

**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.