

FY2004 END OF YEAR REPORT

DEPARTMENT OF ENVIRONMENTAL QUALITY

OFFICE OF PLANNING & PUBLIC AFFAIRS FY 2004 GOALS

PPA MISSION:

Enhance the effectiveness of the Department and Divisions by partnering in community relations, press relations, pollution prevention, public education, planning, small business assistance and environmental justice.

ENVIRONMENT

PPA STRATEGIC GOAL: #1

Promote environmental excellence by partnering with the Department and Divisions in policy and planning initiatives.

PPA PLANNING GOALS:

1. Coordinate information and participate when requested with Utah Tomorrow Committee, UACIR, and SUPAC.

Measures:

- a. DEQ measures are incorporated.
- b. Information and issues from the Utah Tomorrow Committee, UACIR, and SUPAC are coordinated through appropriate DEQ channels.

STATUS: *DEQ participates on committees and exchanges information as required. Activities with these groups have slowed considerably. Utah Tomorrow updated every two years.*

2. Provide planning support to statewide initiatives.

Measures:

- a. DEQ participation in Envision Utah, Utah Quality Growth Commission and Governor's 21st Century Communities initiative.
- b. Information and issues from statewide initiatives are coordinated through appropriate

DEQ channels.

STATUS: *DEQ participates in initiatives and information is exchanged and reports provided to Quality Council.*

3. Provide planning support for DEQ initiatives.

STATUS: *OPPA continues to provide ongoing planning support to the DEQ.*

Measures:

a. Maintain community-based planning efforts.^{CBEP}

STATUS: *Community-based planning and partnerships continue to be maintained in the Southwest Utah Public Health Department and the TriCounty Health Department. Current partnership work is focused on environmental subdivision growth issues.*

b. Pollution Prevention cross-media projects identified and implemented.^{P2}

STATUS: *See Attachment A for full report.*

c. Incorporation of environmental indicators into Local Health Department contracts and Performance Partnership Agreements.

STATUS: *Environmental indicators continue to be reviewed but none have officially been adopted. Activity measures are still being used.*

d. Completion of FY 2004 Performance Partnership Agreements.

STATUS: *FY2004 Performance Partnership Agreement completed.*

e. Completion of End-of-Year report for FY 2003 PPA.

STATUS: *FY2003 End-of-Year Report completed.*

f. Continue supporting EIMI initiative.

STATUS: *Support is provided as requested.*

g. Support implementation of CleanUtah!

STATUS: *Implementation being supported. See Below.*

4. Provide policy support for DEQ initiatives.

STATUS: *Support is provided as needed or requested.*

Measures:

- a. Assist with tribal relations issues.
- b. Monitor Environmental Justice, Sustainable Communities, and CBEP issues.

STATUS: *Ongoing staff participation and assistance provided.*

- c. Upon request, assist with Environmental Council of States (ECOS) and other national policy initiatives.

STATUS: *Major assistance has been provided to ECOS Planning Committee and OCIR Alignment and Performance Partnership Agreement Work Group through grant development and staffing of Planning Pilot Project.*

- d. Program. Support implementation of CleanUtah!

STATUS: *The MOA which spells out the working relationship with EPA was successfully negotiated and signed. The program was officially launched in September. There are six applicants who have requested inclusion during the first round which closed on October 15. Compliance reviews are currently underway.*

- e. Participate in statewide Homeland Security planning efforts including bioterrorism.

STATUS: *DEQ continues to participate in Homeland Security planning efforts. Participation has been transferred from OPPA to DERR.*

PPA STRATEGIC GOAL #2:

STATUS: *For full report, please see Attachment A.*

Promote environmental excellence by facilitating integration of Pollution Prevention initiatives in DEQ and throughout the state.^{P2}

PPA POLLUTION PREVENTION ANNUAL GOALS:

STATUS: *See Attachment A.*

1. Develop pollution prevention program and provide training.^{P2}

Measures:

- a. Administer P2 grant by preparing applications and quarterly reports, monitoring

budget, and providing department oversight for P2 initiatives.

- b. Maintain P2 homepage.
- c. Identify training opportunities to support integration of P2 into DEQ programs.

- 2. Integrate pollution prevention concepts into risk mitigation strategies and community-based efforts.^{P2}

Measures:

- a. Participate in community-based environmental planning and implementation efforts.^{CBEP}
- b. Identify P2 opportunities in CBEP and LHD partnership initiatives.^{CBEP}

- 3. Encourage incorporation of pollution prevention into permits, compliance and enforcement actions, and outreach activities.^{P2}

Measures:

- a. Coordinate with regional and national P2 initiatives and promote within DEQ and other State and Local agencies .
- b. Promote and educate on the use of SEP in enforcement negotiations.
- c. EMS program is developed and offered as a service to businesses.

- 4. Encourage energy efficiency and conservation through the debate program and other Energy Office programs.^{P2}

Measure:

- a. Continue partnering with the State Office of Energy Services to provide P2 educational opportunities to schools and the public.
- b. Continue to partner with Utah water forums on annual water education calendar.

- 5. Encourage pollution prevention to Utah citizens through Project Environment and other USEE projects.^{P2}

Measure:

- a. Partner with the Utah Society for Environmental Education to continue the annual

Earth Day event.

- b. Partner with USEE in implementation of an annual educators conference.
 - c. Partner with USEE in continuing to work with the Utah Environmental Education Council.
6. Coordinate with Utah Indian Tribes as they develop environmental programs.^{P2}

Measures:

- a. Provide technical assistance on an as-needed basis.
 - b. Provide training opportunities and information bi-monthly.
7. Encourage the incorporation of pollution prevention concepts to Utah's business community.^{P2}
- a. Reduce automobile commute trips by implementation of Tele 2000 strategies targeted at the business sector.
 - b. Identification of transportation demand management strategies (TDM's) and promote these to the business community.
8. Continue to support source reduction and recycling activities throughout Utah.^{P2}
- a. Coordinate with DCED on promoting Market Development Zones project.
 - b. Provide technical assistance to the Utah Recycling Advisory Council.

Measures:

- a. Continue to oversee and coordinate DEQ's Pre-Design conference program.
- b. Continue to serve as board member and work with Utah's Pollution Prevention Association.
- c. Integrate P2 into DEQ small business assistance.^{SBA, P2}
 - 1. Assist with the development of system that will provide feedback from businesses regarding their small business and P2 activities.
 - 2. Provide recommendations to the Small Business Advisory Council for pollution prevention incentives.

- 3. Assist with development of EMS process and tools.
- d. Provide technical assistance on an as-needed basis.
 - 1. Promote the distribution and use of “DEQ at a Glance”.

PPA STRATEGIC GOAL: #3

Promote a sustainable relationship between economic development and environmental protection by coordinating work with small businesses and related organizations.

PPA SMALL BUSINESS ASSISTANCE GOAL:^{SBA}

- 1. Facilitate the development of the DEQ small business assistance policy.

Measures:

- a. Public participation plan maintained through the Compliance Assistance Panel, DEQ Boards, and other entities (through UBRN) - this is a dynamic process.

STATUS: *CAP continues to meet on a regular basis. It is issuing its second annual recognition awards in November. This award goes to small businesses who have a good compliance record and are doing what they can to prevent pollution.*

- b. Small business policy maintained - this is a dynamic process.

STATUS: *We continue to work with all the divisions on small business issues. Also respond to requests for information and watch out for small business issues as new policies are developed.*

- c. Implement cross-divisional focus in outreach activities.

STATUS: *We coordinate on issues, as appropriate. We are currently in the process of visiting with local chambers of commerce to receive feedback from businesses and will bring this feedback back to DEQ to address, as appropriate.*

- d. DEQ maintained business assistance page.

STATUS: *Web pages are maintained.*

- 2. Coordinate with other state/local entities and professional associations.^{SBA}

Measures:

- a. Continue to participate in the Utah Business Resource Network.

STATUS: *This organization fell apart several years ago and became ineffective. We allowed our membership to lapse. We will re-evaluate as the organization regroups and attempts to move forward.*

- b. Coordinate with DCED on common projects.

STATUS: *We continue to work with DCED on such issues as pre-designs and responding to questions forwarded to us. We also copied them on all clean utah materials as they were developed.*

- c. Publish quarterly electronic newsletter.

STATUS: *Due to staff workload and a general lack of interest, this was discontinued. We do, however, maintain a list of business associations and forward materials to key groups as issues arise.*

- 3. Serve as small business ombudsman for DEQ.^{SBA}

STATUS: *This work continues, as needed.*

Measures:

- a. Assist small businesses with DEQ permitting process and other programs as needed.

STATUS: *Forward requests to appropriate divisions and assure that questions are answered. Also participate in pre-design activities.*

- b. Assist DEQ divisions with the development of appropriate outreach materials.

STATUS: *Suggest materials and review and comment on other materials, as needed.*

- c. Involvement with outreach opportunities such as conferences, presentations, etc. to provide information to small businesses.

STATUS: *Currently taking small business information to Chambers of Commerce and discussing issues of concern with them.*

- d. Participate in pre-design conferences.

STATUS: *Attend pre-designs as small business rep.*

- e. Promote cross-media Small Business Assistance with DEQ.

STATUS: *Coordinate activities/comments when there is a common link.*

CUSTOMER SERVICE

PPA STRATEGIC GOAL #4

Promote environmental excellence by providing public information and participation opportunities.

PPA PUBLIC EDUCATION ANNUAL GOAL:

1. Link public education projects across divisions.

Measures:

- a. Correlate 1-800 calls to education initiatives.

STATUS: *Secretaries log and monitor all calls.*

- b. DEQ initiatives incorporated into Take Pride in Utah.
- c. Assess the response of targeted audience.
- d. Distribute Project Environment materials.
- e. Coordinate redevelopment of DEQ display and department-wide participation in the State Fair, League of Cities and Towns conferences, Earth Day and other outreach opportunities.

STATUS: *Continue to participate with displays, etc. in various events. No longer participate in State Fair.*

2. Oversee content and coordinate information dissemination on DEQ Home Page.

Measures:

- a. Serve as DEQ Webmaster and coordinate internal Web workgroup.

STATUS: *Ongoing. A lot of Web work has been accomplished and continues to be a major focus of OPPA with a full time staff person assigned.*

- b. Update Home Page as needed, edit content especially on main Department and Division pages, standardize page titles and footers, and assure that copy is written clearly and concisely, using Associated Press style guidelines.

STATUS: *Home page updated regularly. Ongoing effort maintained.*

PPA COMMUNITY RELATIONS ANNUAL GOALS:

1. At the request of the Divisions, provide assistance in preparation and implementation of community involvement plans for specific projects and programs.

Measures:

- a. Training is conducted, on request, on community involvement plans.

STATUS: *Currently addressing communication and other key skills as part of the DEQ leadership training. Also brought "Building Trust and Resolving Differences" to DEQ and offered to staff.*

- b. Plans are developed in conjunction with project or program manager.
- c. Insure community, other agencies, and local government are appropriately involved in the development and implementation of community involvement plan.

STATUS: *Currently working with stakeholder groups on Southwest Jordan Valley Groundwater Remediation Project and the Great Salt Lake Selenium Study. Coordinated an open house with Mapleton City for the EBCo Natural Resource Damage Claim proposed settlement.*

- d. At the conclusion of a project, a survey or other feedback tool is administered to determine success.

STATUS: *On the projects mentioned above, we maintain an e-mail group list for key stakeholders and periodically ask for feedback to help define direction and reassess priorities.*

2. Provide coordination of environmental justice issues.

Measures:

- a. Provide grant information to interested entities.

STATUS: *Forward grant information, as requested.*

- b. Assist with EJ questions as needed.

STATUS: *Work to assure that minority community concerns are addressed as part of overall community relations work.*

PPA MEDIA RELATIONS ANNUAL GOALS

1. Coordinate DEQ media relations.

Measures:

a. DEQ media policy is followed.

STATUS: *Media policy is followed. There were 38 news releases issued and 5 media events executed by DEQ.*

b. Reporters use DEQ's public information office.

STATUS: *There were 421 media contacts to DEQ.*

c. Staff use DEQ's public information office.

STATUS: *Routine and ongoing.*

2. Provide training for DEQ staff to handle interview situations and public presentations.

Measures:

a. Dry runs are conducted prior to public presentations.

STATUS: *As needed.*

b. Develop and provide media training to all Divisions.

STATUS: *Periodic training provided.*

c. DEQ issues are covered in the media accurately.

STATUS: *Yes and reviewed regularly.*

PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS

PPA STRATEGIC GOAL #5

Improve the effectiveness and efficiency of statewide delivery of environmental services by strengthening relationships with all levels of government.

PPA LHD LIAISON ANNUAL GOAL:

Amend and update Environmental Service Delivery Plan reflecting partnership initiative.

Measures:

- a. Environmental Service Delivery Plan is aligned with DEQ Goals and Objectives.

STATUS: *Environmental Service Delivery Plan contains LHD annual work plans which are aligned with DEQ goals and objectives.*

- b. Signed contracts, MOUs or updated sections of Environmental Service Delivery Plan.

STATUS: *Contracting period has been adjusted to a three-year period. Contracts are signed with all twelve local health departments.*

- c. Pollution Prevention efforts are coordinated in Environmental Service Delivery Plan.

STATUS: *P2 efforts have been incorporated into Environmental Service Delivery Plan where possible and have been coordinated in planning effort.*

- d. Joint issues identified and strategies developed.

STATUS: *Collaboration has and continues to take place between UALHOs and CLEHA Associations and DEQ. Joint issues are identified. Drinking water and wastewater issues related to subdivision growth continue to be a joint partnership effort.*

EMPLOYEES

PPA STRATEGIC GOAL #6

Promote environmental excellence through teamwork and mutual support; in providing training and recognition.

Measures:

- a. Value-added roles for PPA staff in department activities.
- b. Training provided.

STATUS: *Training is a priority and continues to be provided in an organized manner.*

- c. Teamwork and individual efforts recognized.

STATUS: *Yes, in numerous ways and ongoing.*

PPA EMPLOYEE ANNUAL GOALS:

1. Create training opportunities and support participation in professional organizations.

Measures:

- a. Training provided.

STATUS: *Ongoing.*

- b. Participation in professional societies.

STATUS: *Ongoing on individual basis.*

2. Use staff meetings to share project information, to encourage synergy, and to recognize individual and team effort.

Measures:

Use formal/informal reward system to recognize and acknowledge individual and group achievements.

STATUS: *Has been and continues to be done.*