

LOUISIANA DEPARTMENT OF ENVIRONMENTAL QUALITY  
RELEVANCE AND RELIABILITY OF  
PERFORMANCE INFORMATION



PERFORMANCE AUDIT  
ISSUED NOVEMBER 14, 2012

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AT 225-339-3800.**

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LOUISIANA LEGISLATIVE AUDITOR  
DARYL G. PURPERA, CPA, CFE

November 14, 2012

The Honorable John A. Alario, Jr.,  
President of the Senate  
The Honorable Charles E. "Chuck" Kleckley,  
Speaker of the House of Representatives

Dear Senator Alario and Representative Kleckley:

This report provides the results of our performance audit on the relevance and reliability of performance information for the Office of Environmental Compliance within the Louisiana Department of Environmental Quality (LDEQ).

The report contains our findings, conclusions, and recommendations. Appendix A contains LDEQ's response to this report. I hope this report will benefit you in your legislative decision-making process.

We would like to express our appreciation to the management and staff of LDEQ for their assistance during this audit.

Sincerely,

A handwritten signature in blue ink that reads "Daryl G. Purpera". The signature is written in a cursive style.

Daryl G. Purpera, CPA, CFE  
Legislative Auditor

DGP/ch

DEQ R&R 2012

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# Louisiana Legislative Auditor

Daryl G. Purpera, CPA, CFE



## Louisiana Department of Environmental Quality Relevance and Reliability of Performance Information

November 2012

Audit Control # 40120011

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### Executive Summary

Louisiana Revised Statute 39:87.3 (D)(E) directs the Louisiana Legislative Auditor to provide an assessment of state agencies' performance data. In accordance with this requirement, we scheduled an audit on the relevance and reliability of performance information at the Louisiana Department of Environmental Quality (LDEQ). We selected the Office of Environmental Compliance (OEC) within LDEQ for our assessment because its mission and performance indicators focus on public health/safety. We assessed the relevance of the performance information for the following four divisions under OEC for fiscal year (FY) 2012:

1. Inspection Division (ID)
2. Assessment Division (AD)
3. Enforcement Division (ED)
4. Underground Storage Tanks and Remediation Division (USTRD)

Our reliability assessment of OEC's performance information focused on the six key outcome performance indicators for USTRD for the first quarter of FY 2012.<sup>1</sup> Appendix A contains LDEQ's response to the audit. Appendix B contains our scope and methodology. The audit objectives and results of our work are as follows:

#### **Objective 1: Is LDEQ's performance information for the four divisions under OEC relevant?**

**Results:** Overall, LDEQ's performance information for the four divisions under OEC is relevant. Using criteria from the state's performance budget manual, we found that performance information existed for all activities and that all objectives are aligned, measurable, and understandable.<sup>2</sup> However, LDEQ could improve its performance information by ensuring all objectives are time-bound. The results of our relevance analysis are summarized in the following chart.

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<sup>1</sup> "Key outcome indicators" are used for decision-making by measuring results and gauging program effectiveness. Appendix D lists the key outcome indicators we reviewed for this audit.

<sup>2</sup> *Manageware: A Practical Guide to Managing for Results* is published by the state's Office of Planning and Budget and provides requirements for agencies related to performance measures. The criteria we used to assess relevancy is from this manual.

Summary of Relevancy Results OEC Performance Information Fiscal Year 2012	
Criteria	Results
Performance Information Exists	Yes
Aligned	Yes
Objectives are Measurable and Time-Bound	All objectives are measurable. Two (29%) of the seven objectives are not time-bound.
Outcome Indicator Exists for Each Objective	Yes
Understandable	Yes
<b>Source:</b> Prepared by legislative auditor's staff using results from Appendix C.	

### Objective 2: Are the performance indicators for USTRD within OEC reliable?

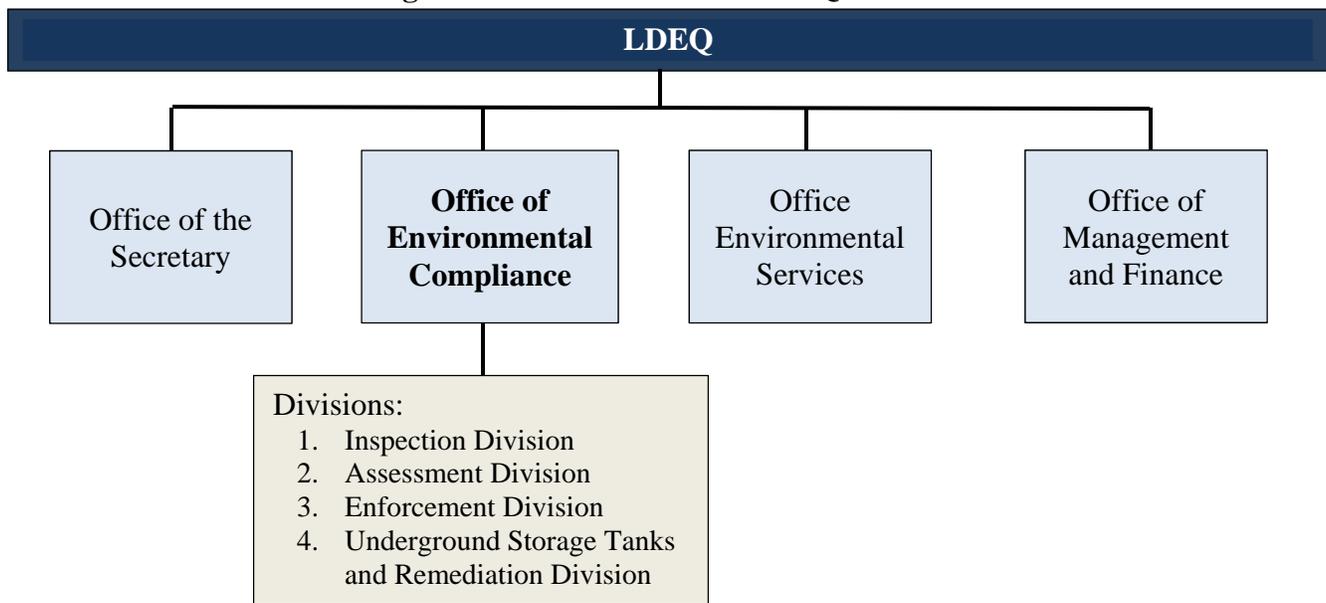
**Results:** We reviewed the six key outcome indicators for USTRD for the first quarter of FY 2012 and found that three (50%) indicators were reliable and two (33%) were reliable with qualifications. This means that while our calculation agreed with OEC's calculation based on the information provided, OEC's controls over data collection and reporting did not always ensure accuracy and consistency. We also found one (17%) indicator that was unreliable. This indicator was unreliable because OEC reported the performance data in the Louisiana Performance Accountability System (LaPAS) incorrectly. The results of our reliability analysis are summarized below:

Summary of Reliability Results First Quarter Fiscal Year 2012		
Category	Number of Indicators	Percentage of Indicators
Reliable	3	50%
Reliable with Qualifications	2	33%
Unreliable	1	17%
<b>Total</b>	<b>6</b>	<b>100%</b>
<b>Source:</b> Prepared by legislative auditor's staff using reliability results from Appendix D.		

## Background

**OEC Mission and Organizational Structure.** The mission of OEC is to ensure the public health and occupational safety and welfare of the people related to the environmental resources of Louisiana by conducting inspections of permitted facilities, responding to environmental emergencies, and providing for vigorous and timely resolution of enforcement actions. OEC's mission directly impacts the protection of groundwater, which is Louisiana's primary source of drinking water, and other environmental safety issues, such as air quality. Exhibit 1 shows the location of OEC within LDEQ.

**Exhibit 1**  
**Organizational Structure of LDEQ and OEC**



**Source:** Prepared by legislative auditor's staff using information from the FY 2012 Executive Budget.

**Division Descriptions.** We reviewed the performance information for the four divisions under OEC. These divisions and descriptions of their functions are summarized below.

- **Inspection Division (ID).** The function of ID is to inspect facilities for compliance with their permits or other authorizations by the department (regulations or enforcement actions) and to respond to complaints. In FY 2012, ID was appropriated approximately \$15 million and 135 authorized positions.
- **Assessment Division (AD).** The function of AD is to evaluate the overall quality of the air and water resources of the state and to respond to emergency situations, including those for radiation sources. In FY 2012, AD was appropriated approximately \$9 million and 97 authorized positions.

- **Enforcement Division (ED).** The function of ED is to ensure that the government, the private sector, and the public comply with federal and state laws designed to protect human health and the environment and sustain the environmental resources of the state. In FY 2012, ED was appropriated approximately \$4 million and 60 authorized positions.
- **Underground Storage Tank and Remediation Division (USTRD).** The function of USTRD is to protect the soil and groundwater resources of the state from unauthorized and historical releases to the environment from leaking underground storage tanks and other sources, such as old landfills and historical spills that occurred prior to environmental regulation. Remediation services investigate, evaluate, monitor, and clean up contamination. In FY 2012, USTRD was appropriated approximately \$18 million and 98 authorized positions.

## Objective 1: Is LDEQ's performance information for the four divisions under OEC relevant?

Overall, LDEQ's performance information for the four divisions under OEC is relevant. We used the following criteria from the state's performance budgeting manual to determine if the performance information was relevant:<sup>3</sup>

- Performance information exists for all activities.
- Performance information is aligned (i.e., indicators answer objectives; objectives answer goals).
- Objectives are measurable and time-bound (i.e., provide a target date to accomplish).
- At least one outcome indicator exists for each program objective.
- Performance information is understandable and does not contain jargon that is not explained by explanatory notes.

We found that performance information existed for all activities and that all objectives are aligned, measurable, and understandable. However, OEC could improve its performance information by ensuring all objectives are time-bound. Exhibit 2 summarizes the results according to the relevance criteria listed above. Appendix C provides specific details on the results of our relevancy analysis.

Exhibit 2 Summary of Relevancy Results OEC Performance Information Fiscal Year 2012	
Criteria	Results
Performance Information Exists	Yes
Aligned	Yes
Objectives are Measurable and Time-Bound	All objectives are measurable. Two (29%) of the seven objectives are not time-bound.
Outcome Indicator Exists for Each Objective	Yes
Understandable	Yes
<b>Source:</b> Prepared by legislative auditor's staff using results from Appendix C.	

**Recommendation 1:** LDEQ should ensure that all of OEC's objectives contain timeframes by which each objective must be accomplished.

**Summary of Management's Response:** LDEQ agrees with this recommendation and will ensure that timeframes are included with the two identified objectives by including "in FY20XX-20XX" as appropriate.

<sup>3</sup> *Manageware: A Practical Guide to Managing for Results* is published by the state's Office of Planning and Budget and provides requirements for agencies related to performance measures. The criteria we used to assess relevancy is from this manual.

## Objective 2: Are the performance indicators for USTRD within OEC reliable?

We reviewed and recalculated OEC's six key outcome performance indicators for USTRD that were reported in the first quarter of FY 2012 and classified our results based on the following categories and criteria:<sup>4</sup>

- **Reliable** – reported performance is accurate within +/-5%, and it appears that controls for collecting and reporting data are in place.
- **Reliable with Qualifications** – reported performance is within +/-5%, but source documentation cannot be verified and/or controls cannot be tested with complete assurance.
- **Unreliable** – reported performance is not within +/-5%.
- **Reliability Undetermined** – documentation is not available and controls alone are not adequate to ensure accuracy.

Using the categories above, we found that three (50%) of USTRD's six key outcome performance indicators were reliable. We also identified two (33%) indicators that were reliable with qualifications, and one (17%) that was unreliable. Exhibit 3 summarizes our results for each category. Appendix D lists the key outcome indicators and provides specific details of our reliability analysis.<sup>4</sup>

<b>Exhibit 3 Summary of Reliability Results First Quarter Fiscal Year 2012</b>		
<b>Category</b>	<b>Number of Indicators</b>	<b>Percentage of Indicators</b>
Reliable	3	50%
Reliable with Qualifications	2	33%
Unreliable	1	17%
<b>Total</b>	<b>6</b>	<b>100%</b>
<b>Source:</b> Prepared by legislative auditor's staff using reliability results from Appendix D.		

**Indicators Reliable with Qualifications.** Two (33%) of the six indicators were reliable with qualifications for the first quarter of FY 2012. This means that while our calculations were within +/-5% of LDEQ's calculation, we determined that OEC's controls over data collection and reporting for these indicators were not adequate to always ensure accuracy and consistency of the calculation for LaPAS. For example, the internal controls for these key outcome performance indicators did not ensure that correct dates were used to calculate these indicators.

<sup>4</sup> "Key outcome indicators" are used for decision-making by measuring results and gauging program effectiveness. Appendix D lists the key outcome indicators we reviewed for this audit.

**Unreliable Indicator.** One (17%) of the six performance indicators was unreliable for the first quarter of FY 2012. While LDEQ’s calculation for this indicator was within +/-5% of our calculation, it did not report the correct results to LaPAS. In addition, six (9%) of the 67 records had incorrect dates that should have been reported in previous quarters. Exhibit 4 provides additional details for the performance indicator that was unreliable.

<b>Exhibit 4 Explanation of Unreliable Performance Indicator First Quarter Fiscal Year 2012</b>		
<b>USTRD Performance Indicator</b>	<b>Reliability</b>	<b>Explanation</b>
Percentage of soil and groundwater work plans reviewed	Unreliable	While LDEQ’s calculation was within +/-5% of our calculation (95.08%), it reported 90% to LaPAS. Additionally, 14 records had incorrect dates that still fell in the appropriate quarter and six records had incorrect dates that should have been reported in previous quarters.
<b>Source:</b> Prepared by legislative auditor's staff using reliability results from Appendix D.		

**Recommendation 2:** LDEQ should establish clear policies and procedures outlining which dates to record in its computer system as the start date and the completion date for each type of inspection or project to ensure performance data is recorded in the appropriate quarter.

**Summary of Management’s Response:** LDEQ agrees with the recommendation and will review and revise, as necessary, the Standard Operating Procedures (SOP) for these two indicators and ensure that the appropriate start and end dates are recorded for each type of inspection or project.

**Recommendation 3:** For the indicator “percentage of soil and groundwater work plans reviewed,” LDEQ should verify that performance data reported to LaPAS is correct.

**Summary of Management’s Response:** A data input error resulted in LDEQ underreporting the level of performance for this indicator. The margin of error for this metric being classified as “Reliable with Qualifications” is 0.65%. LDEQ agrees with the recommendation and will review and revise, as necessary, the SOP for this indicator activity and ensure the performance data is reported to LaPAS correctly.

## **APPENDIX A: MANAGEMENT'S RESPONSE**



**State of Louisiana**  
**DEPARTMENT OF ENVIRONMENTAL QUALITY**  
**OFFICE OF THE SECRETARY**

October 16, 2012

Mr. Daryl G. Pupera, CPA, CFE  
Legislative Auditor  
P.O. Box 94397  
Baton Rouge, LA 70804

RE: Louisiana Department of Environmental Quality  
Performance Audit on the  
Reliability and Relevance of Performance Information

Dear Mr. Pupera:

The Department is in receipt of your report dated October 2012, regarding the performance audit of performance indicators for the Underground Storage Tanks and Remediation Division, Office of Environmental Compliance (OEC) in the Louisiana Department of Environmental Quality (LDEQ). I appreciate the opportunity to respond to the report.

The Department concurs with the three recommendations in the report. Additional discussion regarding this concurrence follows:

Recommendation 1: LDEQ should ensure that all of OEC's objectives contain timeframes by which each objective must be accomplished.

Response: LDEQ agrees with this recommendation and will ensure that timeframes are included with the two identified objectives by including "in FY20XX-20XX" as appropriate.

Recommendation 2: LDEQ should establish clear policies outlining which dates to record in its computer system as the start date and the completion date for each type of inspection or project in order to ensure performance data is recorded in the appropriate quarter.

Response: LDEQ agrees with the recommendation and will review and revise, as necessary, the SOPs for these two indicators and ensure that the appropriate start and end dates are recorded for each type of inspection or project.

Recommendation 3: For the indicator "percentage of soil and ground water work plans reviewed," LDEQ should verify that performance data reported to LaPAS is correct.

Mr. Daryl G. Pupera  
October 16, 2012  
Page 2

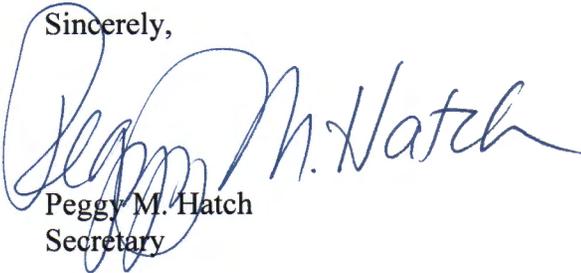
Response: A data input error resulted in LDEQ underreporting the level of performance for this indicator. The margin of error for this metric being classified as "Reliable with Qualifications" vs "Unreliable" is 0.65%.

LDEQ agrees with the recommendation and will review, and revise as necessary, the SOP for this indicator activity and ensure the performance data is reported to LAPAS correctly.

Thank you for the opportunity to respond to this report and to have the LDEQ's response included as part of the final report. We appreciate the professionalism demonstrated by the Performance Audit team. Additionally, LDEQ appreciates the feedback provided by the report.

Should you have any questions or require additional information, please contact me or Dr. Alex Appeaning, Deputy Secretary, at 225-219-3951.

Sincerely,



Peggy M. Hatch  
Secretary

C: Dr. Alex Appeaning, LDEQ Deputy Secretary  
Cheryl S. Nolan, Assistant Secretary, OEC  
Tom Harris, Administrator, USTR Division, OEC  
Elizabeth Tarver, LDEQ Strategic Planning Coordinator  
Tomeka Prioleau, LDEQ Strategic Planning Coordinator

## APPENDIX B: AUDIT INITIATION, SCOPE, AND METHODOLOGY

We conducted this performance audit under the provisions of Title 24 of the Louisiana Revised Statutes (R.S.) of 1950, as amended. R.S. 39:87.3 (D) (E) directs the Louisiana Legislative Auditor to provide an assessment of state agencies' performance data. To fulfill this requirement, we periodically examine the relevance and/or the reliability of performance data for various state agencies. Our audit focused on the relevance of the performance indicator data for the Office of Environmental Compliance (OEC) within the Louisiana Department of Environmental Quality (LDEQ) for fiscal year (FY) 2012. For our reliability objective, we focused on the key outcome indicators for the Underground Storage Tanks and Remediation Division (USTRD), which has similar performance indicator internal controls as the other divisions, for the first quarter of FY 2012.

We conducted this performance audit in accordance with generally accepted government auditing standards issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide reasonable basis for our findings and conclusions based on our audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. To answer our objectives, we performed the following audit steps:

### **Objective 1: Is LDEQ's performance information for the four divisions under OEC relevant?**

- Conducted background research and a risk assessment, including a review of state and federal laws relating to performance accountability.
- Identified the federal and state legal authority for OEC, including its mission, goals, and objectives.
- Reviewed and identified OEC's performance indicators, mission, goals, and objectives in the Executive Budget Documents of FY 2012.
- Reviewed 24 key OEC performance indicators of FY 2012 for relevancy by using criteria outlined in the state's performance budgeting manual.
- Reviewed *Manageware: A Practical Guide to Managing for Results*, the Office of Planning and Budget's guidance documentation on performance indicators and developed relevance criteria based on this guidance.
- Interviewed OEC staff and management to determine how they use performance data to make decisions and manage its programs.

**Objective 2: Are the performance indicators for USTRD within OEC reliable?**

- Assessed the control structure for the six key outcome performance indicators for USTRD for the first quarter of FY 2012.
- Researched the United States Government Accountability Office to develop our criteria for reliability. Each indicator was classified into the following categories:
  - “*Sufficiently reliable*” (defined in report as “**reliable**” or “**reliable with qualifications**”) if the results of the audit provide assurance that (1) the likelihood of significant errors or incompleteness is minimal and (2) the use of data would not lead to an incorrect or unintentional message.
  - “*Not considered sufficiently reliable*” (defined in report as “**unreliable**”) if (1) significant errors or incompleteness exists in some of or all the key data elements and (2) if using the data would probably lead to an incorrect or unintentional message.
  - “*Undetermined reliability*” (defined in report as “**reliability undetermined**”) if specific factors are present – such as limited access to the data source, a wide range of data that cannot be examined with current resources, data limitations that prevent an adequate assessment, short time periods, the deletion of original computer files, or a lack of access to needed documents.
- Interviewed OEC’s staff and management on performance indicators, their processes and calculations, and use of their results.
- Conducted a survey and interviewed management to assess performance indicator input, process, and review controls.
- Examined OEC’s policies and procedures relating to our audit objectives.
- Compared OEC’s performance indicators in the Executive Budget Documents to the Louisiana Performance Accountability System (LaPAS).
- Obtained and analyzed performance indicator source data for accuracy and completeness, including database report coding.
- Analyzed method of calculation of performance indicators used by LDEQ for accuracy.
- Recalculated the performance indicators based on established calculation methodology.
- Reviewed LaPAS reported results for entry errors.
- Assessed performance indicator names and data for clarity.
- Calculated the percentage difference between the actual performance and reported performance; if the percentage difference was more than 5% we considered the value to be inaccurate.

## APPENDIX C: OEC PERFORMANCE DATA - RELEVANCY RESULTS

Performance Information		Aligned	Easy to Understand	Objectives are Measurable and Time-Bound	Outcome Indicator Exists for Each Objective
<b>Inspection Division (ID):</b>		<b>Mission:</b> The function of ID is to inspect facilities for compliance with their permits or other authorizations by the department (regulations or enforcement actions) and to respond to complaints.			
<b>Objective:</b> Through the Inspections Activity, inspect regulated facilities related to air emissions, solid and hazardous waste, waste tires, water discharges, radiation and asbestos statewide following procedures outlined in the Compliance Monitory Strategy in FY 2011-2012.		Yes	Yes	Yes	N/A
1.	Percentage of air facilities inspected (LAPAS CODE – 9756)	Yes	Yes	N/A	Yes
2.	Percentage of treatment, storage, and/or disposal hazardous waste facilities inspected (LAPAS CODE – 9757)	Yes	Yes		
3.	Percentage of solid waste facilities inspected (LAPAS CODE – 9758)	Yes	Yes		
4.	Percentage of major water facilities inspected (LAPAS CODE – 6886)	Yes	Yes		
5.	Percentage of significant minor water facilities inspected (LAPAS CODE – 6887)	Yes	Yes		
6.	Percentage of tire dealer facilities inspected (LAPAS CODE – 9759)	Yes	Yes		

Performance Information		Aligned	Easy to Understand	Objectives are Measurable and Time-Bound	Outcome Indicator Exists for Each Objective
7.	Percentage of radiation licenses inspected (LAPAS CODE – 9760)	Yes	Yes	N/A	Yes
8.	Percentage of x-ray registrations inspected (LAPAS CODE – 9761)	Yes	Yes		
9.	Percentage of mammography facilities inspected (LAPAS CODE – 9762)	Yes	Yes		
10.	Percentage of top-rated asbestos projects inspected (LAPAS CODE – 6882)	Yes	Yes		
<b>Objective:</b> Through the Inspections Activity, to monitor and sample 25% of the 481 named waterbody subsegments statewide annually.		Yes	Yes	Yes	N/A
11.	Percent of waterbody subsegments monitored and sampled (LAPAS CODE – 9751)	Yes	Yes	N/A	Yes
<b>Objective:</b> Through the Inspections Activity, to address 85% of reported environmental incidents and citizen complaints within 10 business days of receipt of notification.		Yes	Yes	Yes	N/A
12.	Percent of environmental incidents and citizen complaints addressed within 10 business days of notification (LAPAS CODE – 9764)	Yes	Yes	N/A	Yes

Performance Information		Aligned	Easy to Understand	Objectives are Measurable and Time-Bound	Outcome Indicator Exists for Each Objective
<b>Assessment Division (AD):</b>		<b>Mission:</b> The function of AD is to evaluate the overall quality of the air and water resources of the state and to respond to emergency situations, including those for radiation sources.			
<b>Objective:</b> Through the Assessment Activity, to assess and protect the general public's safety regarding ambient air analysis, the operation of nuclear power plants, the use of radiation sources and radiological and chemical emergencies statewide in FY 2011-2012.		Yes	Yes	Yes	N/A
13.	Percent of data capture from ambient monitoring equipment measuring criteria pollutants (LAPAS CODE – 23150)	Yes	Yes	N/A	Yes
14.	Percent of emergency planning objectives demonstrated (LAPAS CODE – 3672)	Yes	Yes		
15.	Process 97% of radioactive material applications for registration, licensing, and certification within 30 business days of receipt (LAPAS CODE – 9767)	Yes	Yes		
<b>Enforcement Division (ED):</b>		<b>Mission:</b> The function of ED is to ensure that the government, the private sector, and the public comply with federal and state laws designed to protect human health and the environment and sustain the environmental resources of the state.			
<b>Objective:</b> Through the Enforcement Activity, to increase compliance with environmental laws and regulations statewide by implementing a comprehensive enforcement process including regulatory awareness in FY 2011-2012.		Yes	Yes	Yes	N/A
16.	Percent of enforcement actions addressed within the prescribed timelines (LAPAS CODE – 9765)	Yes	Yes	N/A	Yes

Performance Information		Aligned	Easy to Understand	Objectives are Measurable and Time-Bound	Outcome Indicator Exists for Each Objective
17.	Percent of SWAT class invitees that will resolve their violation with no further enforcement action (LAPAS CODE – 23143)	Yes	Yes	N/A	Yes
<b>Underground Storage Tank and Remediation Division (USTRD):</b>		<b>Mission:</b> The function of USTRD is to protect the soil and groundwater resources of the state from unauthorized and historical releases to the environment from leaking underground storage tanks and other sources, such as old landfills and historical spills that occurred prior to environmental regulation. Remediation services investigate, evaluate, monitor, and clean up contamination.			
<b>Objective:</b> Through the Underground Storage Tanks and Remediation Activity, to investigate and clean up uncontrolled contamination and/or monitor ongoing cleanup of abandoned properties, active facilities, and underground storage sites; and to restore 335 sites by making them safe for reuse, available for redevelopment, and ensuring the integrity of the UST system by inspecting 20% of the UST sites.		Yes	Yes	Yes, measurable. No, time-bound.	N/A
18.	Number of sites evaluated and closed out (LAPAS CODE – 23147)	Yes	Yes	N/A	Yes
19.	Percentage of closed out sites that are ready for continued industrial/commercial/residential use or redevelopment (LAPAS CODE – 23697)	Yes	Yes		
20.	Cumulative percentage of General Performance Result Act (GPRA) facilities with remedies selected for the entire facility (LAPAS CODE – 22206)	Yes	Yes		
21.	Cumulative percentage of GPRA facilities with remedy completed or remedy construction completed for the entire facility (LAPAS CODE - 22208)	Yes	Yes		
22.	Percentage of registered underground storage tank sites inspected (LAPAS CODE – 3694)	Yes	Yes		

Performance Information		Aligned	Easy to Understand	Objectives are Measurable and Time-Bound	Outcome Indicator Exists for Each Objective
<b>Objective:</b> Through the Underground Storage Tanks and Remediation Activity, to direct the determination of the extent of contamination both laterally and vertically at sites with pollution and to protect the soil and groundwater resources of the state by reviewing 85% of the soil and groundwater investigation work plans and corrective action work plans received.		Yes	Yes	Yes, measurable. No, time-bound.	N/A
23.	Percentage of soil and groundwater investigation work plans reviewed (LAPAS CODE – 9773)	Yes	Yes	N/A	Yes
24.	Percent of soil and groundwater corrective action work plans reviewed (LAPAS CODE – 9774)	Yes	Yes		
<b>Source:</b> Prepared by legislative auditor’s staff using results from LaPAS.					

## APPENDIX D: USTRD PERFORMANCE DATA (within OEC) - RELIABILITY RESULTS First Quarter Fiscal Year 2012

Underground Storage Tanks and Remediation Division (USTRD) Objectives and Key Outcome Performance Indicators		Amount in LaPAS	Our Calculation	Variance	Assessment	Explanation
<b>Objective:</b> Through the Underground Storage Tanks and Remediation Activity, to investigate and clean up uncontrolled contamination and/or monitor ongoing cleanup of abandoned properties, active facilities, and underground storage (UST) sites; and to restore 335 sites by making them safe for reuse, available for redevelopment, and ensuring the integrity of the UST system by inspecting 20% of the UST sites.						
1.	Percentage of closed out sites that are ready for continued industrial/commercial/residential use or redevelopment (LAPAS CODE – 23697)	100%	100%	None	Reliable	This indicator is always reported as 100% because, by definition, all closed out sites are ready for continued reuse.
2.	Cumulative percent of General Performance Result Act (GPRA) facilities with remedies selected for the entire facility (LAPAS CODE – 22206)	47%	46.88%	-0.27%	Reliable	N/A
3.	Cumulative percent of GPRA facilities with remedy completed or remedy construction completed for the entire facility (LAPAS CODE – 22208)	38%	37.50%	-1.32%	Reliable	N/A

Underground Storage Tanks and Remediation Division (USTRD) Objectives and Key Outcome Performance Indicators		Amount in LaPAS	Our Calculation	Variance	Assessment	Explanation
4.	Percentage of registered underground storage tank sites inspected (LAPAS CODE – 3694)	4%	3.89%	-2.78%	Reliable with Qualifications	<ul style="list-style-type: none"> <li>• 8 records had incorrect dates that still fell in the appropriate quarter</li> <li>• 12 records had incorrect dates that should have been reported in previous quarters</li> </ul>
<b>Objective:</b> Through the Underground Storage Tanks and Remediation Activity, to direct the determination of the extent of contamination both laterally and vertically at sites with pollution and to protect the soil and groundwater resources of the state by reviewing 85% of the soil and groundwater investigation work plans and corrective action work plans received.						
5.	Percent of soil and groundwater investigation work plans reviewed (LAPAS CODE – 9773)	90%	95.08%	5.65%	Unreliable	<ul style="list-style-type: none"> <li>• OEC under-reported this indicator to LaPAS</li> <li>• 14 records had incorrect dates that still fell in the appropriate quarter</li> <li>• 6 records had incorrect dates that should have been reported in previous quarters</li> </ul>
6.	Percent of soil and groundwater corrective action work plans reviewed (LAPAS CODE – 9774)	84%	84.09%	0.11%	Reliable with Qualifications	<ul style="list-style-type: none"> <li>• 10 records had incorrect dates that still fell in the appropriate quarter</li> <li>• 2 records had incorrect dates that should have been reported in previous quarters</li> </ul>
<b>Source:</b> Prepared by legislative auditor’s staff using analysis results.						