I. Contaminated LUST sites will be cleaned to levels that are protective of human health and the environment.

Measures:

a. Review and closeout 130 LUST sites between July 1, 2005 and June 30, 2005. CPMH5

STATUS: 109 LUST sites closed

b. Develop project schedules for state lead sites. Proceed according to project schedules toward site cleanup and closure.

STATUS: Sites are proceeding according to projected schedules and budgets.

c. Increase the percent of confirmed LUST sites cleaned up and closed out.

STATUS: 88.9% of all confirmed releases have been closed.

d. Monitor and evaluate the impact of MTBE on groundwater in Utah


II. Prevent releases of hazardous and toxic substances into the environment

Measures:

a. For all subgoals under this goal, update report on progress towards goal quarterly. CPMH2H5

STATUS: Ongoing

b. Conduct or insure completion of leak detection inspections at 100% of the facilities throughout the state by June 30, 2005.

STATUS: 97% of facilities inspected
c. 80% of inspected facilities in substantial compliance with leak detection requirements after 60-day inspection follow-up.  

**STATUS:** 81% of inspected facilities in substantial compliance with leak detection

d. 90% of inspected facilities in substantial compliance with operational requirements after 60-day inspection follow-up.

**STATUS:** 88% of inspected facilities in substantial compliance with operational requirements

e. Identify facilities that remain in non-compliance with release detection & operational requirements two months after the inspection date and initiate appropriate compliance actions.  

**STATUS:** Notice of Intent to Revoke and Orders sent as needed.  
592 speed memos  
58 Notice of Intent to Revoke  
35 Orders

f. 95% of operational facilities have current Certificate of Compliance by June 30, 2005.

**STATUS:** 96.4% of all facilities have a Certificate of Compliance

g. Track effectiveness of various leak detection methods, including undetected releases, false alarms and inconclusive results.

**STATUS:** Data collected as part of inspections and spill reports

III. Program development and continuous improvement for efficient and effective cleanup of LUST sites

**Measures:**


**STATUS:** UST enforcement actions prioritized at least quarterly

b. Meet with stakeholder groups, i.e., UST Advisory Task Force

**STATUS:** Met with PST Fund consultants, UST Advisory Task Force, and hosted the 14th Annual State Fund Administrators Conference.
c. Process claims through Executive Secretary (UST) signature within 30 days of receipt.

**STATUS:** *Average PST Fund processing time is 30 days.*

b. To cost recover state money used to investigate, abate and/or cleanup LUST sites, where the RP is unknown, unwilling, and/or unable, increase the number of cost recovery actions initiated, funds recovered, and settlement agreements completed from the previous fiscal year.

**STATUS:** *Total of $1,685,144 collected during fiscal year. Staff worked with AG’s office on the finalization of several consent agreements.*

c. By March 1, 2005, develop a guidance document for project managers on the use of Natural Attenuation at LUST sites.

**STATUS:** *Public comments received and evaluated. Document finalized and available on web site.*

IV. Employees

1. Provide employees clear guidance and direction to successfully fulfill their responsibilities.

   **Measures:**


   **STATUS:** *Standard completed*

   b. Conduct informal 1 on 1 performance evaluations quarterly for all staff to discuss status of assigned projects to provide feedback and direction. Formal review by June 30, 2005.

   **STATUS:** *Informal reviews performed on an on-going basis*

V. Implement measures to allow for employee development

   **Measures:**

   a. Develop a training needs list by October 1, 2004.

   **STATUS:** *Standard completed. 21 out of state training opportunities occurred throughout the year.*
b. Recognize staff for specific exemplary performance in customer service, individual task accomplishments, teamwork, and support for Department Mission, Vision, and Operating Principles.

**STATUS:** 7 Class Awards, 31 On-the-Spot Awards, 10 Shirts, and 5 Administrative Leaves were granted

c. If funding allows, provide training for all employees, appropriate to experience and need of each person, and provide at least one training opportunity for each staff member by June 30, 2005.

**STATUS:** Out of state and in state training opportunities were offered during the year

VI. Customer service

1. Improve customer service by conducting proactive public communication and education activities.

   **Measures:**


   **STATUS:** Standard met. Issues published in September and April.

   b. Each project manager will perform 15 site visits to LUST sites in order to provide customer assistance to owners.

   **STATUS:** 203 site visits performed during the fiscal year

VII. Determine and evaluate budgetary requirements to manage a viable UST program

   **Measure:**

   a. Complete budget for staffing, equipment, travel and organizational needs by November 11, 2004. Review budget status within 30 days after the end of each quarter.

   **STATUS:** Budget reviewed monthly

VIII. Enhance policy makers’ (Legislature, other Elected Officials, and Boards) Understanding of Environmental Issues

1. Keep the Solid and Hazardous Waste Control Board informed of important and relevant information regarding the UST program

   III-31
Measures:

a. At each SHWC Board meeting, prepare relevant information for Board members on environmental policy issues.

**STATUS:** Tank updates provided monthly to the Board

IX. Coordination with local health departments (LHD) and local governments

1. Provide adequate oversight of local health departments.

**Measures:**


**STATUS:** Contract reviewed in person with each LHD


**STATUS:** Inspector training held November 3, 2004, and March 14, 2005. Staff continues to provide one-on-one leak detection training for LHD inspectors on an ongoing basis.