

**PERFORMANCE PLAN**

**NAME** UST Section Manager

**DATE** May 25, 2004

**POSITION TITLE** Environmental Manager I

**AGENCY** Department of Environmental Quality, Division of Environmental Response and Remediation

**PREPARED BY**

**REVIEW PERIOD** July 1, 2004 to June 30, 2005

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**RESPONSIBILITY #1**

Manage the UST program, supervise and provide leadership for employees in the UST section.

**PERFORMANCE STANDARD**

- a. Demonstrate leadership by doing the right things, providing vision for the section which addresses the Mission and Vision of the DEQ. Lead by example.
- b. Quarterly, informally review staff performance.
- c. Prioritize tasks performed, with highest priorities determined based on DEQ Mission, Vision and Values, and appropriate tasks delegated to capable staff to assure completion of all assignments in the most timely manner.

**RESULTS OBTAINED**

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**RESPONSIBILITY #2**

Implement program goals and objectives for the UST section, and Division Strategic goals.

**PERFORMANCE STANDARD**

- a. Implement UST goals for UST section within time frames specified in Goals and Objectives document. Revise goals as necessary to account for evolving program needs. All goals will be met or alternate arrangements made in advance with branch manager.
- b. Revise and maintain UST section protocols. Revise protocol document and section training manual with new-revised protocols.

- c. Prepare quarterly reports on goal accomplishments by October 20, January 20, April 20, and July 20.

## **RESULTS OBTAINED**

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### **RESPONSIBILITY #3**

Oversee upgrading of the UST database

### **PERFORMANCE STANDARD**

- a. Oversee the implementation of the ACCESS UST database to meet the needs of the program.
- b. Oversee the function of the ACCESS coordination work group and assure that the group coordinates the functions of the sections involved with it's use.

## **RESULTS OBTAINED**

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### **RESPONSIBILITY #4**

Implement TQM principles in UST program.

### **PERFORMANCE STANDARD**

- a. Demonstrate a commitment to TQM and support for DERR and DEQ implementation of TQM.
- b. Demonstrate customer focus. Identify customer needs and address them through education, or if appropriate, innovative solutions to specific problems.
- c. Assure that section staff address customer needs by listening to their concerns, tactfully explaining limits of flexibility within the law, and negotiation a win-win solution to the problems.
- d. Abide by and support Department Operating Principles:
  - Recognize issues and conflicts as opportunities to build relationships.
  - Focus on results instead of on a "set" process.
  - Know and respect your audience. Keep the message SIMPLE.
  - Recognize and understand the strengths and limits, the abilities and resources of the people with whom we work.
  - EMPATHIZE. Seek to understand before you are understood.

- LISTEN, LEARN, ASK. What would you have us do?
- Be creative in finding cost-effective, timely, workable solutions.
- Fix the problem, not the blame.
- Involve others to solve problems.
- Partners share information, support, and accountability.
- FOLLOW UP! FOLLOW THROUGH!
- Recognize the needs of the people and the environment of Utah.

## **RESULTS OBTAINED**

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### **RESPONSIBILITY #5**

Implement an effective UST enforcement and compliance program.

### **PERFORMANCE STANDARD**

- a. Issue NAAs and orders; negotiate penalties appropriate to provide an incentive to owners of USTs to remain in compliance with regulations.
- b. Track effectiveness of various leak detection methods, including undetected releases, false alarms and inconclusive results.
- c. Implement penalty policy for substantially out of compliance facilities by April 30, 2005.

## **RESULTS OBTAINED**

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### **RESPONSIBILITY #6**

Develop negotiate and implement LHD contracts for FY05. Track progress of FY04 contracts.

### **PERFORMANCE STANDARD**

- a. Complete negotiation and development of FY2006 Local Health UST contract by June 30, 2005.
- b. Implement an effective method to track work done by LHD under contract. Direct work under contract to utilize LHD staff and expertise in the most effective manner.
- c. Provide direct feed back to Environmental Health Managers on their progress in meeting contract requirements.

## **RESULTS OBTAINED**

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### **RESPONSIBILITY #7**

Provide education and technical assistance to owners and operators.

**PERFORMANCE STANDARD**

- a. Oversee use of Tank Farm training facility and scheduling for training.
- b. Conduct owners/operator's conference or other appropriate outreach to train O/O on UST requirements, and specifically on leak detection requirements.
- c. Participate in public meetings with regulated public or program shareholders as they are scheduled.

**RESULTS OBTAINED**

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**RESPONSIBILITY #8**

Other duties as assigned.

**PERFORMANCE STANDARD**

- a. Performance as agreed between employee and supervisor.

**RESULTS OBTAINED**

**PERFORMANCE PLAN**

**FOR:**

**DATE: May 25, 2004**

Provisions of the performance plan may be changed by mutual agreement between employee and supervisor.

All activities, decisions, and public interactions performed by employees in the Tank Branch must be made within the framework of the Departments Mission, Vision and Values. These are the guiding principles for all work done within the Tank program.

Exemplary performance as a leader is doing the right things right, demonstrating leadership by example, by applying TQM principles in daily activities, and above all, demonstrating quality leadership by providing a working environment where people can become motivated.

Exemplary performance will be based on the following criteria:

- a. Extraordinary competence in performing assigned functions.
- b. Creativity in identifying problems and devising workable, cost-effective solutions.
- c. Excellent relationship with and commitment to serve the customers.
- d. Commitment to economy and efficiency in government.
- e. Positive customer service feedback.
- f. Planning and effectiveness by demonstrating consistent patterns of achieving standards addressed in the employees performance plan.
- g. Utilized Quality principles.
- h. Demonstrates innovation in the decision making process to enhance department goals and objectives.
- i. Demonstrates positive attitude, teamwork, initiative, and self motivation.
- j. Demonstrates leadership, creativity, dependability, and a positive work ethic.
- k. Process identification and process improvement.

SIGNATURE:

DATE:

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