

# Chapter IV

## UDEQ Goals and Objectives

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**DEPARTMENT OF ENVIRONMENTAL QUALITY**  
**Strategic Goals**  
**FY2010**

**I. ENVIRONMENT**

Establish clear, implementable criteria that define excellence in environmental quality, including standards for air, land and water, and for activities in pollution prevention, cleanups, emissions reductions, public education and cost effectiveness of controls.

**Measures:**

1. Necessary statutes, rules and guidance exist.
2. Regulated customers understand and follow criteria.
3. The non-regulated customers perceive UDEQ programs as fair and protective of health and the environment.

Promote a balanced, sustainable relationship between economic development and environmental quality.

**Measures:**

1. Stakeholders participate in the development and implementation of environmental policies and programs.
2. Over time, evaluate environmental and public health improvements in relation to Utah's economic development.

Provide leadership in Utah, the western region, and nationally on environmental policy and protection.

**Measures:**

1. Evaluate the results of UDEQ participation in targeted state, regional, and national policy and regulatory discussions. Identify objectives of participation and achievement of objectives. Success of legislative, budget, and policy initiatives identified and supported by UDEQ.

**II. CUSTOMER SERVICE**

Both internally and externally operate as a customer-oriented agency by focusing on customer service, building trust and problem solving through cooperative efforts.

- Recognize that customers include the regulated community, stakeholders, co-workers and all interested parties.
- Make timely decisions and act on them.
- Improve coordination with internal and external customers.
- Provide effective communication, timely and accurate information, and clear direction to customers.
- Encourage public involvement and informed decision-making.
- Involve customers in the rule making process.
- Work with customers to solve problems.
- Utilize partnerships and stakeholder forums to solve environmental and public problems.

**Measures:**

1. Decisions and services provided within mutually agreed-upon time frames which best meet customers' needs, and provides appropriate environmental protection.
2. Customer service feedback.
3. Customer input and feedback during informal and formal stages of rule making.

**III. STATE-BASED REGULATION OF ENVIRONMENTAL PROGRAMS**

Administer environmental programs and priorities to reflect the unique conditions of Utah. Programs will be administered at the state or local level, wherever appropriate. Actively influence non-delegated federal programs to reflect Utah needs.

**Measures:**

1. Primacy is achieved and maintained in those environmental program areas in which it is determined to be in the best interest of the state to receive federal primacy.
2. Utah issues and UDEQ concerns are reflected in state, regional, and national environmental policies.

#### **IV. PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS**

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

- Work with federal, state, local (including local health departments), and Tribal governments and provide information to plan for and manage the environmental impacts of growth.
- The Environmental Services Delivery Plan (ESDP) delineates roles and responsibilities, joint goals and objectives, and establishes accountability between UDEQ and local health departments and local governments.
- The Performance Partnership Agreement (PPA) delineates roles and responsibilities, joint goals and objectives, and establishes accountability between UDEQ and EPA.
- Focus on teamwork and partnership in identifying and resolving problems.
- Agreement between Utah and the Nuclear Regulatory Commission (NRC) delineates roles and responsibilities and provides consistent regulation of radioactive materials between the State and the NRC.

##### **Measures:**

1. Key problems identified by government partners are addressed and solutions developed and implemented.
2. Effectiveness of the Environmental Service Delivery Plan in developing a state/local partnership, coordinating delivery of services, and obtaining adequate resources.
3. Effectiveness of the Performance Partnership Agreement in developing a state/federal partnership, coordinating delivery of services and obtaining adequate resources.
4. Evaluation of the effectiveness of the Agreement States program in accomplishing the goals of the partnership for delivery of services and obtaining program resources.

#### **V. EMPLOYEES**

The success of the employees determines the success of UDEQ. We will maintain a climate and structure in which employees can function to their fullest potential and accomplish the strategic goals of UDEQ.

- Employees are committed to the success of UDEQ and recognize their professional responsibility and accountability in meeting the needs of the organization.
- Employee participation in achieving strategic and annual goals is essential.
- Teamwork and problem solving are essential.
- Employees are recognized for their quality work.
- Provide opportunities for training and professional development
- UDEQ actively promotes wellness.
- Employees will perceive UDEQ as a desirable place to work.
- UDEQ is effective in recruiting and retaining quality employees.

**Measures:**

1. Employee feedback.
2. Individual performance standards reflect annual goals, and performance reviews are based on those performance standards.
3. Employees' statements and actions reflect strategic and annual goals and UDEQ policies and procedures.
4. Employee recognition programs are in place, utilized, and meet employee and management needs.
5. UDEQ has a low turnover rate and is effective in the recruitment of quality new employees

**VI. ENHANCE POLICYMAKERS' UNDERSTANDING OF ENVIROMENTAL ISSUES**

Facilitate policymakers (Governor, Legislators, Elected Officials, and Board Members) as proactive participants in shaping environmental policy.

**Measures:**

1. Governor, Legislators, Elected Officials, and Board Members are apprized of important environmental policy issues.

2. Relationships with policymakers are developed and understanding of environmental issues enhanced.
3. Policy makers work with UDEQ in development and implementation of environmental policy issues.
4. Policy makers' trust in UDEQ is developed and enhanced.