

Office of Environmental Services

Five Year Strategic Plan

July, 2011 – June, 2016

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

Vision

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

Mission

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

Philosophy

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

Goal

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

Objective 1:

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

State Outcome Goal: Natural Resources

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

Strategies:

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

Performance Indicators:

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

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

Objective 2:

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

State Outcome Goal: Natural Resources

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

Strategies:

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

Performance Indicators:

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

Output (GPI) Number of solid waste work products completed.
Number of treatment, storage and disposal (hazardous waste facilities) work products completed.

Objective 3:

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

State Outcome Goal: Natural Resources

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

Strategies:

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

Performance Indicators:

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

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

Objective 4:

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

State Outcome Goal: Natural Resources

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

Strategies:

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

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

Performance Indicators:

- Outcome: Administratively process permit applications, accreditation applications, registrations and notifications within established timeframes.
- Output (GPI) Number of name, ownership, operator changes completed.
Number of asbestos management plan reviews completed
Number of asbestos accreditations issued

Objective 5:

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

State Outcome Goal: Natural Resources

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

Strategies:

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

Performance Indicators:

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

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

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

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

Objective 6:

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

State Outcome Goal: Natural Resources

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

Strategies:

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

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

Performance Indicators:

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

Objective 7:

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

State Outcome Goal: Natural Resources

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

Strategies:

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

Performance Indicators:

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