

JULY 1, 2025 — JUNE 30, 2026

Florida Department of Environmental Protection
Regulatory District Performance Standards

2025-2026



APPLIES TO ALL REGULATORY DISTRICT OFFICES

UPDATED 8/2025

Table of Contents

Purpose and Implementation	3
Performance Rating Numeric Scale	4
Performance Expectation – Professional Competencies - #1 All Programs	5
Performance Expectation – Work Product	
❖ #2 CAP	5
❖ #2 Permitting	6
❖ #2 Business Planning	7
Performance Expectation – Outreach, Efficiencies, and Cost Savings	
❖ # 3 CAP and Permitting -	7
❖ #3 Business Planning – Outreach	8
❖ #4 Business Planning – Efficiencies and Cost Savings	9
Performance Expectation - Training and Safety	
❖ #4 CAP and Permitting & #5 Business Planning	10
Performance Expectation – Program Specific	
❖ #5 CAP - Timely Case Resolution	10
❖ #5 Permitting - Timely Completeness Review	11
❖ #5 Waste Cleanup - Timely Waste Cleanup Report Reviews	11
❖ #6 CAP - Inspection Report Timeliness	11
❖ #6 Permitting and Waste Cleanup - Accuracy and Quality	12
❖ #6 Business Planning	14
Performance Expectation – Managing Staff	
❖ #7 Managers Only	14
Attachments	
❖ Attachment 1 – Examples of Outreach	15
❖ Attachment 2 - Data Entry & Program Timelines	16

Purpose and Implementation

The purpose of this document is to establish performance expectations for the Florida Department of Environmental Protection's (Department) Regulatory District Offices. The six Regulatory District Offices have a consistent organizational structure made up of the Compliance Assurance Program (CAP), Permitting Program and the Business Planning Program. The district offices process permit applications, issue permits and other authorizations, conduct inspections of regulated sites and facilities, resolve non-compliance through compliance assistance or enforcement, provide outreach, and conduct training. Having standard expectations helps focus efforts on key regulatory objectives and promotes state-wide consistency. These expectations are the result of a collaborative effort and apply to employees in each District Office.

This Performance Standards document will be available to all district employees on the Department's Intranet page and shall be reviewed with employees during the onboarding process. Managers are also expected to discuss performance expectations with their direct reports periodically to ensure they understand what is expected and are familiar with this Performance Standards document.

District employees will have six performance expectations; managers will have an additional expectation. These will include both qualitative and quantitative expectations. Qualitative expectations focus on the means of achieving a specific goal, while quantitative expectations focus on accomplishing a specific result and are based on the S.M.A.R.T. methodology. The S.M.A.R.T. methodology is based on objectives that are Specific, Measurable, Achievable, Relevant, and Time-bound—hence the acronym S.M.A.R.T. Some performance expectations apply to all District staff, and some are targeted towards individual sections or positions in support of key objectives.

Annual evaluations will be completed within the People First Performance Management System in accordance with [Chapter 60L-35](#), and will be conducted by the employee's current immediate supervisor, or a designated managerial employee who has knowledge of the employee's duties, responsibilities and job performance. As required by Chapter 60L-35, managers shall timely inform an employee in writing of performance expectation deficiencies that could result in a "Below Expectation" or "Unacceptable" rating and the necessary corrective action to be taken prior to the end of the evaluation period.

After the initial one-year probationary period, annual performance plans will be conducted annually with performance plans ending June 30th of each year. Following each performance period, each District Director will notify the Deputy Secretary's Office of employees who received an overall rating of 2.5 or below, or greater than 4.0. This will help leadership evaluate overall performance in order to determine if expectations need to be amended for future performance periods.

Questions about performance expectations and/or this document should be directed to the employee's Manager, Program Administrator, Assistant District Director or the District Director.

Performance Rating Numeric Scale

Performance Ratings will be determined utilizing the numeric scale and definitions contained in Rule 60L-35, Florida Administrative Code. It is expected that District-wide overall performance ratings will result in a distribution in which most employees will earn a performance rating of “Satisfactory” (3.0-3.49) to “Commendable” (3.5 – 4.49).

OVERALL RATING SCALE

NUMERIC RANGE	OVERALL RATING
4.50 – 5.00	Outstanding
3.50 – 4.49	Commendable
3.00 – 3.49	Satisfactory
2.50 – 2.99	Needs Improvement
2.49 and below	Unsatisfactory

RATING	NUMERIC SCALE	INDIVIDUAL PERFORMANCE EXPECTATIONS RATING SCALE DEFINITION AND EXAMPLES
Exceptional	5	Employee consistently exceeds the performance expectation of the position. Examples include but are not limited to: The employee requires little or no supervision from management in accomplishing his/her tasks and seeks opportunities to enhance the organization. The employee possesses highly advanced job knowledge. The employee is relied upon to solve complex problems and applies creativity and innovative approaches in formulating solutions.
Above Expectation	4	Employee consistently meets and often exceeds the performance expectation of the position. Examples include, but are not limited to: The employee requires minimal supervision from management in accomplishing his/her tasks. The employee possesses a thorough knowledge of the job, and often solves or assists in solving complex problems.
Meets Expectation	3	Employee consistently meets and may occasionally exceed the performance expectation of the position. Examples include, but are not limited to: The employee requires moderate supervision from management in accomplishing his/her tasks. The employee possesses sufficient knowledge and/or initiative to execute his/her duties and responsibilities.
Below Expectation	2	Employee exhibits inconsistent job performance but has the capacity to improve to meet the performance expectation of the position. Examples include but are not limited to: At times the employee requires close supervision where he/she should be operating on his/her own. The employee sometimes lacks the initiative, and/or job knowledge to execute his/her duties and responsibilities.
Unacceptable	1	Employee consistently fails to meet the designated performance expectation. Examples include but are not limited to: The employee requires close supervision and his/her work requires continual correction. The employee’s job knowledge is insufficient to meet daily requirements.
N	None given	No longer applicable or unable to determine.

Performance Expectation – Professional Competencies

#1 CAP, Permitting and Business Planning

Qualitative

Employee shall strive to perform at the highest level of efficiency and effectiveness, make valuable contributions to the Department and its mission, and demonstrate the Professional Competencies needed to successfully perform the duties outlined in their position description.

These Professional Competencies include:

- Communicate effectively. Express information to individuals or groups effectively, ask clarifying questions, practice active listening, use correct grammar, punctuation, and spelling; communicate information in a clear, accurate, succinct, and organized manner.
- Demonstrate sufficient knowledge and/or initiative to execute duties and responsibilities, as reflected in accuracy of work assignments.
- Understand and interpret written material, including technical material, statutes, rules, regulations, instructions, manuals, reports, and apply what is learned from written material to specific situations.
- Demonstrate accountability. Accept responsibility for actions and decisions; follow through on commitments, exercise self-initiative and commit to improving individual performance.
- Exercise sound reasoning to analyze issues, make decisions and solve problems.
- Maintain effective relationships with management, colleagues, and customers.
- Adapt to changes in work assignments, policies, procedures, rules, regulations, laws, and technology.

NUMERIC SCALE	DEFINITION
1	Employee consistently fails to meet the designated performance expectation.
2	Employee exhibits inconsistent job performance but has the capacity to improve.
3	Employee consistently meets and may occasionally exceed the performance expectation of the position.
4	Employee consistently meets and often exceeds the performance expectation.
5	Employee consistently exceeds the performance expectation.

Performance Expectation – Work Product

Qualitative

#2 Compliance Assurance Program (CAP)

Employee will complete assigned work using established procedures and directives, and in accordance with key criteria detailed below.

- Employee work assignments shall be completed in a thorough manner resulting in comprehensive reviews/reports/documents that comply with applicable regulations and District/Division requirements.
- Employee work products shall meet regulatory requirements, be grammatically correct and technically accurate, formatted consistently, and written to be easily understood by the customer and effective for managing compliance.

- Employee shall perform and/or otherwise ensure accurate and timely data entry of compliance, enforcement, permitting and monitoring activities into the appropriate Department databases. Documents must be filed in Oculus® consistent with Department naming conventions and District processes. **See Attachment 2 for specific data entry and program timelines.**
- Employee shall initiate and implement enforcement actions in accordance with Directive 923 and Program Specific Guidelines. Attachment 2 provides target timeframes for milestones in enforcement efforts. Staff should work with their Managers in applying the targets or longer timelines given the circumstances of any given case, except where there is an EPA time imperative, in which case timeframes identified in agreements with EPA shall be met. Staff should prioritize workload while striving to complete items as quickly as possible.
- Employee will carefully evaluate all available information, correctly identify compliance status, and recommend appropriate enforcement activities when necessary in accordance with the Department’s [Enforcement Manual](#).
- Employee shall develop and maintain a working knowledge of applicable statutes, rules, policies, procedures, and guidance for the program’s compliance section and will provide technical and compliance assistance to colleagues and the regulated community.
- When requested, employee will participate in enforcement meetings with attorneys, engineers, consultants, permittees, other representatives or interested parties and may be expected to participate in settlement negotiations and/or perform investigations necessary for the successful conclusion of enforcement cases.

NUMERIC SCALE	DEFINITION
1	Employee consistently fails to meet the designated performance expectation.
2	Employee exhibits inconsistent job performance but has the capacity to improve.
3	Employee consistently meets and may occasionally exceed the performance expectation of the position.
4	Employee consistently meets and often exceeds the performance expectation.
5	Employee consistently exceeds the performance expectation.

#2 Permitting Program

Employee will complete assigned work using established procedures and directives, and in accordance with key criteria detailed below.

- Employee work assignments shall be completed in a thorough manner resulting in comprehensive reviews/authorization/permits and associated documents that comply with Florida’s regulations and District/Division requirements.
- Employee work products shall meet regulatory requirements, be grammatically correct and technically accurate, formatted consistently, and written to be easily understood by the customer and effective for managing compliance.
- Employee shall perform and/or otherwise ensure accurate data entry of permitting and monitoring activities into the appropriate Department databases within established timelines. Employee shall also insert documents in Oculus® consistent with Department naming conventions, District processes and established timelines.
- Employee will carefully evaluate all available information, correctly identify applicable rules, regulations, laws policies and procedures and recommend appropriate actions.
- Employee shall develop and maintain a working knowledge of applicable statutes, rules, policies,

procedures, and guidance for the program’s permitting section and will provide technical and permitting assistance to colleagues and the regulated community.

- When requested, employee will participate in pre-application meetings with applicants, consultants, engineers, permittees, other representatives or interested parties.

NUMERIC SCALE	DEFINITION
1	Employee consistently fails to meet the designated performance expectation.
2	Employee exhibits inconsistent job performance but has the capacity to improve.
3	Employee consistently meets and may occasionally exceed the performance expectation of the position.
4	Employee consistently meets and often exceeds the performance expectation.
5	Employee consistently exceeds the performance expectation.

#2 Business Planning

Employee is expected to successfully complete assigned work using established procedures, directives and timelines. Employee must perform with the highest degree of competence, accuracy, neatness, and thoroughness. All submittals and work products shall be reviewed thoroughly and processed in a timely manner as required by Laws, Directives, Rules, Standard Operating Procedures, memorandums, or on-the-job training.

Business Programs include the following: Procurement, Financial Management, Personnel Administration, Facilities Management, Fleet Management, Data & Document Management, Information Technology, Administrative Support and Property Management.

NUMERIC SCALE	DEFINITION
1	Consistently fails to meet the designated performance expectation.
2	Exhibits inconsistent job performance but has the capacity to improve.
3	Consistently meets and may occasionally exceed the performance expectation of the position.
4	Consistently meets and often exceeds the performance expectation.
5	Consistently exceeds the performance expectation.

Performance Expectation - Outreach, Efficiencies, and Cost Savings

#3 CAP and Permitting

Qualitative

Employee is expected to participate in or provide Outreach. Outreach refers to deliberate efforts to further the Department’s mission to protect Florida’s natural resources by promoting compliance and environmental stewardship, and increasing awareness of Department initiatives, resources and priorities. These activities go beyond the day-to-day execution of core services and are proactive in nature.

Outreach and education efforts can be viewed in four categories:

1. Outreach targeting regulated entities intended to increase compliance rates through prevention

of non-compliance. This includes direct interaction with permitted or otherwise regulated entities.

2. Outreach targeting environmental stakeholders, who are not specifically permitted or otherwise regulated, but whose efforts may affect the outcomes of our regulatory programs.
3. Broader education outreach to the community that promotes overall environmental stewardship not directly linked to specific regulatory programs.
4. Internal outreach to increase regulatory-wide knowledge of agency tools, resources, and initiatives. By increasing employee knowledge of tools, resources, and initiatives, employee can further promote initiatives and more efficiently assist our stakeholders in support of the Department's mission. Employee shall identify areas of knowledge, develop methods to share knowledge and communicate through one-pagers, presentations, SharePoint and other methods as appropriate, with other Department employees to increase awareness of tools, resources and initiatives.

See **Attachment 1** for examples of outreach in each category.

Employee is expected to seek opportunities to improve operational efficiency and reduce costs by streamlining processes and removing non-value adding activities and costs to the Department or the public. When there is a question, employee may seek manager guidance on activities that will be considered and credited in this expectation. Examples of these activities include:

- Identifying opportunities for interpretation/modification of permit conditions or rules to maintain/enhance environmental protection while reducing associated costs.
- Improving quality, productivity, consistency and work time associated with operational tasks through innovational and incremental enhancements.
- Participating in workgroups which improve efficiencies and/or cost savings.
- Developing new tools or resources that result in consistency or reduced employee work time.

**NUMERIC
SCALE**

DEFINITION

- | | |
|---|---|
| 1 | Consistently fails to meet the designated performance expectation. |
| 2 | Exhibits inconsistent job performance but has the capacity to improve. |
| 3 | Consistently meets and may occasionally exceed the performance expectation of the position. |
| 4 | Consistently meets and often exceeds the performance expectation. |
| 5 | Consistently exceeds the performance expectation. |

#3 Business Planning – Outreach

Quantitative

Employee is expected to participate and/or provide a minimum of four Outreach activities. Outreach refers to deliberate efforts to further the Department's mission to protect Florida's natural resources by promoting compliance and environmental stewardship, and increasing awareness of Department initiatives, resources and priorities. Such activities go beyond the day-to-day execution of our core services and are proactive in nature. Outreach and education efforts can be viewed in four categories:

1. Outreach targeting regulated entities intended to increase compliance rates through prevention of

non-compliance. This includes direct interaction with permitted or otherwise regulated entities.

2. Outreach targeting environmental stakeholders, who are not specifically permitted or otherwise regulated, but whose efforts may affect the outcomes of our regulatory programs.
3. Broader education outreach to the community to promote overall environmental stewardship not directly linked to specific regulatory programs.
4. Internal outreach to increase regulatory-wide knowledge of tools, resources, and initiatives. By increasing knowledge of agency tools, resources, and initiatives, employees can further promote these initiatives and more efficiently assist our stakeholders in support of the Department's mission. Employee shall identify areas of knowledge, develop methods in which to share knowledge and communicate through one-pagers, presentations, SharePoint and other methods as appropriate with other employees to increase awareness.

See **Attachment 1** for examples of outreach in each category.

NUMERIC SCALE	DEFINITION
1	Did not provide or participate in any outreach activities.
2	Provided or participated in at least one, but fewer than four outreach activities.
3	Provided or participated in a minimum of four outreach activities.
4	Provided or participated in more than 4 but fewer than 10 outreach activities.
5	Provided or participated in more than 10 outreach activities.

#4 Business Planning – Efficiencies and Cost Savings

Quantitative

Employee is expected to seek opportunities to improve operational efficiency and reduce costs by streamlining processes and removing non-value adding activities and costs to the Department or the public. Employee should seek manager approval of activities that will be considered and credited in this category. Examples of these activities include:

- Identifying opportunities for interpretation/modification of permit conditions or rules to maintain/enhance environmental protection while reducing associated costs.
- Improving quality, productivity, consistency and work time associated with operational tasks through innovational and incremental enhancements.
- Participating in workgroups that result in improved efficiencies and/or cost savings.
- Developing new tools or resources that result in consistency or reduced employee work time.

NUMERIC SCALE	DEFINITION
1	Did not participate in any efficiency or cost savings projects.
2	Successfully implemented or actively participated in one project that reduces costs, improves a business process quality, productivity, or response time.
3	Successfully implemented or actively participated in the implementation of two projects that reduce costs, improves a business process quality, productivity, or response time.
4	Successfully implemented or actively participated in the implementation of three or more projects that reduce costs, improves a business process quality, productivity, or response time.

- 5 Implemented a project or initiative that reduces costs, improves a business process quality, productivity, or response time that is supported by Regulatory leadership and adopted by multiple divisions/districts.

Performance Expectation – Training and Safety
4 CAP and Permitting & #5 Business Planning

Qualitative

Employee is expected to:

- Participate in and timely complete assigned training.
- Participate in paired cross-training/job shadowing, as required.
- Achieve and/or increase proficiency in multiple disciplines, as required.
- Partner with appropriate District staff to learn about multiple Department program areas.
- Train and mentor others in areas of expertise.
- Support discipline training programs including classroom instruction, virtual training, on-the-job coaching, and job shadowing
- Perform all work tasks in a safe manner and consistently wear appropriate personal protective equipment (PPE).
- Report incidents, injuries and unsafe conditions to their supervisor.
- Comply with [Department Safety Directives and Policies](#) and any specific district or program safety requirements and adhere to the Department’s [Health and Safety Manual](#).

NUMERIC SCALE	DEFINITION
1	Consistently fails to meet this performance expectation.
2	Exhibits inconsistent job performance but has the capacity to improve.
3	Consistently meets and may occasionally exceed the performance expectation of the position.
4	Consistently meets and often exceeds the performance expectation.
5	Consistently exceeds the performance expectation.

Performance Expectations – Program Specific
5 CAP - Timely Case Resolution

Quantitative

By Day 180, unresolved non-compliance shall either: 1) be resolved, 2) have a consent order provided to respondent, or 3) have a notice of violation issued or under review with OGC.

By Day 360, unresolved non-compliance shall either: 1) be resolved, 2) have a petitioned NOV, or 3) have a case report provided to OGC.

Key fields for data entry in Microsoft Access/Power Apps database include:

- **Violation Date:** Start date for tracking timelines.
- **Formal Enforcement Type:** Dropdown for selecting enforcement document type.
- **NOV/Case Report Date:** Date used specifically for NOV and Case Report tracking. Differentiating the two relies on Formal Enforcement Type Dropdown
- **Enforcement Document/Offer Sent Date:** Sent date for selected Formal Enforcement Type.

- **Executed Date:** Date of Execution of Consent Orders
- **CAO RTC/Case Closed Date:** End date for tracking timelines.
- **NOV Petitioned Date:** Date that the NOV was petitioned.

Staff should work with their Manager to apply appropriate targets or longer timelines due to circumstances of any given case, except where there is an EPA time imperative, in which case timeframes identified in agreements with EPA shall be met.

NUMERIC SCALE	DEFINITION
1	Consistently fails to meet this expectation.
2	Exhibits inconsistent performance but has the capacity to improve to meet expectation.
3	75% of cases meet the Day 180 objective and 100% of cases meet the Day 360 objective.
4	90% of cases meet the Day 180 objective and 100% of cases meet the Day 360 objective.
5	100% of cases meet the Day 180 objective and 100% of cases meet the Day 360 objective.

#5 Permitting - Timely Review of Permit Application **Quantitative**

All submittals and work products shall be reviewed and processed in a timely manner as required by Florida Statutes, Administrative Code, and Department Procedures, using the most stringent timeline as a target.

Employee's timely review of applications will be compared to the district goal for each permit type. The district goal is the annual average time to process (TTP) for that permit type from the previous fiscal year.

Employee should work with their managers in applying the targets or alternate expectations given the circumstances of any given project, except where there is an EPA time imperative, in which case timeframes identified in agreements with EPA shall be met.

NUMERIC SCALE	DEFINITION
1	Consistently fails to meet expectation.
2	Exhibits inconsistent performance but has the capacity to improve to meet expectation.
3	TTP within -15% to +30% of the district goal.
4	TTP within -15.1% to -29.9% of the district goal.
5	TTP is -30% or more below the district goal.

#5 Waste Cleanup - Timely Waste Cleanup Report Reviews

Quantitative

Employee should review waste cleanup reports to confirm accuracy and/or completeness within the timeframes listed below which begin the date the report was received. Once reviewed, the employee will update the appropriate databases. Employee should work with their manager in applying the targets or exceptions given the circumstances of any given project. This metric will rely on the staff member ensuring timely and accurate entry of data, as mentioned in the Permitting Work Product expectation, into both the ERIC and STCM databases.

The report review timeframe average will be based on the average time it takes to review the following: Interim Source Removal Reports, Site Assessment Reports, Risk Assessment Reports, No Further Action Proposals, Natural Attenuation Monitoring Reports, Remedial Action Plans, Post Active Remediation Monitoring Plans, Site Rehabilitation Completion Reports, and Pilot Work Studies.

NUMERIC SCALE	DEFINITION
1	Consistently fails to meet this expectation.
2	Waste Cleanup reports are reviewed, and databases updated with an average timeframe greater the 45 days, but employee demonstrates the capacity to improve to meet expectation.
3	Waste Cleanup reports are reviewed, and databases updated within an average timeframe of 31 to 45 days.
4	Waste Cleanup reports are reviewed, and databases updated within an average timeframe of 16 to 30 days.
5	Waste Cleanup reports are reviewed, and databases updated within an average timeframe of 15 days or less.

6 - CAP - Inspection Report Timeliness

Quantitative

By Day 30, inspection reports should be submitted for review.

By Day 75, inspection reports shall be completed and issued.

Key fields for data entry in Microsoft Access/Power Apps database include:

- **Date Visit Conducted:** Inspection date
- **Final Approval Date:** Date the inspection was approved by the Manager
- **Date Report Sent:** Date the final inspection report was sent to the customer.
- **No Report Required Checkbox:** Indicates that the entered record is one of the types that does not require an inspection report

Note: Employee should work with their Manager in applying the targets or longer timelines given the circumstances of any given case, except where there is an EPA time imperative, in which case timeframes identified in agreements with EPA shall be met.

NUMERIC SCALE	DEFINITION
1	Consistently fails to meet this performance expectation.

- 2 Exhibits inconsistent performance but has the capacity to improve to meet expectation.
- 3 75% or more of inspection reports meet the Day 30 objective and 90% or more of inspection reports meet the Day 75 objective.
- 4 90% or more of inspection reports meet the Day 30 objective and 100% of inspection reports meet the Day 75 objective.
- 5 100% of inspection reports meet both Day 30 and Day 75 objectives.

#6 Permitting & Waste Cleanup - Accuracy and Quality

Quantitative

Employee should strive for accuracy and quality when completing permitting and waste cleanup documents. Employee should work with their manager in applying the targets or exceptions given the circumstances of any given project. Work product must meet regulatory requirements and employee must perform work with the highest degree of competence, accuracy, neatness, and thoroughness. Assigned duties should be completed accurately, thoroughly, and timely.

Accuracy and Quality

Protection of the environment and human health shall be achieved while working with the public and regulated community in a fair, clear, and consistent manner. Work product reviewed or produced by the employee shall meet regulatory requirements and shall be grammatically correct, technically accurate, formatted consistently, and written to be easily understood by the customer and effective for managing compliance.

NUMERIC SCALE	DEFINITION
1	Consistently fails to meet this performance expectation.
2	Exhibits inconsistent performance but has the capacity to improve to meet expectation.
3	Consistently meets expectations when providing a quality work product with accurate and detailed information included.
4	Consistently meets and often exceeds expectations when providing a quality work product with accurate and detailed information included.
5	Consistently exceeds expectations when providing a quality work product with accurate and detailed information included.

#6 Business Planning

Qualitative

Employee is expected to respond with complete and accurate information in accordance with established procedures and timelines to both internal and external customers of the Department. Employee must communicate a clear and consistent message. Employee should ensure communication is frequent and proactive, utilize problem solving techniques, set clear expectations, provide precise instructions and or alternative points of contact when applicable.

NUMERIC SCALE DEFINITION

- 1 Consistently fails to meet this performance expectation.
- 2 Exhibits inconsistent job performance but has the capacity to improve.
- 3 Consistently meets and may occasionally exceed the performance expectation of the position.
- 4 Consistently meets and often exceeds the performance expectation.
- 5 Consistently exceeds the performance expectation.

Performance Expectation – Managing Employees

#7 All Managers Only

Qualitative

Effectively Manage and Communicate with Employees -

- Lead team to meet Regulatory objectives and inform district leadership of deficiencies and challenges that may prevent meeting objectives as soon as possible when they become apparent.
- Maintain employee resources by recruiting, ensuring employees are trained, communicating job expectations; coaching and counseling; monitoring and appraising job performance.
- Meet with individual employees quarterly to discuss performance and to ensure employees are working in accordance with the District Performance Standards
- Effectively plan and manage workloads to achieve Regulatory objectives for each program area and ensure that the work is distributed to allow staff to perform at optimal levels.
- Recognize, and acknowledge where excellent employee performance is observed.
- Timely inform employee in writing of performance expectation deficiencies that could result in a “Below Expectation” or “Unacceptable” rating and the necessary corrective action to be taken, in accordance with [Chapter 60L-35](#) which sets forth the rules governing a uniform Performance Evaluation System and [DEP 435 Standards and Procedures](#).
- Ensure that employees comply with the department’s [Directives & Policies](#) .
- Collaborate and coordinate with peers to ensure appropriate allocation of resources to support each section/program objectives.
- Consistently foster and support teamwork, innovation, and process improvements that impact operations within the District and/or Department.

NUMERIC SCALE DEFINITION

- 1 Consistently fails to meet this performance expectation.
- 2 Exhibits inconsistent job performance but has the capacity to improve.
- 3 Consistently meets and may occasionally exceed the performance expectation of the position.
- 4 Consistently meets and often exceeds the performance expectation.
- 5 Consistently exceeds the performance expectation.

Attachment 1 - Outreach Examples

Category One - Direct Regulatory Programs (Targeting regulated entities/customers)

- Bio-solids Training at Wastewater Treatment Facilities
- Wetland Delineation Training for Local Governments
- Consumer Confidence Reports/FRWA Water Quality Report Workshops for Community Water System Operators
- Storage Tanks Workshop for Florida Department of Corrections
- Large Quantity Generators of Hazardous Waste Annual Workshop
- Hazardous Waste Training to Private Industry Employees
- Hazardous Waste and Air related training for Dry Cleaners
- Storage Tank Training for new or Existing Medical Centers
- Florida Marine Contractor Association Workshop
- Mangrove Trimming Workshop for Landscape Contractors
- Waste Cleanup Training for Sodium Hypochlorite Spill Response and Prevention
- Outreach visits or phone calls to targeted facilities to discuss permit requirements and Department expectations when conducted as part of a District or Division led initiative.

Category Two - Indirect Regulatory Programs (Targeting citizen environmental stakeholders)

- Golf Course Superintendents BMP Workshop
- Master Gardener Group Presentation on Water Quality issues
- Presentations to University and/or College Students Regarding Environmental Issues
- Community/Homeowners Association Outreach Presentations
- Riverkeeper's Patrol Volunteer Group Presentation
- Florida Brownfields Workshops
- Panel Discussion Participation at 2013 American Planners Association Florida Conference
- SRF Workshop with Florida Engineering Society
- Mangrove Presentation to Realtors Association

Category Three - Non-Regulatory Programs (targeting educational outreach to schools & civic groups)

- Participation in K-12 School Educational Outreach such as Science Fairs or STEM Programs (Science Technology Engineering Math)
- Participation in Earth Day, Arbor Day, National Estuaries Day and Other Clean Up Events
- Poster Board Displays at State Park Hosted Events
- Media Interviews on General Environmental Topics
- Clean Marina Displays at Boat Shows
- Presentations or Poster Board Displays at Career Fair Events

Category Four – Internal Agency Outreach (increases knowledge of agency tools, resources, and initiatives)

- Communication about various programs directly affecting district staff, i.e. state benefits, payroll changes, insurance matters, tuition program, etc.
- IT (hardware and or software) tips and tricks.
- Lunch and learns about various topics pertinent to district staff, but not specifically required as part of the training and development of their current position.
- Share with other parts of DEP on what we do in regulatory.

Attachment 2 – Data Entry & Program Timelines

Staff should work with their Managers in applying the targets or exceptions given the circumstances of any given case, except where there is an EPA time imperative, in which case timeframes identified in agreements with EPA shall be met.

Air	
<3 days	High Priority Violations (HPVs) Identified & Entered in AirCom
30	Complete AirCom Inspection Activity, Data Entry into Access, & Issue Inspection Report w/appropriate letter (IC/CAO/WL)
45	HPVs: Notify Facility of HPV via WL or NOV within 45 days of Day 0
60	Non-Compliance being resolved w/o Enforcement (CWOE) - resolved and closed out in AirCom (60 days from discovery date)
90	NOV or CO as appropriate Stack tests reviewed & entered in AirCom (90 days from test date)
180	CO executed for HPVs, from "day zero" (per DARM's Guidance)
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry

HW	
<3 days	Basic Data Entry - SWIFT
30	Report Substantially Complete, Data Entry into Access
60	Non-Compliance Resolved, Comp. w/o Enforcement (COWE) Resolved Case Specific Classification Review submitted, per guidance
75	Inspection Report Finalized- SWIFT
90	Open Enf. Tracking Activity in SWIFT
120	EPA Stipulated Deadline for SNC determination & SNY Entry Significant Non-Complier (SNY) Entry - SWIFT Deadline Issue WL, NOV or CO as appropriate
240	Secondary Violators, Non- Return to Compliance are reclassified as SNY (open enforcement tracking activity in SWIFT)
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry; EPA Justification Indicator Entry - SWIFT
500	Settle Cases with EPA Justification Indicators

SW	
<3 days	Basic Data Entry - SWIFT
30	Report Finalized - SWIFT, Data Entered Into SWIFT & Access, Inspection Report Issued w/appropriate letter (IC/CAO/WL)
60	Case Specific Classification Review submitted, per guidance
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry
	

Tanks - DEP Initiated		Tanks - Referrals
<3 days	Basic Data Entry - FIRST	In FIRST open ETA- the District accepts Enforcement Referral from county program.
30	Data Entered into FIRST & Access, Inspection Report Issued w/appropriate letter (IC/CAO/WL)	
75		Open Enf. Project in FIRST (CO/NOV)
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry	

WW & Stormwater (Non-NPDES & NPDES)	
30	Data Entry – COMET & Access, Inspection Report Issued w/appropriate letter (IC/CAO/WL)
90	Enter SEV data within 90 days of discovery of violation Data Entry - I/D WW Non- NPDES DMRs - enter within 90 days of receipt
180	QNCR Based Viol: Resolved or proceed with Enforcement action, NOV or CO as appropriate
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry

SLERC	
<3 days	Complaint Related: Issue Gain Access Letter or otherwise contact property owner
30	Data Entry – ERPce & Access, GIS review, site history, resource at risk, WOTUS determination, 62-331 determination (404), Inspection Report Issued w/appropriate letter (IC/CAO/WL)
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry

DSL	
<3 days	Send email to DSL with the facility name, BOT number, date inspected, and a brief summary of inspection findings
30	Data Entry – ERPce & Access, Report issued w/appropriate letter (IC/CAO/WL)
45	Submit inspection report to DSL; Upload ILMS
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry

UIC	
30	Data Entry, including Access, & Inspection Report Issued w/appropriate letter (IC/CAO/WL)
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry

	PW - Monitoring	PW - Inspections
< 3 days	Tier 1 Acute - CAO or WL, as appropriate with Public Notice (PN) - as required for Public Notice Violation, Data Entry - PWS Data Entry completed by 24th of the month to avoid automatic violation generation; Violations post to database on 28th of each month	
30	Monitoring Related Letter issued w/appropriate letter (IC/CAO/WL) for monitoring violations within 30 days violations posted date	Data Entry, including Access, & Inspection Report Issued w/appropriate letter (IC/CAO/WL)
60	Monitoring Related with PN due in 30 days: Data Entry If not completed, pursue enforcement as appropriate	
120	*Monitoring Related with PN due in 90 days: If eligible to be RTC'd, Data Entry If not completed, pursue enforcement as appropriate	
180	Health-Based Violations Addressed, Resolved or proceed with Enforcement action & complete Data Entry - PWS	
360	Executed CO or Case Report to OGC w/Dep Sec Approval and Database Entry	

*Monitoring has a longer timeframe to allow for completion of PN.