UST sites July 1, 2014 through June 30, 2019.

Indicator Name: Cumulative number of sites evaluated and closed out.

Indicator LaPAS PI Code: 23147

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be relevant, reliable, measurable, and aligned with the objective.
3. Use: This indicator will be used in management decision- making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be easy to understand.
5. Accuracy, Maintenance, Support: This indicator and subsequent performance data were audited by the Louisiana Legislative Auditor in FY2013 and found to be accurate. The reported data is maintained in the TEMPO database.
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  
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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 6: The Environmental Compliance Program through the underground storage tank and remediation activity will investigate and clean up uncontrolled contamination and/or monitor ongoing cleanup at abandoned properties, active facilities, and underground storage tank (UST) sites statewide making them safe for reuse and available for redevelopment, and ensure the integrity of the UST system by inspecting UST sites July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 23697

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be relevant, reliable, measurable, and aligned with the objective.
3. Use: This indicator will be used in management decision- making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be easy to understand.
5. Accuracy, Maintenance, Support: This indicator and subsequent performance data were audited by the Louisiana Legislative Auditor in FY2013 and found to be accurate. The reported data is maintained in the TEMPO database.
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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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 6: The Environmental Compliance Program through the underground storage tank and remediation activity will investigate and cleanup uncontrolled contamination and/or monitor ongoing clean up at abandoned properties, active facilities, and underground storage tank (UST) sites statewide making them safe for reuse and available for redevelopment, and ensure the integrity of the UST system by inspecting UST sites July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 22206

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be relevant, reliable, measurable, and aligned with the objective.
3. Use: This indicator will be used in management decision- making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be easy to understand.
5. Accuracy, Maintenance, Support: This indicator and subsequent performance data were audited by the Louisiana Legislative Auditor in FY2013 and found to be accurate. The reported data is maintained in the EPA database RCRAInfo and in documentation memos stored in EDMS.
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.

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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 6: The Environmental Compliance Program through the underground storage tank and remediation activity will investigate and cleanup uncontrolled contamination and/or monitor ongoing clean up at abandoned properties, active facilities, and underground storage tank (UST) sites statewide making them safe for reuse and available for redevelopment, and ensure the integrity of the UST system by inspecting UST sites July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 22208

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be relevant, reliable, measurable, and aligned with the objective.
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. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be easy to understand.
5. Accuracy, Maintenance, Support: This indicator and subsequent performance data were audited by the Louisiana Legislative Auditor in FY2013 and found to be accurate. The reported data is maintained in the EPA database RCRAInfo and in documentation memos stored in EDMS.
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 Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 6: The Environmental Compliance Program through the underground storage tank and remediation activity will investigate and cleanup uncontrolled contamination and/or monitor ongoing clean up at abandoned properties, active facilities, and underground storage tank (UST) sites statewide making them safe for reuse and available for redevelopment, and ensure the integrity of the UST system by inspecting UST sites July 1, 2014 through June 30, 2019.

Indicator Name: Cumulative percentage of registered underground storage tank sites inspected.

Indicator LaPAS PI Code: 3694

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: 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. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be relevant, reliable with qualifications, measurable, and aligned with the objective. Reliability has been improved by ensuring accuracy in reporting and calculations.
3. Use: This indicator will be used in management decision- making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This indicator and subsequent performance data were audited by the Louisiana Legislative Auditor in FY2013 and found to be accurate within 2.78%. Accuracy has been improved by reviewing, and revising as necessary, the SOP for this indicator and ensuring that staff is trained in its use. The reported data is maintained in the TEMPO database.
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, monitoring equipment, etc.) and weather or emergency considerations.
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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 6: The Environmental Compliance Program through the underground storage tank and remediation activity will investigate and cleanup uncontrolled contamination and/or monitor ongoing clean up at abandoned properties, active facilities, and underground storage tank (UST) sites statewide making them safe for reuse and available for redevelopment, and ensure the integrity of the UST system by inspecting UST sites July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 15783

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator measures the number of sites returned to active commerce through DEQ's voluntary clean up program. This indicator is clearly relevant and aligned with the objective, and its measurement as a simple count is reliable.
3. Use: This indicator will be used for general performance information.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This is a General Performance indicator and was not audited by the Legislative Auditor in FY 2013. The accuracy of the data is ensured through a simple count of the number of sites as maintained in the TEMPO database.
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.
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## Performance Indicator Documentation

Program: Office of Environmental Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 7: The Environmental Compliance Program through the underground storage tank and remediation activity will direct the determination of the extent of contamination both laterally and vertically at sites with pollution and to protect the soil and groundwater resources of the state by reviewing 90% of the soil and groundwater investigation work plans and corrective action work plans received July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9773

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: This indicator measures the number of soil and groundwater investigation work plans reviewed as compared to the number received. This indicator was audited by the Louisiana Legislative Auditor in FY 2013 and found to be relevant, measurable, and aligned with the objective. Reliability has been improved by ensuring accuracy in reporting and calculations.
3. Use: This indicator will be used in management decision-making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be easy to understand.
5. Accuracy, Maintenance, Support: This indicator and subsequent performance data were audited by the Louisiana Legislative Auditor in FY2013 and found to be accurate within 5.65%. Accuracy has been improved by reviewing, and revising as necessary, the SOP for this indicator and ensuring that staff is trained in its use. The reported data is maintained in the TEMPO database.
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 Compliance

Activity: Underground Storage Tank (UST) and Remediation

Objective 7: The Environmental Compliance Program through the underground storage tank and remediation activity will direct the determination of the extent of contamination both laterally and vertically at sites with pollution and to protect the soil and groundwater resources of the state by reviewing 90% of the soil and groundwater investigation work plans and corrective action work plans received July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 9774

1. Type and Level: Outcome, Key.
2. Rationale, Relevance, Reliability: This indicator measures the number of soil and groundwater corrective action work plans reviewed as compared to the number received. This indicator was audited by the Louisiana Legislative Auditor in FY 2013 and found to be relevant, reliable with qualifications, measurable, and aligned with the objective. Reliability has been improved by ensuring accuracy in reporting and calculations.
3. Use: This indicator will be used in management decision-making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured. This indicator was audited by the Louisiana Legislative Auditor in FY2013 and found to be easy to understand.
5. Accuracy, Maintenance, Support: This indicator and subsequent performance data were audited by the Louisiana Legislative Auditor in FY2013 and found to be accurate within 0.11%. Accuracy has been improved by reviewing, and revising as necessary, the SOP for this indicator and ensuring that staff is trained in its use. The reported data is maintained in the TEMPO database.
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.

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## Process Documentation Office of Environmental Compliance

### 1. General description of strategic planning process implementation.

The purpose of the Strategic Plan fulfills statutory requirements in Act 1465 of the 1997 Legislature. This act stipulates that state agencies will develop strategic plans as part of the performance based budgeting process. Within the parameters of the strategic plan, DEQ can determine appropriate allocation of resources for specific environmental issues. The Strategic Plan provides a systematic approach covering a five-year planning process that will guide the department in achieving its mission and responsibility to protect public health and the environment of the state.

Each budget unit of every department is required to develop a Strategic Plan; in this case that represents each of the four Offices comprising DEQ. In order to maintain consistency and uniformity department-wide, the Deputy Secretary oversees the process with assistance of a strategic planning coordinator. Therefore, strategic planning applies to all four Offices within DEQ namely: Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, and the Office of Management and Finance.

As noted above, the strategic planning process provides a systematic approach for the department in pursuing its responsibilities to public health and protecting the environment. This approach includes several steps that occur throughout each year and are represented by the following steps:

- issues identification
- priority setting
- direction setting
- strategic plan composition
- evaluation/feedback.

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

#### **Benefits**

Objective 1: Media specific inspections identifies facility compliance information for other DEQ divisions

Objective 2: Surface water monitoring and sampling collects samples for data analysis

#### **Clients**

- General Public
- Regulated community
- United States Environmental Protection Agency (USEPA) and Nuclear Regulatory Commission

Objective 3: Timely response to environmental incidents and citizen complaints

(NRC)

- Federal Emergency Management Agency (FEMA)
- Legislature, DOA, Governor
- DEQ

Objective 4: Assessment services provide compliance data to allow EPA oversight as outlined in Enforcement MOU; response to environmental/chemical/radiological emergencies in protecting citizens.

Objective 5: Enforcement actions and SWAT ensure regulatory compliance and compliance assistance.

Objectives 6 & 7: Citizens of the state benefit from the identification and remediation of contaminated sites that could threaten the safety of groundwater resources.

3. 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, USNRC, 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.
- Time required for completion of contaminant assessments and remedial actions.
- Degree of recalcitrance of regulated facilities in addressing contaminated media
- 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



4. 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:VI.
- LAC 33:VII.
- LAC 33:IX
- LAC 33:XII.
- LAC 33:XV
- CFR 40 Parts 260 through 281

5. 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.

6. 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.

7. 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.

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.

**Office of Environmental Services  
Five Year Strategic Plan  
July, 2014 – June, 2019**

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

**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 establishing and assessing environmental standards, regulating pollution sources through permitting activities which are consistent with laws and regulations, by providing interface between the department and its customers, and by providing improved public participation. The permitting activity will provide single entry/contact point for permitting, include a multimedia team approach; provide technical guidance for permit applications; improve permit tracking and allow 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, protect and enhance the environment of Louisiana through establishing and assessing standards, permitting and licensing, and by issuing multi-media accreditations, notifications and registrations.

**Objective 1:**

The Environmental Services Program, through the air permits activity, will provide high quality technical evaluations of air quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring protection of ambient air quality by limiting air pollutant levels to federal and state standards from July 1, 2014 through June 30, 2019.

**Strategies:**

- 1.1 Provide high quality technical evaluations/draft permit decisions 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.
- 1.5 Initiate the promulgation of emission control regulations to attain the standards through the State Implementation Plan.
- 1.6 Evaluate the air monitoring data for trends and compliance with national and state air quality standards.
- 1.7 Maintain information on current standards to be used as a baseline for future environmental indicator processing (i.e. 1-hour average criteria)
- 1.8 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 air quality permit applications for which a final action is taken within the regulatory established timeframe of 300 days for initial or substantially modified permits.

Output (GPI): Number of air quality permits division work products completed.  
Number of air modeling reviews completed.  
Number of stack test reviews completed.

## **Objective 2:**

The Environmental Services Program, through the waste permits activity, will provide high quality technical evaluations of solid and hazardous waste permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring statewide control of solid and hazardous waste from July 1, 2014 through June 30, 2019.

### **Strategies:**

- 2.1 Provide high quality technical evaluations/draft permit decisions 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:** Percent of solid and hazardous waste permit applications for which a final action is taken within the regulatory established timeframe of 300 days for initial or substantially modified permits.

**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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

**Strategies:**

- 3.1 Provide high quality technical evaluations/draft permit decisions 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.
- 3.6 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.
- 3.7 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 impairments. Develop list of impaired water bodies, the 303(d) list, and prioritize for Total Maximum Daily Loads (TMDLs) or other pollution control strategies
- 3.8 Develop or revise Water Quality Standards by maintaining, revising, or creating new criteria as needed to protect the designated uses of waters of the State

**Performance Indicators:**

Outcome: Percent of water quality permit applications for which a final action is taken within the regulatory established timeframe of 300 days for initial or substantially modified permits.

Percent of water data received that is evaluated for technical acceptability for criteria development, assessments or modeling activities within 90 days.

Output (GPI): Number of individual water quality permit final decisions including master generals issued  
Number of general water quality permit decisions including stormwater decisions issued.  
Number of water quality certifications completed.  
Number of sewage sludge transporter certifications completed.  
Number of data packages evaluated for technical acceptability.

**Objective 4:**

The Environmental Services Program through the permit support services activity will administratively process 94% of complete permit applications, registrations, notifications and accreditations within established business timelines July 1, 2014 through June 30, 2019

**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 Document Management System (EDMS).
- 4.3 Create permitting records in TEMPO (Tools for Environmental Management Protection Organizations).
- 4.4 Review Asbestos Management Plans for schools and state buildings.

**Performance Indicators:**

Outcome: Percentage of permit applications, accreditation applications, registrations and notifications processed within established timelines.

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

## Performance Indicator Documentation

Program: Office of Environmental Services

Activity: Air Permits

Objective 1: The Environmental Services Program, through the air permits activity will provide high quality technical evaluations of air quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring protection of ambient air quality by limiting air pollutant levels to federal and state standards from July 1, 2014 through June 30, 2019.

Indicator Name: Percent of air quality permit applications for which a final action is taken within the regulatory established timeframe of 300 days for initial or substantially modified permits.

Indicator LaPAS PI Code: 23144

1. Type and Level: Outcome, Key
2. Rationale, Relevance, Reliability: This indicator was selected because it focuses on initial or substantially modified permits, which are expected to have the highest potential for environmental impact. This indicator is reliable because it measures the percentage of these air permit final actions 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
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 final 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 provide high quality technical evaluations of air quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring protection of ambient air quality by limiting air pollutant levels to federal and state standards from July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 15733

1. Type and Level: Output, General Performance Information
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of work products completed each year. This information enables management to evaluate the overall air permits division workload and performance. This indicator tracks the total number of air quality permit work products 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. 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 annually.
7. Calculation Methodology: This indicator lists and counts the number of work products 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.

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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 provide high quality technical evaluations of air quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring protection of ambient air quality by limiting air pollutant levels to federal and state standards from July 1, 2014 through June 30, 2019.

Indicator Name: Number of air modeling reviews completed.

Indicator LaPAS PI Code: 23690.

1. Type and Level: Output; General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of air modeling reviews completed each year. This information enables management to evaluate the overall air modeling workload and performance. This indicator tracks the total number of air modeling reviews completed in the previous fiscal year.
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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All air modeling reviews are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Route sheets for air permits are included in EDMS and log the date of receipt and approval for the air modeling reviews. EDMS is maintained by the agency and provides evidence of the air modeling data.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. The date that the modeling request is received and the date that the modeling review is completed are entered into the database as they occur. Information is retrieved from the database annually.
7. Calculation Methodology: This indicator lists and counts the number of air modeling reviews completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: None.

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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 provide high quality technical evaluations of air quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring protection of ambient air quality by limiting air pollutant levels to federal and state standards from July 1, 2014 through June 30, 2019.

Indicator Name: Number of stack test reviews completed.

Indicator LaPAS PI Code: 25082.

1. Type and Level: Output; General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of stack test reviews completed each year. This information enables management to evaluate the overall stack test workload and performance. This indicator tracks the total number of stack test reviews completed in the previous fiscal year.
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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All stack test reviews are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query.
6. Data Source, Collection and Reporting: The date the request for the stack test is received and the date the review is completed are entered into the TEMPO database as they occur. Information is retrieved from the database annually.
7. Calculation Methodology: This indicator lists and counts the number of stack test reviews completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
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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 provide high quality technical evaluations of solid and hazardous waste permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring statewide control of solid and hazardous waste from July 1, 2014 through June 30, 2019.

Indicator Name: Percent of solid and hazardous waste permit applications for which a final action is taken within the regulatory established timeframe of 300 days for initial or substantially modified permits.

Indicator LaPAS PI Code: 23146

1. Type and Level: Outcome, Key
2. Rationale, Relevance, Reliability: This indicator was selected because it focuses on initial or substantially modified permits, which are expected to have the highest potential for environmental impact. This indicator is reliable because it measures the percentage of these solid and hazardous waste permit final actions 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 decision making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
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 action is taken 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 final 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: Waste Permits

Objective 2: The Environmental Services Program through the waste permits activity will provide high quality technical evaluations of solid and hazardous waste permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring statewide control of solid and hazardous waste from July 1, 2014 through June 30, 2019.

Indicator Name: Number of solid waste work products completed.

Indicator LaPAS PI Code: 15734

1. Type and Level: Output, General Performance Information
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of solid waste work products completed each year. This information enables management to evaluate the overall solid waste permit staff workload and performance. This indicator tracks the total number of solid waste work products completed in the previous fiscal year regardless of complexity or the date received
3. Use: This indicator will be used in management 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. The date the application is received and the date a final action is taken are entered into the database as they occur. Information is retrieved from the database annually.
7. Calculation Methodology: This indicator lists and counts the number of work products 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 provide high quality technical evaluations of solid and hazardous waste permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations, and take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, thereby ensuring statewide control of solid and hazardous waste from July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 15735

1. Type and Level: Output, General Performance Information
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of work products completed each year. This information enables management to evaluate the overall hazardous waste permit staff workload and performance. This indicator tracks the total number of hazardous waste work products completed in the previous fiscal year regardless of complexity or the date received.
3. Use: This indicator will be used in management 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. The date the application is received and the date a final action is taken are entered into the database as they occur. Information is retrieved from the database annually.
7. Calculation Methodology: This indicator lists and counts the number of work products 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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

Indicator Name: Percent of water quality permit applications for which a final action is taken within the regulatory established timeframe of 300 days for initial or substantially modified permits.

Indicator LaPAS PI Code: 23145

1. Type and Level: Outcome, Key
2. Rationale, Relevance, Reliability: This indicator was selected because it focuses on initial or substantially modified permits, which are expected to have the highest potential for environmental impact. This indicator is reliable because it measures the percentage of these water quality permit final decisions issued 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 decision making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
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 the final decision is issued 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 final decisions issued 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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

Indicator Name: Percent of water data received that is evaluated for technical acceptability for criteria development, assessments or modeling activities within 90 days.

Indicator LaPAS PI Code: 23692.

1. Type and Level: Outcome; Supporting.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: The Office of the Legislative Auditor has not audited this indicator. Water quality data received are maintained in the agency's water quality database and the evaluations of those data sets are tracked and maintained in a spreadsheet along with performance and reporting information.
6. Data Source, Collection and Reporting: The source of the "receive" and "evaluation" dates outlined below is the Water Permits Division. Processes and tools are under development to track the information.
  - a. Receive Date - Date when the Water Permits Division receives the data set. Data sets to be reviewed and tracked for this performance indicator are contract laboratories' data provided by the Inspection Division laboratory contract management staff.
  - b. Evaluation Date - Date when the Water Permits Division completes its technical acceptability evaluation of the data set.
7. Calculation Methodology: The number of data sets evaluated within 90days is divided by the number of data sets received and multiplied by 100.
8. Scope: This indicator is disaggregated.

9. Caveats: The evaluation period will be calculated based on net working days. 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, assessment and modeling 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.
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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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

Indicator Name: Number of individual water quality permit final decisions including master generals issued.

Indicator LaPAS PI Code: 15736

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of individual water quality permit final decisions, including master generals, issued each year. This information enables management to evaluate the overall division's workload and performance for individual permits and master generals, which may be more time consuming and complex in nature than other types of water permit actions. This indicator measures the number of individual water quality permit final decisions, including master generals, issued within in the previous fiscal year.
3. Use: This indicator will be used in management 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
6. Data Source, Collection and Reporting: This information will be retrieved from the TEMPO database. The date the application is received and the date the final decision is issued are entered into the database as they occur. Information is retrieved from the database annually.
7. Calculation Methodology: This indicator lists and counts the number of final decisions issued 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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

Indicator Name: Number of general water quality permit decisions including stormwater decisions issued.

Indicator LaPAS PI Code: 15737

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of general water quality permit decisions, including stormwater decisions, issued each year. This information enables management to evaluate the overall division's performance for this category of permits, which usually represents a large portion of the water permits division workload. This indicator measures the number of general water quality permit decisions, including stormwater permit decisions, issued in the previous fiscal year.
3. Use: This indicator will be used in management 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All permit actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all final permit actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
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 annually.
7. Calculation Methodology: This indicator lists and counts the number of decisions issued 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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

Indicator Name: Number of water quality certifications completed.

Indicator LaPAS PI Code: 24421

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of water quality certifications completed each year. This information enables management to evaluate the overall staff performance and workload for water quality certifications. This indicator measures the number of water quality certification actions completed in the previous fiscal year.
3. Use: This indicator will be used in management 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All water quality certifications are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all certifications also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
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 annually.
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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

Indicator Name: Number of sewage sludge transporter certifications completed.

Indicator LaPAS PI Code: 24422

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of sewage sludge transporter certifications completed each year. This information enables management to evaluate the overall staff performance and workload for sewage sludge transporter certifications. This indicator measures the number of sewage sludge transporter certification actions completed in the previous fiscal year.
3. Use: This indicator will be used in management 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. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All sewage sludge transporter certification actions are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all sewage sludge transporter certification actions also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
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 annually.
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 provide high quality technical evaluations of water quality permit applications for sources requesting initial or substantially modified permits and take final action in the form of approval or denial within 300 days as established by Louisiana regulations; take final action in the form of approval or denial for sources requesting renewal or minor permit modifications, water quality certifications, and biosolids registrations; and establish and assess water quality standards, thereby ensuring proper state-wide control of point source discharges and water quality from July 1, 2014 through June 30, 2019.

Indicator Name: Number of data packages evaluated for technical acceptability.

Indicator LaPAS PI Code: 25085

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This GPI measures level of effort by totaling the number of criteria, assessment and modeling data packages evaluated for technical acceptability in the previous fiscal year.
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. Accuracy, Maintenance, Support: The Office of the Legislative Auditor has not audited this indicator. Water quality data received are maintained in the agency's water quality database and the evaluations of those data sets are tracked and maintained in a spreadsheet along with performance and reporting information.
6. Data Source, Collection and Reporting: The source of the "receive" and "evaluation" dates outlined below is the Water Permits Division. Processes and tools are under development to track the information.
  - a. Receive Date - Date when the Water Permits Division receives the data set. Data sets to be reviewed and tracked for this performance indicator are contract laboratories' data provided by the Inspection Division laboratory contract management staff.
  - b. Evaluation Date - Date when the Water Permits Division completes its technical acceptability evaluation of the data set.
7. Calculation Methodology: The number of data sets evaluated over the past fiscal year is determined using the tracking spreadsheet to count the number of unique SDG/PDF numbers to get the number of data packages and sum the number of records received and reviewed.
8. Scope: This indicator is disaggregated.

9. Caveats: 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, assessment and modeling 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.
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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 94% of complete permit applications, registrations, notifications and accreditations within established business timelines July 1, 2014 through June 30, 2019.

Indicator Name: Percentage of permit applications, accreditation applications, registrations and notifications processed within established timelines.

Indicator LaPAS PI Code: 23693

1. Type and Level: Outcome, Key
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track application totals processed each year. This indicator measures the various requisite support functions provided to the environmental permitting processes. This information enables management to evaluate the overall OES application workload as well as division performance.
3. Use: This indicator will be used in management decision making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All dates associated with processing of permit applications, accreditation applications, registrations and notifications are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query.
6. Data Source, Collection and Reporting: The date the application is received and the date that the processing is completed are entered into the TEMPO database as they occur. This information will be retrieved through TEMPO database queries quarterly.
7. Calculation Methodology: Percent is calculated by dividing the number of 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.
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 94% of complete permit applications, registrations, notifications and accreditations within established business timelines July 1, 2014 through June 30, 2019.

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

Indicator LaPAS PI Code: 23694

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of name, ownership, operator changes completed each year. This information enables management to evaluate the overall staff performance and workload for name, ownership, operator changes. This indicator measures the number of name, ownership, and operator changes completed in the previous fiscal year.
3. Use: This indicator will be used in management decision making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All name, ownership, and operator changes are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of all name, ownership, and operator changes also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
6. Data Source, Collection and Reporting: The date the application is received and the date that the action is completed are entered into the TEMPO database as they occur. This information will be retrieved through TEMPO database queries annually
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 an aggregate of all name, ownership, and operator change requests received by DEQ.
9. Caveats: The business timelines apply to the processing of complete applications and submittal of appropriate fees.
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 94% of complete permit applications, registrations, notifications and accreditations within established business timelines July 1, 2014 through June 30, 2019.

Indicator Name: Number of asbestos management plan activities completed.

Indicator LaPAS PI Code: 23695

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of asbestos management plan activities completed each year. This information enables management to evaluate the overall staff performance and workload for asbestos management plan activities. This indicator measures the number of asbestos management plan activities completed for schools and state buildings. Management plans ensure that asbestos is identified and managed appropriately to minimize risk of exposure.
3. Use: This indicator will be used in management decision making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All asbestos management plan activities are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of asbestos management plan activities also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
6. Data Source, Collection and Reporting: The date the management plan is received and the date that the activity is completed are entered into the TEMPO database as they occur. This information will be retrieved through a TEMPO database query annually.
7. Calculation Methodology: This indicator lists and counts the number of activities completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Deanna Bloodworth  
Environmental Scientist Staff  
[Deanna.bloodworth@la.gov](mailto:Deanna.bloodworth@la.gov)  
Ph: 225-219-3217 Fax: 225-219-3309

## 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 94% of complete permit applications, registrations, notifications and accreditations within established business timelines July 1, 2014 through June 30, 2019.

Indicator Name: Number of asbestos accreditations issued.

Indicator LaPAS PI Code: 23696

1. Type and Level: Output, General Performance Information.
2. Rationale, Relevance, Reliability: This indicator was selected because it is useful to track the total number of asbestos accreditations issued each year. This information enables management to evaluate the overall staff performance and workload for asbestos accreditations. This indicator measures the number of asbestos accreditations issued; an accreditation certifies the applicant is trained to properly remove and dispose of asbestos material.
3. Use: This indicator will be used in management decision making and other agency processes as well as performance-based budgeting.
4. Clarity: This indicator clearly identifies what is being measured.
5. Accuracy, Maintenance, Support: This indicator has not been audited by the Legislative Auditor. All asbestos accreditations are recorded in the TEMPO database, which is maintained by the agency. The data reported for this indicator comes from a TEMPO query. Copies of asbestos accreditations issued also exist in EDMS and provide evidence of the data. EDMS is also maintained by the agency.
6. Data Source, Collection and Reporting: The date the accreditation request is received and the date that the accreditation is issued are entered into the TEMPO database as they occur. This information will be retrieved through a TEMPO database query annually.
7. Calculation Methodology: This indicator lists and counts the number of activities completed within this program. Addition is the only calculation necessary.
8. Scope: This indicator is disaggregated.
9. Caveats: None.
10. Responsible Person: Deanna Bloodworth  
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## Process Documentation Office of Environmental Services

### 1. General description of strategic planning process implementation.

The purpose of the Strategic Plan fulfills statutory requirements in Act 1465 of the 1997 Legislature. This act stipulates that state agencies will develop strategic plans as part of the performance based budgeting process. Within the parameters of the strategic plan, DEQ can determine appropriate allocation of resources for specific environmental issues. The Strategic Plan provides a systematic approach covering a five-year planning process that will guide the department in achieving its mission and responsibility to protect public health and the environment of the state.

Each budget unit of every department is required to develop a Strategic Plan; in this case that represents each of the four Offices comprising DEQ. In order to maintain consistency and uniformity department-wide, the Deputy Secretary oversees the process with assistance of a strategic planning coordinator. Therefore, strategic planning applies to all four Offices within DEQ namely: Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, and the Office of Management and Finance.

As noted above, the strategic planning process provides a systematic approach for the department in pursuing its responsibilities to public health and protecting the environment. This approach includes several steps that occur throughout each year and are represented by the following steps:

- issues identification
- priority setting
- direction setting
- strategic plan composition
- evaluation/feedback.

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

<b>Benefits</b>	<b>Clients</b>
Objective 1: Improved air quality protection	<ul style="list-style-type: none"> <li>• Citizens of the state</li> <li>• Regulated Community</li> <li>• USEPA</li> <li>• DEQ Staff</li> </ul>
Objective 2: Improved solid waste disposal and hazardous waste TSD resources	
Objective 3: Improved water quality protection	

Objective 4: Improved efficiency of permitting administration	
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3. 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 to use integrated data management system, i.e., TEMPO and EDMS.
- New or additional statutory requirements requiring more manpower or resources and potentially identifying new environmental concerns.
- 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.

4. 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:III.
- LAC 33:V.
- LAC 33:VII.
- LAC 33:IX.
- 40 CFR Parts 123-131; Part 133; and Parts 260 through 281.



5. Description of any program evaluation used to develop objectives and strategies:
  - Permitting process is reviewed 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, and IX .
  - Management reviews the current situation and adaptation of needed changes.
6. 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.
7. Description of how the performance indicators are used in management decision making and other 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.
- By management to set priorities with regard to funding and allocation of personnel to accomplish the listed objectives and strategies.
- To shift resources into areas with deficiencies. To keep the regulated community and the public more informed of agency performance through the DEQ providing public access to this information.

**Office of Management & Finance**  
**Five Year Strategic Plan**  
**July 1, 2014 – June 30, 2019**

**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. 30:2001 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 facilitate the financial and administrative means for the departmental programs to achieve their mandated objectives by providing 100% of the required and necessary business services July1, 2014 through June 30, 2019.

**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 Monitor and promote cost effectiveness of programs and streamlining of activities.
- 1.4 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: Percentage of completed business transactions.

## 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 the departmental programs to achieve their mandated objectives by providing 100% of the required and necessary business services July 1, 2014 through June 30, 2019.

Indicator Name: Percentage of completed business transactions.

Indicator LaPAS PI Code: 6939.

1. Type and Level: Outcome; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Data comes from various sources including tracking spreadsheets and reports from databases. All reports and spreadsheets are maintained in a file for future verifiability.
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: Karyn Andrews  
Director of Financial Services  
[karyn.andrews@la.gov](mailto:karyn.andrews@la.gov)  
Ph: 225-219-3865 Fax: 225-325-3867

Process Documentation  
Office of Management and Finance

1. General description of strategic planning process implementation.

The purpose of the Strategic Plan fulfills statutory requirements in Act 1465 of the 1997 Legislature. This act stipulates that state agencies will develop strategic plans as part of the performance based budgeting process. Within the parameters of the strategic plan, DEQ can determine appropriate allocation of resources for specific environmental issues. The Strategic Plan provides a systematic approach covering a five-year planning process that will guide the department in achieving its mission and responsibility to protect public health and the environment of the state.

Each budget unit of every department is required to develop a Strategic Plan; in this case that represents each of the four Offices comprising DEQ. In order to maintain consistency and uniformity department-wide, the Deputy Secretary oversees the process with assistance of a strategic planning coordinator. Therefore, strategic planning applies to all four Offices within DEQ namely: Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, and the Office of Management and Finance.

As noted above, the strategic planning process provides a systematic approach for the department in pursuing its responsibilities to public health and protecting the environment. This approach includes several steps that occur throughout each year and are represented by the following steps:

- issues identification
- priority setting
- direction setting
- strategic plan composition
- evaluation/feedback.

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

<b>Benefits</b>	<b>Clients</b>
Objective 1: Efficient, comprehensive and professional business functions facilitating the successful technical operations of the department.	DEQ Program areas

3. 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
4. Statutory requirement or other authority: Environmental Quality Act.
  5. Description of any program evaluation used to develop objectives and strategies:  
Management review of the current situation and adaptation of needed changes.
  6. 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.
  7. Description of how the performance indicators are used in management decision making and other 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, 2014 – June 2019**

**Agency Number:** 21-860

**Program Name:** Clean Water State Revolving Fund Program

**Program Authorization:** La. R.S. 30:2001 et seq., La. R.S. 30:2301, 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

**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 mission of the Clean Water State Revolving Fund Program is to uphold Title VI of the federal Clean Water Act and to protect the health and welfare of the citizens of the state, as well as to enhance the environment of the state by administering the Clean Water State Revolving Fund.

**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 improvement and/or construction of wastewater treatment facilities. DEQ is committed to supporting the three major objectives found in Title VI of the Clean Water Act; these are:

1. Construction of publicly owned treatment works (Section 212)
2. Implementing a management program (Section 319); and
3. Developing and implementing a conservation and management plan (Section 320).

**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 review 100% of the loan applications and associated documents processed within 30 days of receipt July 1, 2014 through June 30, 2019.

**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: Percent of loan applications and associated documents processed within 30 days of receipt.

## Performance Indicator Documentation

Program: Clean Water State Revolving Fund

Activity: Clean Water State Revolving Fund

Objective 1: The Clean Water State Revolving Fund Program, through the business, community outreach and incentives activity in conjunction with the financial and administrative services activity, will review 100% of the loan applications and associated documents processed within 30 days of receipt July 1, 2014 through June 30, 2019.

Indicator Name: Percent of loan applications and associated documents processed within 30 days of receipt.

Indicator LaPAS PI Code: 10583.

1. Type and Level: Efficiency; Key.
2. Rationale, Relevance, Reliability: 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. Accuracy, Maintenance, Support: This indicator has not been audited. Documentation is maintained in a spreadsheet that records the date received and the dates complete information is received. The spreadsheet is maintained in a file for future verifiability.
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: Karyn Andrews  
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Ph: 225-219-3865 Fax: 225-325-3867



## Process Documentation

### Clean Water State Revolving Fund

1. General description of strategic planning process implementation.

The purpose of the Strategic Plan fulfills statutory requirements in Act 1465 of the 1997 Legislature. This act stipulates that state agencies will develop strategic plans as part of the performance based budgeting process. Within the parameters of the strategic plan, DEQ can determine appropriate allocation of resources for specific environmental issues. The Strategic Plan provides a systematic approach covering a five-year planning process that will guide the department in achieving its mission and responsibility to protect public health and the environment of the state.

Each budget unit of every department is required to develop a Strategic Plan; in this case that represents each of the four Offices comprising DEQ. In order to maintain consistency and uniformity department-wide, the Deputy Secretary oversees the process with assistance of a strategic planning coordinator. Therefore, strategic planning applies to all four Offices within DEQ namely: Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, and the Office of Management and Finance.

As noted above, the strategic planning process provides a systematic approach for the department in pursuing its responsibilities to public health and protecting the environment. This approach includes several steps that occur throughout each year and are represented by the following steps:

- issues identification
- priority setting
- direction setting
- strategic plan composition
- evaluation/feedback.

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

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

3. 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

4. Statutory requirement or other authority: Environmental Quality Act.
5. Description of any program evaluation used to develop objectives and strategies:

Management review of the current situation and adaptation of needed changes.

6. 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.

7. Description of how the performance indicators are used in management decision making and other 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.