



# Compliance Assistance

Summary - Regional  
Focus Groups

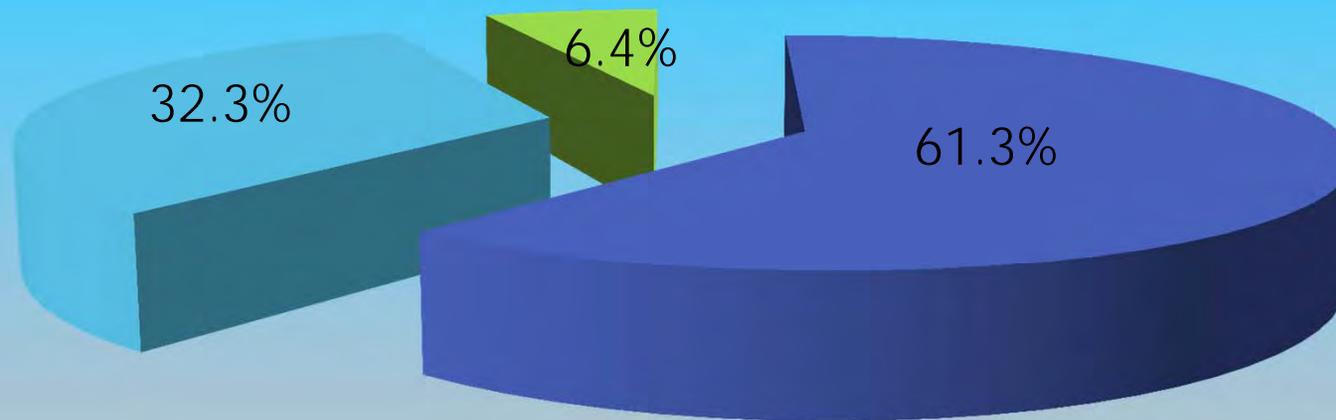
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## 5 Focus Groups – Sept 11-25

- Springfield
- Kansas City
- Macon
- Jefferson City
- St. Louis

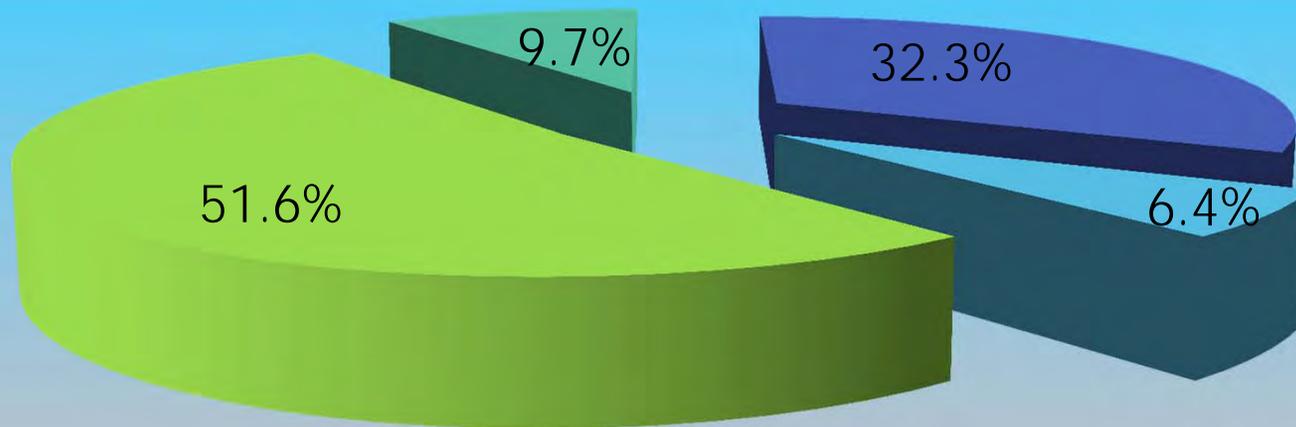
31 Participants

# Contact with DNR



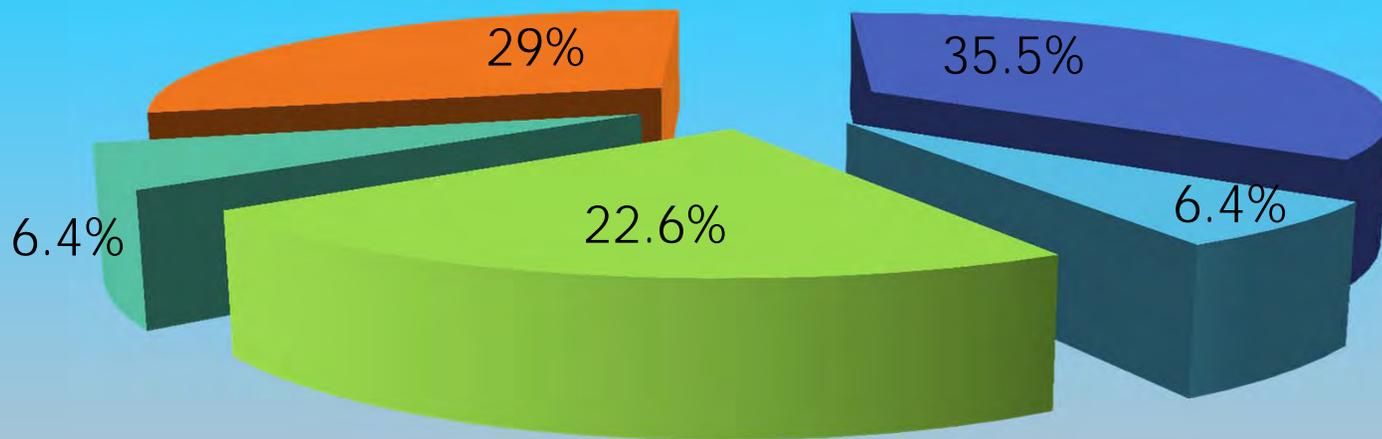
■ Regular contact    ■ Occasional contact    ■ No contact

# Contact with DNR



■ Positive ■ Negative ■ Both ■ N/A

# # Permits



■ No permits

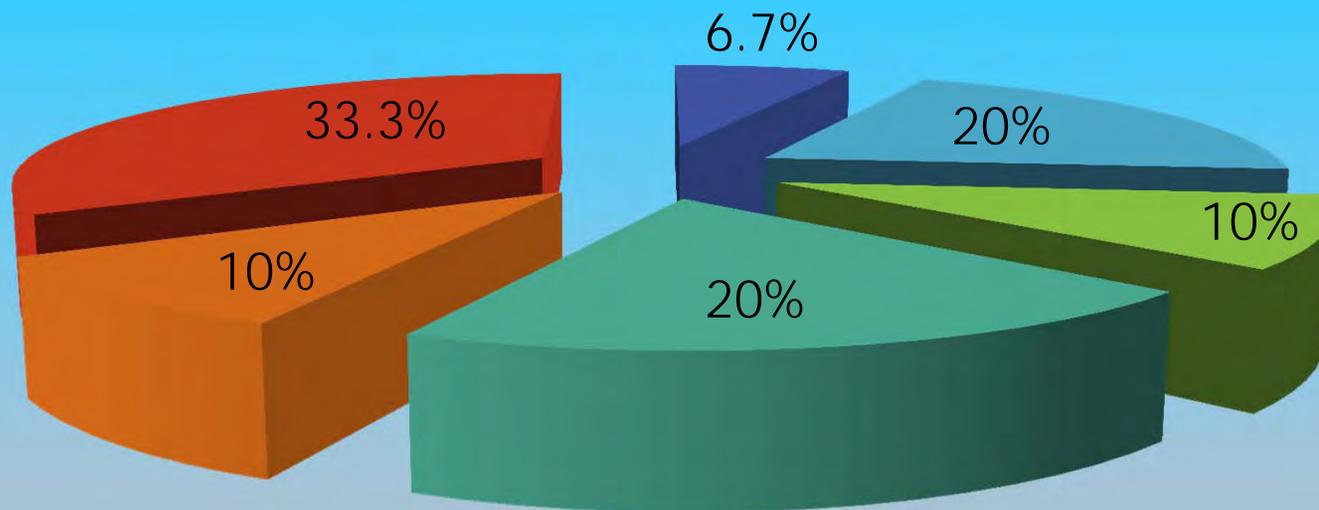
■ 2-3 permits

■ More than 5 permits

■ 1 permit

■ 4-5 permits

# Sector



■ Municipal/county – elected

■ Municipal/county – employee

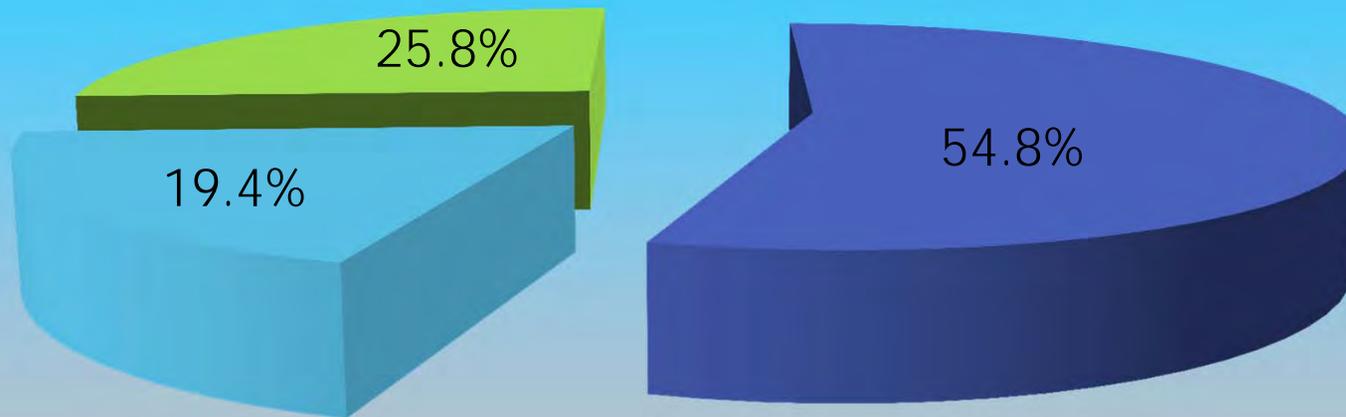
■ Agriculture

■ Manufacturing

■ Consulting

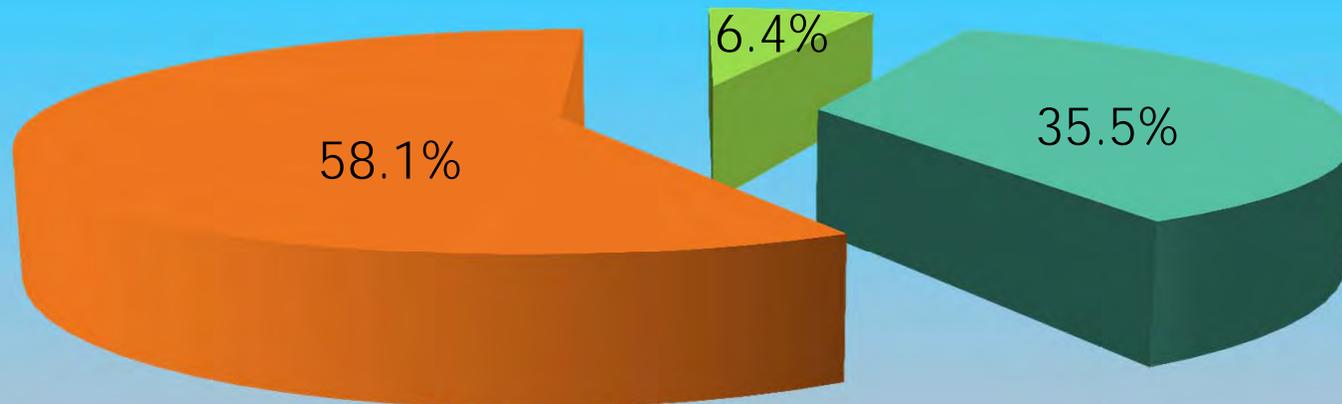
■ Other

# Term "Compliance Assistance"



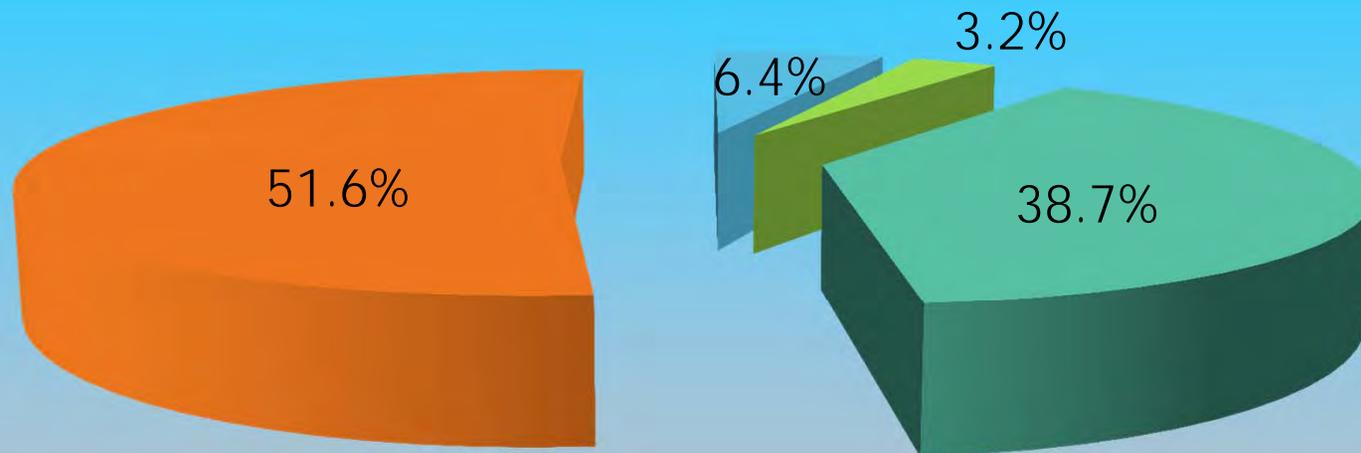
■ Yes ■ No ■ Maybe

# Access to Information – 93.5%



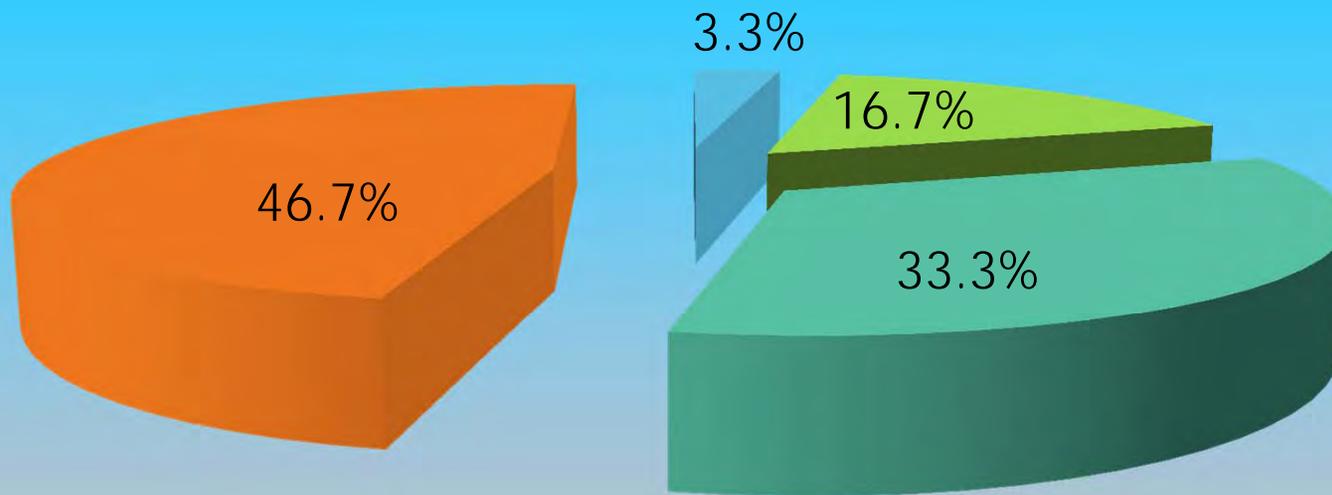
- Not at all useful
- Not very useful
- Somewhat useful
- Useful
- Extremely useful

# Technical Assistance – 90.3%



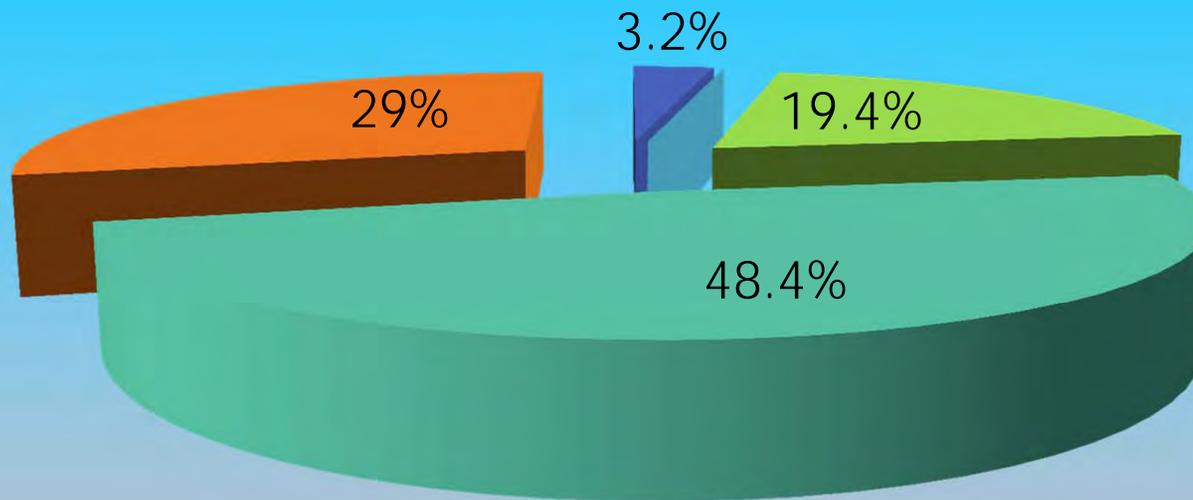
- Not at all useful
- Not very useful
- Somewhat useful
- Useful
- Extremely useful

# Help with Permits – 80%



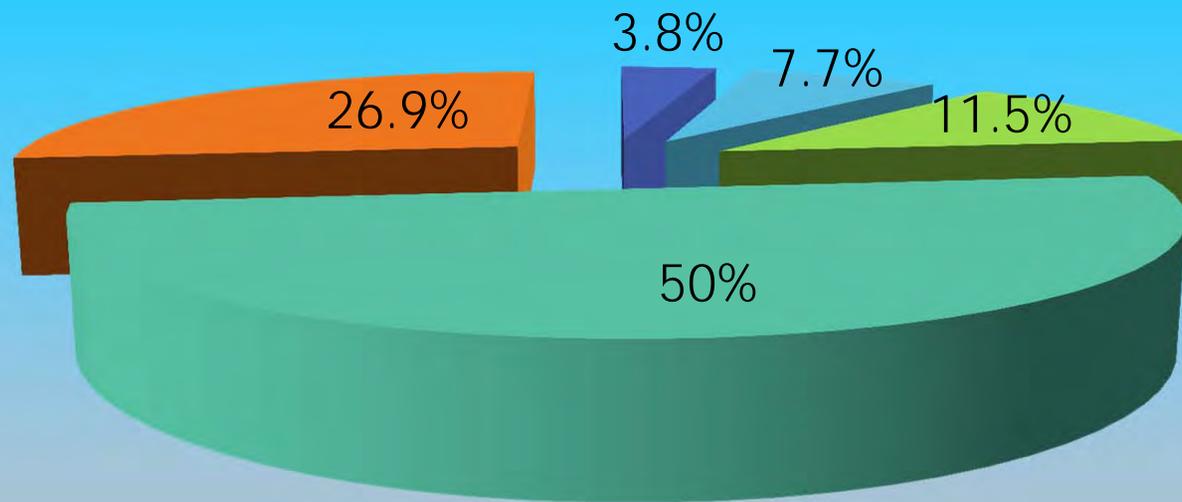
- Not at all useful
- Not very useful
- Somewhat useful
- Useful
- Extremely useful

# Training – 77.4%



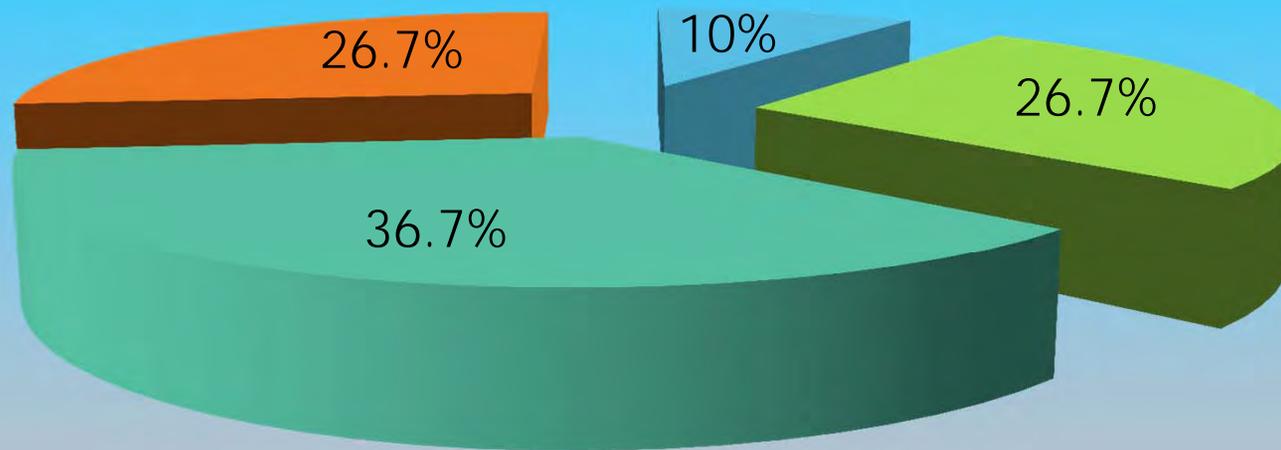
- Not at all useful
- Somewhat useful
- Extremely useful
- Not very useful
- Useful

# Planning Assistance – 76.9%



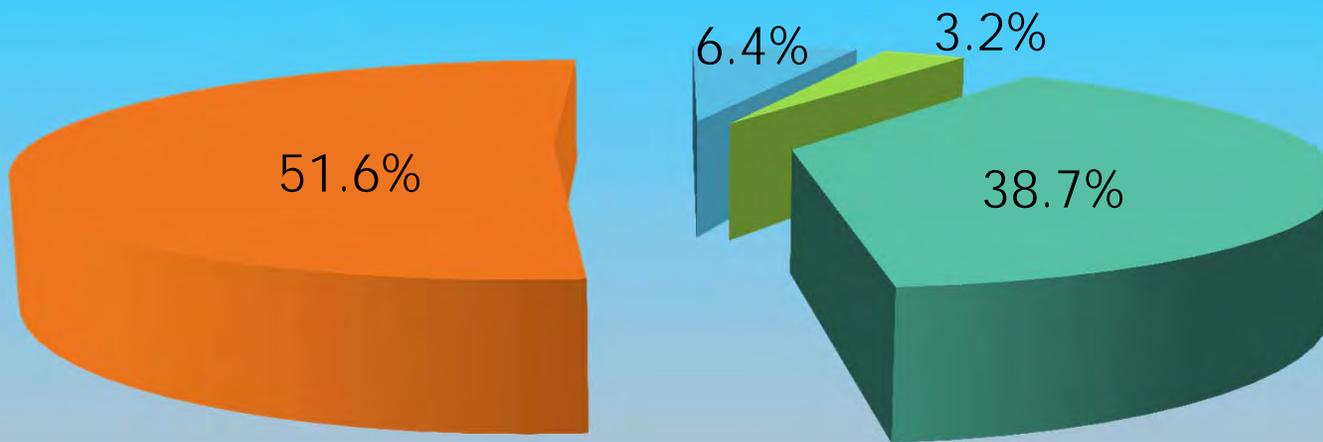
- Not at all useful
- Somewhat useful
- Extremely useful
- Not very useful
- Useful

# Help with reporting documents – 63.3%



- Not at all useful
- Not very useful
- Somewhat useful
- Useful
- Extremely useful

# Financial Assistance – 61.3%



- Not at all useful
- Somewhat useful
- Extremely useful

- Not very useful
- Useful

## Access to Information

### Website

keep info current

live chat

org chart - who to contact about what

questions to direct you to information

publicize systems and processes

information about new technology - unbiased pros and cons

Community-specific portal (to all permits)

add mapping to online submittals

ability to submit data online (with caveats)

FAQs

### People

liaison /case worker - one point of contact to help coordinate with all divisions

ability to contact subject matter expert/technical expertise without fear of reprisal

smoother transition for client when DNR retirement or job change

advocate - someone to go to if having issues with a person/process

hotline - ability to get an answer without having to hire a consultant

combination of TAP and ombudsman approach

### Other info

guidesheets for solutions

better heads up on upcoming EPA rules;

upcoming regs changes

hold meetings via web where possible

Information on WHY as well as what

grant deadlines and other Financial assistance info

opportunity to review proposed regs before public notice

"Did you know" bullets in assn newsletters

## Processes

### Permit processes

simplify renewal forms/processes

Exemptions for emerging regulations

Bilateral - collaboration in permit development

simplify permitting process

online data submittal

standardize permit naming conventions

Leeway on permit requirements

### Technical assistance

DNR help define path to compliance using affordable, realistic solutions

bilateral - collaboration in corrective action timelines; flexibility

Equipment "rental"

informal meetings to pitch ideas

Help communities prioritize

### Rule-making

involve affected parties up front; get their input on ramifications/unintended consequences

### Enforcement

Minimize formal actions e.g LOW, NOV, when intent to comply is there

### Other

Integrate ca into all phases of DNR

Well communicated, written, clearly defined processes

Timely response critical for business

## Barriers

Fear of penalties

Response time is too long,  
especially when just need  
advice

Financial constraints

Unclear and incomplete  
answers

Inconsistency between  
regional offices

Anonymous complaints

Don't know who to contact

## Drivers

Formalize and publicize  
assistance processes

Advertise "Assistance  
First"

Better explanation of DNR  
motives

Success story examples

Service oriented

Protection from immediate  
enforcement when  
conducting self  
audits/identify problems

Knowing who to contact

Additional comments through October 15:

[www.surveymonkey.com/s/assistance.com](http://www.surveymonkey.com/s/assistance.com)