

## **Business and Industry Kitchen Cabinet Meeting Agenda**

### **10:00 – 3:00 7/10/15**

Sara welcomed the group and noted the importance of these meetings to the department. She encouraged everyone to offer their suggestions and comments.

Becky Weber, from Region 7 EPA, noted the EPA's efforts on Lean in government and saluted the department's efforts in this area. She then discussed some of the news from EPA, including the new Clean Water Rule, progress on a variety of air-related topics and some of their efforts on data compilation.

Leanne Tippett Mosby discussed the progress on Missouri's plans for the new air rules and thanked those present for their support during recent fee discussions.

Andrea Balkenbush then summarized the department's new strategic framework and noted that a shortened version would soon be available. This was requested by many of those present and the department promised to send to Kitchen Cabinet members when complete.

Steve Feeler described some of the department's efforts to provide compliance assistance to new businesses and to standardize and make more efficient the post-inspection process. The department wants to promote companies' ability to avoid enforcement by returning to compliance while allowing the department staff to focus more time on serious issues that threaten human health and the environment.

Mary Mulhearn summarized the recent legislative session and noted that the Governor would be acting on many bills during the next few days.

### **Customer Services Questions**

#### **What DNR services or products do you or those you represent use?**

- Permits
- Determinations (whether or not permit is needed)
- Information
  - Technical
  - Problem solving
  - Guidance
  - Education and training opportunities
- Advocates on behalf of Missouri to EPA
- Inspections
- Forums

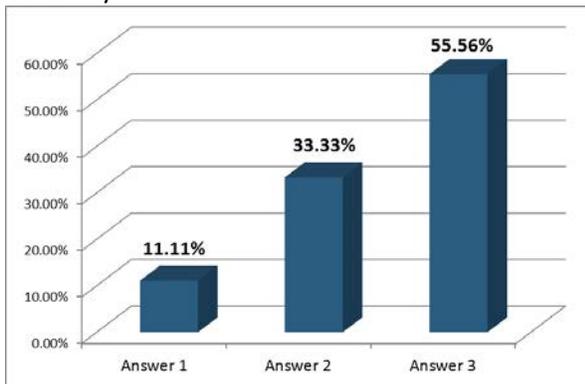
Would like DNR to provide

- Development officer (DNR does this with new businesses)
- Consistent application of rules
- Expanded e-permitting (e.g. relocation permits)

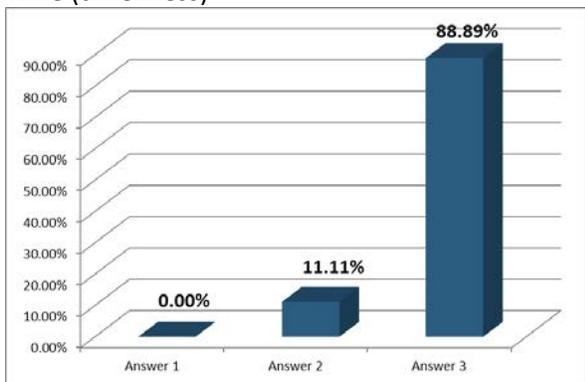
**What attributes or values are important in the delivery of those services?  
How important is each of these attributes to you?**

**1=low  
2=medium  
3=high**

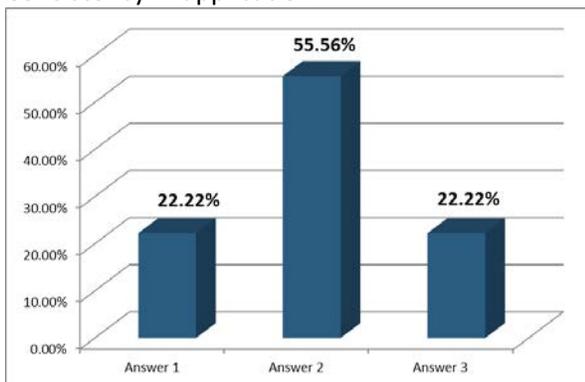
**1. Certainty**



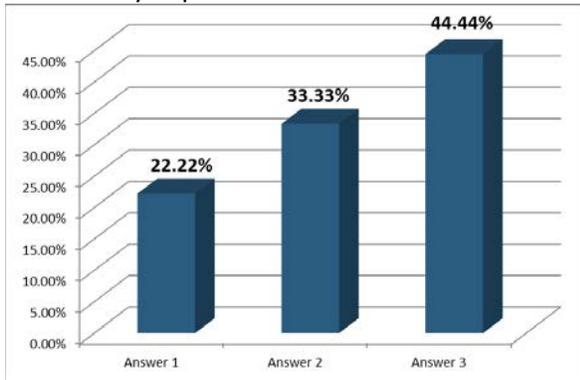
**2. Time (timeliness)**



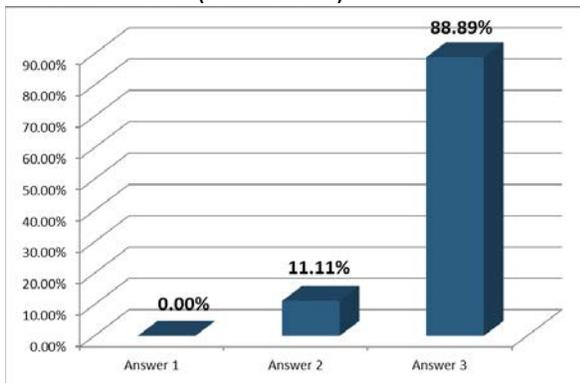
**3. Consistency in application**



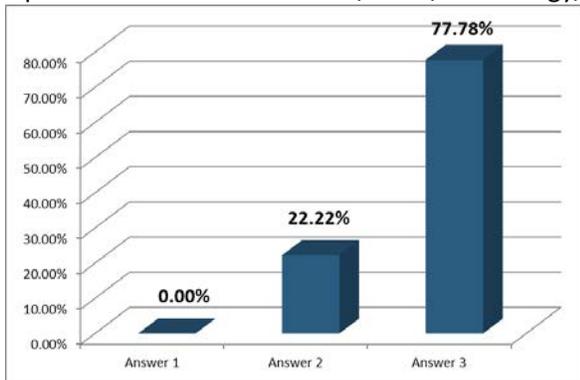
4. Consistency in process



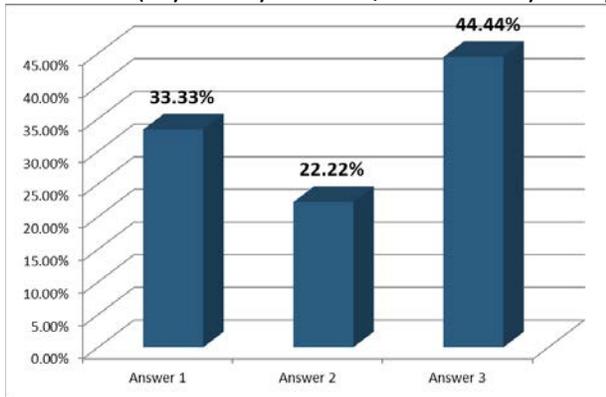
5. Common Sense (reasonable)



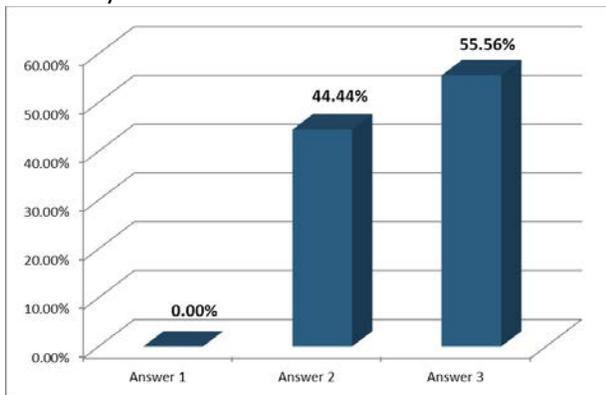
6. Openness to new alternatives/ideas/technology/ information (example of bulb-grinding technology)



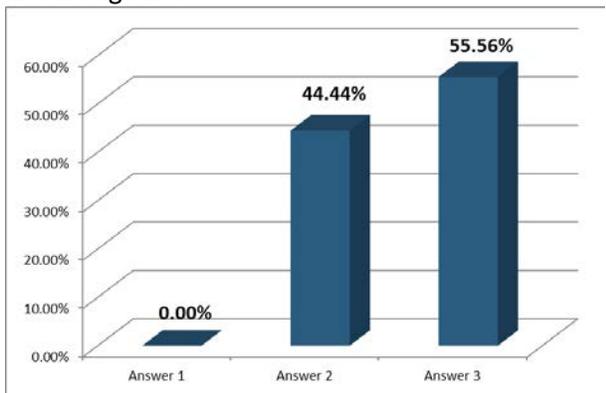
7. Directness (say what you mean/mean what you say)



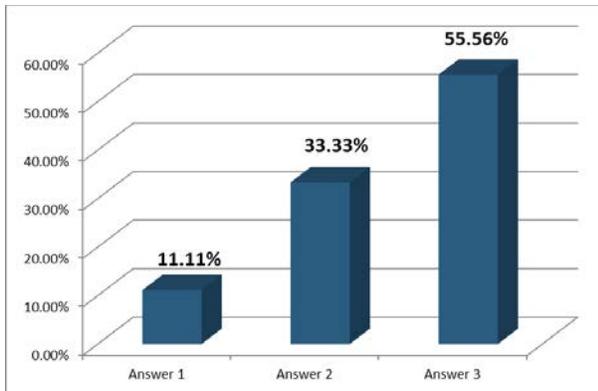
8. Flexibility



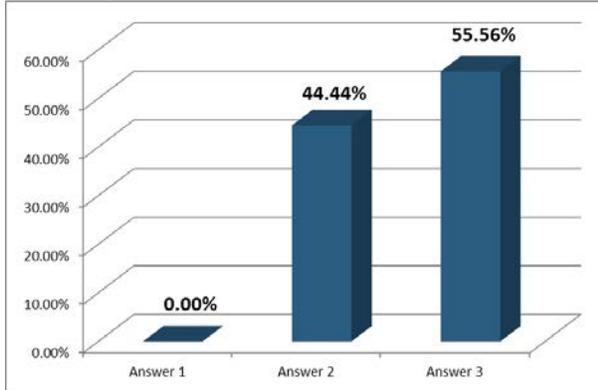
9. Knowledgeable



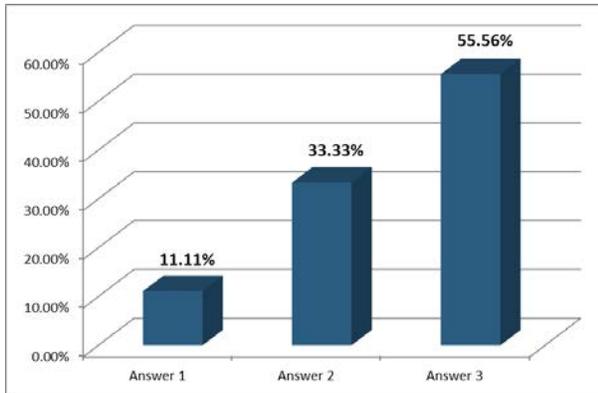
10. Accuracy



11. Efficiency



12. Professionalism



**What are some negative comments or complaints you hear from people or communities you work with about DNR services? What are some positive comments you hear?**

Negative	Positive
Not timely in permit responses	Responsive to requests for extensions in response times
NOV notices not provided timely	Standing firm to technical information and regulatory requirements
Calculating response times (often times are unreasonable)	Very responsive
Not exercising delegated authority (e.g. sampling	Welcome stakeholder input

Negative	Positive
frequency, deferring to EPA)	
Permit standards inconsistent and/or more stringent than set in rule (not consistently objective)	Provide information promptly
Too influenced by public opinion	Approach to attaining compliance (less heavy handed enforcement when not needed)
Potential to lose knowledge (staff leaving)	Provide right amount of information
	Knowledgeable staff
	Prompt response to SLR

### Partnership Opportunities with Lean

- REGFORM will ask members
- Associated Electric Cooperative, Inc. (Brent Ross)

### Potential processes for Lean focus

- Permitting
  - Staff turnover
  - Expedited permits
  - Response times (RCRA)
- NOV/letter consistencies and timelines
- Document mailing (documents sent certified mail often take 2 or more weeks for delivery)

### Closing Comments and Requests from Participants

- Requested the department seriously consider market-based rulemaking
- Follow up from today's discussion – communicate what outcomes grew from these discussions; Would like to see a quarterly update – 1-2 pages in bullet form; make sure subject line says kitchen cabinet update; include E3 results; Prefers to see updates in printed form and not listen to them; the value in these meetings is the interaction
- Shorter meetings, more interactive
- Would like us to take a look at outsourcing some aspects of permitting
- Bring idea mining to the all kitchen cabinet
- Collaboration is worth the extra effort
- Don't do the work you don't have to do
- Announce personnel changes – maybe on website or in gov delivery

### Sara's Closing Remarks

Sara thanked those who participated in today's meeting for their time and insights. The Combined Kitchen Cabinet meeting will be held September 22 in Jefferson City.