Team Information

Project Name

Compliance Monitoring Toolkit

Team Members

	Name	Department	Division
1	Tanya Turner	Department of Natural Resources (DNR)	Division of Environmental Quality (DEQ) Air, Solid Waste, Hazardous Waste Southwest Regional Office (SWRO)
2	Josh Martin	DNR	DEQ - Drinking Water St. Louis Regional Office (SLRO)
3	Steve Boone	DNR	DEQ - Air Pollution Northeast Regional Office (NERO)
4	Michael Cunningham	DNR	DEQ - Air Pollution Kansas City Regional Office (KCRO)
5	Tina White	DNR	DEQ- Water Pollution SWRO
6	Aaron Forsythe	ITSD	ITSD

Your Pitch

What problem are you addressing? (No more than 200 words)

Department of Natural Resources staff conduct a wide variety of field activities to ensure compliance with environmental laws and regulations. Each year, Division of Environmental Quality (DEQ) field offices are obligated to conduct approximately 6,000 inspections of approximately 80 distinct types. Field inspections are the interface between the regulated community and those tasked with monitoring compliance and it is critical that this communication mechanism is as efficient and understandable as possible for the protection of Missouri's natural resources and its citizens. Currently staff conduct inspections, take notes, return to the office and write up a report of their observations that fit within a general template. Reports have variations of detail and can be large and cumbersome for the regulated community. It takes time to create these manual documents, move the documents for review and edits, then print and mail. Programs within DEQ have varying levels of checklists for inspections. Some programs have no checklists and others have checklists for most inspection types. This project would increase consistency, efficiency, accuracy; decrease time spent drafting documents, paper printing, and review times.

What is your primary measure for impact?

Primary measure	Current Status	Target
File Review/Insp.	4 hours	3 hours
Inspection/Investigation	4 hours	3.5 hours
Report Preparation	6 hours	2.5 hours
Supervisory Review	2 hours	0.5 hours
Admin Review, print, mail	2 hours	0.5 hours
Data Entry	0.5 hours	0.5 hours
Able to conduct more inspections and/or compliance assistance		

* Measures should follow SMART principle: Specific-Measurable-Actionable-Relevant-Timebound.

OA's guidance on performance metrics

What is the root cause of the problem? (No more than 200 words)

The Department needs to redesign its process for conducting inspections. There is a need to adopt currently available leading edge technology, which could reduce inspection and investigation times, increase efficiency, reduce errors, and improve the overall product sent to the regulated community. Reports need to be consistent and easily understandable in a format that the regulated community can easily find the information they need to know. As we continue with doing more with less, we need the additional time to commit toward our current and future compliance assistance goals which will help our community and the enviroment.

What is your proposed solution? (No more than 200 words)

After several months of research and discussion, the group has proposed that the Department utilize an off the shelf product which will facilitate the use of tablets with checklist inspections in the field. The group has a list of preferred off-the-shelf products, which have been vetted in other states and serve the vast majority of our expectations. Tablets would be purchased for inspectors, which would include the program used for all inspections across all media and be accessible via their workstation computer. Reports would be generated in an electronic format, which can then be emailed, in most cases, rather than printing and mailing the paper documents (unless the party prefers a mailed copy). This new process would get documents into the hands of our customer, the regulated community with: a quicker turnaround time, better accuracy, an easy to read format, and a more consistent product. This will allow inspectors more time to provide assistance to the regulated community and achieve higher compliance levels, providing better protection for the environment and the citizens of Missouri. This product could expand to other agencies if it proves successful with DNR DEQ.

Project Plan

What are the major activities and milestones to deliver your solution? (Additional steps may be added)

	Activity	Milestone or deliverable	Due date
1	E3 Event, Create Governance Board, Select Steering Committee	Charter completed, Communications Plan comlpleted, ROI completed	July 2018 - completed
2	Review Off the Shelf Products, detemine cost estimates	Complete all demos, Determine which products meeting 80-90% of deliverables	August 2019 - completed
3	Create question sets (checklists) for each program in DEQ, Air, Solid Waste, Hazardous Waste, Water Pollution, Drinking Water to be used in the toolkit.	Flow charts and Excel Spreadsheets which demonstrate flow of question sets and language to be utilized	1-Jun-20
4	Gain approval from IT Steering Committee with the assistance of Erin Lepper and Ed Galbraith	Approval from the IT Steering Committee	Nov-19
5	Procurement of Off the Shelf Product	Contact OA Purchasing to initiate procurement of tool, Develop and finalize RFP, Select final bid	Apr-20
6	Work with Vendor to create checklists and documents	Documents created for each program beginning with hazardous waste, then solid waste, water pollution, air program, and finally drinking water.	Jul-20
7	Identify Tool Administrator	Project manager for the lifetime of the tool, ensure updates are made at least once a month if not more frequently	Oct-20
8	Update policies on processes - PACE	PACE updated	Oct-20
9	Begin Training and product testing	Product testing	Oct-20

Required Resources and Support

What is the expected project duration? Choose one from the list below.

Long term (> 6 months)

How many people will be required to finish the project in the given duration? Choose one from the list below.

Large (>6 people)

Does your project require any specialized skills to complete? If so, explain. (No more than 50 words)

Our product requires involvement from DNR-DEQ staff that are experienced inspectors. It also requires assistance from ITSD as well as the company with which we will do business to acquire an off-the-shelf product and the ability to work together to create the program to fit our needs.

Does your project require any statutory change to complete? If so, explain. (No more than 50 words)

No

Will the costs of the project exceed your current budget? If so, explain. (No more than 50 words)

We are currently working with Erin Lepper and Ed Galbraith to ensure that the project fits within the scope of our most critical deliverables and within budget.

Are there other important factors for successful implementation of your project? (No more than 50 words)

There is a need to continuously improve and update the product as regulations and requirements change. Therefore, the tool will need to be updated as necessary by designated staff to ensure that it continues to provide an accurate, understandable and consistent product for our customers.

Additional Materials

Please list any additional materials you have provided.

	Brief description
1	Governance Board Charter
2	Return on Investment and Deliverables
3	Communications Plan
4	Power Point Presentation