



What You Can Expect

When you work with the
Voluntary Cleanup Program
Department of Environmental Quality
(DEQ)



Our Mission

- To oversee, expedite and encourage voluntary investigation and cleanup of hazardous substance sites in an effort to protect public health and the environment.





Program Orientation

- All participants are entitled to a thorough program orientation meeting:
 - program operation
 - expectations
 - project specific goals





Your DEQ Team

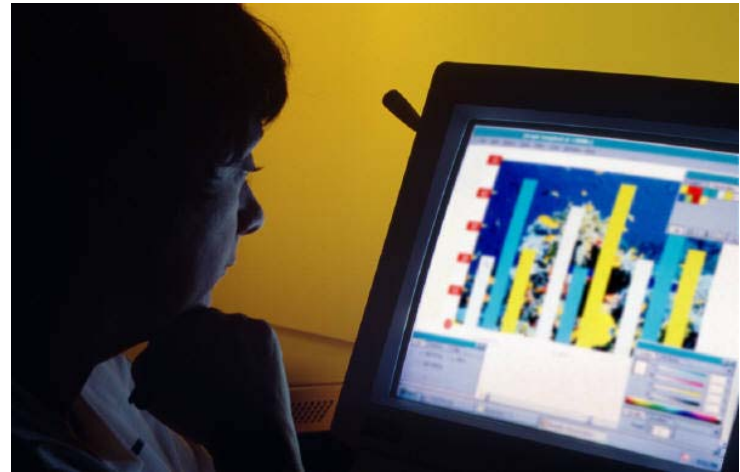
- Expect to know who has been assigned to your DEQ project team
- What their roles are
- How the team interacts with you and your consultant





Staff Quality

- Expect highly motivated, skilled and trained staff.





Schedule and Notification

- Expect a project specific schedule that DEQ will track
- Notification when each important deliverable is received
- A date for our response





Budget and Tracking

- You can request an oversight cost estimates for each phase of work
- DEQ will track costs and report back to you





Minimize Staffing Change

- Expect us to minimize any staff changes when we can.
- Our goal is to avoid
 - delays
 - increased costs
 - “New Directions”





Technical and/or Policy Disputes

- Expect Project Managers to work towards consensus
- Elevate controversial issues to Managers





Regional Cleanup Manager

- Expect Regional Cleanup Managers to be available and willing to answer questions and address concerns in person or by phone.

