

Water Quality Program Plan 2020



Water Quality Division

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DEQ is a leader in restoring, maintaining and enhancing the quality of Oregon's air, land and water.



State of Oregon
Department of
Environmental
Quality

Agency mission

The Oregon Department of Environmental Quality's mission is to be a leader in restoring, maintaining, and enhancing the quality of Oregon's air, land, and water.

Alternative formats: DEQ can provide documents in an alternate format or in a language other than English upon request. Call DEQ at 800-452-4011 or email deqinfo@deq.state.or.us.

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2020 Water Quality Program summary

The Oregon Department of Environmental Quality's Water Quality Program implements state and federal laws providing for the protection and restoration of Oregon's rivers, lakes, streams, ocean, estuaries, and groundwater. This report describes the work goals and metrics of DEQ's Water Quality programs for 2020.

The Water Quality Program's mission is to protect, restore, and improve Oregon's water quality. Protecting Oregon's rivers, lakes, streams, and groundwater quality keeps these waters safe for a multitude of beneficial uses, such as drinking water, protecting fish and other aquatic organisms, recreation, the ability to consume fish safely and irrigation. DEQ accomplishes water quality protection, restoration, and improvement by:

- Developing and implementing water quality standards and clean water plans
- Regulating sewage treatment systems and industrial and stormwater discharges
- Collecting and evaluating water quality data
- Providing grants and technical assistance to reduce nonpoint pollution sources
- Protecting drinking water sources
- Providing loans to communities to build treatment facilities
- Coordinating with other state and federal agencies to address actions that may impact Oregon waters

The Water Quality Program has locations at DEQ headquarters, three regional water quality sections, and water quality monitoring and assessment within DEQ's Laboratory and Environmental Assessment Division.

The Water Quality Program has a critical role in achieving the department's mission through policy development, collection and analysis of water quality data, and priorities to improve and protect the quality of water in Oregon's waterways. DEQ staff deliver critical core work by issuing permits and certifications, conducting inspections, carrying out compliance and enforcement, awarding grants and loans for clean water projects, and working with local partners to improve and protect clean water. Overall, the Water Quality Program is working to provide integrated and achievable permits, and to deliver programs and services that protect and enhance state waters to safeguard public health and the environment.

This document provides an overview of the Water Quality Program, including a description of each sub-program and their core work. It also provides a summary of Water Quality Program successes for 2019. The detailed 2020 Work Plan can be found in Appendix A.

DEQ's One Team for Clean Water Approach

The Water Quality Program staff works together through a set of Guiding Principles and Values to protect, restore, and improve water quality in Oregon.

Water Quality Program guiding principles

- DEQ leads a partnership for clean water for Oregon's environment, communities, and economy;
- Makes continuous progress toward meeting clean water standards in Oregon;
- Leads thoughtful, collaborative development of policy based on sound science;
- Delivers strong core work: permitting and certifications, funding, standards, assessments, watershed planning and restoration, environmental data collection, management and access, and compliance and enforcement;
- Communicates early and transparently, both internally and externally;
- Provides quality and consistency in our work;
- Takes timely and responsible actions; and
- Continually endeavors to improve our process and programs.

Learn more about DEQ's Water Quality programs [online](#).

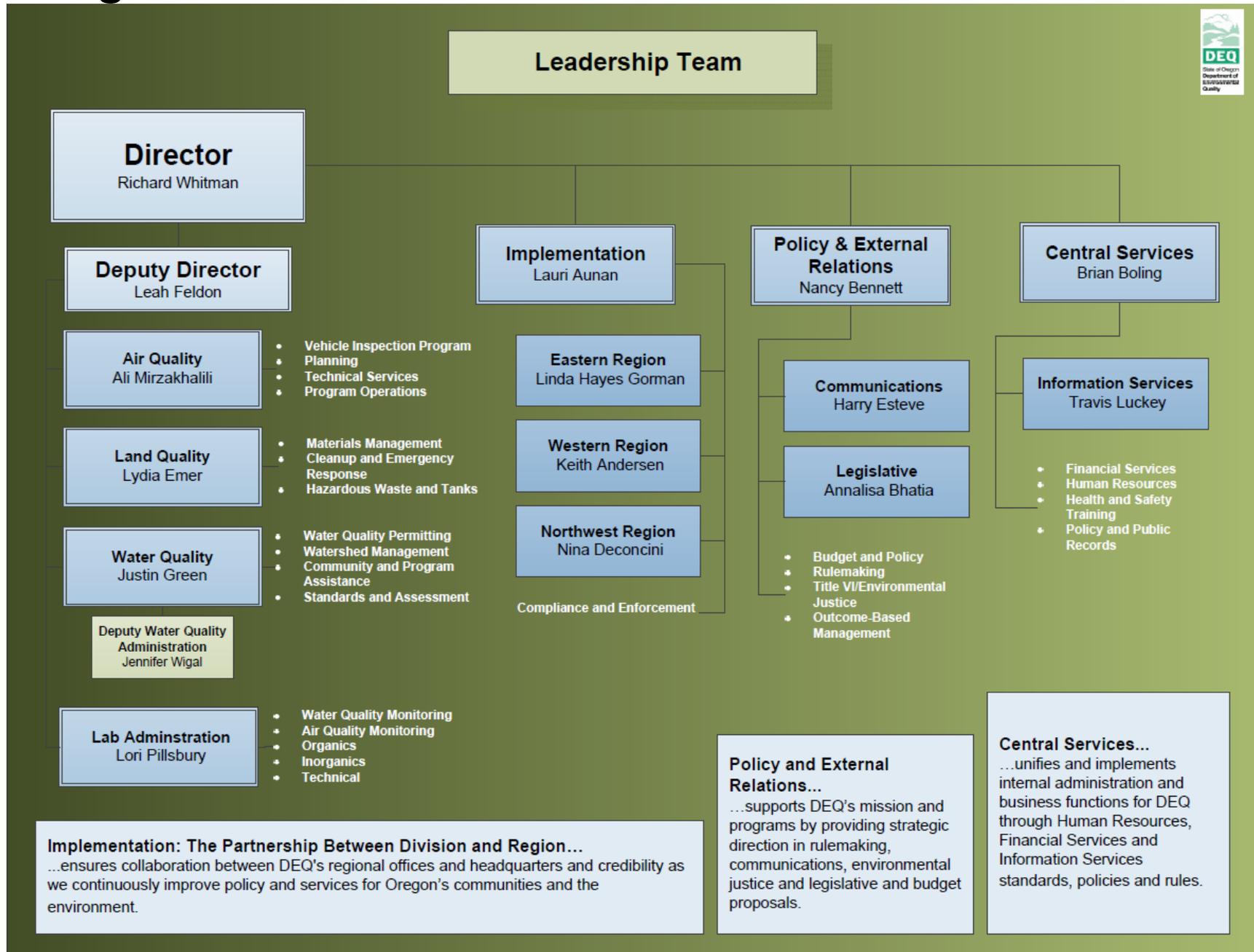
DEQ's values

- Environmental results
- Public service
- Partnerships
- Excellence and integrity
- Teamwork
- Employee growth
- Diversity
- Health, safety and wellness
- Economic growth through quality environment

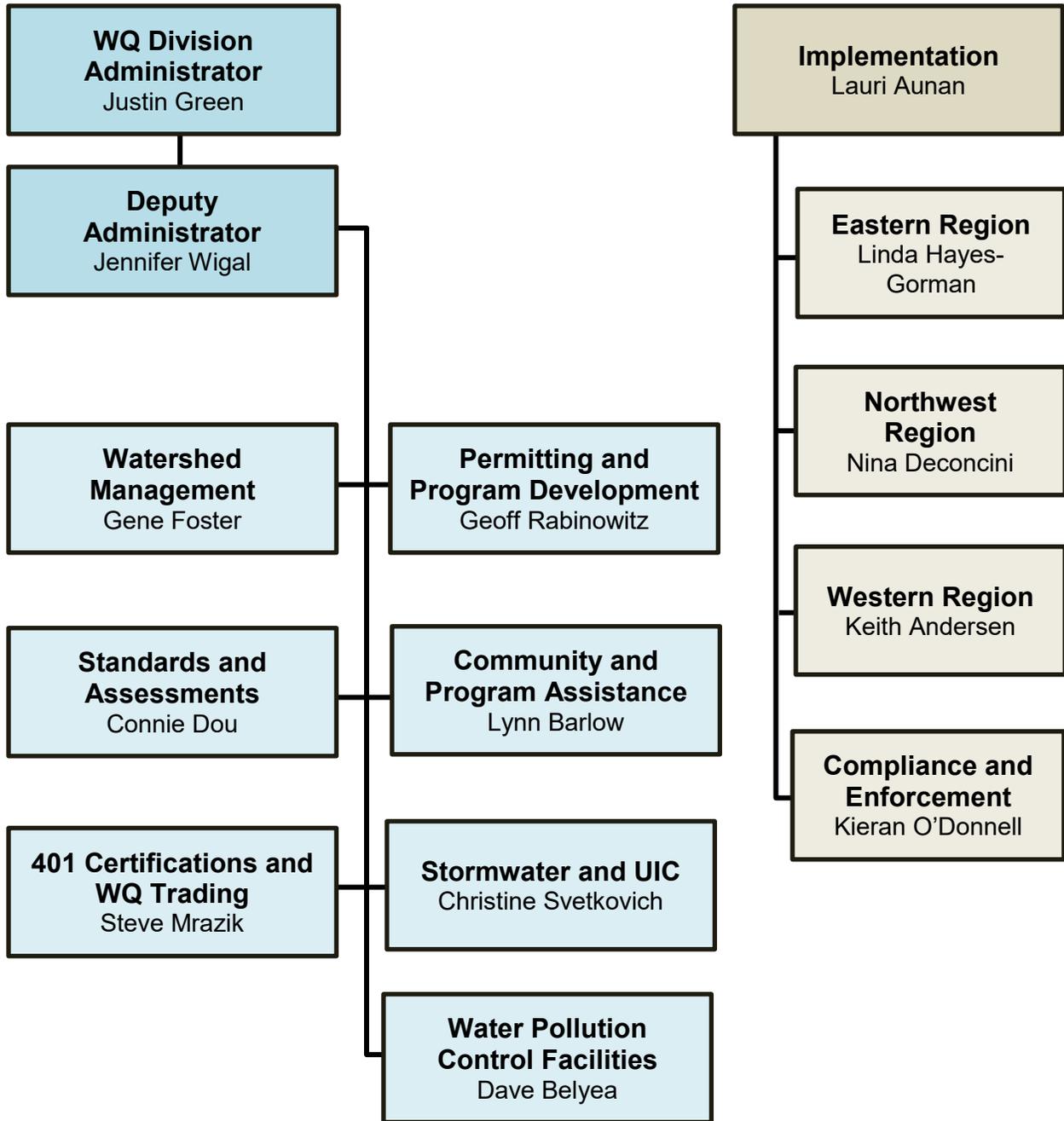
Learn more about DEQ [online](#).

The next section provides a DEQ organizational chart, which outlines the leadership structure for the agency.

DEQ organizational chart



Water Quality program organization



Water Quality programs

DEQ's Water Quality Program works toward the agency's mission to protect, restore, and improve the quality of Oregon's water through partnering with tribal governments, local governments, communities, businesses, environmental organizations, and the public by providing an open, consistent, and effective regulatory process. The program is responsible for providing planning, coordination, compliance and enforcement, and leadership for Oregon's Clean Water Act programs, which include Water Quality Standards, Total Maximum Daily Load, National Pollutant Discharge Elimination System, Wastewater Operator Certification, Clean Water State Revolving Fund, 401 Certifications, and Underground Injection Control. The Water Quality Program is also responsible for developing policy and implementing Oregon's state-initiated programs, such as groundwater protection, biosolids management, water reuse, and regulation of onsite sewage systems.

The Water Quality Program consists of 17 sub-programs overseen by the Division Administrator, Deputy Division Administrator, Laboratory Administrator, and Regional Administrators. These sub-programs perform water quality standards and



Examples of DEQ's program work:

1. Stormwater construction
2. Integrated water resources planning
3. Nonpoint source
4. NPDES MS4 stormwater
5. NPDES industrial wastewater and stormwater
6. NPDES municipal wastewater
7. Underground injection control stormwater
8. TMDL – MOS: margin of safety; LA: load allocation; WLA: waste load allocation; NB: natural background
9. Recycled water
10. Biosolids
11. Industrial pretreatment wastewater treatment
12. 401 certification
13. Sewage and water conveyance
14. Beneficial uses
15. Water pollution control facilities
16. Onsite septic hauling
17. Onsite
18. Ambient monitoring

assessment, watershed management, water facilities regulation, wastewater operator certification, 401 certifications for federal projects, groundwater protection, drinking water source protection, water quality grant administration, State Revolving Fund management, water quality data collection, and administrative functions. The program has a legislatively authorized budget for 232 full-time employees across 12 locations statewide. DEQ's funding comes from Oregon's general fund, other funds (permit fees), and state lottery funds. The program also receives federal funding from the EPA through the following grants: 106 Water Pollution Control and 319 Nonpoint Source Management Program, both under the Clean Water Act.

Sub-program descriptions

Administrator's office

- Provide leadership and oversight of all statewide programs
- Provide program-wide infrastructure through business and strategic planning, professional development coordination, legislative and communications, performance management, and rulemaking initiatives
- Develop and update program vision to align with agency goals and priorities
- Budget tracking and implementation
- Approve and track program goals, metrics, and milestones to provide clear expectations and alignment of program work

Water Quality Standards and Assessments

Standards

Establishing water quality standards for surface water is at the core of DEQ's water quality activities. The Water Quality program establishes standards to protect beneficial uses of water resources, such as aquatic life, fish consumption, and recreation. The program uses many tools to meet the standards and protect those uses. Staff perform the following water quality standards activities:

- Conduct standards reviews and rule revisions to establish and update scientifically based water quality standards
- Develop policy and procedures documents to ensure effective and transparent implementation of standards
- Coordinate with EPA's drinking water program and the Oregon Health Authority
- Adopt variances where needed and appropriate. Variances allow regulated dischargers to make progress toward the water quality standard by reducing pollution where attaining the standard is not currently feasible.

Assessments

- DEQ is required to assess all Oregon waters biennially, including identifying water bodies that do not meet water quality standards. DEQ uses existing data from a variety of sources to assess water quality and biannually to evaluate whether waters are meeting water quality standards, which includes the 303(d) list of impaired waterbodies. Temperature is the most common impairment. Water temperature is critical to the freshwater habitat of Pacific Northwest salmonids, a number of which the Endangered Species Act lists as threatened or endangered.

Watershed Management

Total Maximum Daily Load and Water Quality Management Plans

Once a waterbody is identified as not meeting clean water standards and is placed on the 303(d) list, federal law requires states to develop a management plan to meet standards. This plan is called a Total Maximum Daily Load, also known as a clean water plan or TMDL. TMDLs describe the maximum amount of pollutants that can enter the river or stream without violating water quality standards. These contaminants may come from municipal, industrial, commercial, or surface runoff sources, including the naturally occurring background sources. DEQ develops TMDLs on a basin or sub-basin scale.

- Implementing a TMDL often leads to revised permit limits when industrial and municipal wastewater permits are renewed. On agricultural land, Area Plans are developed by the Oregon Department of Agriculture's Water Quality Rules and Plans biannual review process. On state and private forestlands, the Department of Forestry has the lead in providing water quality protection through implementation of the Forest Practices Act. In urban areas, local governments take the lead in developing plans for activities not covered by NPDES permits. The U.S. Forest Service and the Bureau of Land Management develop Water Quality Restoration Plans for lands under their jurisdiction.
- Under most circumstances, TMDL implementation plans rely on landowners and land managers within a river basin. Local watershed councils, soil and water conservation districts, and other organizations carry out actions to meet the objectives of the TMDL implementation plans.

Permitting and Program Development

The Water Quality Program issues permits that regulate pollution from point sources discharging to Oregon's surface water and groundwater through the Permitting and Program Development section. The term "point source" generally refers to wastewater or stormwater discharged into water or onto land through a pipe or a discernible channel. DEQ issues two types of permits: federal National Pollutant Discharge Elimination System permits when discharging to surface water or state Water Pollution Control Facilities permits to protect groundwater. Under Oregon Revised Statutes, Oregon issues NPDES permits to regulate pollutant discharges to surface "waters of the state" which are more broadly defined than the federal definition of "waters of the United States".

The Water Quality Program issues "individual" permits to single facilities and "general" permits to cover classes or categories of dischargers under a single permit. Individual and general permits are issued for a fixed period of time not to exceed five years for NPDES permits or ten years for a WPCF permits. The permitting and program development program must carry out the following activities to effectively protect water quality:

- Issue discharge permits that protect or improve the quality of receiving waters, and protect the beneficial uses of those waters (such as drinking, swimming, fishing, and aquatic habitat)
- Inspect facilities and review discharge monitoring reports to ensure adherence to individual and general permit requirements

- Take prompt and appropriate enforcement actions when violations occur
- Provide appropriate technical assistance for regional permit teams, permittees, external stakeholders, and the general public to help assure ongoing compliance with individual and general permits
- Develop policy and guidance for permit writing staff to ensure consistent permit development
- Work with internal and external stakeholders to implement process improvements designed to reduce time for permit development, to improve communication, and to provide permits that communities can successfully implement

The Water Quality Program currently manages more than 5,000 water quality individual permits and general permits (in part administered by other agents). Challenges to implementing the permitting program have increased with the growing number and types of permits and their increasing complexity. Achievement of program objectives requires effective development and implementation of water quality standards, assessments, TMDLs, and federal regulations. The Permitting and Program Development program includes permits for industrial wastewater, domestic wastewater, application of biosolids, use of recycled and gray water, operation of pre-treatment facilities, discharge of stormwater to surface waters, and discharge to underground injection control systems.

Industrial Wastewater

- Issue NPDES permits for stream electric power plants, surface water discharges associated with pesticide application, wood processing and finishing, metals manufacturing, and various industrial activities
- Issue WPCF permits for various industrial activities with disposal activities (irrigation, lagoon seepage, etc.) that may impact groundwater
- Provide training, interpretation, and coordination with EPA's NPDES Program
- Coordinate implementation of surface water quality standards and the NPDES permitting program
- Ensure industrial wastewater facility permits are consistent with the Clean Water Act and federal regulations
- Ensure WPCF permits are consistent with state groundwater standards

Domestic Wastewater

- Work with wastewater utilities and Oregonians to help ensure proper treatment and reuse or disposal of domestic solids and liquids
- Work with internal and external stakeholders through guidance and training for consistency in permit issuance for large publically owned treatment works and small onsite collection systems
- Implement the industrial pretreatment, biosolids management, and recycled water programs
- Develop and implement the state's domestic wastewater Oregon Revised Statutes and Oregon Administrative Rules

Biosolids

Biosolids are the residual solids produced in the treatment of sewage and domestic wastewater that have been subjected to additional treatment such that it can safely be beneficially used as a soil amendment. All wastewater treatment facilities must manage their solids at some point. The facility can either create biosolids, haul the solids to another permitted facility, or dispose of them at a permitted landfill.

- Develop and implement the state's biosolids program
- Work with wastewater utilities and the agricultural community to ensure proper treatment and management of domestic wastewater solids
- Provide interpretation and coordination of EPA's biosolids program with internal and external stakeholders
- Provide training and technical assistance to wastewater operators and local municipalities

Recycled Water

Recycled water is treated effluent from a domestic wastewater treatment system which has been treated sufficiently to safely use for a beneficial purpose. The recycled water program encourages the use of recycled water for domestic, agricultural, industrial, recreational and other beneficial purposes in a manner that protects public health and the environment.

- Develop and implement the state's recycled water program
- Work with wastewater utilities and other stakeholders to ensure proper treatment and management of recycled water
- Provide training and technical assistance to wastewater operators and local municipalities
- Coordinate with other state agencies to ensure the program is protective of public health and the environment

Graywater

Gray water is water discharged from domestic showers, bathtubs, bathroom sinks, kitchen sinks without garbage disposals, and laundry facilities. The program encourages the use of graywater for beneficial purposes that do not require potable water, to reduce the demand on drinking water sources.

- Develop and implement the state's gray water program
- Work with counties, municipalities, and private citizens to help ensure proper treatment and reuse or disposal of graywater
- Provide training and technical assistance to counties as well as business and home owners
- Work with internal and external stakeholders to promote safe beneficial reuse of graywater

Pretreatment

- The Industrial Pretreatment Program is designed to reduce the amount of pollutants released into the environment by reducing the level of toxic pollutants discharged by industry and non-domestic sources into municipal sewer systems.
- Objectives of the pretreatment program include: the protection of publicly owned treatment works from pollutants that may cause interference with plant operations;

prevention of pollutants from entering receiving waters; improvement of sludge quality for biosolids reuse; and worker safety.

Stormwater

More than 2,400 entities that are covered under DEQ's NPDES municipal, construction, and industrial stormwater permits in Oregon. Stormwater duties include:

- Developing, issuing, and renewing NPDES stormwater permits for municipal separate storm sewer systems, or MS4s, construction sites, and industrial facilities associated with certain regulated activities.
- Implementing the permits by conducting inspections, technical assistance, and other compliance and enforcement activities statewide under the federal Clean Water Act
- Providing training, interpretation, and coordination with the EPA's NPDES and Compliance and Enforcement Programs
- Developing rules and ensuring program consistency for municipalities, facilities, and construction activities associated with stormwater discharges

Underground Injection Control

The Underground Injection Control program protects drinking water sources and aquifers by regulating the construction, operation, permitting, and closure of injection wells that place fluids underground for storage or disposal.

- There are more than 44,000 UICs registered in Oregon.
- Federal regulation requires DEQ to keep an updated inventory of all injection wells and report them to the EPA.
- In Oregon, the majority of systems are associated with stormwater discharge.
- Owners or operators of systems need to obtain a state permit or written DEQ approval to operate qualifying systems that are rule authorized and need written DEQ approval to properly close down an existing system.

Community and Program Assistance

Clean Water State Revolving Fund Loan

The Water Quality Program administers the Clean Water State Revolving Fund loan program that is capitalized primarily through loan repayments. Annually, federal appropriations also capitalize the fund in an amount equaling five to seven percent of funds available to loan. The program assists public agencies with solving water quality problems and applying for financial assistance. DEQ issued its first loan under the program in 1990. Since then, the agency has loaned more than \$1.26 billion to 194 Oregon communities, counties, irrigation districts, and other public agencies and districts.

For 2020, the loan program will have approximately \$217 million available for eligible projects. The agency set aside about \$54 million to assist small communities with a population of 10,000 or less. In addition, a portion of the federal grant is set aside for green projects; this amount is currently about \$1.79 million. To date, 89 percent of funded projects address point source improvements, such as wastewater treatment and collection systems, and 11 percent address nonpoint source projects, including irrigation improvements and stream bank restoration.

Compliance Policy and Data Management

The Water Quality Program periodically inspects permitted sources and responds to complaints. When a permit violation occurs, DEQ may initiate enforcement action. In addition, as part of its responsibility to implement the federal NPDES program in Oregon, DEQ must provide EPA with regular reports on compliance activities. The program also does the following:

- Facilitates statewide coordination of compliance and enforcement activities relating to the state's domestic and industrial wastewater and stormwater programs
- Tracks compliance with the EPA/DEQ Performance Partnership Agreement by setting statewide goals, reporting annually on DEQ inspections, conducting DMR reviews and enforcement activities, and responding to periodic State Review Framework audits
- Reports NPDES permit data to EPA, including permit inventories, compliance inspections, enforcement actions and discharge monitoring data
- Plans for future water quality data needs and supports and maintains agency and water quality program data systems

401 Water Quality Certification

Section 401 of the federal Clean Water Act requires any federally licensed or permitted activity that may result in a discharge to waters of the United States to receive a water quality certification from the state where the activity will occur to ensure the activity meets water quality standards. In Oregon, DEQ reviews proposed projects under this requirement, and the Section 401 compliance is documented through a Water Quality Certification, issued through the Water Quality Program. Nearly all such federal licenses or permits either come from the U.S. Army Corps of Engineers for dredge and fill activities or from the Federal Energy Regulatory Commission for hydroelectric or other proposed energy projects.

Wastewater Operator Certification

In 1987, the Oregon legislature adopted a law requiring domestic sewage facilities to operate under the supervision of a certified wastewater operator. The Water Quality Program oversees the development of the requirements for wastewater operator certification, evaluates certification applications, provides standardized exams, and issues certificates to qualified operators. The statewide program supports an estimated 1,600 wastewater treatment plant and collection facility operators. DEQ works in conjunction with the Oregon Health Authority, which certifies drinking water treatment and distribution system operators in Oregon.

Onsite Wastewater Systems

More than 30 percent of Oregonians dispose of their wastewater through onsite septic systems, primarily residential systems. DEQ regulates the siting, design, installation, and ongoing operation and maintenance of onsite septic systems, and staff within the Water Quality Program manage the regulation of these onsite wastewater systems. Without careful maintenance, septic systems can fail prematurely and result in a public health hazard caused by surfacing sewage and pollution that can impact streams and groundwater. As of January 1, 2020, DEQ directly manages the onsite program in 8 counties, referred to as "direct service" counties. Twenty-eight counties manage the program under contract with DEQ, referred to as "contract counties."

Rural restaurants, breweries and manufactured home parks have large onsite wastewater systems or high-strength wastewater. DEQ permits these facilities in all 36 counties using a Water Pollution Control Facilities permit. These systems are often complex and require a greater level of evaluation, design, maintenance, and operation.

The Water Quality Program's responsibilities include:

- Processing septic system applications in the counties where DEQ provides direct service
- Providing technical assistance and oversight to local governments that contract with DEQ to conduct the onsite program within their jurisdictions
- Providing technical assistance, education and outreach to the public, manufacturers, licensed installers and pumpers, maintenance providers, and other organizations
- Implementing and overseeing the licensing program for onsite system installers and septic tank pumpers
- Responding to complaints, such as failing onsite systems and illegal installations of septic systems. Some complaints lead to formal enforcement and others are resolved with cooperation from the violator
- Working with Chemeketa Community College, the Oregon Onsite Wastewater Association and other stakeholders to provide continuing education opportunities for installer and maintenance provider certifications
- Participating in stakeholder conferences and meetings to provide education and outreach
- Reviewing new products for use in septic systems in Oregon

Water Quality Monitoring

DEQ's Laboratory and Environmental Assessment Division collects and analyzes water samples to support DEQ's Water Quality Program. DEQ augments its water quality data by using monitoring data from a wide variety of sources, including watershed councils and federal agencies.

Water quality monitoring data provides the foundation for water quality management by providing information on the status and trends in water quality and identification of issues of emerging concern in Oregon. Monitoring is conducted to determine if water quality supports beneficial uses and if water quality standards are met. Streams that do not meet water quality standards are placed on the 303(d) list and will have TMDLs developed for them. In order to develop TMDLs, studies must be conducted to determine the sources and quantities of pollutants affecting the water body and how those vary over time.

Water quality monitoring activities include:

- Developing a strategy and regularly monitoring 160 locations throughout the state
- Monitoring for pesticides and emerging contaminants at public water supply source areas
- Supporting the Pesticide Stewardship Partnership program by working with local stakeholders to collect stream samples from watersheds during pesticide application periods and analyzing the samples
- Information is used to guide voluntary changes and local development of best management practices

- Monitoring at Groundwater Management Areas
- Monitoring harmful algae blooms in rivers, streams, and lakes when requested to do so by the Oregon Health Authority
- Partnering with Oregon Health Authority to implement the Beach Bacteria Monitoring Program
- Providing training to watershed councils in monitoring techniques for stream assessments
- Developing a strategy for monitoring Oregon's waters
- Implementing the toxics monitoring program
- Implementing a statewide groundwater monitoring program
- Implementing EPA's National Aquatic Resource Surveys in Oregon
- Providing quality assurance sampling at approximately 30 landfills in Oregon
- Supporting studies to determine the relationship between water quality, habitat conditions and biological conditions, and assisting a variety of special studies, including:
 - Collecting monitoring data in support of TMDL program needs in basins around the state
 - Compliance monitoring studies to determine compliance with permit conditions
 - Measuring the effectiveness of water quality protection programs and measures
 - Monitoring to support evaluation of water quality complaints and investigations

Resource assessment and technical support

DEQ's Laboratory Resource Assessment and Technical Support section provides data analysis, review, and reporting for the Water Quality Program which includes:

- Annual reporting of key performance measures
- Reporting on water quality toxics monitoring
- Reporting on statewide groundwater monitoring
- Data analysis to generate the Integrated Report on impaired waters of the state
- Data processing and analysis to support the volunteer monitoring program
- Technical assistance to the permitting program

Additionally, the resource assessment and technical support program manages all water quality data for the agency through a public access system, called the [Ambient Water Quality Monitoring System](#).

2019 Water Quality Program Successes

Administrator's Office

- Worked with the legislature, stakeholders and partners for approval of 24 additional water quality positions in the Water Quality Program.
- In October 2019, the Water Quality Program held its first all-staff event since 2007, H2October. H2October provided an opportunity for an in-person event for collaboration and communication, and to celebrate the program's accomplishments.

Water Quality Standards and Assessments

Standards

- Completed a procedure document to interpret and apply the Dissolved Oxygen standards efficiently and consistently by DEQ programs.
- The Willamette Basin Mercury Multiple Discharger Variance was adopted by the EQC Jan. 24, 2020 to reduce mercury loads from point sources to the Willamette Basin waters while providing a path for issuing permits.
- Completed the Cold Water Refuge Report with input from a panel of technical experts. The Cold Water Refuge Report is for the lower 50 miles of the Willamette River, which is designated as "migration corridor" use.
- DEQ represented Oregon's interests through review and comment on EPA's proposed promulgation of new aluminum criteria for the state. Comments from DEQ supported improvements to the federal rules to be clear, protective of water quality, and implementable by permit holders.
- Evaluated options for short-term implementation of the temperature standard in permits and TMDLs, and evaluated a range of potential near future temperature standard revisions.

Assessments

- Published the 2018/2020 Integrated Report for public comment and led a state-wide data call in which DEQ analyzed over 6.5 million rows of data from over 70 organizations.
- Developed an interactive GIS map for the Integrated Report with the inclusion of a Water Quality Standards layer to dramatically improve the efficiency of finding the appropriate water quality standard and impaired waters status at a location of interest.

Watershed Management

- Klamath and Lost Subbasins Temperature TMDL issued September 2019
- Willamette Basin Mercury TMDL issued November 2019

- DEQ partnered to study ocean acidification and hypoxia (OAH) in Tillamook Bay. Several monitoring sites were established in 2019 collecting low level water chemistry data. The study will inform a strategy for OAH in Oregon's estuaries.
- In 2019 DEQ completed a comprehensive five year assessment of Willamette Basin Designated Management Agency implementation activities. The report includes a summary of activities that DMAs, who are responsible for urban and rural land use, completed between 2013-2018. DEQ applied the assessment results with recommendations focused on sustained water quality improvement progress.
- In providing service to the citizens of Oregon the Watershed Protection/TMDL program responded to 285 water quality complaints in 2019.
- Completed the 2018 Nonpoint Source Annual Report
- Completed the Updated Source Water Assessments for surface water sources

Permitting and Program Development

- Published annual NPDES individual permit issuance plan for 2020
- Published first ever five-year NPDES individual permit issuance plan that includes all 330+ individual permits
- Published 2019 annual water quality NPDES permitting program report
- Published a significantly updated NPDES individual permit template for major and minor domestic permits
- Action taken on 24 total permits for issuance and termination
- Completed four annual pretreatment program audits
- Reviewed 56 biosolids management plans statewide
- Issued nine total new and renewal WPCF permits
- Inspected 25 WPCF facilities
- Completed EPA led NPDES permit writer training for over 20 DEQ employees
- Developed key documents to improve permit processing and permit development (Mass Loads, Permit Coordinators Manual)
- Implementation of netDMR (cross-media electronic reporting rule) statewide; 100% of phase one majors and 85% of phase two minors

401 Water Quality Certification

- The 401 Water Quality Certification Program (dredge and fill) issued over 250 certifications, conducted 83 inspections to ensure compliance, and supported more than 15 outreach sessions in 2019.
- The 401 Water Quality Certification Program (hydro) issued two significant certification decisions in 2019 for the Hells Canyon complex and for the Klamath Dam removal.

Community and Program Assistance

Clean Water State Revolving Fund (program):

- The program received 29 new loan applications in 2019, the largest number of applications since 2010.

- The program developed a Water Quality Trading/Riparian Restoration program guideline for CWSRF borrowers.
- 54% of One Stop outreach attendees applied for a loan.
- 100% of funds available are committed.

Compliance Policy and Data Management (program):

- The Compliance Policy and Data Management Team undertook a series of process improvement workshops in collaboration with regional compliance staff and OCE to facilitate sharing and reporting of compliance and enforcement data.
- The CPDM Team successfully enrolled 150 individual NPDES permit holders in electronic reporting in 2019, bringing us 60% closer to our goal of at least 95% of individual NPDES permit holders submitting DMR data electronically.

Onsite Wastewater Systems

- The residential onsite program completed their records digitization project in 2019. All of the programs records, approximately 200,000 files and over 2 million images, are now stored electronically in the Oregon Records Management System and available to the public to view.
- In 2019, the residential onsite program transferred the administration of the program in Morrow County to Umatilla and Grant County to Harney to operate jointly.
- DEQ reviewed all DMRs for the WPCF-OS (large onsite) program in 2019 and sent out 326 Warning Letters to permittees that did not submit a DMR or their DMR showed that flows or effluent limits were exceeded.

Water Quality Monitoring

- Brought in over 6,000 samples representing almost 42,000 different analysis.
- Conducted research in partnership with EPA and City of Salem to understand the utility of q-PCR as an early warning detection system for harmful algal blooms.
- Designed and implemented a statewide toxics monitoring trending network.

Resource Assessment and Technical Support

- Wrote and released the WQ Toxics Basin Summary reports for Klamath and North Coast basins
- Completed annual reports of Oregon Water Quality index and associated key performance measures
- Completed data analysis and 3rd party data intake in support of the draft 2018/2020 Integrated Report

Appendix A – 2020 Work Plan

Water Quality programs: Core work, program metrics, and special projects

Introduction

Appendix A functions as the Water Quality Program 2020 work plan. It identifies the core work for each component of the Water Quality Program, and how performance of that work is measured.

Core work is generally consistent from year to year. Special projects, in comparison, are those efforts that are unique to a calendar year and often fall under the category of process improvement. Special Projects Tables represent activities that are limited in duration or that may be in addition to Core Work.

Program Metrics provide workload measurements, and projected completion dates (as applicable). A resource and decision-making model, called R.A.C.I., shows who is responsible, accountable, consulted, and informed. The R.A.C.I. model is a matrix of activities or decision-making authorities in an organization. DEQ's director and leadership team support using the model as an effective approach to understanding and communicating how decisions are made at the agency.

Water Quality Standards and Assessments: Core Work

Standards

- Conduct standards reviews and rule revisions to establish and update scientifically based water quality standards
- Plan and develop individual and multiple discharger variances
- Develop policy and procedures documents to ensure effective, consistent, and transparent application of water quality standards through collaboration with other water quality programs, including Watershed Management and NPDES permitting
- Coordinate and collaborate with stakeholders, the EPA, the National Marine Fisheries Service (NMFS), US Fish and Wildlife (USFW) and other state and local agencies during water quality standard development
- Provide information to the public

Assessments

- Assess water quality data from internal and external sources
- Evaluate and report on surface water quality status relative to beneficial use attainment
- Develop and update guidelines, policies, and methodologies used for assessment purposes
- Collaborate with DEQ lab staff to develop the statewide monitoring strategy
- Collaborate with DEQ lab staff on monitoring data collection, assessment, and development of the integrated report
- Facilitate public engagement in the course of implementing process changes and reporting on impaired waters
- Provide information to the public

Water Quality Standards and Assessments: Metrics

Standards	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Mercury Multiple Discharge Variance	January 2020 EQC; February 2020 EPA submittal	Same as target	Program manager	WQ Deputy administrator	Permitting; stakeholder advisory committee	All Water Quality programs and stakeholders	EQC adoption; EPA submittal	Requires EPA approval before variance is effective
Cold Water Refuge Report	November 2019	February 2020	Program manager	WQ Deputy administrator	Science Review Panel and EPA	All Water Quality programs	Final document submitted to NMFS	

2020 Water Quality Program Plan

Standards	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
						and stakeholders		
Federal Aluminum Criteria	EPA rule March 2020; Application procedures Sept 2020	EPA rule may be delayed; Procedures Sept 2020	Program manager	WQ Deputy administrator	Permitting and Watershed Management	All Water Quality programs and stakeholders	Criteria application procedures completed	EPA deadline March 2020
Variance IMD and application update	Sept. 2020	Sept. 2020	Program manager	WQ Deputy administrator	Permitting and Watershed Management	All Water Quality programs and stakeholders	Variance IMD and Application; training to staff	
Temperature Variance	TBD, depending on permit need	TBD	Program manager	WQ Deputy Administrator	All Water Quality Programs; stakeholders	All Water Quality programs and stakeholders	Approach developed; Project plan for variance	Depends on permit need and timing
Dissolved Oxygen Clarification	June 2022, depends on ALU update	TBD	Program manager	WQ Deputy administrator	Permitting and Watershed Management	All Water Quality programs and stakeholders	Project milestones being met	Rulemaking together with ALU update
Aquatic Life Use Update; Bull Trout, spawning	June 2022 depends on scope decided	TBD	Program manager	WQ Deputy administrator	All Water Quality Programs; Stakeholders	All Water Quality programs and stakeholders	Project milestones being met	
Waldo and Crater Lakes ORW rules	Dec. 2020	Dec. 2020	Program manager	WQ Deputy Administrator	Advisory committee	All Water Quality programs and stakeholders	EQC adoption; EPA submittal	
Evaluate need to adopt new 304a criteria	TBD	TBD	Program manager	WQ Deputy Administrator	All Water Quality Programs; stakeholders	All Water Quality programs and stakeholders	Provide information to triennial review	

2020 Water Quality Program Plan

Standards	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Triennial Review	June 2021	June 2021	Program manager	WQ Deputy Administrator	All Water Quality Programs; stakeholders	All Water Quality programs and stakeholders	Project milestones met	

Assessments	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
2018 / 2020 Integrated Report	April 2020	April 2020	Program manager and staff	WQ Deputy administrator and Laboratory administrator	All Water Quality programs	All Water Quality program and stakeholders	Submitted to and approved by EPA	
Call for Data 2022 IR	December 2020	Dec. 2020	Program manager and staff	WQ Deputy administrator and Laboratory administrator	Steering committee	State of Oregon	Data call completed	Streamlining templates and call for data process
Integrated Report Methodology Updates for 2022		Q1 2021	Program manager	WQ Deputy administrator and Laboratory administrator	Standards and Assessments	All Water Quality program and public		Update in time for every other year, call for data and assessment, leading to IR

Water Quality Standards and Assessments: Special projects

Standards and Assessments	Projected Completion Date	Resourcing				Metric
		R	A	C	I	
Georeference Beneficial Use and Water Quality standards layers in GIS and Interactive Mapping Tool for IR	April 2020	Program manager	WQ Deputy administrator and Laboratory administrator	Assessments	All Water Quality program and public	Internal and external posting of web-based Geocortex GIS tool in April

Watershed Management: Core work

- Develop and issue TMDLs and water quality management plans
- Evaluate the status of achieving TMDLs, and water quality targets and goals
- Participate in the biennial reviews of Oregon Department of Agriculture (ODA) area rules and plans
- Develop and implement Nonpoint Source Management Program plan and annual reports
- Work with designated management agencies, Oregon Department of Forestry and ODA on water quality implementation plans
- Implement interagency agreement with Oregon Health Authority to promote drinking water protection in Oregon by providing technical assistance to public water systems and communities.
- Develop updated and enhanced source water assessments for public water systems and evaluate risks to drinking water source areas in cooperation with state and federal agencies and other interested parties.
- Serve as lead agency in coordinating drinking water source protection activities with other state and federal agencies in Oregon. Leverage the Clean Water Act and other programs and authorities to protect public water supplies.

Total Maximum Daily Load: Metrics

TMDL	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Coquille TMDL/WQMP	TMDL/WQMP development	Draft for Public Comment	Watershed Management section	WQ Deputy Administrator and	Regional TMDL managers,	All Programs	TMDL/WQMP,	Developed for bacteria, DO, pH

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TMDL	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
		August 2020	manager, HQ and Regional TMDL staff	Laboratory Administrator	WQ Standards, Integrated Report, Permit program		Issuance Development	
Upper Yaquina TMDL/WQMP	TMDL/WQMP development	Draft for Public Comment June 2020	Watershed Management section manager, HQ and Region TMDL staff	WQ Deputy Administrator and Laboratory Administrator	Regional TMDL managers, Water Quality Standards, Integrated Report, Permit program	All Programs	TMDL/WQMP, Issuance Development	Developed for bacteria, DO
Annual TMDL Plan Reviews	All plans are reviewed within 90 days	Ongoing	Regional TMDL staff	Regional TMDL managers	Healthy Stream Partnership Implementation on-on Group*	WQ Management Team	Percent of reports reviewed within 90 days	
Implementation Plans - enforcement/warning letters	Report on 100% of DMA status annually.	Ongoing	Regional TMDL staff	Regional TMDL managers	Healthy Stream Partnership Implementation on Group*	WQ management team	Percent of Plans submitted	
Support other programs: Div. 33, state revolving fund, 401 program. Project related	TMDL staff interpret data as it applies to permit reviews for other programs and sister agencies. (DIV 33 or 401).	Ongoing	Regional TMDL staff	Regional TMDL managers	Healthy Stream Partnership Implementation on-on Group*	WQ management team	Number of reviews, and Average time taken to provide review	

* Healthy Stream Partnership Implementation Group includes DEQ offices, DEQ Lab, and Nonpoint Source Managers.

Nonpoint Source: Metrics

Nonpoint Source	Target	Projected Completion Date	Resourcing				Metrics	Comments
			R	A	C	I		
Nonpoint Source Annual report	Report development	Q2 annually	Watershed Management section manager, HQ TMDL/NPS staff	WQ Deputy administrator and Laboratory administrator	Healthy Stream Partnership Implementation Group, TMDL/NPS staff	Program staff	Report issued	EPA approval required
Nonpoint Source Management Program Plan Revision	Report development	April 2020	Watershed Management section manager, HQ TMDL/NPS staff	WQ Deputy administrator	Healthy Stream Partnership Implementation Group, TMDL/NPS staff	Program staff	Report issued	EPA approval required
Biennial reviews ODA Area Rules and Plans	Report development	Ongoing	Watershed Management section manager, HQ TMDL/NPS staff	Watershed Management section manager	TMDL/NPS staff	Program staff	Report issued	DEQ report sent to ODA
Conservation Effectiveness Partnership	CEP Agency Coordination	Ongoing	HQ and Region NPS staff	Watershed Management section manager	Healthy Stream Partnership Implementation Group, TMDL/NPS staff	Program staff	CEP Reports	OWEB, ODA, NRCS, ODFW, DEQ
National Water Quality Initiative	Provide information	Ongoing	HQ and Region Drinking Water staff	Watershed Management section manager	Healthy Stream Partnership Implementation Group, TMDL/NPS staff	Program staff	TMDL/WQMP development	NRCS initiative
Nonpoint Source Agency Coordination	Agency coordination	Ongoing	HQ and Region TMDL/NPS Staff	Watershed Management section manager and Region TMDL manger	TMDL/NPS staff	Program staff	Cross-section Communication	

Drinking Water: Metrics

Drinking Water	Target	Projected Completion Date	Resourcing				Metrics	Comments
			R	A	C	I		
Source Water Assessments (groundwater sources)	Maps and data Development for OHA	Ongoing	HQ and Region Drinking Water staff	OHA Drinking Water staff and manager	OHA DW staff	WQ Program; OHA Public Health	Completed maps and data for updated SWA for groundwater C and NTNC PWSs in Oregon	OHA is responsible for GW source water assessments
Assistance to Public Water Systems	Provide information, funding, coordination/ assistance w/ partners and other agencies	Ongoing	HQ and Region Drinking Water staff	Watershed Management section manager; OHA Drinking Water staff and manager	OHA DW staff; HSPIG; TMDL/NPS staff; DEQ Lab staff; Regional DEQ staff-multiple programs in Land and Water	WQ Program; OHA Public Health	Number of PWSs achieving "Substantial Implementation" by prevention/ remediation of contaminant issues	EPA reporting measure for states is quarterly reporting of number and population of community PWSs with "substantial implementation"
Drinking Water-related Agency and Partner Coordination	Serve as lead agency in coordinating drinking water source protection activities with other state and federal agencies in Oregon. Leverage the Clean Water Act and other	Ongoing	HQ and Region Drinking Water staff	Watershed Management section manager; OHA Drinking Water manager	OHA DW staff; HSPIG; TMDL/NPS staff; Regional DEQ staff-multiple programs in Land and Water	WQ Program; OHA Public Health	Analyze contaminant sources; provide information; ensure other agencies' operations support source water protection; assist collaborative efforts to protect source water	

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Drinking Water	Target	Projected Completion Date	Resourcing				Metrics	Comments
			R	A	C	I		
	programs and authorities to protect public water supplies.							
Potential Contaminant ID and Susceptibility Analysis	Analyze contaminant sources; prioritize protection/remediation activities; provide information to PWSs and partners	Ongoing and as needed	HQ and Region Drinking Water staff	Watershed Management section manager; OHA Drinking Water manager	OHA DW staff; HSPIG; TMDL/NPS staff	WQ Program; OHA Public Health	Dissemination of analysis results; PWS planning and implementation of source water protection activities; prevention/remediation of contaminant issues	Analyze contaminant sources; prioritize protection/remediation activities; provide information to PWSs and partners
EPA Annual Report	Report on EPA measures and provide summary of Oregon's Source Water Protection activities and successes	September 2020	OHA, HQ and Region Drinking Water staff	OHA Drinking Water manager	OHA DW staff;	EPA; OHA Public Health	Annual Report	OHA responsible for submission. DEQ provides goals and measures

Watershed Management: Special projects

Watershed Management	Projected Completion Date	Resourcing				Metric	Comments
		R	A	C	I		
Various 401, Permit, and other technical analysis projects	Ongoing	Program making the request	Program making the request	WMS staff	Program staff		

Wastewater Permitting and Program Development: Core work

- Issue Permits (NPDES, WPCF, general permits)
- Perform inspections and monitor Compliance
- Conduct enforcement
- Develop policies and procedures
- Provide essential technical assistance
- Collaborate with internal and external stakeholders

Industrial and domestic wastewater: Metrics

Industrial and Domestic Wastewater	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Permits Issued Pursuant to annual NPDES Permit Work plan	44	Sept. 30, 2020	Permit writers	Permitting manager	Wastewater Managers	All staff and stakeholders	Number of permits issued/Permits on work plan	
Pretreatment Annual Industrial Pretreatment Program Audit	3	Sept. 30, 2020	Pre-treatment coordinator	Permitting manager	Compliance and Enforcement Staff	All staff and stakeholders	Number of IPP audits completed	
Biosolids and Recycled Water Reporting	30	Sept. 30, 2020	Biosolids / recycled water coordinator	Permitting manager	Compliance and Enforcement Staff	All staff and stakeholder	Number of biosolids and recycled water management plans	Target based on planned permits that have a biosolids management plan

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Industrial and Domestic Wastewater	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Percent of NPDES Individual Permits Current	35% or 100 individual NPDES Permits	Sept. 30, 2020	Wastewater managers	Division administrator	Wastewater managers and staff	All staff and stakeholders	(Number of permits expired / Number of permits active) * 100	78 permits are current as of 1/15/20
General Permits Issued According to Plan	3	Sept. 30, 2020	General Permitting	Permitting manager	Wastewater managers	All staff and stakeholders	Number of permits issued according to plan.	700PM, 900J, 2000J
Inspections Conducted and Completed Pursuant to Plan	Performance metric	Ongoing	Regions	Regional managers	All staff	All staff and stakeholders	Numbers of inspections completed/Inspections on Compliance Monitoring Strategy	
Time to Close or Refer to OCE ¹ non-compliance	Performance metric	Ongoing	Regions	Regional managers	All program	All program and stakeholders	Time from discovery of noncompliance to closure or referral to OCE for formal enforcement	
Draft and publish Annual and five-year NPDES Permit Issuance Plan	100%	Sept. 30, 2020	Permitting manager	Division administrator	Wastewater managers and stakeholders	Permit writers, staff and stakeholders	Percent complete	Annual
Draft and publish a five-year WPCF Permit Issuance Plan	100%	November 30, 2020	Permitting manager	Division administrator	Wastewater managers and stakeholders	Permit writers, staff and stakeholders	Percent complete	Annual

¹ Office of Compliance and Enforcement

Industrial and domestic wastewater: Special projects

Industrial and Domestic Wastewater	Projected Completion Date	Resourcing				Metric	Comments
		R	A	C	I		
WET Testing Training (EPA Onsite)	Sept. 30, 2020	Permitting manager	Division administrator	Wastewater managers	Permit writers and staff	Percent complete	
Updating IMD, and policy documents: Permit Fact Sheet, SME Deliverables Copper BLM Procedure, Technical assistance Process, WPCF Template	April 30, 2020	Permitting section	Permitting manager	Communications and Wastewater managers	Permit writers	Number of IMD updated	

Stormwater and Underground Injection Control (UIC)

- Issue permits (Individual, Municipal and WPCF UIC and Stormwater General Permits)
- Process permit applications
- Perform inspections, monitor compliance
- Conduct enforcement
- Review DMRs and reports
- Develop and implement policies and procedures
- Close out “active” auto drains

Municipal, construction industrial stormwater and UIC: Metrics

Municipal, Construction Industrial Stormwater and UIC	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
UIC WPCF Individual Permits issued or resolved pursuant 2020 work plan	All WPCF UIC applications in the queue	Dec. 31, 2020	UIC Hydro	Regional manager	Regional managers	All Water Quality program and stakeholders	Number of permits issued /responded to (applications may result in UIC’s being	Goal- eliminate individual WPCF UIC permit

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Municipal, Construction Industrial Stormwater and UIC	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
	(approximately 6)						rule authorized or covered under the 1200-U)	backlog by the end of 2020.
Issue 1200-C Construction Stormwater General Permit		December 15, 2020	Stormwater Program Coordinator	Regional manager	Regional managers	All Water Quality program and stakeholders	Permit issued and permit registrations assigned	
Issue MS4 Phase I permits that are administratively extended	7 permit renewals	December 31, 2020	Senior MS4 Permit Writer	Regional manager	Regional managers	All Water Quality program and stakeholders	Permits renewed	
Construction Inspections Conducted	84	Sept. 30, 2020	Regions	Regional managers	All Program	All Water Quality program and stakeholders	Number of 1200-C and CA inspections completed	
Industrial Inspections Conducted Pursuant to Plan	52	Sept. 30, 2020	Regions	Regional managers	All Program	All Water Quality program and stakeholders	Numbers of 1200-A and 1200-Z inspections completed	
Conduct MS4 Inspections	8	December 31, 2020	Regions	Regional Managers	All Program	All Water Quality program and stakeholders	8 permittees/ permit registrants	2020 is DEQ's first year committing to and conducting MS4 inspections in the past 10+ years.

Municipal, construction industrial stormwater and UIC: Special projects

Municipal, Construction Industrial Stormwater and UIC	Projected Completion Date	Resourcing				Metric	Comments
		R	A	C	I		
Draft 1200Z permit posted for comment	March 2021	Senior Permit Writer	Regional Manager	Regional Manager	All Water Quality Program and Stakeholders	Project/rulemaking plan currently being implemented	
Update Agent Agreements	June 2021	Regional Manager	Regional Manager	Regional Managers	All Water Quality Program and Stakeholders	Determined by EDMS	Begin work on updating agent agreements that are linked to EDMS
Begin work on the 1200-CN renewal	December 31, 2020	Stormwater Program Coordinator	Regional Manager	Regional Managers	All Water Quality Program and Stakeholders	Develop permit renewal plan and begin implementing it	Project Plan and initial implementation in 2020

Community and Program Assistance: Core work

Clean Water State Revolving Fund: Core work

- Solicit and take action on loan applications
- Provide CWSRF technical assistance to potential borrowers
- Service loans and manage allocations
- Implement program guidelines for developing markets

Clean Water State Revolving Fund: Metrics

CWSRF	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Target funds available to achieve binding commitments ratio	96%	Ongoing	Program Manager	Loan specialist; Outreach team, Project officers	All CWSRF staff	WQ administrator, EPA	Binding commitments balanced against funds available (pace)	
Solicit and Take Action on Loan Applications/Increase the number of new loans	15	Ongoing	Loan specialist; Outreach team, Project officers	Program Manager	All CWSRF staff	WQ administrator, EPA	Number of new loans	
Implement a variety of marketing and outreach efforts toward increasing loan applications	15	Ongoing	CWSRF Outreach team	Outreach lead; Program coordinator	Program manager; All CWSRF staff; RST	All CWSRF staff	Number of outreach efforts (includes technical assistance efforts)	Tradeshow booths, presentations, conferences, direct mail/email outreach, supporting RST projects, and more
Support One-Stop potential borrowers in application process	30%	Ongoing	One-Stop lead; Project officers	One-Stop lead; Program coordinator	Program manager; All CWSRF staff	All CWSRF staff	Number of One Stop Workshops resulting in a loan application	

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CWSRF	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Provide CWSRF Technical Assistance to Potential Borrowers	5	Ongoing	CWSRF Outreach team; Circuit riders	Outreach lead; Program coordinator	Program manager; All CWSRF staff; RST	All CWSRF staff	Number of technical assistance efforts resulting in a loan application	
Implement Program Guidelines for Developing Markets	2	Ongoing	Outreach team	Outreach lead; Program coordinator	Program manager; All CWSRF staff	All CWSRF staff	Number of loans in new and developing markets	

Clean Water State Revolving: Special projects

CWSRF	Projected Completion Date	Resourcing				Metric
		R	A	C	I	
Information System Database Project	July 2022	Project manager; CWSRF lead	Program manager; Steering committee	All CWSRF staff; key WQ staff; DEQ financial services	Agency director and EPA	Meeting project milestones
Rulemaking	Nov. 2020	Program manager	Program coordinator; Rulemaking team ; Rulemaking coordinator	Advisory committee; All CWSRF staff; DOJ; the public	Agency director and EPA	
Environmental Review Update	July 2020	Program manager	Program coordinator; Project officers	Project officers; EPA; DOJ (potentially)	All staff; stakeholders	Complete update to the Applicant Guide and staff procedures

Compliance policy and data management: Core work

- Collect and perform quality assurance review of statewide compliance and enforcement data
- Track compliance with DEQ/EPA Planned Partnership Agreement, Inspection Frequency Requirements (CMS) and DMR reviews
- Develop compliance and enforcement policy
- Coordinate with regional offices to ensure efficient and accurate data entry and collection
- Report statewide facility and compliance and enforcement data to EPA

Compliance policy and data reporting metrics

Compliance Policy and Data Reporting	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Statewide Compliance and Enforcement Data Quality Assurance		Year-round	WQ Data team	eReporting lead	WQ administrator, Regional WQ permit managers, OCE administrator	Implementation administrator	Number of facilities in SNC State Review Framework metrics	

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Compliance Policy and Data Reporting	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
PPA Compliance Tracking		Year-round	Compliance specialist	Community and Program assistance manager	WQ administrator, Regional WQ permit managers,	Implementation administrator, OCE administrator	Timely reporting of statewide goals and achievements	
Compliance and Enforcement Policy Development	Inspection SOP	December 2020	Compliance specialist	Community and Program assistance manager	WQ administrator, Regional WQ permit managers, OCE administrator	Implementation administrator	Final SOP and training program with Regional manager buy-in	
Coordinate with Regional Offices to Ensure Efficient and Accurate Data Entry and Collection	Compliance and Enforcement Process and Business Rules	March 2020	WQ Data team	eReporting lead	WQ administrator, Regional WQ permit managers, OCE administrator	Implementation administrator	Process improvements to ensure timely and accurate reporting of compliance and enforcement data	
Report Statewide Facility and Compliance and Enforcement Data to EPA	Progress toward meeting eRule Phase 1 goals	June 2020	WQ Data team	eReporting lead	WQ administrator, Regional WQ permit managers,	Implementation administrator, OCE administrator	Full inventory of permits in ICIS database, updated quarterly Monthly inspection and enforcement data flow to ICIS	More than 95% of individual NPDES permittees reporting DMR data electronically

Compliance Policy and Data Management Special Projects

Compliance Policy and Data Reporting	Projected Completion Date	Resourcing				Metric
		R	A	C	I	
EPA eRule Implementation	December 2021	WQ Data Team	eReporting lead	WQ administrator, Regional WQ permit managers	Implementation administrator	More than 95% of NPDES permittees submitting DMR data electronically

401 Certification: Core work

- Issue decisions on 401 certification applications
- Perform inspections
- Conduct enforcement
- Provide outreach and technical assistance

401 Certification: Metrics

401 Certification	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Issue 401 Certifications Decisions	200 Days	Ongoing	401 staff	401 managers	WQ staff	Water Quality program managers	Timeliness target is % of certifications issued within 200 days. >85% Green, 85% - 70% Yellow, <70% Red	
Connect with Stakeholders	10 per year	Ongoing	401 staff	401 managers	WQ staff	Water Quality program managers	Completes stakeholder connections	

401 Certification: Special projects

401 Certification	Projected Completion Date	Resourcing				Metric	Comments
		R	A	C	I		
Implement Outreach Project through EPA Program Development Grant	December 2022	401 staff	401 managers	401 managers	Water Quality program managers	Completes Outreach Project	

Wastewater Operator Certification: Core work

- Certify wastewater system operators
- Manage facility classification worksheets to determine operator certification requirements
- Determine compliance with operator and system requirements
- Communicate regularly with an advisory committee (consisting of operators, regulators, educators, industry associates and system owners) and the Oregon Environmental Services Advisory Council (OESAC)
- Promote wastewater operation as a career
- Perform education and outreach

Wastewater Operator Certification: Metrics

Wastewater Operator Certification	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Percent of Applications processed within 4 to 6 weeks of receipt	Process Applications in a timely manner, within 4-6 weeks of receipt	December 31, 2019	Program manager	Operator Certification coordinator	Operator Certification assistant	Advisory Committee	Legislative Report (published every two-years)	
Keep Number of Certified Operators Steady or Growing	1600+	December 31, 2019	Program manager	Operator Certification coordinator	Operator Certification assistant	Advisory Committee	Legislative Report Data	
Perform Outreach and Educational Presentations in annual plan	10-12 Presentations/year	December 31, 2019	Program manager	Operator Certification coordinator	Operator Certification assistant	Advisory Committee		Plan to be developed annually

Onsite systems: Core work

Large and residential

- Take action on residential and WPCF onsite site evaluation, authorization, permit and repair applications
- Perform inspections and monitor compliance
- Investigate complaints
- Conduct enforcement
- Oversee authorized onsite agents and perform program audits
- Provide training and continuing education units to onsite agents
- License installers, maintenance providers and pumpers
- Oversee certification program for installers and maintenance providers
- Approve onsite wastewater products
- Develop policies and procedures

Onsite large and residential: Metrics

Onsite Large and Residential	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Complete Pre-cover Inspections	90%	Ongoing	Direct Service Onsite staff	Onsite managers	Onsite Program staff; Dept. of Consumer and Business Services/ePermitting	WQ Program administrators and managers	Complete pre-cover inspections on 90% of onsite projects	
Track and Review all 2019 DMRs Received	100%	June 30	WPCF Onsite staff	Onsite managers	Onsite Program staff	WQ Program administrators and managers	Track and review all 2019 DMRs received.	Also requires follow up on those not received
Take Action on all Expired Permits	100%	December 31	WPCF Onsite staff	Onsite managers	Onsite Program staff	WQ Program administrators and managers	Terminate or issue permits on all expired permits.	There are 33 expired permits not administratively continued

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Onsite Large and Residential	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Take action on all permits expiring in 2020	100%	December 31	WPCF Onsite staff	Onsite managers	Onsite program staff	WQ Program administrators and managers	Ensure permits with expiration dates in 2020 are renewed or administratively extended	
Complete inspections of permitted sites	33% of all permitted sites	December 31	WPCF Onsite staff	Onsite managers	Onsite program staff	WQ Program administrators and managers	Complete an inspection at 33% of permitted sites	There are 684 permits statewide

Onsite Large and Residential: Special Projects

Onsite Large and Residential	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Update County Agreements	December 31	Ongoing	Onsite Program manager	Onsite Program manager	Onsite Program coordinator, Contract Counties, DOJ, DEQ contract specialist	WQ Program administrators and managers	Complete agreements with counties where DEQ is transferring program plus Crook, Jefferson, Columbia and Lincoln counties.	

Water Quality Monitoring: Core work

- Collect and analyze water quality data to develop water quality standards.
- Collect water quality data to support the Integrated Report development.
- Report Oregon Water Quality Index statistics for Key Performance Measures.
- Collect and analyze water quality data for the development of TMDLs.
- Collect and analyze cyanotoxins data for the protection of vulnerable public water supplies.
- Collect and analyze bacteria samples for to protect recreational beach use.
- Collect and analyze pesticide samples to inform watershed partners.
- Provide technical assistance and data management for volunteer monitoring partners.
- Collect and analyze groundwater samples in three designated Groundwater Management Areas (GWMA).
- Collect and analyze groundwater samples in one area annually outside of GWMA.

Water Quality Monitoring: Metrics

2020 Water Quality Program Plan

Water Quality Monitoring	Target	Projected Completion Date	Resourcing				Metric	Comments
			R	A	C	I		
Collect water quality samples according to sampling schedule	90 % of planned sampling work completed	December, 2020	Water quality monitoring staff	Water Quality Monitoring Manager	Monitoring sub-committees	WQ Program administrators and managers	% of sample collected according to plan	
Meet Turn-around-Time objectives identifies in Quality Assurance Project Plan	90% of water quality data is qualified and finalized within specified TAT	December, 2020	Laboratory Project Manager	Water Quality Monitoring Manager	HQ and Regional staff	WQ Program administrators and managers	% of data meeting specified TAT objectives	
Oregon Water Quality Index (OWQI) Report is completed in First Quarter	OWQI report is available for Key Performance Measures reporting	February, 2020	Resource Assessment and Technical Support Staff	Water Quality Monitoring Manager	WQ Monitoring	KPM coordinator, Basin Coordinators, Watershed Management Staff	OWQI report in time for KPM reporting	
Volunteering Monitoring organizations data is reviewed, qualified and stored within 90 days of receipt.	Volunteer data submitted to DEQ laboratory is incorporated and publicly available through the Ambient Water Quality Monitoring System.	December, 2020	Volunteer Monitoring Coordinator	Water Quality Monitoring Manager	Volunteer Monitoring Coordinators, Watershed Management Staff, Assessment staff	Oregon Watershed Enhancement Board Staff	% of volunteer organization data finalized within 90 days	

Water Quality Monitoring: Special Projects

Water Quality Monitoring	Projected Completion Date	Resourcing				Metric
		R	A	C	I	
A Strategy for Monitoring Oregon's Waters – The Statewide Monitoring Strategy Report	Q1 2020	Program manager	WQ Deputy administrator and Laboratory administrator	Water Quality programs	All Water Quality programs	Updated report finalized and posted online in 2020

