

**Office of Environmental Quality**  
**Five Year Strategic Plan**  
**July 1, 2020 – June 30, 2025**

**Agency Number:** 13-856  
**Program:** Office of the Secretary  
**Program Authorization:** La. R.S. 30:2011.C (1)(a)(i)(ii)

**Vision**

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

**Mission**

The mission of the Office of the Secretary is to provide strategic administrative oversight necessary to advance and fulfill the role, scope and function of DEQ. As the managerial and overall policy coordinating agency for the Department, the Office of the Secretary will facilitate achievement of environmental improvements by promoting initiatives that serve a broad environmental mandate, and by representing the Department when dealing with external agencies. OSEC will ensure the department meets its performance and policy objectives by working and coordinating with all program offices.

**Philosophy**

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

- The Department of Environmental Quality promotes environmental awareness through education.
- The Department of Environmental Quality supports enhanced customer service, outreach and small business assistance.

## **Goal**

The goal of the Office of the Secretary is to improve Louisiana's environment by serving as the policy arm of the department and coordinating agency wide efforts to advance the department's mission, whose central focus is to provide the people of Louisiana with comprehensive environmental protection.

The Executive Administration of the Office of the Secretary provides executive oversight and leadership to the five program offices of the Department of Environmental Quality. They are Office of the Secretary, Office of Environmental Compliance, Office of Environmental Services, Office of Management and Finance and Office of Environmental Assessment.

## **Objective 1:**

The Office of the Secretary, through the executive administration activity, will ensure that 95% of the Department's program objectives are met July 1, 2020 through June 30, 2025.

## **Strategies:**

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

## **Performance Indicator:**

Outcome: Percent of DEQ programs meeting objectives.

## **Objective 2:**

The Office of the Secretary through the business and community outreach activity will improve environmental compliance and protection among small businesses, municipalities/communities and non-governmental organizations by providing statewide educational outreach and technical assistance services July 1, 2020 through June 30, 2025.

## **Strategies:**

- 2.1 Maintain a Small Business/Small Community compliance assistance program.
- 2.2 Provide technical assistance regarding pollution prevention to small and medium-sized companies (Small Business/Small Community Assistance Program).
- 2.3 Provide educational environmental training to the public through the EnviroSchool program.

- 2.4 Maintain the Environmental Leadership Program (ELP), a voluntary effort for business, community and industry leaders conducting pollution prevention projects beyond regulatory requirements.

**Performance Indicators:**

- Outcome:      Percent of Enviroschool class participants who demonstrate comprehension of the core subject matter.  
                    Percent increase in Environmental Leadership Program participants committed to voluntary pollution reduction beyond regulatory compliance.  
                    Percent of responses to requests for compliance assistance within 90 days.
- Output (GPI) Number of Enviroschool class participants.  
                    Number of Enviroschool training sessions.

**Objective 3:**

The Office of the Secretary through the legal affairs and criminal investigations activity will respond to all (100%) legal challenges to DEQ actions so that human health and the environment are protected without interruption, and to ensure compliance of all environmental regulatory operations with applicable laws and regulations July 1, 2020 through June 30, 2025.

**Strategies:**

- 3.1 Conduct peer review of targeted enforcement actions and review for legal sufficiency all enforcement documents submitted to the Legal Division.
- 3.2 Review permit actions submitted to the Legal Division to assure that the contents comply with law, regulations, and rulings by review courts.
- 3.3 Provide a timely response to requests for legal opinions using a fixed format for formal opinions, e-mail for fast turnarounds, and verbal responses where necessary.
- 3.4 Promulgate required regulations in accordance with the Louisiana Environmental Quality Act and the Administrative Procedures Act.
- 3.5 Respond to requests for information and complaints in a timely and professional manner consistent with law and regulation.
- 3.6 Engage in outreach to communities to assist in environmental education.

**Performance Indicators:**

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

Percent of legally supported decisions sustained after challenge.  
Percent of responses by Ombudsman to complaints involving public participation and environmental justice within five business days.

**Objective 4:**

The Office of the Secretary through the legal affairs and criminal investigations activity will ensure that 100 % of the criminal cases investigated by LDEQ CID, which meet established criteria, are referred to the appropriate district attorney as required by La. R.S. 30:2025(F)(4) and the Environmental Quality Act July 1, 2020 through June 30, 2025

**Strategies:**

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

**Performance Indicators:**

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

**Objective 5:**

The Office of the Secretary, through an audit activity, will improve compliance with the department’s rules and regulations, including those among the state’s waste tire dealers and motor fuel distributors, by conducting 96% of external compliance audits in the DEQ Annual Audit Plan July 1, 2020 through June 30, 2025.

**Strategies:**

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

**Performance Indicators:**

- Outcome: Percent of compliance audits conducted of those identified in the annual audit plan.
- Output (GPI): Total dollar amount of unremitted fees assessed.  
Total dollar amount of unremitted fees collected.  
Dollar amount of delinquent motor fuel delivery fees and penalties assessed.  
Dollar amount of delinquent motor fuel delivery fees and penalties collected.  
Dollar amount of delinquent waste tire fees, late fees, and interest assessed.  
Dollar amount of delinquent waste tire fees, late fees, and interest collected.

**Objective 6:**

The Office of the Secretary through the communications activity will communicate environmental awareness information statewide to the public through all media formats July 1, 2020 through June 30, 2025.

**Strategies:**

- 6.1 Respond to all calls and inquiries from reporters seeking information regarding environmental issues honestly, factually and quickly.
- 6.2 Schedule and arrange for television, radio and print media interviews with executive and technical program staff.
- 6.3 Prepare technical staff addressing the media and assist with interviews.
- 6.4 Arrange and conduct press conferences and other media events to promote environmental awareness.
- 6.5 Using the LDEQ website to provide information, public records. online submissions, bill payment, forms and online reporting of environmental incidents and accidents. Utilize Facebook, YouTube and Twitter to promote environmental awareness

- 6.6 Prepare brochures, educational materials, power points and educational support aids for the department. Produces videos on pertinent and informational subjects.
- 6.7 Produce an e-newsletter monthly concerning LDEQ activities, providing timely information and providing quarterly summaries for enforcement actions, settlement agreements, air permits, water permits and solid and hazardous waste permits.

**Performance Indicators:**

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