

LEADING THE WAY

in the
21st Century

Department of Environmental Quality
FY 2022-2024
Strategic Plan Update
January 1, 2022



OKLAHOMA
Environmental
Quality

FY 2022-2024

Leading the Way Update

On July 1, 2018, DEQ embarked on a five-year mission to boldly go where no state agency had gone before – putting **SERVICE** at the forefront of all we do – **S**atisfying customers, **E**ngaging employees, **R**educing costs, adding **V**alue, **I**mproving operations and efficiencies, fostering **C**reativity and innovation, and exhibiting **E**xcellence. Our first strategic plan, Leading the Way, was born with a primary focus on customer service. This was our roadmap to lead the way in state government to be a more efficient and customer-friendly agency while continuing our primary responsibility of protecting Oklahoma’s environment.

Over the past 3 1/2 years, we have made a lot of progress under our guiding standard, PEAK Performance – our commitment to provide clear and courteous service with professionalism and integrity, while making decisions based on common sense, good science, and fiscal responsibility. A few examples of how we are leading the way exemplifies this standard.

Our water-loss audit program is a relatively new program where a team of DEQ professionals works directly with small municipal water systems to quantify and assign cost to all sources of non-revenue-producing water (e.g. leaky pipes, line breaks, incorrect metering, or data management errors). In state fiscal year 2020, our water loss audit program found more than 276 million gallons of wasted water per year, costing the affected systems more than \$645,000 per year in lost revenue.

We implemented a program to assist schools with identifying whether or not lead is present in school drinking water and to provide guidance on inexpensive solutions to remedy any problems found. We initiated an AskDEQ customer service toll-free number and email address so Oklahoma citizens and businesses could more easily access agency services and have their questions answered via a single contact location. Surveys have shown that our customers are very happy with the service they receive from these contact points.

Through the pandemic, staff continued to provide critical services to Oklahoma citizens, businesses, and local governments with minimal disruption. Permit applications continued to be processed. Public and private water supply samples continued to be received and analyzed. Our local offices continued to investigate environmental complaints.

While we saw many successes in our implementation of Leading the Way, the Covid-19 pandemic brought to focus a need to reevaluate many of our operations to provide an even higher level of service in our changed work environment – with a primary focus on simplifying internal processes and providing more online services. As a result of that reevaluation, Leading the Way was revised, effective January 1, 2022.

The major revisions are:

- **Our Mission and Vision were streamlined to more succinctly identify our purpose and where we want to be.**
- **The Office of Continuous Improvement was formed to guide the agency in its transformation into a more efficient organization.**
- **Goal 2 was revised to reflect our overall focus on improving agency operations.**
- **Goal 5 was revised due to the realization our IT infrastructure needed enhancements to better serve a more mobile workforce.**

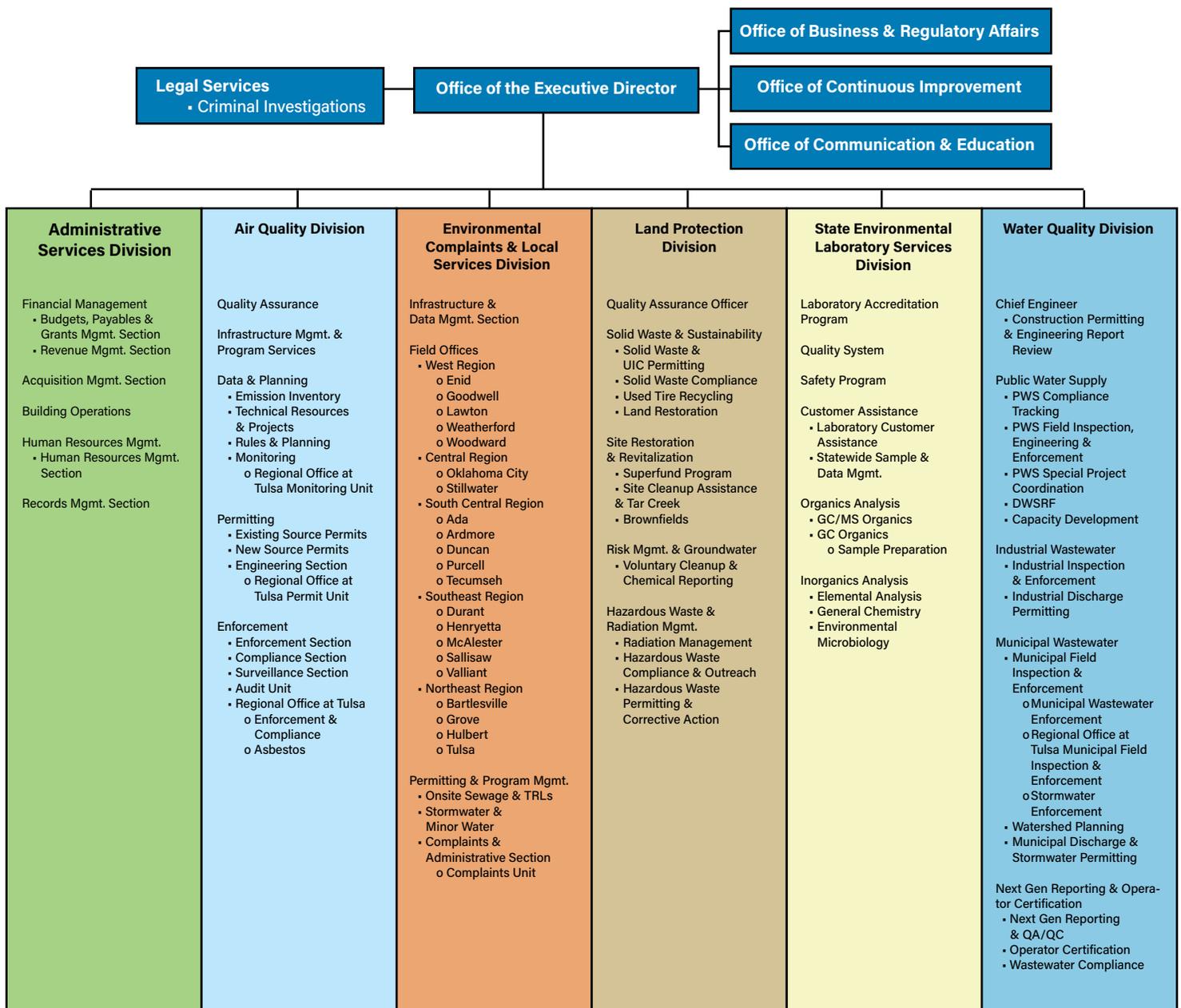
Our Mission and Vision

Our new mission and vision statements were released on January 1, 2022.

Mission: To protect and improve public health and our environment.

Vision: To lead the nation in fostering a healthy and sustainable future through effective and innovative environmental actions

DEQ Organizational Chart



Agency Goals and Expected Outcomes

Goal 1 - Place **SERVICE at the forefront of agency planning and execution, internal communications, and interactions with citizens, businesses, and our local, state, and federal counterparts.**

EXPECTED OUTCOMES

- Conduct at least two PEAK Performance campaigns per fiscal year.
- Conduct surveys to gauge satisfaction with agency customer service.
- Conduct at least two outreach campaigns per fiscal year to the regulated community or the public.
- Conduct studies of economic impacts of agency programs.
- Implement employee-inspired initiatives to improve the workplace and agency operations.

Goal 2 - Continuously evaluate agency processes to identify and reduce, or eliminate, inefficiencies, bottlenecks, and other non-value-added steps, providing a more timely and cost-effective product to customers.

EXPECTED OUTCOMES

- Deploy LEAN across agency processes in accordance with the Lean Implementation Plan.
- Perform annual review/update of LTW.
- Perform semi-annual reviews of LTW progress.
- Publish FY 2024-2029 Strategic Plan.

Goal 3 - Maintain a responsive, equitable and timely environmental complaints process and emergency response system.

EXPECTED OUTCOMES

- Resolve 100% of complaints within 90 days of receipt by DEQ.

Goal 4 - Ensure agency rules and compliance monitoring/enforcement processes are transparent, easy to understand, and fairly administered.

EXPECTED OUTCOMES

- Conduct thorough review of agency rules every four years.
- Ensure staff involved with enforcing rules are well trained.

Goal 5 - Use technology to improve agency transparency, customer compliance with environmental laws, and information dissemination.

EXPECTED OUTCOMES

- Deploy updated DEQ website by FY 2024.
- Deploy GovDelivery notification option for all agency Board and Council meetings prior to June 30, 2022.
- Develop an agency IT Strategic Plan prior to December 31, 2022.

