

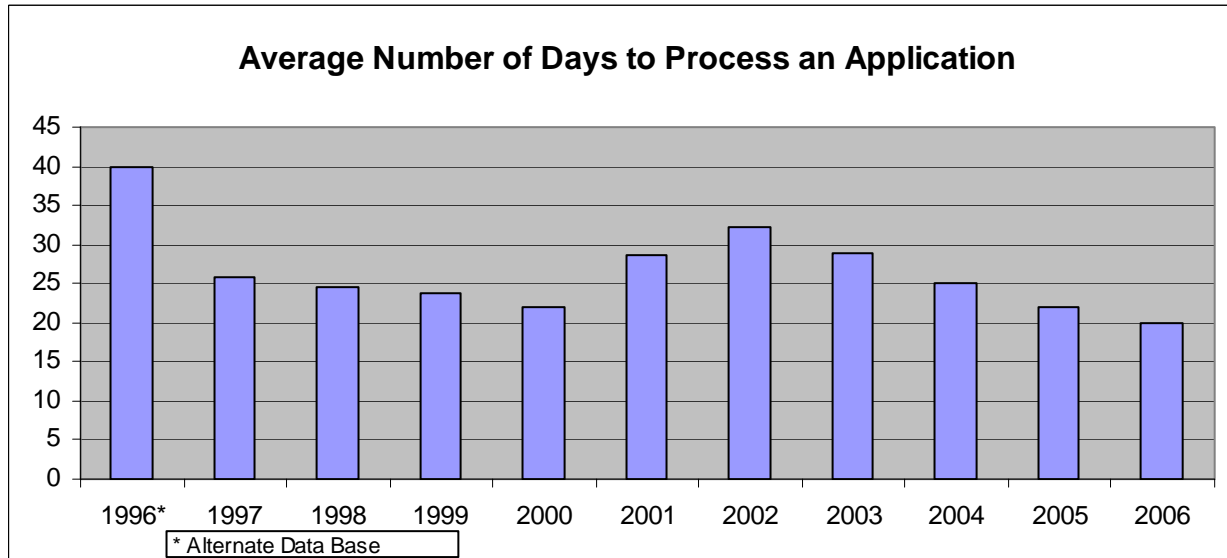
Department Operational Services

Commissioner's Office

January 5, 2004

Results To improve the effectiveness of all Department Programs in protecting the environment and public health, and to develop new and innovative means of providing necessary customer service at the lowest possible cost.

Key Indicator:



Story Behind Baseline Performance

The average number of days to process a permit has decreased from 1996 to 2000, with an increase due to work on permit back logs in the wastewater discharge program and solid waste programs. This trend is planned to decrease as permit backlogs are cleared up, electronic permitting is phased in over the next 5 years and the department continues to increase the number of general permits issued in programs such as stormwater.

Strategies/ Performance Measures / Proposed Accomplishments

Regulation, Compliance Assistance, and Enforcement

Proposed Accomplishments

2004, 2005, 2006

- Continue efforts to reduce permit backlogs and decrease the average increased use of web based processing of applications.
- Continue to ensure environmental justice concerns are factored into department decisions, especially in regulatory and grant/loan decisions as appropriate.

Grants and Loans

Proposed Accomplishments

2004, 2005, 2006 – Continue oversight of existing grant and loan programs.

2004 – Update department procedures for administration of grants to subrecipients to comply with new state standards.

- Train Division Directors and their designees in the use of the Vision system to track their finances.

Education and Technical Assistance -

Proposed Accomplishments

2004, 2005, 2006

- Continue oversight of existing education and technical assistance programs.
- Continue to provide EPA Region One with updates on Quality Management Planning including Annual revisions to the list of Quality Assurance Project Plans.

Monitoring, Assessment, and Direct Services

Proposed Accomplishments

2004, 2005, 2006

- Continue oversight of existing monitoring, assessment and direct services programs.
- Continue to provide business office services to the Department, Divisions and Division Programs.