

<i>Category</i>	<i>Subcategory</i>	<i>Suggestion</i>
Agriculture	Agriculture (AFO, CAFO)	
Agriculture	Animal waste programs	
Agriculture	CAFOs	
Agriculture	Pesticides	
Compliance		Base enforcement on offensiveness---fewer cases/more important ones
Compliance		CC&P
Compliance		compliance assistance approach vs enforcement – separation of staff
Compliance		Enforcement (4)
Compliance		Ensure inspections are based on permit only
Compliance		Give NOVs warning like the do in Air
Compliance		Regional/CO enforcement consistency
Compliance		Sewage outfall compliance
Customer Service	Communication	Change public notice process—notify applicant
Customer Service	Communication	Communicate when changes happen
Customer Service	Communication	Customer education
Customer Service	Communication	Discuss engineering projects before sending in CP applications
Customer Service	Communication	e-mail discussion group
Customer Service	Communication	Have regional offices hold quarterly meetings for regulated community
Customer Service	Communication	Improve communication between applicant and reviewer
Customer Service	Communication	Improve internal & external communications by eliminating 'turf'—everyone work to solve problems
Customer Service	Communication	It is critical to have staff available to answer the questions that pertain to the job they do, in addition to management
Customer Service	Communication	More meeting/site visits
Customer Service	Communication	Notify all permit holders, and/or other stakeholder groups, of proposed changes---written in simple, clear language
Customer Service	Communication	Simplification of materials explaining rules & regs and how to comply
Customer Service	Consistency	Announce regional differences—post on web
Customer Service	Consistency	Assure state-wide/program-wide consistency
Customer Service	Consistency	Checklist/model documents
Customer Service	Consistency	Consistency between regional office and central office
Customer Service	Consistency	Consistency between regions
Customer Service	Consistency	Consistency between state and RO
Customer Service	Consistency	Consistency—begin with regions & central office within program
Customer Service	Consistency	Create policy that ensures consistency at all levels—regional and program—then decentralize
Customer Service	Consistency	Employee training to enhance consistency
Customer Service	Consistency	Make SOPs available to the public (e.g. on web)
Customer Service	Data Accessibility	Make water quality data public
Customer Service	Timeliness	Permitting is holding up approval of facility review—Odessa, Davis Creek—TMDL study, poor communication with city/facility staff
Customer Service	Timeliness	Plan reviews/approval in timely manner
Customer Service	Timeliness	Timeliness with permit issuance (4)
Customer Service	Web Communication	Allow applicants to complete permit apps electronically
Customer Service	Web Communication	Better search engine on the web
Customer Service	Web Communication	Improve web site
Customer Service	Web Communication	Improve website configuration and accessibility
Customer Service	Web Communication	Make info available on the web

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Customer Service	Web Communication	Make sure web info is always current (if the new forms aren't on the web yet, don't start using them)
Customer Service	Web Communication	More FAQs on web site
Customer Service	Web Communication	Need electronic discharge monitoring reports
Customer Service	Web Communication	Online permit tracking
Customer Service	Web Communication	On-line tracking of permits
Customer Service	Web Communication	Redesign website to be more user friendly
Customer Service	Web Communication	Suggestion box on the web site
Customer Service	Web Communication	Use internet more effectively so people can get info consistently and reliably
Customer Service		Allow regional offices to conduct plan reviews
Customer Service		Be flexible
Customer Service		Careful implementation of D. Childers "decentralization" initiative
Customer Service		Conference call instead of travel
Customer Service		Design programs to serve the majority who seek to comply, not the few who seek to evade
Customer Service		Focus on customer satisfaction—define customers and their needs—permit turnaround, complaints, investigation
Customer Service		Improve customer relations
Customer Service		Improving customer service
Customer Service		More accountability—failure to implement agreed upon resolutions
Customer Service		Re-establish credibility
Customer Service		Reviews done in receipt of order
Customer Service		Seemingly arbitrary regulatory decisions
Customer Service		State agencies should be less adversarial
Customer Service		Technical assistance
Customer Service		Timeliness (3)
Customer Service		Transparency of process
<b>Funding</b>		
Funding		Fees/Funding(4)
Funding		Financial services
Funding		Grant opportunities(2)
Funding		SRF coordination w/CDBG and USDA/RD
Funding		SRF Funding(2)
<b>Industrial Issues</b>		
Industrial Issues		I'm concerned that I want to address industrial issue and we will "waste" time on municipal issues. Any way to divid/separate where appropriate?
<b>Internal Process</b>		
Internal Process	Staff Performance	Better staff training
Internal Process	Staff Performance	Develop motivation for staff to do things timely—reward good performance; punish poor performance
Internal Process	Staff Performance	Develop SOPs & train staff
Internal Process	Staff Performance	Ensure highly qualified staff by having specific job descriptions
Internal Process	Staff Performance	Performance measures for staff based on outputs
Internal Process	Staff Performance	Put tech assistance responsibility on all staff
Internal Process	Staff Performance	Staff accountability
Internal Process	Staff Performance	Staff needs experience in private sector to fully understand 'reality'—suggest employee exchange, teaming up
Internal Process	Staff Resources	Staff up to meet work demands
Internal Process	Staff Resources	Staffing at DNR – filling needs
Internal Process	Staff Performance	Consistent and ongoing training across regional offices
Internal Process		Eliminate the merit system
Internal Process		Improve internal communications

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Internal Process		Kaizen should be applied to all departments
Internal Process		Push decisions of signatory authority down in the organization
InternalProcess		Separating enforcement from branch chief duties
Outsourcing		Allow more private contracting for services during staff shortages
Outsourcing		Contract out permit reviewing
Outsourcing		Contract reviews
Outsourcing		Farm out simple inspections to prevent delays—cost money, holds up work
Outsourcing		More outside help
Outsourcing		Outsource (not 100% agreement on this)
Outsourcing		Outsource permit reviews
Outsourcing		Use consultants for writing/review of permits and wq review sheets
Permit Process		Land disturbance
Permit Process		Small facility issues
Permit Process	Clear Requirements	Changes to guidance posted and highlighted
Permit Process	Clear Requirements	Clear requirements for permitting
Permit Process	Clear Requirements	Construction permit requirements (2)
Permit Process	Clear Requirements	Critical path calendars
Permit Process	Clear Requirements	Ensure permit conditions are based only on regulatory requirements
Permit Process	Lagoons	Draft guidance for lagoon systems
Permit Process	Lagoons	Lagoon limits
Permit Process	Lagoons	Lagoons
Permit Process	Lagoons	Lagoons as an option
Permit Process	Timeliness	Expedite small flow permits
Permit Process	WQRS	Basis for WWTP effluent limits
Permit Process	WQRS	Training/guidance on review process
Permit Process	WQRS	Water quality based permitting
Permit Process	WQRS	Water Quality Review/WQRS (8)
Permit Process		“Beyond Compliance” (EMS?)
Permit Process		303d limits on permits\
Permit Process		Accept P.E certified materials
Permit Process		Alternative technologies
Permit Process		Better use of general permits
Permit Process		Design regs
Permit Process		Do permits on a watershed basis
Permit Process		Have info available by watershed that applicants can plug into to get a general idea of what permit limits will be for their facility
Permit Process		Issues affecting POTWs/pretreatment
Permit Process		Lagoon systems
Permit Process		No changes to limits during construction
Permit Process		NPDES permitting (3)
Permit Process		Permit by exception
Permit Process		Permit limits
Permit Process		Permit process (4)
Permit Process		Permit review
Permit Process		Permits by rule & GPs

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Permit Process	Permitting (9)	
Permit Process	Permitting by region	
Permit Process	Pre-approve some technologies	
Permit Process	Procedure changes in permitting	
Permit Process	Reasons for permits	
Permit Process	Roll storm water permits in with CP process	
Permit Process	Set limits based on load (mass Limits) especially for small communities	
Permit Process	simplify permits	
Permit Process	Stormwater permitting/control	
Permit Process	Stormwater reg implementation (permit limit establishment)	
Permit Process	Timeline for issuing NPDES permits, esp. for wastewater treatment facilities	
Permit Process	Update design guide—wastewater	
Permit Process	WWTP effluent utilization	
Policy	Opportunities for Input	Greater use of stakeholder process
Policy	Opportunities for Input	Have public input on changes such as revised forms
Policy	Opportunities for Input	Increased use of stakeholder groups
Policy	Opportunities for Input	More stakeholder input on issues that affect communities—I.D. target audience—perhaps electronic distribution to city clerks
Policy	Opportunities for Input	Publish regulatory agenda a year in advance
Policy	Opportunities for Input	Share rulemaking guidance
Policy		cost control
Policy		Exercise discretion in favor of Ec development and jobs
Policy		Interaction/purpose of CWC
Policy		State basis of decisions
Prioritization		Align state and fed objectives
Prioritization		Eliminate low value-added work
Prioritization		Focus on fundamentals—clean water, real risk
Prioritization		Focus on highest priorities, eliminate unproductive activities, reduce travel time
Prioritization		Focus on priorities—follow through to implementation
Prioritization		Prioritize enforcement, spend less time on piddly stuff
Prioritization		Prioritize resources
Prioritization		Reducing amount of work program does so you can focus on what really matters
Prioritization		Skip the stuff not in CWA
Prioritization		Triage reviews—return incomplete apps
Public Drinking Water		Drinking water designation
Public Drinking Water		DW Quality in distribution systems
Public Drinking Water		Groundwater rule (2)
Public Drinking Water		I know USEPA is starting to pay attention to water age in distribution and storage. MDNR-PDWB needs to be on top of the issue, as it is critical to mod
Public Drinking Water		Public Drinking Water Issues
Public Drinking Water		Public drinking water lab support
Public DrinkingWater		SDWA update
Regulatory Agenda		Fiscal impacts of regs
Regulatory Agenda		General legislative, Regulatory & policy changes/future directions/trends (including EPA) (18)

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Regulatory Agenda		How are regulations developed & finalized in MO?
Regulatory Agenda		Mo regs updated regularly (they initially follow a national policy & then not be updated as national policy is)
Regulatory Agenda		Rule changes
Regulatory Agenda		Science of reg development
Regulatory Agenda		WQS setting process
Rural issues		Rural issues
Rural issues		Rural problems meeting regs
State Authority		Current perception is we're all confused on how regulations are developed & made final so we just let Mo Coalition for the Environment and EPA drive
State Authority		EPA interaction (DNR should initiate, not react to EPA & MO Coalition)
State Authority		Interaction with EPA and surrounding states
State Authority		Interaction with other depts. (MDC)
State Authority		Interagency cooperation
State Authority		Maintaining state primacy for water programs
State Authority		Missouri's WPCP needs to grab hold of its own destiny and authority. Perception is that its easier (safer) just to let EPA call the shots. That's a disservice
Water Quality Policy	303(d)/TMDLs	303d list (9) De-listing/how & when
Water Quality Policy	303(d)/TMDLs	Identify and justify reason for 303d listing
Water Quality Policy	303(d)/TMDLs	Impaired waters/TMDLs
Water Quality Policy	303(d)/TMDLs	TMDL, disinfection
Water Quality Policy	303(d)/TMDLs	TMDLs (6)
Water Quality Policy	303(d)/TMDLs	Wasteload allocations
Water Quality Policy	303(d)/TMDLs	WQS/TMDLs
Water Quality Policy	Anti Deg	Anti-degradation
Water Quality Policy	Anti Deg	Tier I, II and III streams
Water Quality Policy	Anti Deg	Timing for WQ Standards review
Water Quality Policy	Disinfection	Disinfection (3)
Water Quality Policy	Disinfection	Fishable/swimmable
Water Quality Policy	Disinfection	TMDL, disinfection
Water Quality Policy	Disinfection	UAAs (14) (protocol, training)
Water Quality Policy	Disinfection	WBC (2)
Water Quality Policy	Disinfection	WQS/UAA
Water Quality Policy	Nutrients	Future plans for Mo nutrient criteria
Water Quality Policy	Nutrients	Nutrient standards
Water Quality Policy	Nutrients	Nutrient standards
Water Quality Policy	Nutrients	Phosphorus WQ standard
Water Quality Policy	WQ General	Risk-based WQS
Water Quality Policy	WQ General	Site-specific WQ standards
Water Quality Policy	WQ General	Water quality (12)
Water Quality Policy		Air deposition standards
Water Quality Policy		Applicability of WET test species
Water Quality Policy		Modification of site-specific water quality criteria
Water Quality Policy		Wetlands
Water Quantity		Groundwater depletion

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Water Quantity	Water rights	
Watershed	Cumulative impacts to watershed	
Watershed	Stream management	
Watershed	Watershed management planning (4)	
Wet Weather Issues	Blending	
Wet Weather Issues	CSO/SSO (2)	
Wet Weather Issues	Sanitary sewer overflows	
Wet Weather Issues	Stormwater requirements	
Wet Weather Issues	Stormwater runoff (3)	
Wet Weather Issues	Wet weather (2)	
	(Back?) Down the requirements of the program	
	Adhere to manuals	
	Better data management	
	Biosolids	
	Bring back JCRO	
	Collaborative solutions	
	Conformance w/ federal rules/policies	
	Cost to declining communities is a major problem—population is too small to absorb costs	
	Develop universal databases to improve efficiency—avoid duplications	
	Developing scientifically-based aquatic mitigation guidelines that can be promulgated by CWC	
	Forum is a good move	
	Give programs back to EPA	
	Having a break at 60-90 minutes is a must for a successful and interesting seminar or forum	
	Having lunch on-site is a good idea	
	Implement administrative penalties	
	Industry interaction	
	Monitoring (6)	
	Most of your constituents don't get to separate water regs from other regs. We have to do it all together. How can we do that?	
	Need to re-evaluate entire program occasionally	
	Offer training with professional credits	
	PBR	
	Prefer certified engineer list	
	Proactive policy work and operations	
	Promote regional reviews	
	Put funding back on the applicant	
	Reg requirements	
	Replace/increase historic/technical capacity	
	Residuals	
	Smart growth	
	Utilize data from permittees	
	Wastewater lab certification	
	Write permits, regs etc so they can be understood	
	Yes. Predictably slow	