

Clean Water Activities
Key Performance Indicators

Outreach and Assistance – Financial Assistance Services			
	FY09	FY10	FY11
Communities participating in the Wastewater Infrastructure Loans and Grants Program	32	42	18
Number of loans and grants awarded for Wastewater Infrastructure	36	116	23
Total loan and grant amount awarded for wastewater infrastructure	\$70,005,010	\$285,912,318	\$140,280,216
The number of communities participating in the State's Infrastructure Loans and Grants programs in FY2010 included the American Reinvestment and Recovery Act grants and loans awarded.			

Permitting Services			
	FY09	FY10	FY11
Number of wastewater and storm water permits	12,327	13,080	13,536
Number of water pollution control permit actions (new, modified, renewed, terminated)	4,119	3,723	3,850
Percent of 60-day operating permits issued within statutory deadlines	91%	73%	94%
Percent of 180-day operating permits issued within statutory deadlines	80%	70%	99%
Percent of new construction permits issued within statutory deadlines	97%	93%	99%
Permits are cyclical in nature. Each fiscal year can include expiration and renewal of master general permits that can vary widely in the number of associated general permits. There are several factors that contribute to the fluctuation in the number of permits issued within statutory timeframes including staffing levels, staff experience and the quality of permit documentation received. In addition, staff had to resolve EPA objections to a number of permits prior to issuance (those permits have been issued). During FY2010, staff time dedicated to efforts designing the new database for Missouri permit and water quality data (MoCWIS) also contributed to the fluctuation of permits issued within statutory timeframes.			

Wastewater Operator Certification Services			
	FY09	FY10	FY11
Active Wastewater Facility Operator Certifications	2,742	2,761	2,877
Wastewater Operator Certification Exams Administered	690	685	602
Individuals attending Drinking Water and Wastewater Operator Training Courses	14,000	13,292	14,084
We are unable to separate drinking water from wastewater attendees at trainings.			

Inspection and Compliance Evaluation Services			
	FY09	FY10	FY11
Number of wastewater and storm water permits	12,327	13,080	13,536
Inspections of permitted facilities	2,476	2,991	1,977
Compliance Rate of Inspected Facilities	84%	86%	86%
Letters of Warning	2,252	3,343	2,991
Notices of Violation	447	1,041	1,136
Settlements	18	41	76
Referrals	23	68	37
Beginning in FY2010, LOWs and NOVs were issued for non-payment of statutory fees, which accounts for the increased number of those actions.			

Investigation Services			
	FY09	FY10	FY11
Environmental Concerns Reported and Investigated (includes all media, e.g., wastewater, solid waste, air)	4,039	3,438	2,880

Environmental Project Management and Oversight Services			
	FY09	FY10	FY11
Total Maximum Daily Loads (TMDLs) Submitted	10	26	14
Total Maximum Daily Loads (TMDLs) Approved	3	19	14