



MISSOURI
DEPARTMENT OF
NATURAL RESOURCES

Central Field Operations and Coordination

Formerly known as: Compliance
Assistance Program

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DEQ Coordinator

Original Vision

- Combine centrally located efforts to:
 - Coordinate statewide policies and procedures as they pertained to field activities.
 - Provide local compliance assistance and other field activities in central counties of the state

Outcomes

- Central Field Operations (CFO)
- DEQ Coordinator role

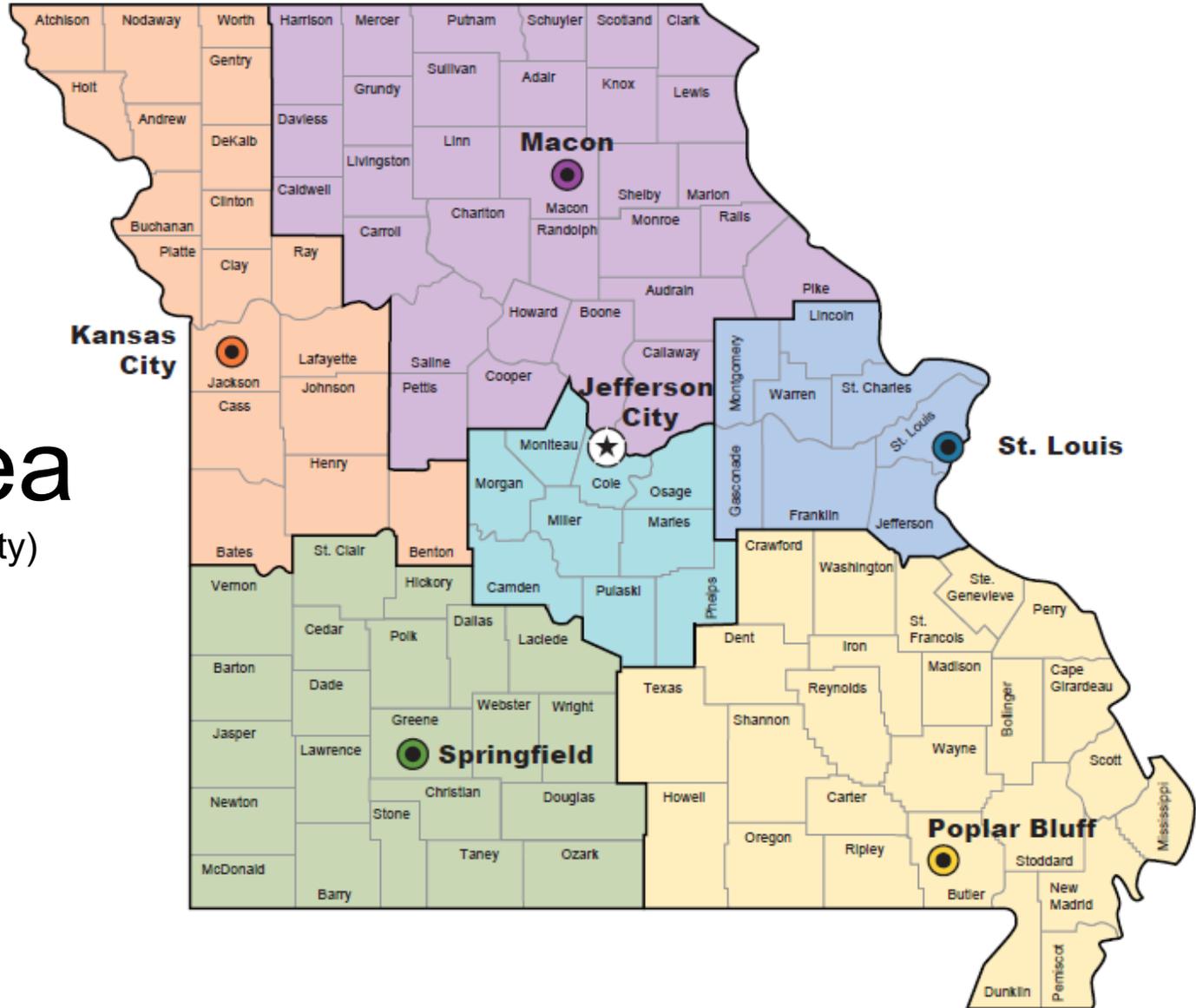
Objectives of Central Field Operations (CFO)

- Improve customer service and efficiency of field services
- Improve quality and quantity of customer service
- Facilitate a team approach to problem-solving



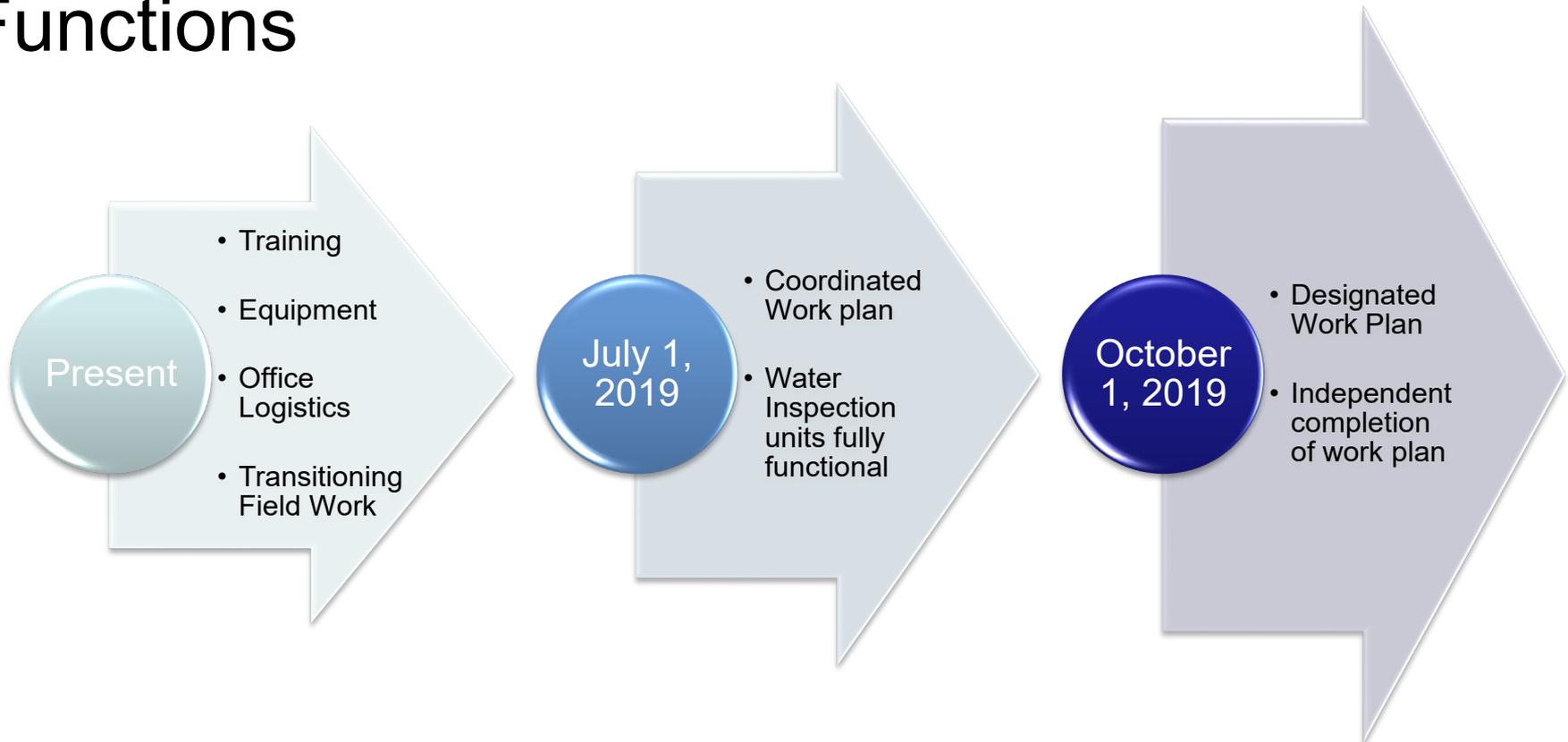
CFO Area

(housed in Jefferson City)



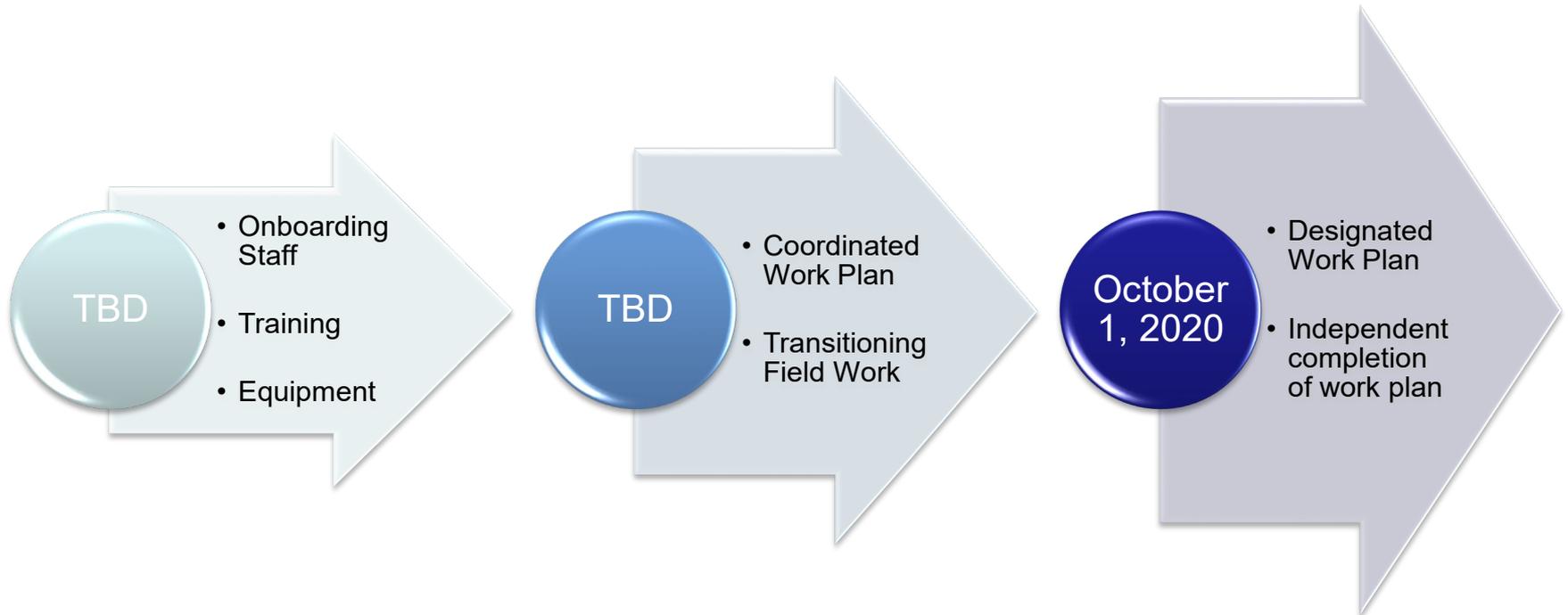
CFO Implementation Timeline

Drinking Water and Water Pollution Control Functions



CFO Implementation Timeline

Air and Land Functions



CFO Roles

- Inspections
- Concern Investigations
- Compliance assistance
- Disaster response
- Other related field functions

Regional Offices will support Operator Certification training for CFO area.

Program Roles (related to CFO)

- **Water Pollution Control Branch**
 - permitting (GPCFs and No-Exposure Certifications)
 - eDMR customer assistance backup
- **Environmental Services Program**
 - share equipment as appropriate and as available

CFO Outcomes

- Increased compliance assistance
- Faster concern and issue response
- Increased efficiency based on proximity

DEQ Coordinator Role

The DEQ Coordinator will lead a group that is responsible for *organizing*:

- Review and updates to policies and procedures, as well as related technical communication
- DEQ internal training and workshops

DEQ Coordinator Role

The DEQ Coordinator will lead a group that is responsible for *organizing*:

- Compliance assistance work planning
- Metric reporting

DEQ Coordinator Role

The DEQ Coordinator will lead a group that is responsible for *organizing*:

- Improving processes, systems, and tools



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Questions?