

# UTAH DEPARTMENT OF ENVIRONMENTAL QUALITY

## EXECUTIVE DIRECTOR'S OFFICE FY 2012 GOALS

EPA Goal and Objective	EPA Measurement	UDEQ Goal	UDEQ Measure
<p>Supports all Strategic Goals</p> <p>Cross-cutting Strategies: Strengthening Partnerships; Expanding the Conversation on Environmentalism</p>		<p><b>I. ENVIRONMENT</b></p>	
		<p><b>GOAL:</b> Provide an environmental vision for Utah and provide leadership for sustainable environmental quality</p>	
		<p>1. Encourage problem-solving at all levels.</p>	<p>a. Application of operating principles b. Strategic thinking. Clarify the “big picture” for UDEQ. c. Mid-year reviews on critical issues with divisions and offices</p>
		<p>2. Customers perceive that UDEQ programs are fair and protective of health and the environment – “ask them”.</p>	<p>Coordinated focus on energy policy and environmental implications</p>
		<p>3. Congressional and legislative goals are accomplished (get resources and laws we need)</p>	<p>a. Sunset reviews – Air Conservation Act, Safe Drinking Water Act, Water Quality Act, Solid and Hazardous Waste Act, Used Oil Management Act b. 2010 Legislative and Budget priorities completed and distributed c. Coordinate with ECOS to ensure EPA budget is targeted to continue to fund core program needs</p>
<p>4. Targeted environmental programs and processes improved to meet needs of customers while still protecting environmental quality.</p>			
<p>Cross-cutting Strategies: Strengthening Partnerships; Expanding the Conversation on Environmentalism</p>		<p><b>II. CUSTOMER SERVICE</b></p>	
		<p><b>GOAL:</b> Operate as a customer-oriented agency by focusing on customer service, building trust and problem-solving through cooperative efforts.</p>	

	<ol style="list-style-type: none"> <li>1. Provide leadership, communicate the expectations, and provide support activities to ensure that divisions and offices work together to resolve problems and address issues. <ol style="list-style-type: none"> <li>a. Reinforce the interdependence of offices and divisions in solving environmental problems.</li> <li>b. Recognize successful collaborative problem solving.</li> <li>c. Work with Governor's office and legislators</li> <li>d. Follow up on Legislative and budget priorities</li> </ol> </li> <li>2. In the course of doing business we will ask external and internal customers whether we are meeting their needs. <ol style="list-style-type: none"> <li>a. What else do they need from us?</li> <li>b. Have you seen a change – is it going the right way?</li> <li>c. Have we shared feedback?</li> </ol> </li> <li>3. “Go the extra mile” to help customers <ol style="list-style-type: none"> <li>a. Ensure prompt response to letters, phone calls and inquiries. Follow up.</li> <li>b. Seven working days response to correspondence from Governor’s office and EDO</li> </ol> </li> <li>4. Schedule meetings, avoid (minimize) cancellations and rescheduling, coordinate schedules of Amanda and Brad. <ol style="list-style-type: none"> <li>a. Division and office directors have calendars available, at least on a read-on basis, electronically</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>a. UDEQ solicits customers’ opinions.</li> <li>b. Customers accept our recommendations</li> <li>c. Division/office directors ensure prompt and complete customer service</li> </ol>
Supports all Strategic Goals	<p><b>III. STATE-BASED REGULATION OF ENVIRONMENTAL PROGRAMS</b></p> <p><b>GOAL:</b> Administer environmental programs and priorities to reflect the unique conditions of Utah.</p>	

	Actively participate in State/EPA processes and ECOS efforts to reinforce federal/state partnerships and ensure support for state primacy efforts.	We provide leadership in ECOS and we work to strengthen the EPA/LHD working relationship.
<p>Supports all Strategic Goals</p> <p>Cross-cutting Strategic Goal: Strengthening Partnerships</p>	<p><b>IV. PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS</b></p> <p><b>GOAL:</b> Improve the effectiveness and efficiency of statewide delivery of environmental services by strengthening relationships with all levels of government.</p>	
	<ol style="list-style-type: none"> <li>1. In the course of doing business, ask local government officials how we are doing.</li> <li>2. Local Health Departments/UDEQ Partnership Council. <ol style="list-style-type: none"> <li>a. Identify policy issues and work for solution. Attend Local Health Officer and Environmental Health Administrators meetings to discuss UDEQ issues.</li> <li>b. Invite members of the Partnership Council to participate in the planning process.</li> <li>c. Advocate EPA-UDEQ-LHD partnership to address community issues.</li> </ol> </li> <li>3. Promote understanding and actions which recognize the importance of implementing workable environmental programs at local level through local government.</li> <li>4. Emergency Response/Homeland Security. <ol style="list-style-type: none"> <li>a. Provide leadership in reviewing and updating UDEQ Emergency Response Plan.</li> <li>b. Participate in exercises of UDEQ and/or State plans</li> </ol> </li> <li>5. Delivery Plan/Contract. <ol style="list-style-type: none"> <li>a. Work with Office of Planning and Public Affairs and Office of Support</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>a. Local health departments/UDEQ Partnership Council meets on an as needed basis.</li> <li>b. Identification of priorities/problem solving (track actions).</li> <li>c. Feedback from local health departments and local government on UDEQ environmental programs.</li> <li>d. Delivery plans are revised and used as the work plan for the UDEQ/LHD contracts.</li> <li>e. Priorities are identified by community-based partnerships</li> </ol>

	<p>Services in the continuation of multi-year contracts with local health departments.</p> <p>6. Continue to provide input to the Governor's Office by submitting the Balanced Scorecard on a monthly basis and evaluating comments received on the Scorecard for possible change or incorporation.</p>			
Supports All Strategic Goals	<p><b>V. EMPLOYEES</b></p> <p><b>GOAL:</b> Maintain a climate and structure in which employees can function to their fullest potential and accomplish the strategic goals of UDEQ</p> <table border="1" data-bbox="674 591 2003 1408"> <tr> <td data-bbox="674 591 1194 1408"> <ol style="list-style-type: none"> <li>1. Recognize good work of employees in Department offices and provide feedback to division directors and office directors - be proactive.</li> <li>2. Meetings with UDEQ employees.               <ol style="list-style-type: none"> <li>a. Amanda/Brad to attend Division/Office meetings as requested.</li> <li>b. Amanda will implement a recommendation from employees concerning a quarterly web cast of a special Quality Council meeting that will focus on breaking news and issues of interest to employees.</li> </ol> </li> <li>3. Utilize Quality Council to provide direction and support communication and cooperation amongst Divisions and Offices               <ol style="list-style-type: none"> <li>a. Implement Quality Council communication, recommendations, communicate progress to employees.</li> </ol> </li> <li>4. Utilize mini-staff to enhance EDO offices' communication.</li> <li>5. Continue to support leadership</li> </ol> </td> <td data-bbox="1194 591 2003 1408"> <ol style="list-style-type: none"> <li>a. Feedback from secretarial meetings and division directors that communication is sufficient, complete and timely and that there is value added.</li> <li>b. Establish clear agendas for Quality Council; be specific as to time involved with topics discussed. Provide agendas Friday prior to the QC meeting.</li> <li>c. Track kinds of training given.</li> <li>d. Leadership Development               <ol style="list-style-type: none"> <li>1. Managers feel that they have tools and ability to more effectively lead and implement the Department vision.</li> <li>2. Managers participate in leadership development through training and mentoring.</li> </ol> </li> </ol> </td> </tr> </table>		<ol style="list-style-type: none"> <li>1. Recognize good work of employees in Department offices and provide feedback to division directors and office directors - be proactive.</li> <li>2. Meetings with UDEQ employees.               <ol style="list-style-type: none"> <li>a. Amanda/Brad to attend Division/Office meetings as requested.</li> <li>b. Amanda will implement a recommendation from employees concerning a quarterly web cast of a special Quality Council meeting that will focus on breaking news and issues of interest to employees.</li> </ol> </li> <li>3. Utilize Quality Council to provide direction and support communication and cooperation amongst Divisions and Offices               <ol style="list-style-type: none"> <li>a. Implement Quality Council communication, recommendations, communicate progress to employees.</li> </ol> </li> <li>4. Utilize mini-staff to enhance EDO offices' communication.</li> <li>5. Continue to support leadership</li> </ol>	<ol style="list-style-type: none"> <li>a. Feedback from secretarial meetings and division directors that communication is sufficient, complete and timely and that there is value added.</li> <li>b. Establish clear agendas for Quality Council; be specific as to time involved with topics discussed. Provide agendas Friday prior to the QC meeting.</li> <li>c. Track kinds of training given.</li> <li>d. Leadership Development               <ol style="list-style-type: none"> <li>1. Managers feel that they have tools and ability to more effectively lead and implement the Department vision.</li> <li>2. Managers participate in leadership development through training and mentoring.</li> </ol> </li> </ol>
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	<p>development efforts.</p> <p>6. Provide opportunities for training and professional development.</p> <ul style="list-style-type: none"> <li>a. Identify training and professional developments needs in performance plans for all employees.</li> <li>b. Work with Quality Council workgroup to align training opportunities with management and succession goals.</li> <li>c. Enhance the leadership and management skills of UDEQ's management team.</li> </ul> <p>7. Emphasize the UDEQ Operating Principles as the way of doing business for all UDEQ activities.</p> <p>8. EDO administrative assistants will host routine secretarial meetings that will feature a discussion of current issues and the best means to resolve those issues.</p>	
<p>Cross-cutting Strategies: Expanding the Conversation on Environmentalism; Strengthening Partnerships</p>	<p><b>VI. ENHANCE POLICYMAKERS' UNDERSTANDING OF ENVIROMENTAL ISSUES</b></p> <p><b>GOAL:</b> Facilitate policymakers as proactive participants in shaping environmental policy</p>	
	<ul style="list-style-type: none"> <li>1. Support efforts to apprise Governor's office, Legislators, elected officials, and Board members of important environmental policy issues.</li> <li>2. Provide recommendations for Board members to Governor.</li> <li>3. Provide assistance as requested by Boards for Board meeting.</li> </ul>	<ul style="list-style-type: none"> <li>a. Governor, Legislators, Elected Officials, and Board Members are apprized of important environmental policy issues.</li> <li>b. Relationships with policymakers are developed and understanding of environmental issues enhanced.</li> <li>c. Policy makers work with UDEQ in development and implementation of environmental policy issues.</li> <li>d. Policy makers' trust in UDEQ is developed and enhanced.</li> </ul>