

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

**July 1, 2008 - June 30, 2013**

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# **Department of Environmental Quality**

## **Strategic Plan**

### **Executive Summary**

This strategic plan covers 2008 to 2013.

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:

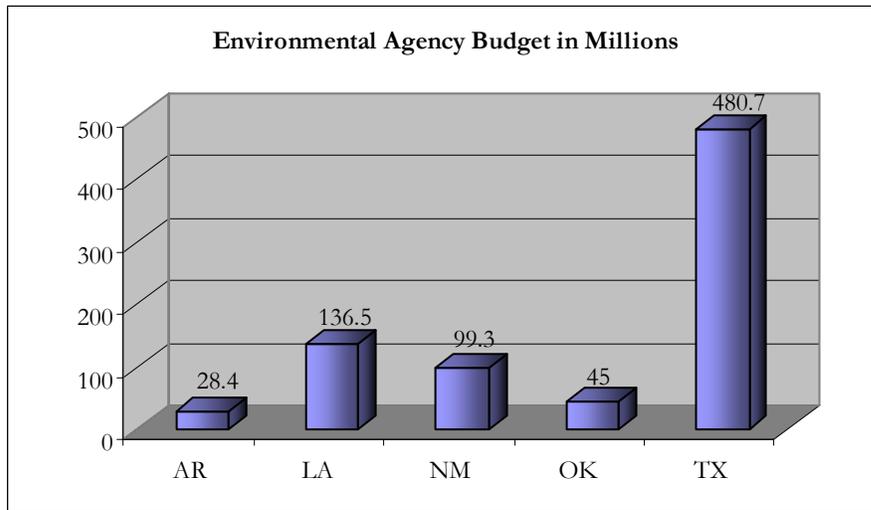
1. Protect public safety, health and welfare by protecting and improving the environment (land, water, and air).
2. Increase compliance with environmental laws (both voluntary and mandatory compliance) that meet state and federal mandates.
3. Operate in an efficient and effective manner.
4. Conduct programs 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, Office of Environmental Assessment and Office of Management and Finance

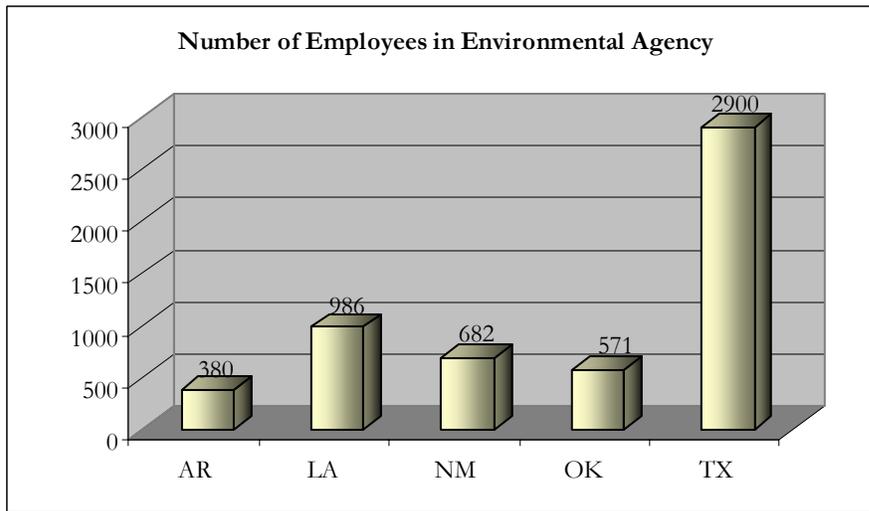
#### **Benchmarking**

Louisiana does more with less in environmental quality.

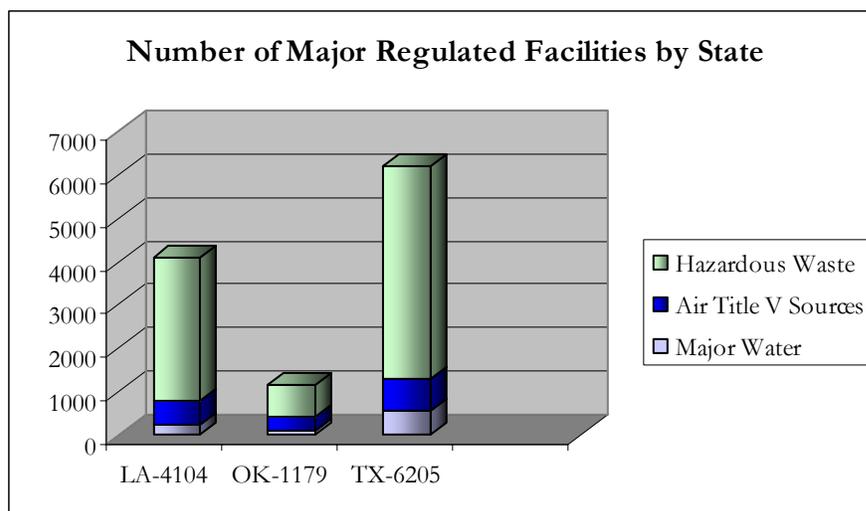
The states that are compared below are part of the Environmental Protection Agency Region 6: Arkansas, Louisiana, New Mexico, Oklahoma, and Texas. The size of the budgets in these states varies between \$28.4 million dollars for Arkansas and \$480.7 million for Texas. Louisiana has the second highest budget at \$140.7 million dollars.



These differences in budgets for these states reflect wide divergences in the sizes of the environmental agencies in these states. The Arkansas DEQ has 380 employees while Texas has 2900. Louisiana has the second largest agency with 986 employees.



Arkansas and New Mexico have small industrial bases, and have not been used for the following comparison. Louisiana, Texas, and Oklahoma have industrial bases that can be roughly compared. However, there are significant differences in budget, size and the number of major regulated facilities in each of these states.



Texas has 6205 major regulated facilities, Louisiana has 4104, and Oklahoma has 1179. Comparing the budgets, environmental staff and the number of regulated facilities for Texas, Louisiana, and Oklahoma:

- Texas has three times the budget and number of employees as Louisiana and only twice the number of regulated facilities.
- Oklahoma has a budget that is 33% of Louisiana's, with 50% of the employees, and 26% of the number of regulated facilities.

Louisiana's DEQ operates a successful environmental air, water and waste regulatory programs with proportionally fewer employees and less money than the other states in EPA Region 6 for the number of facilities regulated.

# **Louisiana Department of Environmental Quality Five Year Strategic Plan July, 2008 – June, 2013**

## **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, beautiful 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 environmental protection to the people of Louisiana 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 will be open, fair, consistent and based on comprehensive scientific information applied in accordance with the law.
- The Department of Environmental Quality will encourage stakeholder and public participation in consideration of environmental issues.
- The Department of Environmental Quality will emphasize and support innovative and effective programs including but not limited to Pollution Prevention, waste minimization, recycling and regulatory flexibility.
- The Department of Environmental Quality will promote 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, to the maximum extent possible, 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, 2008 – June, 2013**

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

#### **Vision**

Louisiana is a recognized leader in the protection of the environment, natural resources, health and the quality of life. A spirit of cooperation and trust exists between state government, local government, business, universities, and private citizens in seeking solutions to environmental problems. The healthy, beautiful 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 branch of the Department, the Administrative Program will facilitate achievement of environmental improvements by coordinating the other program offices' work to reduce quantity and toxicity of emissions, by representing the Department when dealing with external agencies, and by promoting initiatives that serve a broad environmental mandate.

#### **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 will be open, fair, consistent and based on comprehensive scientific information applied in accordance with the law.
- The Department of Environmental Quality will encourage stakeholder and public participation in consideration of environmental issues.
- The Department of Environmental Quality will emphasize and support innovative and effective programs including but not limited to Pollution Prevention, waste minimization, recycling and regulatory flexibility.
- The Department of Environmental Quality will promote environmental awareness through education.
- The Department of Environmental Quality supports enhanced customer service, outreach and small business assistance.

#### **Goal**

Protect and improve Louisiana's environment.

**Objective 1:**

The Administrative Program, through a review activity, will ensure that 95% of the programs in the Department meet their objectives between July 1, 2008 and June 30, 2013.

**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.
- 1.3 Improve communications within the Department through executive staff meetings, department-wide meetings with all employees, annual visits to regional offices, automated information management systems, etc.
- 1.4 Facilitate working relationships with the Governor's Office, the Division of Administration, Civil Service, DHH, and other governmental agencies.
- 1.5 Maintain a lead person to coordinate QA/QC.
- 1.6 Develop/implement a collaborative statewide Environmental Mercury Reduction Program.
- 1.7 Implement a solid program for public outreach, communications and access.

**Performance Indicator**

Outcome: Percent of programs in the Department meeting their objectives.

**Objective 2:**

The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Strategies:**

- 2.1 Conduct audits and reviews of tire dealers and waste tire processors to ensure compliance with Waste Tire Regulations.
- 2.2 Conduct audits and reviews of Motor Fuel distributors to ensure compliance with Motor Fuel Trust Regulations.

**Performance Indicator**

Outcome: Percent of internal audits conducted of those prioritized through risk assessment.  
Percent of fraud investigations conducted of those requested by management  
Percent of total delinquent fees collected within 12 months of assessment

Output (GPI): Total dollar amount of unremitted motor fuel and waste tire delinquent fees assessed  
Total dollar amount of unremitted motor fuel and waste tire delinquent fees collected  
Dollar amount of waste tire delinquent fees and interest assessed  
Dollar amount of waste tire delinquent fees and interest collected  
Dollar amount of motor fuel delinquent fees and penalties assessed  
Dollar amount of motor fuel delinquent fees and penalties collected

**Objective 3:**

The Administrative Program, through the investigation activity, will ensure that 100% of the cases referred to Investigations, where evidence of criminal violations exist, are properly developed and submitted to the appropriate prosecutor as required by the Environmental Quality Act between July 1, 2008 and June 30, 2013.

**Strategies:**

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

**Performance Indicator**

Outcome: Percent of criminal cases referred to the investigation section that are properly forwarded to appropriate district attorneys.

Output(GPI) Number of criminal investigations conducted  
Number of criminal investigations assisted  
Number of administrative referrals

**Objective 4:**

The Administrative Program, through the legal affairs activity, will assure consistency and legal sufficiency of permit, enforcement actions and other referrals by providing legal review of 95% of the documents submitted to the legal affairs division within 30 days of receipt, and by providing quality legal opinions and representation for the department, based upon research, interpretation of laws and regulations, review for compliance with federal directives, and drafting of pleadings, briefs, and memoranda between July 1, 2008 and June 30, 2013.

**Strategies:**

- 4.1 Conduct peer review of targeted enforcement actions and review for legal sufficiency all enforcement documents submitted to the legal affairs division.
- 4.2 Review permit actions submitted to the legal affairs division to assure that the contents comply with law, regulations, and rulings by review courts.
- 4.3 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.

4.4 Promulgate required regulations in accordance with the Louisiana Environmental Quality Act and the Administrative Procedures Act.

**Performance Indicator**

Efficiency: Percent of referrals for which an initial legal opinion is prepared within 30 working days of receipt.

Input (GPI) Number of requests for referral submitted

Output(GPI) Number of referrals prepared

**Objective 5:**

The Administrative Program, through the technical assistance activity, will provide review of 96% of tax credit applications received within thirty days of receipt between July 1, 2008 and June 30, 2013.

**Strategies:**

5.1 Include a determination that the proposed equipment will accomplish reductions in toxicity and volume of pollutants for pollution control equipment in each application.

**Performance Indicators**

Efficiency: Percent of pollution control tax exemption applications reviewed in 30 days.

Input (GPI) Number submitted for review

Output(GPI) Number reviewed

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through a review activity, will ensure that 95% of the programs in the Department meet their objectives between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of programs in the Department meeting their objectives.

**Indicator LaPAS PI Code:** 6867

1. **Type and Level:** Outcome, Key

2. **Rationale:** The indicator quantifies the programs meeting strategic objectives.

3. **Use:** This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.

4. **Clarity:** This indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited. This indicator is required by the Division of Administration. Its' value is based on the indicators in all programs meeting their targets.

6. **Data Source, Collection and Reporting:** The data for each program submitted to LaPAS is the source for calculating this indicator. It is reported each quarter.

7. **Calculation Methodology:** The number of indicators failing to meet target is divided by the number of indicators. This yields the percentage of missed targets.

8. **Scope:** The indicator is aggregated for the entire department.

9. **Caveats:** This does not take into account circumstances beyond the control of the department.

10. **Responsible Person:**

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Executive Management Officer 2  
[Joanna.Gardner@LA.gov](mailto:Joanna.Gardner@LA.gov)  
225-219-3958  
FAX: 225-219-3971

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of internal audits conducted of those prioritized through risk assessment.

**Indicator LaPAS PI Code:** 9744

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator measures the production of the Audit Section's External Audit Function.

3. **Use:** This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.

4. **Clarity:** This indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** All audits are tracked by the Audit Supervisor using a database in MS Access. Audit tracking is accomplished in real time and can be accessed upon request.

7. **Calculation Methodology:** The audit supervisor prepares the Annual Audit Plan. All audits are logged into the database once they are assigned to an auditor. The audits are then tracked until completion. The % of audits conducted = the total conducted divided by the total planned.

8. **Scope:** This indicator is disaggregated.

9. **Caveats:** None

10. **Responsible Person:**

Timothy C. Leger  
Audit Supervisor  
timothy.leger@la.gov  
(225) 219-3865

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of fraud investigations conducted of those requested by management

**Indicator LaPAS PI Code:** 9745

1. **Type and Level:** Outcome, Supporting

2. **Rationale:** This indicator measures the production of the Audit Section's External Audit Function compared to requests by management.

3. **Use:** This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.

4. **Clarity:** This indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** All audits are tracked by the Audit Supervisor using a database in MS Access. Audit tracking is accomplished in real time and can be accessed upon request.

7. **Calculation Methodology:** The audit supervisor prepares the Annual Audit Plan. All audits are logged into the database once they are assigned to an auditor. The audits are then tracked until completion. The % of audits conducted = the total conducted divided by the total planned.

8. **Scope:** This indicator is disaggregated.

9. **Caveats:** None

10. **Responsible Person:**

Timothy C. Leger  
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## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of total delinquent fees collected within 12 months of assessment

**Indicator LaPAS PI Code:** 9746

1. **Type and Level:** Outcome, Supporting
2. **Rationale:** This indicator measures the production of the Audit Section's External Audit Function compared to requests by management.
3. **Use:** This indicator will be used for internal management purposes as well as for performance-based budgeting purposes.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** All audits are tracked by the Audit Supervisor using a database in MS Access. Audit tracking is accomplished in real time and can be accessed upon request.
7. **Calculation Methodology:** The audit supervisor prepares the Annual Audit Plan. All audits are logged into the database once they are assigned to an auditor. The audits are then tracked until completion. The % of audits conducted = the total conducted divided by the total planned.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:**  
Timothy C. Leger  
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## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Indicator Name:** Total dollar amount of unremitted motor fuel and waste tire delinquent fees assessed

**Indicator LaPAS PI Code:** 12444

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tallies delinquent fees collected for motor fuel and waste tires
3. **Use:** This indicator will be used for internal management purposes as well as general performance information
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** All collections are tracked by the Audit Supervisor using a database in MS Access. 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:** This indicator is aggregated.
9. **Caveats:** None
10. **Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Indicator Name:** Total dollar amount of unremitted motor fuel and waste tire delinquent fees collected

**Indicator LaPAS PI Code:** 15702

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tallies delinquent fees collected for motor fuel and waste tires
3. **Use:** This indicator will be used for internal management purposes as well as general performance information
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** All collections are tracked by the Audit Supervisor using a database in MS Access. 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:** This indicator is aggregated.
9. **Caveats:** None
10. **Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

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

**Indicator LaPAS PI Code:** 12448

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tallies delinquent fees and interest assessed for waste tires
3. **Use:** This indicator will be used for internal management purposes as well as general performance information
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** : This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** All assessments are tracked by the Audit Supervisor using a database in MS Access. 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:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

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

**Indicator LaPAS PI Code:** 13913

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tallies delinquent fees and interest collected for waste tires
3. **Use:** This indicator will be used for internal management purposes as well as general performance information
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** : This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** All collections are tracked by the Audit Supervisor using a database in MS Access. 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:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:**

Timothy C. Leger  
Audit Supervisor  
timothy.leger@la.gov  
(225) 219-3865

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Indicator Name:** Dollar amount of motor oil delinquent fees and penalties assessed

**Indicator LaPAS PI Code:** 12446

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tallies delinquent fees and interest assessed for motor oil
3. **Use:** This indicator will be used for internal management purposes as well as general performance information
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** All assessments are tracked by the Audit Supervisor using a database in MS Access. 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:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:**

Timothy C. Leger  
Audit Supervisor  
timothy.leger@la.gov  
(225) 219-3865

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through an audit activity, will ensure compliance with the department's rules and regulations among the states' wastes tire dealers and motor fuel distributors by conducting 90% of audits prioritized by risk assessment between July 1, 2008 and June 30, 2013.

**Indicator Name:** Dollar amount of motor oil delinquent fees and penalties collected

**Indicator LaPAS PI Code:** 22021

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tallies delinquent fees and interest collected for motor oil
3. **Use:** This indicator will be used for internal management purposes as well as general performance information
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** All collections are tracked by the Audit Supervisor using a database in MS Access. 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:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:**

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Audit Supervisor  
timothy.leger@la.gov  
(225) 219-3865

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through the investigation activity, will ensure that 100% of the cases referred to Investigations, where evidence of criminal violations exist, are properly developed and submitted to the appropriate prosecutor as required by the Environmental Quality Act between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of criminal cases referred to the investigation section that are properly forwarded to appropriate district attorneys.

**Indicator LaPAS PI Code:** 3727

1. **Type and Level:** Outcome, Key

2. **Rationale:** This measures the success of our efforts to use the criminal arena to deter those who are flagrant, intentional violators of environmental statutes. These are the violators who do not respond to or fall under the purview of the traditional enforcement measures employed by the department.

3. **Use:** This indicator will be used for internal management purposes as well as for performance-based budgeting.

4. **Clarity:** This indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** No. 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. (See caveats in #9).

6. **Data Source, Collection and Reporting:** The source of this data is the prosecutor or criminal court system. Collection is continuous, reporting is quarterly.

7. **Calculation Methodology:** Calculations are derived by comparing the number of criminal cases referred to the prosecutor to the number that are declined due to incomplete or poorly developed information

8. **Scope:** This indicator is disaggregated.

9. **Caveats:** Cases investigated vs. actual prosecutions – once a case has been submitted to a prosecutor, the work of the Investigations Section is largely complete. The outcome is influenced to a great degree by the decisions of the prosecutor on whether to prosecute or not, and his ability to convince the jury of the guilt of the accused. Prosecutors have broad authority in deciding whether to prosecute cases. Also, some prosecutors are more knowledgeable in the field of environmental crime and are, therefore, more effective than others.

Timeliness of the data is also a major concern. Once a case has been submitted to a prosecutor, the level of contact between the prosecutor and this section is variable. Some prosecutors are easily accessible while others are extremely difficult to contact. If a trial is scheduled and section staff are called to testify, the section is more likely to be informed of the results. If a plea is worked out between the prosecutor and the defendant, the section may not be notified in a timely manner, if at all. Tracking the case through the court system without the appropriate tracking numbers (docket numbers) is nearly impossible, and that information must be obtained from the prosecutor.

**10. Responsible Person:** This is the responsibility of the section's Environmental Program Analyst, Myra Pellowski, with periodic review by the section's Environmental Manager, Peter Ricca. Either can be reached at (225) 219-3944 (phone) and (225) 219-3694 (fax). E-mail addresses are: [myra.pellowski@la.gov](mailto:myra.pellowski@la.gov) and [peter.ricca@la.gov](mailto:peter.ricca@la.gov).

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through the investigation activity, will ensure that 100% of the cases referred to Investigations, where evidence of criminal violations exist, are properly developed and submitted to the appropriate prosecutor as required by the Environmental Quality Act between July 1, 2008 and June 30, 2013.

**Indicator Name:** Number of criminal investigations conducted

**Indicator LaPAS PI Code:** 12450

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This measures the success of our efforts to use the criminal arena to deter those who are flagrant, intentional violators of environmental statutes. These are the violators who do not respond to or fall under the purview of the traditional enforcement measures employed by the department.
3. **Use:** This indicator will be used for internal management purposes as well as for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** No. 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. (See #6.)
6. **Data Source, Collection and Reporting:** All pertinent data and records are provided to the section's Program Analyst by the lead investigator, investigation team members or management staff. This data provides the statistics for reporting the performance indicators for the section. The Program Analyst maintains an electronic database of all relevant data, and maintains the files of all documents and supporting hard-copy data. The database has a field for recording the case category ("DETERMINATION"). This field can be queried by case category within specified date parameters to produce the statistics regarding investigation type (criminal, criminal assist, or administrative referral).
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:** This indicator is disaggregated.
9. **Caveats:** None

**10. Responsible Person:** This is the responsibility of the section's Environmental Program Analyst, Myra Pellowski, with periodic review by the section's Environmental Manager, Peter Ricca. Either can be reached at (225) 219-3944 (phone) and (225) 219-3694 (fax). E-mail addresses are: [myra.pellowski@la.gov](mailto:myra.pellowski@la.gov) and [peter.ricca@la.gov](mailto:peter.ricca@la.gov).

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through the investigation activity, will ensure that 100% of the cases referred to Investigations, where evidence of criminal violations exist, are properly developed and submitted to the appropriate prosecutor as required by the Environmental Quality Act between July 1, 2008 and June 30, 2013.

**Indicator Name:** Number of criminal investigations assisted

**Indicator LaPAS PI Code:** 12452

- 1. Type and Level:** Outcome, General Performance Information
- 2. Rationale:** This measures the success of our efforts to use the criminal arena to deter those who are flagrant, intentional violators of environmental statutes. These are the violators who do not respond to or fall under the purview of the traditional enforcement measures employed by the department.
- 3. Use:** This indicator will be used for internal management purposes as well as for general performance information.
- 4. Clarity:** This indicator name clearly identifies what is being measured.
- 5. Validity, Reliability and Accuracy:** No. 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. (See #6.)
- 6. Data Source, Collection and Reporting:** All pertinent data and records are provided to the section's Program Analyst by the lead investigator, investigation team members or management staff. This data provides the statistics for reporting the performance indicators for the section. The Program Analyst maintains an electronic database of all relevant data, and maintains the files of all documents and supporting hard-copy data. The database has a field for recording the case category ("DETERMINATION"). This field can be queried by case category within specified date parameters to produce the statistics regarding investigation type (criminal, criminal assist, or administrative referral).
- 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:** This indicator is disaggregated.
- 9. Caveats:** None

**10. Responsible Person:** This is the responsibility of the section's Environmental Program Analyst, Myra Pellowski, with periodic review by the section's Environmental Manager, Peter Ricca. Either can be reached at (225) 219-3944 (phone) and (225) 219-3694 (fax). E-mail addresses are: [myra.pellowski@la.gov](mailto:myra.pellowski@la.gov) and [peter.ricca@la.gov](mailto:peter.ricca@la.gov).

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through the investigation activity, will ensure that 100% of the cases referred to Investigations, where evidence of criminal violations exist, are properly developed and submitted to the appropriate prosecutor as required by the Environmental Quality Act between July 1, 2008 and June 30, 2013.

**Indicator Name:** Number of administrative referrals

**Indicator LaPAS PI Code:** 12454

- 1. Type and Level:** Outcome, General Performance Information
- 2. Rationale:** This measures the success of our efforts to use the criminal arena to deter those who are flagrant, intentional violators of environmental statutes. These are the violators who do not respond to or fall under the purview of the traditional enforcement measures employed by the department.
- 3. Use:** This indicator will be used for internal management purposes as well as for general performance information.
- 4. Clarity:** This indicator name clearly identifies what is being measured.
- 5. Validity, Reliability and Accuracy:** No. 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. (See #6.)
- 6. Data Source, Collection and Reporting:** All pertinent data and records are provided to the section's Program Analyst by the lead investigator, investigation team members or management staff. This data provides the statistics for reporting the performance indicators for the section. The Program Analyst maintains an electronic database of all relevant data, and maintains the files of all documents and supporting hard-copy data. The database has a field for recording the case category ("DETERMINATION"). This field can be queried by case category within specified date parameters to produce the statistics regarding investigation type (criminal, criminal assist, or administrative referral).
- 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:** This indicator is disaggregated.
- 9. Caveats:** None

**10. Responsible Person:** This is the responsibility of the section's Environmental Program Analyst, Myra Pellowski, with periodic review by the section's Environmental Manager, Peter Ricca. Either can be reached at (225) 219-3944 (phone) and (225) 219-3694 (fax). E-mail addresses are: [myra.pellowski@la.gov](mailto:myra.pellowski@la.gov) and [peter.ricca@la.gov](mailto:peter.ricca@la.gov).

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through the legal affairs activity, will assure consistency and legal sufficiency of permit, enforcement actions and other referrals by providing legal review of 95% of the documents submitted to the legal affairs division within 30 days of receipt, and by providing quality legal opinions and representation for the department, based upon research, interpretation of laws and regulations, review for compliance with federal directives, and drafting of pleadings, briefs, and memoranda between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of referrals for which an initial legal opinion is prepared within 30 working days of receipt.

**Indicator LaPAS PI Code:** 9747

1. **Type and Level:** Efficiency, Key

2. **Rationale:** Most of the actions taken by DEQ give rise to due process concerns for the recipients so it is imperative that legal review be performed and that the best legal advice be given to assure that DEQ acts within its statutory authority. Without this preventive action on the front end, there would be many errors made, money spent, and time consuming legal challenges that would overshadow the work the agency is mandated by statute to perform.

3. **Use:** This indicator will be used for internal management purposes as well as for performance-based budgeting.

4. **Clarity:** This indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** Has this indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported

6. **Data Source, Collection and Reporting:** Enforcement and permit actions, and regulations reviewed, as well as legal opinions are maintained by the attorneys who performed the work and submitted to a paralegal assistant for the Legal Division.

A database on all cases pending in the Division of Administrative Law and the Judicial system is maintained by a secretary for the Legal Division. This information is available through the deputy general counsel.

7. **Calculation Methodology:** Requests are logged into Excel spreadsheets, and reports are generated as needed.

8. **Scope:** This indicator is disaggregated.

9. **Caveats:** Since the Legal Division is a support arm of the agency, it must handle all Actions for which its input is required and thereby achieves 100% efficiency. All documents are reviewed for legal sufficiency; the degree of legal sufficiency of each document varies and it would be almost impossible to categorize the “degree” of legal sufficiency for each document. The same problem arises with rulings by administrative law judges or state or federal court judges since these are never black and white. DEQ wins most of its enforcement actions, and usually wins on permit actions, but may have to go back to the drawing board to add information that reflects the judges’ interpretation of a statute or that reflects changes in the law since the action first began its way through the court system. Formal legal opinions are reviewed by supervising attorneys and the deputy general counsel and represent the best that the Legal Division offers.

**10. Responsible Person:**

Gretchen Soniat

Paralegal 2

[gretchen.soniat@la.gov](mailto:gretchen.soniat@la.gov)

219-3985

## Performance Indicator Documentation

### Program: Office of the Secretary

**Objective:** The Administrative Program, through the technical assistance activity, will provide review of 96% of tax credit applications received within thirty days of receipt between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of pollution control tax exemption applications reviewed in 30 days.

**Indicator LaPAS PI Code:** 9749

1. **Type and Level:** Efficiency, Key
2. **Rationale:** To review 96% of completed applications.
3. **Use:** This indicator will be used for internal management purposes as well as for performance-based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** Has this indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported.
6. **Data Source, Collection and Reporting:** Tax credit database. Data is reported quarterly.
7. **Calculation Methodology:** Calculation is the number of applications reviewed divided by the number of applications received.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** Tax exemption may be revoked by the legislature.
10. **Responsible Person:**

Chris Mayeux  
Environmental Assistance Manager  
219-3243  
Christopher.mayeux@la.gov

## Process Documentation

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

Benefits	Clients
<b>Objective 2:</b> External Audits with DEQ customers	DEQ Program Areas, the Legislature Citizens of the state

<b>Objective 3</b> Referral of criminal cases	Citizens of the state
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<b>Objective 4</b> Legal Review of documents	DEQ Program areas
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<b>Objective 5</b> Sales and Use tax exclusion for pollution control devices and/or systems	Louisiana manufacturers and the Dept. of Revenue and Taxation
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2. Identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievement of its goals or objectives.

External factors include:

- Changed or additional Federal or state mandates
- Lack of interest by businesses in participating in non-regulatory programs

3. Statutory requirement or other authority: Environmental Quality Act (Title 30)
4. Description of any program evaluation used to develop objectives and strategies:  
  
Management review of the current situation and adaptation of needed changes.
5. Explanation of how duplication of effort will be avoided when the operations of more than one program are directed at achieving a single goal, objective, or strategy:

There is no duplication of effort.

6. 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, to reallocate resources to areas in need, and to identify areas where additional resources must be requested.

**Office of Environmental Compliance**  
**Five Year Strategic Plan**  
**July, 2008 - June 2013**

**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 public health and occupational safety and welfare of the people and environmental resources of Louisiana, through the processes of surveillance, licensing and registration of sources of radiation, and enforcement, to sustain and enhance the quality of life for its citizens.

**Mission**

The mission of the Environmental Compliance Program, which consists of the Surveillance, Enforcement, and Emergency and Radiological Services Divisions, is to ensure that public health and occupational safety and welfare of the people and the environmental resources of Louisiana for the citizens of the State are protected by conducting inspections of permitted and non-permitted facilities, responding to environmental incidents such as unauthorized releases, spills and citizen complaints, and 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 prosecution 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 to ensure protection of our valuable environmental resources and public health. The Environmental Compliance Program will adopt the following principles to accomplish a successful environmental compliance program:

- Strive for a good working relationship 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 goal of the Environmental Compliance Program is to operate in an open, fair, and consistent manner; to strive for and assist in attaining environmental compliance in the regulated community; and, to protect environmental resources and the public health and safety of the citizens of the State of Louisiana.

**Objective 1:**

The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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, solid waste, and radiation, as outlined in the CMS.
- 1.2 Provide requisite compliance data for appropriate federal databases.

**Performance Indicator**

Outcome: Percentage of facilities inspected by category.

Input and Output: Varies by year and is determined by the annual EPA-LDEQ partnership negotiations. The targeted facility types are outlined in the CMS, and are categorized in the Explanatory note in the Operational Plan.

**Objective 2:**

The Environmental Compliance Program, through the surveillance activity, will collect monthly ambient water data on 25% of targeted surface water subsegments from 481 named waterbody subsegments statewide annually between July 1, 2008 and June 30, 2013.

**Strategies:**

- 2.1 Sample targeted water bodies for mercury content of fish tissue.
- 2.2 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: Percentage of water body subsegments sampled.

Input: Identified in the objective as 481 on a four year cycle, or 120 per year

**Objective 3:**

The Environmental Compliance Program, through the surveillance activity, will address all reported environmental incidents and citizen complaints, with 90% being addressed within five working days of receipt of notification between July 1, 2008 and June 30, 2013.

**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 on a twenty-four hours per day, seven-days per week basis.

**Performance Indicator**

Efficiency: Percentage of environmental incidents and citizen complaints addressed within five working days of receiving notification.

Input(GPI): Number of Spill notifications.

Input(GPI): Number of citizen complaints.

**Objective 4:**

The Environmental Compliance Program, through the emergency response and-radiation protection activity, will demonstrate successful accomplishment of all applicable federal planning standards, and 95% of the Federal Emergency Management Agency’s (FEMA) applicable radiological emergency preparedness exercise evaluation criteria between July 1, 2008 and June 30, 2013.

**Strategies:**

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

**Performance Indicator**

Outcome: Percentage of emergency planning objectives successfully demonstrated.

**Objective 5:**

The Environmental Compliance Program, through the emergency response and radiation protection activity, will provide effective protection from sources of radiation by adequately reviewing and processing 97% of administratively complete radioactive material license and X-ray registration applications within 30 days of receipt between July 1, 2008 and June 30, 2013.

**Strategies:**

- 5.1 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.
- 5.2 Process and issue 97% of all completed license and registration action requests within 30 days of receipt.

**Performance Indicator**

Efficiency: Percentage of administratively complete applications for X-ray registration, radioactive material licensing and radiographer certification processed within 30 days of receipt.

**Objective 6:**

The Environmental Compliance Program, through the enforcement activity, will issue 87% of the appropriate enforcement actions within prescribed time periods required by appropriate guidelines between July 1, 2008 and June 30, 2013.

**Strategies:**

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

**Performance Indicator**

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

## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of air quality facilities inspected

**Indicator LaPAS PI Code:** 9756

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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225-219-3612; FAX 225-219-4083  
betty.brousseau@la.gov

## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of treatment, storage and/or hazardous waste disposal facilities inspected

**Indicator LaPAS PI Code:** 9757

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of solid waste facilities inspected

**Indicator LaPAS PI Code:** 9758

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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betty.brousseau@la.gov

## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of major water facilities inspected

**Indicator LaPAS PI Code:** 6886

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of minor water facilities inspected

**Indicator LaPAS PI Code:** 6887

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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betty.brousseau@la.gov

## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of tire dealer facilities inspected

**Indicator LaPAS PI Code:** 9759

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes?

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of radiation licenses inspected

**Indicator LaPAS PI Code:** 9760

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of x-ray registrations inspected

**Indicator LaPAS PI Code:** 9761

1. **Type and Level:** Outcome, Key
2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.
3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.
4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.
5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.
6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of mammography facilities inspected

**Indicator LaPAS PI Code:** 9762

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of top-rated asbestos projects inspected

**Indicator LaPAS PI Code:** 6882

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes?

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will annually inspect targeted facilities, in accordance with the Compliance Monitoring Strategy (CMS), to achieve and/or maintain environmental integrity between July 1, 2008 and June 30, 2013. This will include inspection of facilities relative to air emissions, solid waste, water quality, hazardous waste and underground storage tanks, tire dealers, sources of radiation, and priority projects related to asbestos and lead-based paint hazards.

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.

**Indicator Name:** Percentage of facilities inspected by category: Percentage of top-rated lead projects inspected

**Indicator LaPAS PI Code:** 6884

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

**8. Scope:** This indicator is an aggregation 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:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will collect monthly ambient water data on 25% of targeted surface water subsegments from 481 named waterbody subsegments statewide annually between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percentage of water body subsegments sampled.

**Indicator LaPAS PI Code:** 9751

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator measures the success of the ambient monitoring plan.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for General Performance Information.

4. **Clarity:** This indicator is based on a 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 waterbodies are sampled, and the process begins again.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the legislative auditor. The indicator records whether approximately 25% of the subsegments are sampled annually over a 4 year period. The calculations are straightforward, based on what subsegments are actually sampled compared to the total number of subsegments. Either the percent is met or not for the calendar year.

6. **Data Source, Collection and Reporting:** The OEC/Surveillance Division staff collects samples with oversight from respective regional supervisory personnel. The Environmental Assessment Division and the Surveillance Division are users and trackers of the data sets collected.

Water samples are collected monthly and reports on the sample results are updated monthly. Data is collected roughly monthly.

7. **Calculation Methodology:** Simple count and comparison of the number of targeted sites to the number of sites sampled.

8. **Scope:** This indicator is aggregated by waterbody subsegments over a four year period.

9. **Caveats:** The ability of field personnel to collect ambient water samples on a schedule can be diminished by workload (incident response, facility inspections, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.

**10. Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will address all reported environmental incidents and citizen complaints, with 90% being addressed within five working days of receipt of notification between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percentage of environmental incidents and citizen complaints addressed within five working days of receiving notification.

**Indicator LaPAS PI Code:** 9764

1. **Type and Level:** Efficiency, Key

2. **Rationale:** This indicator measures timeliness of response to correct potential emergency or otherwise environmentally damaging situations. It is intended to quickly bring potential violators into compliance with the Environmental Quality Act and to alleviate public concerns related to environmental incidents.

3. **Use:** This indicator will be used for internal management purposes and will it also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors noted problems in the methods available to note timeliness of handling incidents. A database query has been developed that collects incident data logged into TEMPO by LDEQ that provides information relative to response timeliness by field staff.

6. **Data Source, Collection and Reporting:** Incident report forms are reviewed for accuracy and completeness by Surveillance Division regional supervisory personnel. Data found in the report form is entered into the TEMPO database. Tracking of the information can be obtained by any person with access to the database.

7. **Calculation Methodology:** The TEMPO database contains two fields pertinent to this indicator, namely "Date Received" and "Date Investigated". A query of the database of these fields will provide a computer-generated list of all incidents and the associated response time. The number of incidents to which response time was five days or less would be divided by the number of incidents received to give the subject indicator.

8. **Scope:** This indicator is an aggregation of inspections in all six DEQ regions.

**9. Caveats:** The ability of field personnel to respond to environmental incidents and citizen complaints can be diminished by workload (other incidents, inspection scheduling, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations.

**10. Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will address all reported environmental incidents and citizen complaints, with 90% being addressed within five working days of receipt of notification between July 1, 2008 and June 30, 2013.

**Indicator Name:** Number of spill notifications

**Indicator LaPAS PI Code:** 15801

1. **Type and Level:** Output, General Performance Information
2. **Rationale:** This indicator measures timeliness of response to correct potential emergency or otherwise environmentally damaging situations. It is intended to quickly bring potential violators into compliance with the Environmental Quality Act and to alleviate public concerns related to environmental incidents.
3. **Use:** This indicator will be used for internal management purposes and will it also be used in the Operational Plan for as General Performance Information.
4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.
5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors found no problems with the actual numbers of spills recorded by LDEQ into TEMPO.
6. **Data Source, Collection and Reporting:** Incident report forms are reviewed for accuracy and completeness by Surveillance Division regional supervisory personnel. Data found in the report form is entered into the TEMPO database. Tracking of the information can be obtained by any person with access to the database.
7. **Calculation Methodology:** The TEMPO database contains two fields pertinent to this indicator, namely "Date Received" and "Date Investigated". A query of the database of these fields will provide a computer-generated list of all incidents and the associated response time
8. **Scope:** This indicator is an aggregation of inspections in all six DEQ regions.
9. **Caveats:** The ability of field personnel to respond to environmental incidents and citizen complaints can be diminished by workload (other incidents, inspection scheduling, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations

**10. Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will address all reported environmental incidents and citizen complaints, with 90% being addressed within five working days of receipt of notification between July 1, 2008 and June 30, 2013.

**Indicator Name:** Number of citizen complaints

**Indicator LaPAS PI Code:** 15802

1. **Type and Level:** Output, General Performance Information

2. **Rationale:** This indicator measures timeliness of response to correct potential emergency or otherwise environmentally damaging situations. It is intended to quickly bring potential violators into compliance with the Environmental Quality Act and to alleviate public concerns related to environmental incidents.

3. **Use:** This indicator will be used for internal management purposes and will it also be used in the Operational Plan for General Performance Information.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors found no problems with the actual numbers of complaints recorded by LDEQ into TEMPO.

6. **Data Source, Collection and Reporting:** Incident report forms are reviewed for accuracy and completeness by Surveillance Division regional supervisory personnel. Data found in the report form is entered into the TEMPO database. Tracking of the information can be obtained by any person with access to the database.

7. **Calculation Methodology:** The TEMPO database contains two fields pertinent to this indicator, namely "Date Received" and "Date Investigated". A query of the database of these fields will provide a computer-generated list of all incidents and the associated response time.

8. **Scope:** This indicator is an aggregation of inspections in all six DEQ regions.

9. **Caveats:** The ability of field personnel to respond to environmental incidents and citizen complaints can be diminished by workload (other incidents, inspection scheduling, available manpower, etc.) equipment readiness (vehicles, boats, monitoring equipment, etc.) and weather or emergency considerations

10. **Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the emergency response and radiation protection activity, will demonstrate successful accomplishment of all applicable federal planning standards, and 95% of the Federal Emergency Management Agency's (FEMA) applicable radiological emergency preparedness exercise evaluation criteria between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percentage of emergency planning objectives successfully demonstrated.

**Indicator LaPAS PI Code:** 3672

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator measures percentage of federal planning standards and Federal Emergency Management Agency (FEMA)'s evaluation criteria satisfied, and determines the adequacy of the Louisiana Peacetime Radiological Response Plan for "reasonable assurance" of public protection in the event of an accident at a fixed nuclear facility affecting the State.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator identifies emergency planning for "reasonable assurance" of public protection in the event of an accident at a fixed nuclear facility affecting Louisiana.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the legislative auditor. FEMA oversees this activity and reviews agency reports and evaluates participation in nuclear power plant drills/exercises to verify that the information is accurate and valid.

6. **Data Source, Collection and Reporting:** The Annual Letter of Certification (ALC) on meeting federal planning standards, and the evaluation reports on FEMA's criteria that are exercised every two years are available from the OEC/Surveillance Division and FEMA.

Frequency of reporting is determined at the beginning of the fiscal year and reported as needed.

7. **Calculation Methodology:** If any of the objectives are not completed successfully, then the percent of those successfully completed are calculated with respect to all applicable criteria.

8. **Scope:** This indicator is disaggregated.

9. **Caveats:** None.

10. **Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the surveillance activity, will provide effective protection from sources of radiation by adequately reviewing and processing 97% of administratively complete radioactive material license and X-ray registration applications within 30 days of receipt between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percentage of administratively complete applications for X-ray registration, radioactive material licensing and radiographer certification processed within 30 days of receipt.

**Indicator LaPAS PI Code:** 9767

1. **Type and Level:** Efficiency, Key

2. **Rationale:** This indicator demonstrates the staff's efficiency for processing completed applications for radiation registrations, licenses and certifications actions within the designated timeframe.

3. **Use:** This indicator will be used in management decision making and other agency processes as well as for performance-based budgeting.

4. **Clarity:** This indicator clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** This indicator has been audited by the 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:** Determined from a log of radiation registrations, licenses and certifications requests. It is determined quarterly or as needed using TEMPO report #TPOR0132.

7. **Calculation Methodology:** Number of completed applications processed divided by number of completed applications received within prescribed time frames.

8. **Scope:** This indicator is disaggregated.

9. **Caveats:** None.

10. **Responsible Person:**

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## Performance Indicator Documentation

### Program: Office of Environmental Compliance

**Objective:** The Environmental Compliance Program, through the enforcement activity, will issue 87% of the appropriate enforcement actions within prescribed time periods required by appropriate guidelines between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percentage of enforcement actions issued within the prescribed time lines.

**Indicator LaPAS PI Code:** 9765

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

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## Office of Environmental Compliance: Process Documentation

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

- Regulated community: ensure regulatory compliance through compliance assistance, inspections and enforcement
- General public: timely response to complaints and inquiries
- EPA/NRC: provide compliance data to allow EPA oversight of compliance activities as outlined in the Enforcement MOU; ensure DEQ-NRC MOU is carried out
- FEMA: provide Annual Letter of Certification on planning standards compliance, and demonstrate “reasonable assurance” of public protection through exercise of State plan
- DEQ: share facility compliance information with other divisions
- Legislature/Governor/DOA: provide information as requested to ensure DEQ meets statutory obligations

### 2. Identification of potential external factors that are beyond the control of the Office of Environmental Compliance 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

### 3. Statutory requirement or other authority: **La. R.S. 30:2011(C)(1)(c)**

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

The objectives and the strategies associated with them are driven by

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

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

### 5. Identification of the primary persons who will benefit from or be significantly affected by each objective in the plan:

- Objective 1 (compliance inspections): regulated community, EPA, NRC, DEQ, citizens
- Objective 2 (ambient water monitoring): citizens, regulated community, DEQ, EPA
- Objective 3 (complaint and spill response):citizens, regulated community, DEQ, State Police, Coast Guard, EPA

- Objective 4 (radiological emergency preparedness): citizens, FEMA, DEQ, LHLS/EP
- Objective 5 (radiation licenses and registrations). Radiation workers, general public, Nuclear Regulatory Commission
- Objective 6 (enforcement): regulated community, general public, DEQ, EPA

**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:**

Not applicable, the responsibility for compliance, monitoring and response activities lies within the Office of Environmental Compliance. The Surveillance Division handles compliance inspections for air, water and waste and utilizes regional staff to operate monitoring stations and respond to complaints, spills and releases. Surveillance staff also provide support to the Emergency and Radiological Services Division for significant emergency responses statewide. The Emergency and Radiological Services Division handles chemical and radiological emergency responses, compliance inspections of radiation sources, issues licenses and registrations for radiation sources, and oversees emergency radiological preparedness related to the nuclear power plants. The Enforcement Division processes notices of violations from the compliance inspections forwarded to them from the regional field staff.

**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.

# Office of Environmental Services

## Five Year Strategic Plan

July, 2008 – June, 2013

**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 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 providing environmental assistance to small businesses, by providing environmental information to the public, and by working with communities and industries to resolve issues. 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. Education and other outreach methods will be utilized to disseminate information and promote public awareness. 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, by conducting a multimedia small business assistance program, and by sponsoring and supporting programs that increase public awareness of Louisiana's environmental issues.

**Objective 1:**

The Environmental Services Program, through the permits activity, will process 87% of incoming permit applications within mandated timeframes in July 1, 2008 and increasing to 90% by June 30, 2013.

**Strategies:**

- 1.1 Provide high quality technical evaluations/draft permits for all media permit activities, in a timely manner.
- 1.2 Establish and implement interagency coastal permits process.
- 1.3 Maintain program integrity by continuing to meet all applicable state and federal mandates to ensure that all facility operations are protective of human health and the environment.
- 1.4 Provide requisite permitting data for appropriate EPA databases.
- 1.5 Continue to utilize strategies to maintain the number of National Pollution Discharge Elimination System permits that are identified as “current”.
- 1.6 Continue to issue major and minor Louisiana Pollution Discharge Elimination System permits, including Stormwater General Permits.
- 1.7 Continue to issue major air permits that are in compliance with the Clean Air Act.
- 1.8 Continually review public participation procedures to address concerns of the general public.

**Performance Indicator**

- Outcome: Percent of applications received for new facilities and substantial modifications where final action has been taken.
- Outcome: Number of Air Quality Permitting Actions Issued in the Current Fiscal Year
- Number of Solid Waste Permitting Actions, Including Major Modifications, Issued in the Current Year
- Number of Hazardous Waste Treatment, Storage, or Disposal Permits or Major Modifications Issued in the Current Fiscal Year
- Number of individual Water Quality Permits or Major or Minor Modifications Issued in the Current Fiscal Year (including master generals)
- Number of general Water Quality Permits including stormwater Issued in the Current Fiscal Year

**Objective 2:**

The Environmental Services Program, through the environmental assistance activity, will conduct a multimedia awareness and assistance program to improve voluntary stakeholder participation and small business compliance with environmental regulations by responding to 96% of requests for information and/or assistance within 90 days between July 1, 2008 and June 30, 2013.

**Strategies:**

- 2.1 Increase public awareness of environmental issues by sponsoring, supporting, or conducting and/or participating in multi-media events addressing water and air quality, solid and hazardous waste, groundwater, wetlands and water treatment issues.
- 2.2 Arrange pre-permit meetings to inform applicant of requirements and available support for new or expanding businesses requiring DEQ permits.
- 2.3 Maintain a Small Community Compliance Assistance Program.
- 2.4 Provide technical assistance regarding pollution prevention to small and medium-sized companies (Louisiana Small Business Assistance Program).
- 2.5 Provide citizens facing potential environmental hazards with opportunities to learn more about environmental issues and their solutions through facilitated interaction with industry representatives.
- 2.6 Provide environmental awareness and education efforts in cooperation with local schools, organizations, and governmental entities regarding litter reduction, recycling programs and re-use opportunities.
- 2.7 Encourage and support efforts by government subdivisions to recycle and increase the number of government subdivisions reporting recycling programs to 39 by 2010 by providing training and assistance on use of reporting and measurement devices.

**Performance Indicators**

Efficiency:	Percent of responses to requests for compliance assistance within 90 days.
	Percent of responses to requests for information from stakeholders and the regulated community through brochures, seminars, lectures, and the media.
Outcome	Number of government subdivisions reporting recycling programs

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the permits activity, will process 87% of incoming permit applications within mandated timeframes in July 1, 2008 and increasing to 90% by June 30, 2013.

**Indicator Name:** Percent of applications received for new facilities and substantial modifications where final action has been taken

**Indicator LaPAS PI Code:** 9766

1. **Type and Level:** Outcome, Key
2. **Rationale:** This indicator measures the percentage of technical review/draft permits completed within established timelines. The indicator specifically looks at agency implementation of the “300 day rule” for permit issuance
3. **Use:** This indicator will be used in management decision making and other agency processes as well as for performance-based budgeting.
4. **Clarity:** This indicator clearly defines what it is measuring.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** This information will be retrieved from the TEMPO database with report #TPOR0127. The date that the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on a quarterly basis.
7. **Calculation Methodology:** Percent calculated by dividing the number of actions taken by the number of 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 in the program areas, or the adequacy and timeliness of responses from applicants if application quality is not adequate.
10. **Responsible Person:**  
Deanna Bloodworth, Office of Environmental Services, 225-219-3178,  
Deanna.bloodworth@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the permits activity, will process 87% of incoming permit applications within mandated timeframes in July 1, 2008 and increasing to 90% by June 30, 2013.

**Indicator Name:** Number of Air Quality Permitting Actions Issued in the Last Fiscal Year

**Indicator LaPAS PI Code:** 15733

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tracks the total number of air permitting decisions issued for all air sources that were completed in the previous fiscal year regardless of complexity or the date received.
3. **Use:** This indicator will be used in management decision making and other agency processes. It will be used for internal management purposes as well for general performance information.
4. **Clarity:** This indicator clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor. It provides baseline information only and must be divided further to be of use in reporting under LaPAS PI Code 9766.
6. **Data Source, Collection and Reporting:** This information will be retrieved from the TEMPO database. The date that the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on an annual basis.
7. **Calculation Methodology:** This indicator just lists and counts the number of actions completed within this media 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 in the program areas, or the adequacy and timeliness of responses from applicants if application quality is not adequate.
10. **Responsible Person:**  
Deanna Bloodworth, Office of Environmental Services, 225-219-3178,  
Deanna.bloodworth@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the permits activity, will process 87% of incoming permit applications within mandated timeframes in July 1, 2008 and increasing to 90% by June 30, 2013.

**Indicator Name:** Number of Solid Waste Permitting Actions, Including Major Modifications, Issued in the Previous Year

**Indicator LaPAS PI Code:** 15734

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator measures the number of technical review/ solid waste permits or major permit modifications issued within the previous fiscal year.
3. **Use:** This indicator will be used in management decision making and other agency processes. It will be used for internal management purposes as well as for general performance information.
4. **Clarity:** This indicator clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor. It provides baseline information only and must be divided further to be of use in reporting under LaPAS PI Code 9766.
6. **Data Source, Collection and Reporting:** This information will be retrieved from the TEMPO database. The date that the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on an annual basis.
7. **Calculation Methodology:** This indicator just lists and counts the number of actions completed within this media 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 in the program areas, or the adequacy and timeliness of responses from applicants if application quality is not adequate.
10. **Responsible Person:**  
Deanna Bloodworth, Office of Environmental Services, 225-219-3178,  
Deanna.bloodworth@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the permits activity, will process 87% of incoming permit applications within mandated timeframes in July 1, 2008 and increasing to 90% by June 30, 2013.

**Indicator Name:** Number of Hazardous Waste Treatment, Storage, or Disposal Permits or Major Modifications Issued in the Previous Fiscal Year

**Indicator LaPAS PI Code:** 15735

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator measures the number of technical review/final Treatment, Storage or Disposal permits 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. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor. It provides baseline information only and must be divided further to be of use in reporting under LaPAS PI Code 9766.
6. **Data Source, Collection and Reporting:** This information will be retrieved from the TEMPO database. The date that the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on an annual basis.
7. **Calculation Methodology:** This indicator just lists and counts the number of actions completed within this media 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 in the program areas, or the adequacy and timeliness of responses from applicants if application quality is not adequate.
10. **Responsible Person:**  
Deanna Bloodworth, Office of Environmental Services, 225-219-3178,  
Deanna.bloodworth@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the permits activity, will process 87% of incoming permit applications within mandated timeframes in July 1, 2008 and increasing to 90% by June 30, 2013.

**Indicator Name:** Number of Individual Water Quality Permits or Major and Minor Modifications Issued in the Previous Fiscal Year (including master generals)

**Indicator LaPAS PI Code:** 15736

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator measures the number of technical review/ individual Water Quality permits or modifications 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. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor. It provides baseline information only and must be divided further to be of use in reporting under LaPAS PI Code 9766.
6. **Data Source, Collection and Reporting:** This information will be retrieved from the TEMPO database. The date that the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on an annual basis.
7. **Calculation Methodology:** This indicator just lists and counts the number of actions completed within this media 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 in the program areas, or the adequacy and timeliness of responses from applicants if application quality is not adequate.
10. **Responsible Person:**  
Deanna Bloodworth, Office of Environmental Services, 225-219-3178,  
Deanna.bloodworth@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the permits activity, will process 87% of incoming permit applications within mandated timeframes in July 1, 2008 and increasing to 90% by June 30, 2013.

**Indicator Name:** Number of general Water Quality Permits including stormwater Issued in the Previous Fiscal Year

**Indicator LaPAS PI Code:** 15737

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator measures the number of technical review/issuance of general Water Quality permit coverages 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. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor. It provides baseline information only and must be divided further to be of use in reporting under LaPAS PI Code 9766.
6. **Data Source, Collection and Reporting:** This information will be retrieved from the TEMPO database. The date that the application is received and the date of technical review are entered into the database as they occur. Information is retrieved from the database on an annual basis.
7. **Calculation Methodology:** This indicator just lists and counts the number of actions completed within this media 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 in the program areas, or the adequacy and timeliness of responses from applicants if application quality is not adequate.
10. **Responsible Person:**  
Deanna Bloodworth, Office of Environmental Services, 225-219-3178,  
Deanna.bloodworth@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the environmental assistance activity, will conduct a multimedia awareness and assistance program to improve voluntary stakeholder participation and small business compliance with environmental regulations by responding to 96% of requests for information and/or assistance within 90 days between July 1, 2008 and June 30, 2013.

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

**Indicator LaPAS PI Code:** 9768

1. **Type and Level:** Efficiency, Supporting

2. **Rationale:** This indicator shows the percent of responses to requests for (technical) compliance assistance within 90 days.

3. **Use:** This indicator will be used in management decision making and other agency processes as well as for performance-based budgeting.

4. **Clarity:** This indicator clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Legislative Auditor.

6. **Data Source, Collection and Reporting:** 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:** This indicator is disaggregated.

9. **Caveats:** None.

10. **Responsible Person:** Vince Sagnebene, Administrator, Services Division, 219-3241, vince.sagnebene@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the environmental assistance activity, will conduct a multimedia awareness and assistance program to improve voluntary stakeholder participation and small business compliance with environmental regulations by responding to 96% of requests for information and/or assistance within 90 days between July 1, 2008 and June 30, 2013.

**Indicator Name:** Percent of responses to requests for information from stakeholders and the regulated community through brochures, seminars, lectures and the media.

**Indicator LaPAS PI Code:** 9769

1. **Type and Level:** Efficiency, Supporting
2. **Rationale:** This indicator shows the percent of responses to requests for (technical) compliance assistance within 90 days.
3. **Use:** This indicator will be used in management decision making and other agency processes as well as for performance-based budgeting.
4. **Clarity:** This indicator clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Legislative Auditor.
6. **Data Source, Collection and Reporting:** 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:** This indicator is disaggregated.
9. **Caveats:** None.
10. **Responsible Person:** Vince Sagnebene, Administrator, Services Division, 219-3241, vince.sagnebene@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Services

**Objective:** The Environmental Services Program, through the environmental assistance activity, will conduct a multimedia awareness and assistance program to improve voluntary stakeholder participation and small business compliance with environmental regulations by responding to 96% of requests for information and/or assistance within 90 days between July 1, 2008 and June 30, 2013.

**Indicator Name:** Number of government subdivisions reporting recycling programs

**Indicator LaPAS PI Code:** 15738

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator shows the number of governmental entities with recycling programs.
3. **Use:** This indicator will be used for general performance information.
4. **Clarity:** This indicator clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Legislative Auditor.
6. **Data Source, Collection and Reporting:** This information will be retrieved from various databases. Information is retrieved from the databases on a quarterly basis.
7. **Calculation Methodology:** Simple count.
8. **Scope:** This indicator is aggregated.
9. **Caveats:** Some of the limitations are the size of the programs and the public participation
10. **Responsible Person:** Vince Sagnebene, Administrator, Services Division, 219-3241, vince.sagnebene@la.gov.

## **Office of Environmental Services Process Documentation**

1. Identification of the principal clients and users of the program and the specific service or benefit derived by such persons and organizations:
  - Regulated community: Assure that an adequate permitting program is in place and assist facilities in developing and implementing their permit.
  - Small and medium sized businesses: environmental awareness as it impacts the small business community.
  - General public: Protect from harmful effects of chemical release to the environment; provide pre-permitting information; increased public awareness of Louisiana's environmental issues and the services provided by DEQ; and assistance in recycling program development.
  - DEQ Staff: Provide DEQ staff with reachable goals and consistent guidelines.
  
2. Identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievement of its goals or objectives:

External factors include:

  - Loss of personnel.
  - Training new personnel takes several years.
  - Refresher training of staff and public to use TEMPO integrated data management system.
  - New or additional statutory requirements requiring more manpower or resources
  - Budget constraints
  - Legal challenge of statutes/regulations/Permitting Decisions
  - Permit renewals will significantly increase the workload of the staff.
  - Problems with suppliers
  - Increased requests for services.
  
3. Statutory requirement or other authority:
  - R.S. 30:2011, 2022.A and B, 2022.1, 2023, 2017
  - EPA federal regulations
  - DEQ state regulations: LAC Title 33 Environmental Quality Regulations and Environmental Quality Act, Title 30.

4. Description of any program evaluation used to develop objectives and strategies:
  - Permitting process is under review by EPA. Each state is either authorized, approved or delegated to issue permits that must meet federal standards as well as comply with LAC 33: I, III, V, VII, IX and XV.
  - Management reviews the current situation and adaptation of needed changes.
5. Identification of the primary persons who will benefit from or be significantly affected by each objective in the plan:

Objective 1

The Permits Division of the Office of Environmental Services, through the multi-media teams, will process 90% of the permit applications.

- Regulated community
- Citizens of the state
- EPA
- DEQ

Objective 2

The Environmental Assistance Division of the Office of Environmental Services will conduct a multi-media awareness and assistance program to improve voluntary stakeholder participation and business compliance with environmental regulations.

- General Public
- Local governments
- Education community
- Small business community

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 is occurring.
  - The Air, Water and Waste Permit Divisions are the only Divisions in DEQ to issue permits, certifications or registrations that comply with regulations governing solid waste, hazardous waste, air quality, and water pollution control.

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

- Percent of technical evaluations/draft permits completed within the deadline after receipt of the document (87% of the permit applications within the deadline) will be used to measure the percentage of technical reviews/final permit decisions completed within a reasonable timeframe.

# **Office of Environmental Assessment**

## **Five Year Strategic Plan**

**July, 2008 – June, 2013**

**Agency Number: 13-853**  
**Program: Environmental Assessment**  
**Program Authorization: La. R.S. 30:2011(C)(1)(b)**

### **Vision**

The Environmental Assessment Program will protect human health and the environment through effective planning, fair regulations and thoughtful thorough assessment of environmental conditions of land, water and air. Assessment activities will define environmental problems and direct the efficient and effective uses to resources through planning to analyze, reclaim, improve and protect the environment of Louisiana.

### **Mission**

The mission of the Environmental Assessment Program is to maintain and enhance the environment of the state in order to promote and protect the health, safety and welfare of the people of Louisiana. This program provides an efficient means to develop, implement and enforce regulations, inventory, monitor and analyze emissions, pursue efforts to prevent and to remediate contamination of the environment. This program pursues a unified approach to remediation, simplifies and clarifies the scope of the remediation process, increases protection of human health and the environment by addressing remediation consistently, allows for fast track remediation, where applicable, reduces review time and labor, increases responsiveness to the public and regulatee, and increases accountability.

### **Philosophy**

The philosophy of the Environmental Assessment Program is to apply the best science and technology to analyze and define environmental problems and to apply effective regulatory and remediation solutions in a fair, honest and consistent manner.

### **Goal**

Improve the state of environmental protection through effective planning, evaluation and monitoring of the environment.

## **Objective 1:**

The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013.

### **Strategies:**

- 1.1 Review 95% of the environmental data for water to define environmental problems and facilitate planning activities to develop regulatory and pollution control strategies to meet time schedules and requirements of the Clean Water Act.
- 1.2 Accomplish water quality assessment as required under Sections 305(b) and 303(d) of the Clean Water Act (The Integrated Report) by compiling and assessing technical data on all water bodies in order to determine possible water quality impairment. A list of impaired water bodies, the 303(d) list, is then developed to show where Total Maximum Daily Loads (TMDLs) need to be established and incorporated into the Water Quality Management Plan (Vision 2020 Objective 3.8.4).
- 1.3 Accomplish Nonpoint Source management updates as required under Section 319 of the Clean Water Act by implementing demonstration projects for Best Management Practices.
- 1.4 Continue to develop Water Quality Standards by maintaining or revising criteria as needed to protect the designated uses of waters of the State (Vision 2020 Objective 3.8.3).
- 1.5 Report and post mercury fish tissue sample results and subsequent advisories, when needed, on the DEQ website, in conjunction with the Louisiana Department of Health and Hospitals.
- 1.6 Report and post swimming advisories as needed in conjunction with the Louisiana Department of Health and Hospitals.

### **Performance Indicators**

Efficiency: Percent of verified mercury fish sampling results posted within 30 days on DEQ website

Efficiency: Percent of official fish consumption advisories posted within 30 days on DEQ website

Output: Number of watershed management plans developed

Output: Number of fish consumption advisories

Output: Number of swimming advisories

Output: Assessment Cycle One: Total Number of subsegments with swimmable use

Output: Assessment Cycle One: Total Number of subsegments with fishable use

Output: Assessment Cycle Two: Total Number of subsegments with swimmable use

Output: Assessment Cycle Two: Total Number of subsegments with fishable use

## **Objective 2:**

The Environmental Assessment Program, through the air quality assessment activity, will perform statewide air monitoring activities to evaluate whether Louisiana has achieved and maintained compliance with the National Ambient Air Quality Standards and will achieve a 90% data capture rate for use in determining compliance with the Federal standards for the period FY 2008-2013.

### **Strategies:**

- 2.1 Initiate the promulgation of emission control regulations to attain the standards through the State Implementation Plan.
- 2.2 Design, implement and maintain the statewide ambient air quality network.
- 2.3 Evaluate the air monitoring data for trends and compliance with national and state air quality standards.
- 2.4 Maintain information on current standards to be used as a baseline for future environmental indicator processing (i.e. 1-hour average criteria).(Vision 2020: 3.8.1)
- 2.5 Provide requisite monitoring data for appropriate EPA databases.

### **Performance Indicator**

Effectiveness: Percent data capture from ambient monitoring equipment measuring criteria pollutants

Input: Total number of monitors operating in the network

Output: Average number of days data capture for ozone

Average number of days data capture for NO<sub>x</sub>

Average number of days data capture for SO<sub>2</sub>

Average number of days data capture for CO

## **Objective 3:**

The Environmental Assessment Program, through the air quality assessment activity, will maintain an updated statewide inventory of air emissions, assess trends in emissions with special attention to areas not meeting standards, and ensure that the emissions inventory data is available to the public via the website 95% of the time.

**Strategies:**

- 3.1 Operate and maintain the criteria and toxic air pollutant inventory system.
- 3.2 Annually validate ambient air toxic data for use in determining compliance with standards and reporting emissions to EPA and the public.
- 3.3 Complete any inventory (point, area, non-road mobile, on-road mobile or biogenics) necessary to address the Baton Rouge ozone non-attainment area or for any other special purpose.

**Performance Indicator**

- Outcome: Percentage of days in the year when the emissions inventory system is available to the public
- Millions of pounds of reported toxic emissions to air from industrial sources (TEDI)
- Percent reduction in reported toxic emissions to air from industrial sources from 1991 adjusted baseline (TEDI)

**Objective 4:**

The Environmental Assessment Program, through environmental technology and remediation activities, will expedite the remediation of 64 Resource Conservation and Recovery Act (RCRA) facilities subject to corrective action and selected by EPA pursuant to the Government Performance Results Act (GPRA), in a manner that is protective of human health and the environment. The Program will ensure that 62% of the GPRA-listed facilities have remedies selected for the entire facility by FY 2013. Additionally, 50% of the GPRA-listed facilities will have their selected remedy completed or remedy construction completed for the entire facility by FY 2013.

**Strategies:**

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

**Performance Indicator**

- Outcome: Cumulative percentage of GPRA-listed facilities with remedies selected for the entire facility.
- Number of GPRA-listed facilities with remedies selected for the entire facility.
- Cumulative percentage of GPRA-listed facilities with remedy completed or remedy construction completed for the entire facility.
- Number of GPRA-listed facilities with remedy completed or remedy construction completed for the entire facility.

**Objective 5:**

The Environmental Assessment Program, through environmental technology, underground storage tank and remediation services activities, will direct the determination of the extent of both lateral and vertical contamination at sites with pollution by reviewing 80% of the soil and ground water investigation work plans received in FY 2008 and progressing each fiscal year so that 96% of the investigation work plans received in FY 2013 are reviewed in that fiscal year.

**Strategies:**

- 5.1 Guide and direct the investigation of sites identified as contaminated in the State by reviewing investigation work plans.
- 5.2 Conduct appropriate administrative follow-up for each work plan.
- 5.3 Inspect investigation activities periodically to assure that work is being performed in accordance with the approved work plan.
- 5.4 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.
- 5.5 Seek to return sites to active commerce through the Voluntary Remediation Program (Vision 2020 Objective 3.8.5).
- 5.6 Guide and direct the corrective action (remediation) of contaminated sites by reviewing corrective action work plans.
- 5.7 Conduct appropriate administrative follow-up for each work plan.
- 5.8 Inspect remediation activities periodically to assure that work is being performed in accordance with approved work plans.
- 5.9 Conduct comprehensive groundwater monitoring evaluations (CMEs) and operations and maintenance inspections (O&Ms).
- 5.10 Provide requisite RCRA data for appropriate EPA databases

**Performance Indicator**

- Output: Percent of soil and ground water investigation work plans reviewed.
- Output: Percent of soil and ground water corrective action work plans reviewed.
- Efficiency: Percent of corrective actions initiated within 60 days of approval of the corrective action workplan.

**Objective 6:**

The Environmental Assessment Program, through the water quality assessment activities, will ensure 50% of the source water areas of the targeted water systems in the state are protected by the Drinking Water Protection Program by the end of FY 2008-2013.

**Strategies:**

- 6.1 Prioritize drinking water systems by parish for inclusion in the Drinking Water Protection Program.
- 6.2 Form a local committee that will visit facilities in a drinking water protection area that could potentially contaminate drinking water in order to educate people on best management practices (BMPs) to prevent contamination.
- 6.3 Help the committee to get a parish-wide ordinance passed to prevent high risk facilities from locating too close to a public drinking water supply.
- 6.4 Help community water systems develop contingency plans to implement during emergencies.

**Performance Indicator:**

Outcome: Cumulative percentage of community water systems that could potentially be contaminated and affect drinking water that are protected.

**Objective 7:**

The Environmental Assessment Program, through the lab services activity, will provide timely, accurate, and cost effective analysis of 95% of the environmental samples collected by DEQ during July 1, 2008 through June 30, 2013.

**Strategies:**

- 7.1 Maintain a high level of quality assurance on all analysis done by the laboratory services division.
- 7.2 Meet the analytical needs of the LDEQ by providing analytical data used for water quality standards, industrial compliance, baseline monitoring project for ground water monitoring, air toxic, ambient air, enforcement action and other special needs of the department.
- 7.3 Review all departmental contracts that have laboratory analysis to ensure that work done by commercial laboratories meets all requirements of the LDEQ Environmental Laboratory Accreditation Program's (LELAP) regulations.
- 7.4 Ensure that all commercial analytical laboratories covered under the department regulations are accredited.

**Performance Indicator**

Outcome: Percent of analyses processed within specified holding times and meeting quality control requirements

**Objective 8:**

The Environmental Assessment Program, through the underground storage tanks activity, will protect the groundwater resources of the state through oversight and annual inspection of 15% of the underground storage tank facilities in accordance with UST federal and state regulations between July 1, 2008 through June 30, 2013.

**Strategies:**

- 8.1 Perform compliance inspections of underground storage tank facilities to verify compliance with state and federal regulations.
- 8.2 Provide requisite compliance data for appropriate federal databases.
- 8.3 Provide information necessary to support enforcement actions where warranted.

**Performance Indicator**

Outcome: Percentage of registered underground storage tank sites inspected.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals July 1, 2008 and June 30, 2013

**Indicator Name:** Percent of verified mercury fish sampling results posted within 30 days on DEQ website

**Indicator LaPAS PI Code:** 3,683

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator demonstrates the completed posting of verified mercury fish sampling results within 30 days on the DEQ website in making the most current information available to the public.

3. **Use:** This indicator will be used in management decision making as well as for performance-based budgeting purposes.

4. **Clarity:** This indicator name clearly identifies what is being measured.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because posting of mercury fish sampling results is a normal part of program duties.

6. **Data Source, Collection and Reporting:** This data collection is provided through environmental evaluation reports.

7. **Calculation Methodology:** All hard copy analysis data are entered into the database. Data collection and reporting are performed according to specific federal program guidelines.

8. **Scope:** This indicator is disaggregated.

9. **Caveats:** None

10. **Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals July 1, 2008 and June 30, 2013

**Indicator Name:** Percent of official fish consumption advisories posted within 30 days on DEQ website

### Indicator LaPAS PI Code: 6,890

1. **Type and Level:** Outcome, Key
2. **Rationale:** This indicator demonstrates the completed posting of official fish consumption advisories within 30 days on the DEQ website in making the most current information available to the public.
3. **Use:** This indicator will be used in management decision making as well as for performance-based budgeting purposes.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because posting of new consumption advisories is a routine part of program duties. After the advisory table is changed the Content Manager for Water Quality Assessment Division makes the necessary changes to the DEQ web site. A separate Microsoft Word tracking document is maintained to verify receipt of the new advisory and posting to the web site.
6. **Data Source, Collection and Reporting:** New fish consumption advisory information is provided to DEQ by DHH at such time as all signatures have been obtained. Signed advisories are forwarded to Standards, Assessment and Nonpoint Section for updating of advisory tables. Updated tables are forwarded to the Water Quality Assessment Division Content Manager for inclusion on website.
7. **Calculation Methodology:** Hardcopies of newly signed advisories are forwarded to Standards, Assessment and Nonpoint Section. Information on advisories is added to existing advisory tables as needed. Updated tables are provided to the Water Quality Assessment Division Content Manager for inclusion on website.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None

10. **Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013

**Indicator Name:** Number of watershed management plans developed

**Indicator LaPAS PI Code:** 13,996

1. **Type and Level:** Outcome, Supporting
2. **Rationale:** This indicator counts watershed management plans developed.
3. **Use:** This indicator will be used in management decision making as well as for performance-based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid and reliable because developing watershed management plans is a part of normal program duties. Although the degree of difficulty in completing watershed management plans varies according to the complexity of several data inputs, accuracy is assured because of the collective efforts of the review staff.
6. **Data Source, Collection and Reporting:** The data is reported semiannually.
7. **Calculation Methodology:** Simple count
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Reggie Coleman, Environmental Scientist Supervisor, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3595 (v); (225) 219-3582(f). [Reggie.coleman@LA.GOV](mailto:Reggie.coleman@LA.GOV)

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013

**Indicator Name:** Number of fish consumption advisories

**Indicator LaPAS PI Code:** 15,772

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tracks the number of fish consumption advisories.
3. **Use:** This indicator will be used in management decision making as well as for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because it involves a simple count of current fish consumption advisories present at the time of performance review periods.
6. **Data Source, Collection and Reporting:** This data collection involves a simple count of current fish consumption advisories. The data is reported as requested for performance review periods.
7. **Calculation Methodology:** Simple count
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013

**Indicator Name:** Number of swimming advisories

**Indicator LaPAS PI Code:** 15,773

1. **Type and Level:** Outcome, General Performance Information
2. **Rationale:** This indicator tracks the number of swimming advisories.
3. **Use:** This indicator will be used in management decision making as well as for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because it involves a simple count of current swimming advisories present at the time of performance review periods.
6. **Data Source, Collection and Reporting:** This data collection involves a simple count of current swimming advisories. The data is reported as requested for performance review periods.
7. **Calculation Methodology:** Simple count
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013.

**Indicator Name:** Assessment Cycle One\*: Total Number of subsegments with primary contact recreation (“swimmable”) use.

### Indicator LaPAS PI Code:

1. **Type and Level:** Outcome\* General Performance Information:

\*Assessment of these basins is the result of data analysis by the Water Quality Assessment Division; Standards, Assessment and Nonpoint Section. It is based on sampling activities conducted by the OEC/Surveillance Division.

2. **Rationale:** This indicator measures the number of subsegments in the targeted basins that have the designated use of primary contact recreation (“swimmable”) at the time of CWA reporting period (April 1, even numbered years).

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan as General Performance Information.

4. **Clarity:** This indicator is based on a four year repeating cycle for water quality monitoring (Surveillance Division program), and on a two year reporting cycle required by the CWA, as noted above. The water body subsegments within each basin that are targeted for sampling and assessment are divided into four groups, with each group being monitored over one calendar year. After four years, 100% of the designated water bodies will have been sampled, and the process begins again. Every two years approximately one half of the total number of water body subsegments in Louisiana will be assessed for CWA purposes. It is these assessments that are the subject of this Performance Indicator.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because it involves a simple count of water body subsegments in the reported basins, that have the designated use of primary contact recreation (“swimmable”) at the time of CWA reporting period (April 1, even numbered years).

6. **Data Source, Collection and Reporting:** The OEC/Surveillance Division staff collects water quality samples through the respective regional personnel. The Water Quality Assessment Division and the Surveillance Division are users and trackers of the data sets collected. Reporting on this data, as noted above, is conducted by the Standards, Assessment and Nonpoint Section.

7. **Calculation Methodology:** Simple count of the number of subsegments in the reported basins, that have the designated use of primary contact recreation (“swimmable”) at the time of CWA reporting period (April 1, even numbered years).

8. **Scope:** This indicator is aggregated by water body subsegments over a two-year CWA reporting period.

9. **Caveats:** This Performance Indicator tracks support of the designated use of primary contact recreation. Reliable reporting on the status of designated uses is dependent upon successful coordination, communication and information exchange between various other divisions/offices/agencies.

10. **Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013.

**Indicator Name:** Assessment Cycle One\*: Total Number of subsegments with fishable use

### Indicator LaPAS PI Code:

1. **Type and Level:** Outcome\* General Performance Information:

\*Assessment of these basins is the result of data analysis by the Water Quality Assessment Division; Standards, Assessment and Nonpoint Section. It is based on sampling activities conducted by the OEC/Surveillance Division.

2. **Rationale:** This indicator measures the number of subsegments in the targeted basins that have the designated use of fish and wildlife propagation (“fishable”) at the time of CWA reporting period (April 1, even numbered years).

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan as General Performance Information.

4. **Clarity:** This indicator is based on a four year repeating cycle for water quality monitoring (Surveillance Division program), and on a two year reporting cycle required by the CWA, as noted above. The water body subsegments within each basin that are targeted for sampling and assessment are divided into four groups, with each group being monitored over one calendar year. After four years, 100% of the designated water bodies will have been sampled, and the process begins again. Every two years approximately one half of the total number of water body subsegments in Louisiana will be assessed for CWA purposes. It is these assessments that are the subject of this Performance Indicator.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because it involves a simple count of water body subsegments in the reported basins, that have the designated use of fish and wildlife propagation (“fishable”) at the time of CWA reporting period (April 1, even numbered years).

6. **Data Source, Collection and Reporting:** The OEC/Surveillance Division staff collects water quality samples through the respective regional personnel. The Water Quality Assessment Division and the Surveillance Division are users and trackers of the data sets collected. Reporting on this data, as noted above, is conducted by the Standards, Assessment and Nonpoint Section.

7. **Calculation Methodology:** Simple count of the number of subsegments in the reported basins, that have the designated use of fish and wildlife propagation (“fishable”) at the time of CWA reporting period (April 1, even numbered years).

8. **Scope:** This indicator is aggregated by water body subsegments over a two-year CWA reporting period.

9. **Caveats:** This Performance Indicator tracks support of the designated use of fish and wildlife propagation. Reliable reporting on the status of designated uses is dependent upon successful coordination, communication and information exchange between various other divisions/offices/agencies.

10. **Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013.

**Indicator Name:** Assessment Cycle Two\*: Total Number of subsegments with primary contact recreation (“swimmable”) use.

### Indicator LaPAS PI Code:

1. **Type and Level:** Outcome\* General Performance Information:

\*Assessment of these basins is the result of data analysis by the Water Quality Assessment Division; Standards, Assessment and Nonpoint Section. It is based on sampling activities conducted by the OEC/Surveillance Division.

2. **Rationale:** This indicator measures the number of subsegments in the targeted basins that have the designated use of primary contact recreation (“swimmable”) at the time of CWA reporting period (April 1, even numbered years).

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan as General Performance Information.

4. **Clarity:** This indicator is based on a four year repeating cycle for water quality monitoring (Surveillance Division program), and on a two year reporting cycle required by the CWA, as noted above. The water body subsegments within each basin that are targeted for sampling and assessment are divided into four groups, with each group being monitored over one calendar year. After four years, 100% of the designated water bodies will have been sampled, and the process begins again. Every two years approximately one half of the total number of water body subsegments in Louisiana will be assessed for CWA purposes. It is these assessments that are the subject of this Performance Indicator.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because it involves a simple count of water body subsegments in the reported basins, that have the designated use of primary contact recreation (“swimmable”) at the time of CWA reporting period (April 1, even numbered years).

**6. Data Source, Collection and Reporting:** The OEC/Surveillance Division staff collects water quality samples through the respective regional personnel. The Water Quality Assessment Division and the Surveillance Division are users and trackers of the data sets collected. Reporting on this data, as noted above, is conducted by the Standards, Assessment and Nonpoint Section.

**7. Calculation Methodology:** Simple count of the number of subsegments in the reported basins, that have the designated use of primary contact recreation (“swimmable”) at the time of CWA reporting period (April 1, even numbered years).

**8. Scope:** This indicator is aggregated by water body subsegments over a two-year CWA reporting period.

**9. Caveats:** This Performance Indicator tracks support of the designated use of primary contact recreation. Reliable reporting on the status of designated uses is dependent upon successful coordination, communication and information exchange between various other divisions/offices/agencies.

**10. Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through water quality assessment activities, will make available to the citizens of the state all mercury fish tissue sampling results by posting on the DEQ website 95% of verified mercury fish tissue sampling results and 95% of official fish consumption advisories within 30 days after concurrence with the Louisiana Department of Health and Hospitals between July 1, 2008 and June 30, 2013.

**Indicator Name:** Assessment Cycle Two\*: Total Number of subsegments with fishable use

### Indicator LaPAS PI Code:

1. **Type and Level:** Outcome\* General Performance Information:

\*Assessment of these basins is the result of data analysis by the Water Quality Assessment Division; Standards, Assessment and Nonpoint Section. It is based on sampling activities conducted by the OEC/Surveillance Division.

2. **Rationale:** This indicator measures the number of subsegments in the targeted basins that have the designated use of fish and wildlife propagation (“fishable”) at the time of CWA reporting period (April 1, even numbered years).

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan as General Performance Information.

4. **Clarity:** This indicator is based on a four year repeating cycle for water quality monitoring (Surveillance Division program), and on a two year reporting cycle required by the CWA, as noted above. The water body subsegments within each basin that are targeted for sampling and assessment are divided into four groups, with each group being monitored over one calendar year. After four years, 100% of the designated water bodies will have been sampled, and the process begins again. Every two years approximately one half of the total number of water body subsegments in Louisiana will be assessed for CWA purposes. It is these assessments that are the subject of this Performance Indicator.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited. The indicator is valid and reliable because it involves a simple count of water body subsegments in the reported basins, that have the designated use of fish and wildlife propagation (“fishable”) at the time of CWA reporting period (April 1, even numbered years).

6. **Data Source, Collection and Reporting:** The OEC/Surveillance Division staff collects water quality samples through the respective regional personnel. The Water Quality Assessment Division and the Surveillance Division are users and trackers of the data sets collected. Reporting on this data, as noted above, is conducted by the Standards, Assessment and Nonpoint Section.

7. **Calculation Methodology:** Simple count of the number of subsegments in the reported basins, that have the designated use of fish and wildlife propagation (“fishable”) at the time of CWA reporting period (April 1, even numbered years).

8. **Scope:** This indicator is aggregated by water body subsegments over a two-year CWA reporting period.

9. **Caveats:** This Performance Indicator tracks support of the designated use of fish and wildlife propagation. Reliable reporting on the status of designated uses is dependent upon successful coordination, communication and information exchange between various other divisions/offices/agencies.

10. **Responsible Person:** Albert Hindrichs, Environmental Scientist Staff, Louisiana Department of Environmental Quality, Water Quality Assessment Division. (225) 219-3590 (v); (225) 219-3582 (f); [Al.Hindrichs@LA.GOV](mailto:Al.Hindrichs@LA.GOV).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will perform statewide air monitoring activities to evaluate whether Louisiana has achieved and maintained compliance with the National Ambient Air Quality Standards and will achieve a 90% data capture rate for use in determining compliance with the Federal standards for the period FY2008-2013.

**Indicator Name:** Percent data capture from ambient monitoring equipment measuring criteria pollutants

### Indicator LaPAS PI Code: New

1. **Type and Level:** Effectiveness, Key
2. **Rationale:** This indicator provides calculations on the percent data capture from ambient monitoring equipment measuring criteria pollutants..
3. **Use:** This indicator will be used in management decision making as well as for performance-based budgeting purposes.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The indicator undergoes extensive examination before being reported as valid. Field instruments that have been calibrated to EPA standards measure the 6 criteria pollutants in the air. The data is collected through electronic data loggers (no manual input) and then compared to chart recorder information. The data is finally validated, following EPA Quality Assurance and Quality Control guidelines, by personnel independent from the collection staff to ensure that measurement, calibration, collection and reporting procedures are met.
6. **Data Source, Collection and Reporting:** The Office of Environmental Compliance, Surveillance Division, from stations across the state, collects ambient air quality data. The data are then processed and analyzed by the Office of Environmental Assessment, Air Quality Assessment Division. Frequency of data collection varies for each station and each parameter; however, data are collected and reported daily for Baton Rouge, New Orleans, Shreveport, Lafayette and Lake Charles. Annual summaries of the data are also reported.
7. **Calculation Methodology:** Ambient air monitoring data are entered into both the DEQ database as well as EPA's Air Quality System (AQS) database. Through analysis of data, percent data capture is determined.
8. **Scope:** This indicator is disaggregated.

9. **Caveats:** The Air Analysis Section receives data from Surveillance Division and does not have direct supervision over collection activities.

10. **Responsible Person:** Sirisak Supatanasinkasem, P.E., Engineer Manager.  
Telephone: 225-219-3498. Fax 225-219-3240. E-mail address:  
sak.supatanasinkasem@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will perform statewide air monitoring activities to evaluate whether Louisiana has achieved and maintained compliance with the National Ambient Air Quality Standards and will achieve a 90% data capture rate for use in determining compliance with the Federal standards for the period FY2008-2013.

**Indicator Name:** Total number of monitors operating in the network

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Input, General Performance Information
2. **Rationale:** This indicator tracks the size of the monitoring network..
3. **Use:** This indicator will be used for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The compiled data is pulled from internal agency data sources and no additional validation is required.
6. **Data Source, Collection and Reporting:** Data is presented for the calendar year that it represents.
7. **Calculation Methodology:** Based upon the listing of monitors deployed at ambient sites, a summary of monitors by type is generated..
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Sirisak Supatanasinkasem, P.E., Engineer Manager.  
Telephone: 225-219-3498. Fax 225-219-3240. E-mail address:  
sak.supatanasinkasem@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will perform statewide air monitoring activities to evaluate whether Louisiana has achieved and maintained compliance with the National Ambient Air Quality Standards and will achieve a 90% data capture rate for use in determining compliance with the Federal standards for the period FY2008-2013.

**Indicator Name:** Average number of days data capture for ozone

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Output, General Performance Information
2. **Rationale:** This indicator tracks the ozone data capture of the monitoring network..
3. **Use:** This indicator will be used for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The compiled data is pulled from internal agency data sources and no additional validation is required.
6. **Data Source, Collection and Reporting:** Data is presented for the calendar year that it represents.
7. **Calculation Methodology:** Based upon the listing of monitors deployed at ambient sites, a summary of monitors by type is generated, and an average value for each pollutant type is generated.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Sirisak Supatanasinkasem, P.E., Engineer Manager.  
Telephone: 225-219-3498. Fax 225-219-3240. E-mail address:  
sak.supatanasinkasem@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will perform statewide air monitoring activities to evaluate whether Louisiana has achieved and maintained compliance with the National Ambient Air Quality Standards and will achieve a 90% data capture rate for use in determining compliance with the Federal standards for the period FY2008-2013.

**Indicator Name:** Average number of days data capture for NO<sub>x</sub>

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Output, General Performance Information
2. **Rationale:** This indicator tracks the NO<sub>x</sub> data capture of the monitoring network..
3. **Use:** This indicator will be used for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The compiled data is pulled from internal agency data sources and no additional validation is required.
6. **Data Source, Collection and Reporting:** Data is presented for the calendar year that it represents.
7. **Calculation Methodology:** Based upon the listing of monitors deployed at ambient sites, a summary of monitors by type is generated, and an average value for each pollutant type is generated.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Sirisak Supatanasinkasem, P.E., Engineer Manager.  
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sak.supatanasinkasem@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will perform statewide air monitoring activities to evaluate whether Louisiana has achieved and maintained compliance with the National Ambient Air Quality Standards and will achieve a 90% data capture rate for use in determining compliance with the Federal standards for the period FY2008-2013.

**Indicator Name:** Average number of days data capture for SO<sub>2</sub>

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Output, General Performance Information
2. **Rationale:** This indicator tracks the SO<sub>2</sub> data capture of the monitoring network..
3. **Use:** This indicator will be used for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The compiled data is pulled from internal agency data sources and no additional validation is required.
6. **Data Source, Collection and Reporting:** Data is presented for the calendar year that it represents.
7. **Calculation Methodology:** Based upon the listing of monitors deployed at ambient sites, a summary of monitors by type is generated, and an average value for each pollutant type is generated.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Sirisak Supatanasinkasem, P.E., Engineer Manager.  
Telephone: 225-219-3498. Fax 225-219-3240. E-mail address:  
sak.supatanasinkasem@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will perform statewide air monitoring activities to evaluate whether Louisiana has achieved and maintained compliance with the National Ambient Air Quality Standards and will achieve a 90% data capture rate for use in determining compliance with the Federal standards for the period FY2008-2013.

**Indicator Name:** Average number of days data capture for CO

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Output, General Performance Information
2. **Rationale:** This indicator tracks the CO data capture of the monitoring network..
3. **Use:** This indicator will be used for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The compiled data is pulled from internal agency data sources and no additional validation is required.
6. **Data Source, Collection and Reporting:** Data is presented for the calendar year that it represents.
7. **Calculation Methodology:** Based upon the listing of monitors deployed at ambient sites, a summary of monitors by type is generated, and an average value for each pollutant type is generated.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None
10. **Responsible Person:** Sirisak Supatanasinkasem, P.E., Engineer Manager.  
Telephone: 225-219-3498. Fax 225-219-3240. E-mail address:  
sak.supatanasinkasem@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will maintain an updated statewide inventory of air emissions, assess trends in emissions with special attention to areas not meeting standards, and ensure that the emissions inventory data is available to the public via the website 95% of the time.

**Indicator Name:** Percentage of days in the year when the emissions inventory system is available to the public.

#### Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome, Key
2. **Rationale:** This indicator provides calculations on the percentage of days that the website is available for public data requests.
3. **Use:** This indicator will be used in management decision making as well as for performance-based budgeting purposes.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:**
6. **Data Source, Collection and Reporting:** DEQ webserver statistics are used to determine the public availability.
7. **Calculation Methodology:** Through analysis of server data, percentage of time that the system is available is determined.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** The Air Analysis Section relies on staff at the ISB to keep servers operational.
10. **Responsible Person:** Jennifer Mouton, Environmental Scientist Manager.  
Telephone: 225-219-3502. Fax 225-219-3240. E-mail address:  
Jennifer.mouton@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will maintain an updated statewide inventory of air emissions, assess trends in emissions with special attention to areas not meeting standards, and ensure that the emissions inventory data is available to the public via the website 95% of the time.

**Indicator Name:** Millions of pounds of reported toxic emissions to the air from industrial sources.

### Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome, General Performance Indicator
2. **Rationale:** This indicator provides calculations on the millions of pounds of reported toxic emissions to the air from industrial sources.
3. **Use:** This indicator will be used in management decision making as well as for performance-based budgeting purposes.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:**
6. **Data Source, Collection and Reporting:** Data collected in the annual emissions inventory process and made available through reports from the ERIC system
7. **Calculation Methodology:** Through analysis of ERIC data, facility emissions are summed.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** Data is provided by facilities and is aggregated within the ERIC system. DEQ cannot validate this data.
10. **Responsible Person:** Jennifer Mouton, Environmental Scientist Manager.  
Telephone: 225-219-3502. Fax 225-219-3240. E-mail address:  
[Jennifer.mouton@la.gov](mailto:Jennifer.mouton@la.gov).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the air quality assessment activity, will maintain an updated statewide inventory of air emissions, assess trends in emissions with special attention to areas not meeting standards, and ensure that the emissions inventory data is available to the public via the website 95% of the time.

**Indicator Name:** Percent reduction in reported toxic emission to the air from industrial sources from 1991 adjusted baseline.

### Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome, General Performance Indicator
2. **Rationale:** This indicator provides calculations on the percent reduction in reported toxic emission to the air from industrial sources from 1991 adjusted baseline
3. **Use:** This indicator will be used in management decision making as well as for performance-based budgeting purposes.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:**
6. **Data Source, Collection and Reporting:** Data collected in the annual emissions inventory process and made available through reports from the ERIC system
7. **Calculation Methodology:** Through analysis of ERIC data, facility emissions are summed and compared to prior year emissions.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** Data is provided by facilities and is aggregated within the ERIC system. DEQ cannot validate this data.
10. **Responsible Person:** Jennifer Mouton, Environmental Scientist Manager.  
Telephone: 225-219-3502. Fax 225-219-3240. E-mail address:  
Jennifer.mouton@la.gov.

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

Objective: The Environmental Assessment Program, through environmental technology and remediation activities, will expedite the remediation of 64 Resource Conservation and Recovery Act (RCRA) facilities subject to corrective action and selected by EPA pursuant to the Government Performance Results Act (GPRA), in a manner that is protective of human health and the environment. The Program will ensure that 62% of the GPRA-listed facilities have remedies selected for the entire facility by FY 2013. Additionally, 50% of the GPRA-listed facilities will have their selected remedy completed or remedy construction completed for the entire facility by FY 2013.

**Indicator Name:** Cumulative percentage of the 64 GPRA-listed RCRA facilities with remedies selected for the entire facility.

**Indicator LaPAS PI Code:** New

1. **Type and Level:** Outcome, Key
2. **Rationale:** This is the cumulative percentage of the 64 GPRA-listed RCRA facilities for which remedies have been selected for the entire facility.
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** LDEQ has been audited and there were no findings.
6. **Data Source, Collection and Reporting:** The LDEQ Team Leader for each facility tracks the progress of the facility in selecting remedies for individual units or the facility as a whole. When the last unit-level remedy is selected, the remedy selection for the entire facility is considered complete. These events are reported to the Environmental Technology Geological Manager who tracks the numbers of accomplishments under this indicator and is responsible for reporting LDEQ progress for state and EPA grant purposes.
7. **Calculation Methodology:** Count the total number of sites for which the remedy has been selected for the entire facility and divide by the total number of GPRA-listed RCRA facilities subject to corrective action (64).
8. **Scope:** This indicator is disaggregated.

9. **Caveat:** Remedies may be selected and completed 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 last unit-level remedy is selected or completed.

10. **Responsible Person:** Each facility is assigned an LDEQ Team Leader who is responsible for oversight of the facilities' activities. Team Leader names can be found in LDEQ's TEMPO central data management system. The Team Leaders may be contacted by e-mail, telephone, or mail. Contact information for the Divisions is provided on LDEQ's web page. Information regarding overall progress in LDEQ's RCRA Corrective Action Program may be obtained by contacting Mr. Narendra Dave, Environmental Technology Division, by telephone (225-219-3795), fax (225-219-3474) or e-mail ([narendra.dave@la.gov](mailto:narendra.dave@la.gov)).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

Objective: The Environmental Assessment Program, through environmental technology and remediation activities, will expedite the remediation of 64 Resource Conservation and Recovery Act (RCRA) facilities subject to corrective action and selected by EPA pursuant to the Government Performance Results Act (GPRA), in a manner that is protective of human health and the environment. The Program will ensure that 62% of the GPRA-listed facilities have remedies selected for the entire facility by FY 2013. Additionally, 50% of the GPRA-listed facilities will have their selected remedy completed or remedy construction completed for the entire facility by FY 2013.

**Indicator Name:** Number of the 64 GPRA-listed RCRA facilities with remedies selected for the entire facility.

### Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome, Supporting
2. **Rationale:** This is the total number of the 64 GPRA-listed RCRA facilities for which the remedies have been selected for the entire facility.
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** LDEQ has been audited and there were no findings.
6. **Data Source, Collection and Reporting:** The LDEQ Team Leader for each facility tracks the progress of the facility in selecting remedies for individual units or the facility as a whole. When the last unit-level remedy is selected, the remedy selection for the entire facility is considered complete. These events are reported to the Environmental Technology Geological Manager who tracks the numbers of accomplishments under this indicator and is responsible for reporting LDEQ progress for state and EPA grant purposes.
7. **Calculation Methodology:** Count the total number of sites for which the remedy has been selected for the entire facility.
8. **Scope:** This indicator is disaggregated.
9. **Caveat:** Remedies may be selected and completed 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 last unit-level remedy is selected or completed.

**10. Responsible Person:** Each facility is assigned an LDEQ Team Leader who is responsible for oversight of the facilities' activities. Team Leader names can be found in LDEQ's TEMPO central data management system. The Team Leaders may be contacted by e-mail, telephone, or mail. Contact information for the Divisions is provided on LDEQ's web page. Information regarding overall progress in LDEQ's RCRA Corrective Action Program may be obtained by contacting Mr. Narendra Dave, Environmental Technology Division, by telephone (225-219-3795), fax (225-219-3474) or e-mail ([narendra.dave@la.gov](mailto:narendra.dave@la.gov)).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

Objective: The Environmental Assessment Program, through environmental technology and remediation activities, will expedite the remediation of 64 Resource Conservation and Recovery Act (RCRA) facilities subject to corrective action and selected by EPA pursuant to the Government Performance Results Act (GPRA), in a manner that is protective of human health and the environment. The Program will ensure that 62% of the GPRA-listed facilities have remedies selected for the entire facility by FY 2013. Additionally, 50% of the GPRA-listed facilities will have their selected remedy completed or remedy construction completed for the entire facility by FY 2013.

**Indicator Name:** Cumulative percentage of the 64 GPRA-listed RCRA facilities with the remedy completed or remedy construction completed for the entire facility.

### Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome, Key
2. **Rationale:** This is the cumulative percentage of the 64 GPRA-listed RCRA facilities for which the remedy has been completed or remedy construction has been completed for the entire facility.
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** LDEQ has been audited and there were no findings.
6. **Data Source, Collection and Reporting:** The LDEQ Team Leader for each facility tracks the progress of the facility in completing the remedy, or completing the construction required for the remedy, for individual units or the facility as a whole. When the last unit-level remedy or remedy construction is complete, the entire facility is considered complete. These events are reported to the Environmental Technology Geological Manager who tracks the numbers of accomplishments under this indicator and is responsible for reporting LDEQ progress for state and EPA grant purposes.
7. **Calculation Methodology:** Count the total number of sites for which the remedy has been completed or remedy construction has been completed for the entire facility and divide by the total number of GPRA-listed RCRA facilities subject to corrective action (64).
8. **Scope:** This indicator is disaggregated.

9. **Caveat:** Remedies may be selected and completed 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 last unit-level remedy is selected or completed.

10. **Responsible Person:** Each facility is assigned an LDEQ Team Leader who is responsible for oversight of the facilities' activities. Team Leader names can be found in LDEQ's TEMPO central data management system. The Team Leaders may be contacted by e-mail, telephone, or mail. Contact information for the Divisions is provided on LDEQ's web page. Information regarding overall progress in LDEQ's RCRA Corrective Action Program may be obtained by contacting Mr. Narendra Dave, Environmental Technology Division, by telephone (225-219-3795), fax (225-219-3474) or e-mail ([narendra.dave@la.gov](mailto:narendra.dave@la.gov)).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through environmental technology and remediation activities, will expedite the remediation of 64 Resource Conservation and Recovery Act (RCRA) facilities subject to corrective action and selected by EPA pursuant to the Government Performance Results Act (GPRA), in a manner that is protective of human health and the environment. The Program will ensure that 62% of the GPRA-listed facilities have remedies selected for the entire facility by FY 2013. Additionally, 50% of the GPRA-listed facilities will have their selected remedy completed or remedy construction completed for the entire facility by FY 2013.

**Indicator Name:** Number of the 64 GPRA-listed RCRA facilities with remedy completed or remedy construction completed for the entire facility.

### Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome, Supporting
2. **Rationale:** This is the total number of the 64 GPRA-listed RCRA facilities for which the remedy has been completed or remedy construction has been completed for the entire facility.
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** LDEQ has been audited and there were no findings.
6. **Data Source, Collection and Reporting:** The LDEQ Team Leader for each facility tracks the progress of the facility in completing the remedy, or completing the construction required for the remedy, for individual units or the facility as a whole. When the last unit-level remedy or remedy construction is complete, the entire facility is considered complete. These events are reported to the Environmental Technology Geological Manager who tracks the numbers of accomplishments under this indicator and is responsible for reporting LDEQ progress for state and EPA grant purposes.
7. **Calculation Methodology:** Count the total number of sites for which the remedy has been completed or remedy construction has been completed for the entire facility.
8. **Scope:** This indicator is disaggregated.

9. **Caveat:** Remedies may be selected and completed 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 last unit-level remedy is selected or completed.

10. **Responsible Person:** Each facility is assigned an LDEQ Team Leader who is responsible for oversight of the facilities' activities. Team Leader names can be found in LDEQ's TEMPO central data management system. The Team Leaders may be contacted by e-mail, telephone, or mail. Contact information for the Divisions is provided on LDEQ's web page. Information regarding overall progress in LDEQ's RCRA Corrective Action Program may be obtained by contacting Mr. Narendra Dave, Environmental Technology Division, by telephone (225-219-3795), fax (225-219-3474) or e-mail ([narendra.dave@la.gov](mailto:narendra.dave@la.gov)).

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through environmental technology, underground storage tank and remediation services activities, will direct the determination of the extent of both lateral and vertical contamination at sites with pollution by reviewing 89% of the soil and ground water investigation work plans received in FY 2008 and progressing each fiscal year so that 96% of the investigation work plans received in FY 2013 are reviewed in that fiscal year.

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

**Indicator LaPAS PI Code:** 9773

1. **Type and Level:** Outcome, Key
2. **Rationale:** This measures the number of investigation work plans reviewed as compared to the number received. It is an indicator of whether the RSD and ETD are keeping up with the work load for this activity.
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has been audited by the Office of the Legislative Auditor. There were no findings for this indicator.
6. **Data Source, Collection and Reporting:** This is simply a calculation derived from the input and output workload. Data is collected as needed.
7. **Calculation Methodology:** Actual percentage of the number of investigation work plans reviewed as compared to the number received in a year.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** The 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:**  
Dutch Donlon, Geologist Supervisor, Environmental Technology Division  
225.219.3402; 225.219.3474 fax; [dutch.donlon@la.gov](mailto:dutch.donlon@la.gov)

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the environmental technology, underground storage tank and remediation services activities, will direct the determination of the extent of both lateral and vertical contamination at sites with pollution by reviewing 89% of the soil and ground water investigation work plans received in FY 2008 and progressing each fiscal year so that 96% of the investigation work plans received in FY 2013 are reviewed in that fiscal year.

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

**Indicator LaPAS PI Code:** 9774

1. **Type and Level:** Outcome, Key
2. **Rationale:** This measures the number of corrective action work plans reviewed as compared to the number received. It is an indicator of whether the RSD and ETD are keeping up with the work load for this activity.
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has been audited by the Office of the Legislative Auditor. There were no findings for this indicator.
6. **Data Source, Collection and Reporting:** This is simply a calculation derived from the input and output workload. Data is collected as needed.
7. **Calculation Methodology:** Actual percentage of the number of corrective action work plans reviewed as compared to the number received in a year.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** The corrective action work plans reviewed in a year will not exactly correlate with those received in a year because those received late in one year will not be reviewed until the following year and so on. It should be anticipated there would be some fluctuations in these percentages from year to year.
10. **Responsible Person:**  
Dutch Donlon, Geologist Supervisor, Environmental Technology Division  
225.219.3402; 225.219.3474 fax; [dutch.donlon@la.gov](mailto:dutch.donlon@la.gov)

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the environmental technology, underground storage tank and remediation services activities, will direct the determination of the extent of both lateral and vertical contamination at sites with pollution by reviewing 89% of the soil and ground water investigation work plans received in FY 2008 and progressing each fiscal year so that 96% of the investigation work plans received in FY 2013 are reviewed in that fiscal year.

**Indicator Name:** Percent of corrective actions initiated within 60 days of approval of the corrective action work plan

**Indicator LaPAS PI Code:** 9775

1. **Type and Level:** Efficiency, Key
2. **Rationale:** This measures the number of approved corrective action reports initiated within the prescribed timeframe as compared to the number received, which is an indicator of whether the RSD and ETD are keeping up with the work load for this activity..
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has been audited by the Office of the Legislative Auditor. There were no findings for this indicator.
6. **Data Source, Collection and Reporting:** This is simply a calculation derived from the input and output workload. Data is collected as needed.
7. **Calculation Methodology:** Actual percentage of the number of approved corrective action reports initiated as compared to the number received in a year.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** The corrective action reports initiated 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:**

Dutch Donlon  
Geologist Supervisor  
Environmental Technology Division  
225.219.3402  
225.219.3474 fax  
dutch.donlon@la.gov

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the environmental technology, underground storage tank and remediation services activities, will direct the determination of the extent of both lateral and vertical contamination at sites with pollution by reviewing 89% of the soil and ground water investigation work plans received in FY 2008 and progressing each fiscal year so that 96% of the investigation work plans received in FY 2013 are reviewed in that fiscal year.

**Indicator Name:** Number of sites returned to active commerce through DEQ's voluntary clean-up program

**Indicator LaPAS PI Code:** 15782

1. **Type and Level:** Output, General Performance Information
2. **Rationale:** This measures the number of sites returned to active commerce through DEQ's voluntary cleanup program
3. **Use:** This indicator will be used for general performance information.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.
6. **Data Source, Collection and Reporting:** This is simply a count. Data is collected as needed.
7. **Calculation Methodology:** This is simply a count.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None.
10. **Responsible Person:**

Roger Gingles  
Environmental Scientist 2  
225.219.3193  
[roger.gingles@la.gov](mailto:roger.gingles@la.gov)

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the water quality assessment activities will ensure 50% of the source water areas of the targeted water systems in the state are protected by the Drinking Water Protection Program by 2013.

### Indicator Name:

Outcome: Cumulative percentage of community water systems that could potentially be contaminated and affect drinking water that are protected.

### Indicator LaPAS PI Code: 21512

1. **Type and Level:** Outcome, Key
2. **Rationale:** The percent of the targeted water systems in the state protected by inclusion in the state Drinking Water Protection Program is an indication of the proactive commitment to safeguarding the drinking water.
3. **Use:** This indicator will be used for management decision making purposes as well as performance based budgeting.
4. **Clarity:** This indicator name clearly identifies what is being measured.
5. **Validity, Reliability and Accuracy:** The Office of the Legislative Auditor has not audited this indicator. The indicator is valid, reliable, and accurately reported because the Aquifer Evaluation and Protection Section staff works closely with the local committee and tracks their progress.
6. **Data Source, Collection and Reporting:** This indicator is tracked by the Aquifer Evaluation and Protection Section and is available upon requests. Tracking is continuous.
7. **Calculation Methodology:** Determine the number of community water systems for which source water protection strategies need to be implemented for in the state such that 50% protection is achieved by 2013. Susceptibility to contamination and amount of population protected are taken into consideration in determining targets. To determine the per-cent protected each fiscal year, the community water system protection implementation for that year will be divided by the cumulative goal established for the end of FY 2013.
8. **Scope:** This indicator is disaggregated.

9. **Caveats:** Part of protection implementation depends upon a local committee visiting facilities that could potentially contaminate drinking water in a source water protection area in order to educate people on best management practices (BMPs) to prevent contamination. DEQ works closely with the committee but may not be able to always assure the time frame of this or other tasks the committee is responsible for.

10. **Responsible Person:** Aquifer Evaluation and Protection staff is responsible for data collection, analysis, and quality. Howard Fielding, Geologist Supervisor, is the contact. He can be reached at 225-219-3505, fax 225-219-3240, or [howard.fielding@la.gov](mailto:howard.fielding@la.gov)

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the lab services activity, will provide timely, accurate, and cost effective analysis of 95% of the environmental samples collected by DEQ during July 1, 2008 through June 30, 2013.

**Indicator Name:** Percent of analyses processed within specified holding times and meeting quality control requirements.

**Indicator LaPAS PI Code:** 9776

1. **Type and Level:** Outcome, Key
2. **Rationale:** This indicator will provide a raw count of the number of samples analyzed within stated time restrictions and meeting quality control requirements.
3. **Use:** This indicator will be used in management decision making and for performance-based budgeting.
4. **Clarity:** This indicator is clear.
5. **Validity, Reliability and Accuracy:** The Office of the Legislative Auditor has not audited this indicator. The indicator is valid, reliable, and accurate because the information for this indicator is reported from an internal agency Laboratory Information Management System (LIMS), using EPA and NELAC acceptance criteria. An additional confirmation of data quality is received through our third party validation contract which uses National Functional Guidelines. Finally, LDEQ Lab data is further certified for validity, reliability and accuracy by the National Environmental Laboratory Accrediting Program (NELAP) Certificate Number - #E37974.
6. **Data Source, Collection and Reporting:** Actual count from laboratory records. The Division's count is updated on a continuous basis. Reporting is as requested or required.
7. **Calculation Methodology:** Count of the number of analyses completed within time restrictions and meeting quality control requirements, and divide by the total number of analyses performed to show the percentage.
8. **Scope:** This indicator is an aggregation of all lab activities related to environmental samples.
9. **Caveats:** None.
10. **Responsible Person:**  
Contact: Melvin "Mitch" Mitchell, Administrator/Laboratory Services Division  
225-219-9800; FAX 225-219-9898  
[mitch.mitchell@LA.gov](mailto:mitch.mitchell@LA.gov)

## Performance Indicator Documentation

### Program: Office of Environmental Assessment

**Objective:** The Environmental Assessment Program, through the underground storage tanks activity, will protect the groundwater resources of the state through oversight and annual inspection of 15% of the underground storage tank facilities in accordance with UST federal and state regulations between July 1, 2008 through June 30, 2013.

**Indicator Name:** Percentage of registered underground storage tank sites inspected

**Indicator LaPAS PI Code:** 3694

1. **Type and Level:** Outcome, Key

2. **Rationale:** This indicator is a measure of the permitted facilities inspected annually relative to the total number of facilities selected for inspection each year, using the CMS procedures. This ensures that high priority facilities receive compliance inspections.

3. **Use:** This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

4. **Clarity:** This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

5. **Validity, Reliability and Accuracy:** This indicator was audited by the legislative auditor in 2002. The auditors recommended that a strategy be developed to ensure facilities of environmental importance be adequately addressed. The CMS was developed to address this recommendation as well as to comply with the newly promulgated statute relative to prioritizing facilities of environmental significance.

6. **Data Source, Collection and Reporting:** Inspection report forms are reviewed for accuracy and completeness by regional supervisory personnel. Inspection report information is entered into the state's TEMPO database and all appropriate Federal databases. Tracking can be accomplished by anyone with access to the inspection data screens within TEMPO. Inspection data entry occurs on a daily basis as a routine task of those assigned data entry tasks. 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 percent of facilities that were inspected for a given time frame.

8. **Scope:** This indicator is an aggregation 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:**

Contact: Steve Chustz, Administrator/Underground Storage Tank Division  
225-219-2470; FAX 225-219-4083  
stephen.chustz@la.gov

## **Process Documentation**

### **Office of Environmental Assessment**

#### **1. Principal Clients/Users**

- General Public
- Regulated Community
- United States Environmental Protection Agency (USEPA)
- Department of Environmental Quality

#### **Specific Service or Benefits**

##### **General Public**

- Environmental data assessment of water quality samples.
- Evaluation of ambient air quality monitoring data and development of pollution reduction strategies for non-attainment areas.
- Program addresses soil and groundwater contamination. Improved oversight quality of assessment and remediation projects. Stricter adherence to approved assessment and remedial work plans.
- Provide data and information to the public regarding the quality of air, water and land resources.

##### **Regulated Community**

- Requirements imposed upon regulated facilities are more uniform and consistent. Decreased Department response time on documents submitted by regulated entities. Enhanced field presence allows Department staff to provide better services resulting in savings of time and expense.
- Data receipt, processing, storage and retrieval for air emissions; status of resource quality where they are located.

##### **USEPA**

- Provide information for special programs such as the Ozone Action program and Total Maximum Daily Load Program; and provide ambient monitoring and special project data.
- Human health exposures and mitigation of contamination at high-priority RCRA facilities as defined by the USEPA will be addressed in a timely manner.
- Program development for required federal programs under the Clean Air Act and the Clean Water Act.

##### **Legislature, DOA, Governor**

- Provide data as requested to ensure DEQ meets statutory requirements.

### **Department of Environmental Quality**

- Provide DEQ with timely, accurate and cost effective analytical results for all chemical methods and analyses conducted.
- Provide other DEQ divisions with compliance status of air and water resources with criteria and standards. Regulatory and consistency review of department rulemaking requirements.
- Develop and coordinate applicable information for the departmental five-year strategic plan and annual operational plan.

### **2. Potential External Factors Beyond the Control of the Entity**

- Time required for completion of contaminant assessments and remedial actions.
- Degree of recalcitrance of regulated facilities in addressing contaminated media
- Requirements/priorities imposed on the Department by USEPA, State legislature, and/or courts;
- 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.;
- Loss of experienced personnel;
- Transition to new agency-wide data management system;
- Problems with suppliers of information;
- Increased request for services but no increase in workforce.
- Increased difficulties in securing contract or other professional services in a timeframe that compliments deadlines and other milestone commitments that are mandatory for the successful attainment of goals and objectives

### **3. Statutory Requirements**

- 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

#### **Regulatory Requirements**

- LAC 33:I.
- LAC 33:V.
- LAC 33:VII.
- LAC 33:XI.
- CFR 40 Parts 260 through 281

#### **4. Description of Program Evaluation Used to Develop Objectives/Strategies**

Objectives/strategies based upon requirements of the Department as set forth in the Act and the CFR. These include:

- Past strategic and operational plans
- Program responsibilities and statutory/regulatory mandates
- Input from section-level staff
- EPA grant commitments and reporting requirements
- Current situations and adaptation of needed changes
- Funding availability
- Personnel availability

#### **5. Primary Beneficiaries of Objectives**

##### **Objective 1**

- General Public
- Regulated Community

##### **Objective 2**

- General Public
- Regulated Community

##### **Objective 3**

- General Public
- Regulated Community

##### **Objective 4**

- General Public
- USEPA

- 

**Objective 5**

- Department of Environmental Quality
- U.S. Environmental Protection Agency
- General public
- DEQ
- Regulated Community

**Objective 6**

- General public
- DEQ
- EPA
- Regulated Community/Local Governments/Public Water Systems

**Objective 7**

- DEQ
- General Public
- Regulated Community/Local Governments/Public Water Systems

**Objective 8**

- DEQ
- Regulated Community
- General Public

**6. Avoidance of Duplication of Effort**

- Reorganization of the LDEQ, begun in July of 1999, combined several divisions that previously handled subsurface contamination assessment and corrective action independently and often differently. This consolidation has resulted in a reduction of duplicative efforts among divisions and a more consistent approach to addressing impacted sites.
- DEQ has prepared agency-wide process documentation including standard operating procedures as part of the requirements for EPA required Quality Management Plan and environmental program authorization.

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

# Office of Management & Finance

## Five Year Strategic Plan

### July, 2008 – June, 2013

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

#### **Mission:**

The mission of the Management and Finance 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:**

To administer and provide effective and efficient support and resources to all DEQ Offices and external customers.

#### **Objective 1:**

The Management and Finance Program, through the support services activity, will ensure that all programs in the Department of Environmental Quality are provided support services to accomplish program objectives between July 1, 2008 and June 30, 2013.

#### **Strategies:**

- 1.1 Provide assistance to Divisions with financial support services including budgeting, payroll, accounts receivable, accounts payable, and grant reporting.
- 1.2 Maximize grant funding and improve the quality of DEQ contracts.
- 1.3 Provide a comprehensive workforce development program for DEQ. (Fulfills requirement for Act 1078, 2003.)
- 1.4 Improve management of DEQ resources by securing goods and services in the most effective, efficient and economical manner.
- 1.5 Provide the technical tools and expertise for data collection, information management and decision support to aid the department in fulfilling its mission.
- 1.6 Continue to update and create policies to form a strong organizational structure and assist in the fulfillment of DEQ's mission and goals.
- 1.7 Monitor and promote cost effectiveness of programs and streamlining of activities.
- 1.8 Coordinate the training needs for the department.

- 1.9 Provide financial assistance in support of municipal wastewater treatment and public drinking water systems through the processing of loan applications and making loans for construction or new or upgraded facilities.

**Performance Indicators**

- Outcome: Percent of objectives accomplished due to sufficient administrative services.
- Number of repeat audit findings by legislative auditors.

**Objective 2:**

The Management and Finance Program, through the waste tire activity, will manage the collection, processing, and reuse of currently generated waste tires by ensuring 98% are used in recycling activities between July 1, 2008 through June 30, 2013.

**Strategies:**

- 2.1 Encourage the establishment of parish collection centers for waste tires generated from sources other than tire dealers.
- 2.2 Issue generator authorizations in a timely manner and provide the necessary information to generators for timely pickup of waste tires.
- 2.3 Provide waste tire processors information on any new or improved uses for waste tire material.

**Performance Indicator**

- Outcome: Percentage of currently generated waste tires going to recycling  
Percent of eligible UST clean-up expenses reimbursements that have been paid

## Performance Indicator Documentation

### **Program: Office of Management and Finance**

**Objective:** The Management and Finance Program, through the support services activity, will ensure that all programs in the Department of Environmental Quality are provided support services to accomplish program objectives between July 1, 2005 and June 30, 2010.

**Indicator Name:** Percent of objectives accomplished due to sufficient administrative services.

**Indicator LaPAS PI Code:** 6939

1. **Type and Level:** Outcome, Key

2. **Rationale:** This is an indicator of the success of the Office of Management and Finance in providing sufficient administrative support service to allow the divisions to perform their mission.

3. **Use:** This indicator will be used in management decision making and for performance-based budgeting.

4. **Clarity:** This indicator is clear.

5. **Validity, Reliability and Accuracy:** This indicator has not been audited by the Office of the Legislative Auditor.

6. **Data Source, Collection and Reporting:** A request is sent to the divisions for a list of objectives that could not be accomplished because OMF failed to provide adequate administrative support service. The request to the divisions is initiated by the Deputy Undersecretary for each reporting period and this information is used to arrive at the performance report.

7. **Calculation Methodology:** This is a simple request with no calculations involved.

8. **Scope:** This indicator is an aggregation of all support services activities.

9. **Caveats:** None.

10. **Responsible Person:** Darryl Serio, Accountant Administrator  
219-3865 (v)  
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darryl.serio@la.gov

## Performance Indicator Documentation

### Program: Office of Management and Finance

**Objective:** The Management and Finance Program, through the support services activity, will ensure that all programs in the Department of Environmental Quality are provided support services to accomplish program objectives between July 1, 2005 and June 30, 2010.

**Indicator Name:** Number of repeat audit findings by legislative auditors.

**Indicator LaPAS PI Code:** 6940

1. **Type and Level:** Outcome, Key
2. **Rationale:** This indicator measures the number of repeat audit findings by legislative auditors in their review of the DEQ departmental budget.
3. **Use:** This indicator will be used in management decision making and for performance-based budgeting.
4. **Clarity:** This indicator is clear.
5. **Validity, Reliability and Accuracy:** Has the indicator been audited by the Office of the Legislative Auditor? If so, with what result? If not, how can you assure that the indicator is valid, reliable, and accurately reported?
6. **Data Source, Collection and Reporting:** Data collection is derived from the auditor's report, which includes any findings discovered in the audit/review process. Reporting is quarterly.
7. **Calculation Methodology:** This is a simple request with no calculations involved.
8. **Scope:** This indicator is an aggregation of all support services activities.
9. **Caveats:** None.
10. **Responsible Person:** Darryl Serio, Accountant Administrator  
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## Performance Indicator Documentation

### Program: Office of Management and Finance

**Objective:** The Management and Finance Program, through the waste tire activity, will manage the collection, processing, and reuse of currently generated waste tires by ensuring 98% are used in recycling activities between July 1, 2005 through June 30, 2010.

**Indicator Name:** Percentage of currently generated waste tires going to recycling

**Indicator LaPAS PI Code:** 3717

1. **Type and Level:** Outcome, Key
2. **Rationale:** Indicates success rate in eliminating waste tire landfill disposal.
3. **Use:** This indicator will be used in management decision making and for performance-based budgeting.
4. **Clarity:** This indicator is clear.
5. **Validity, Reliability and Accuracy:** This indicator has been audited by the Office of the Legislative Auditor. There were no findings.
6. **Data Source, Collection and Reporting:** Totals of waste tires manifested and waste tires processed and marketed. Collection of data is done monthly.
7. **Calculation Methodology:** Tire equivalents processed and marketed divided by total number of waste tire equivalents manifested.
8. **Scope:** This indicator is an aggregation of all lab activities related to environmental samples.
9. **Caveats:** None.
10. **Responsible Person:**  
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## Performance Indicator Documentation

### Program: Office of Management and Finance

**Objective:** The Management and Finance Program, through the waste tire activity, will manage the collection, processing, and reuse of currently generated waste tires by ensuring 98% are used in recycling activities between July 1, 2005 through June 30, 2010.

**Indicator Name:** Percent of eligible UST clean-up expenses reimbursements that have been paid

**Indicator LaPAS PI Code:** 13738

1. **Type and Level:** Outcome, Supporting
2. **Rationale:** Indicates promptness of payment of UST clean-up reimbursements.
3. **Use:** This indicator will be used in management decision making and for performance-based budgeting.
4. **Clarity:** This indicator is clear.
5. **Validity, Reliability and Accuracy:** This indicator has not been audited.
6. **Data Source, Collection and Reporting:** DEQ Trust Fund Section Database, which maintains data for all payments reimbursed.
7. **Calculation Methodology:** Total Expenses paid verses the total amount of error payments made on reimbursement payments.
8. **Scope:** This indicator is disaggregated.
9. **Caveats:** None.
10. **Responsible Person:**  
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# Process Documentation

## Office of Management and Finance

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

### Benefits

### Clients

#### Objective 1

Procurement of goods and services; financial services

DEQ program areas, suppliers; the community; the general public

#### Objective 2

Waste tires recycled

DEQ enforcement; the public.

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

External factors include:

- Changed or additional federal or state mandates
- Problems with suppliers
- Shortage of workforce
- Increased requests for services
- Legislation and federal funding appropriations

3. Statutory requirement or other authority: **Environmental Quality Act (Title 30)**

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

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

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

Business Process Re-engineering and reorganization into functional program areas have eliminated duplication of effort.

6. 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, to reallocate resources to areas in need, and to identify areas where additional resources must be requested.

# **State Revolving Loan Program**

## **Five Year Strategic Plan**

### **July 1, 2005 – June 2010**

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

#### **Vision**

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

#### **Mission**

The Financial Services Division - Revolving Loan Fund Section strives to protect the health and welfare of the citizens of the state, as well as to enhance the environment of the state by providing financial assistance to eligible borrowers for construction of wastewater treatment facilities and drinking water treatment facilities.

#### **Philosophy**

Through these programs, LDEQ strives to provide financial assistance to as many eligible systems as possible. Through effective management, the State Revolving Loan Fund Programs (SRL) will provide financial assistance for infrastructure needs in perpetuity.

#### **Goal**

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

#### **Objective 1:**

The Management and Finance Program, through the Municipal Loan Fund activity, will provide financial assistance in support of municipal wastewater treatment and public drinking water systems through the processing of loan applications and making loans for construction of new or upgraded facilities between July 1, 2005 and June 30, 2010.

**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; and to
- 1.4 Provide SRF loans to qualifying applicants.

**Performance Indicator**

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

## Performance Indicator Documentation

**Program:** Revolving Loan Fund

**Objective:** The Management and Finance Program, through the Municipal Loan Fund activity, will provide financial assistance in support of municipal wastewater treatment and public drinking water systems through the processing of loan applications and making loans for construction of new or upgraded facilities between July 1, 2005 and June 30, 2010.

### Indicator Name

Percentage of loan applications reviewed within 60 days of receipt.

**Indicator LaPAS PI Code:** 10583

#### 1. Indicator type

Efficiency, Key

#### 2. Rationale

This indicator measures the percent of documents reviewed in 60 days

#### 3. Use:

This indicator will be used for internal management purposes and will also be used in the Operational Plan for performance-based budgeting purposes.

#### 4. Clarity:

This indicator clearly identifies what is being measured. It contains no jargon, acronyms or initializations, or unclear terms.

#### 5. Validity, Reliability and Accuracy:

This indicator has not been audited by the Legislative Auditor.

#### 6. Data Source, Collection and Reporting:

Data is collected by Staff from completed documents and baseline data. Reporting is Quarterly.

#### 7. Calculation methodology:

For each document, subtract the date document review is completed from date document was received in office to determine if review was completed within sixty days. Divide the number completed within sixty days by the total number received.

#### 8. Scope:

This indicator is disaggregated.

#### 9. Caveats:

None.

#### 10. Responsible Person:

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## State Revolving Loan Fund

### Process Documentation Components

#### 1. Principal Clients/Users

The principal clients and users of the Revolving Loan Fund Program are eligible borrowers who operate drinking water systems and sewage treatment facilities in the state. These borrowers benefit from low interest financing to make improvements to their wastewater and water systems.

The citizens of these communities are beneficiaries of this program.

#### 2. Potential External Factors Beyond the Control of the Entity

Potential external factors that are beyond the control of the State Revolving Loan Fund program include the state legislature, whose decisions affect funding, manpower, and priorities for the Program; Congress, whose appropriations affect funding for the program; and the Environmental Protection Agency, whose national policies, regulations, and decisions affect Louisiana priorities.

#### 3. Statutory Requirement

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

#### 4. Description of Program Evaluation Used to Develop Objectives/Strategies.

State and federal mandates for prescriptive periods to complete certain sections of the review process.

#### 5. Identification of primary persons who will benefit from or be significantly affected by the objective in the plan.

Borrowers qualifying for loans to upgrade their systems and citizens of those communities

#### 6. Avoidance of Duplication of Effort

- Reorganization of the LDEQ, begun in July of 1999, restructured the work for Municipal Facilities and placed functions with similar functions in the department. This consolidation has resulted in a reduction of duplicative efforts among divisions.

## **7. Use of Performance Indicators in Management Decisions 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.
- To individually and collectively to monitor program performance.

## Appendix A

Listing of Vision 2020 Master Plan for Economic Development objectives included as a part of this plan.

<u>Vision 2020 Objective No.</u>	<u>Strategic Plan FY08-13 Office/Objective No.</u>
Objective 3.8.1	OEA, Objective 2
Objective 3.8.3	OEA, Objective 1
Objective 3.8.4	OEA, Objective 1
Objective 3.8.5	OEA, Objective 5
Act 1078	OMF, Objective 1