DEQ Permitting in FY 2016-2017

- Over 100 permit types
- Over 20,000 permits processed
- Division of Marine Fisheries-almost 500,000 permits/licenses issued in 2017

![Bar Chart]

- **DCM**: 2988
- **DEMLR**: 3302
- **DWR**: 4900
- **DWM**: 8341
- **DAQ**: 630

2017 Permits Processed in NC
DEQ Licenses and Permits Processed* in Fiscal Year 2016-2017 by Division

- Air Quality: 630
- Coastal Management: 2,988
- Energy, Mineral & Land Resources: 3,302
- Marine Fisheries: 492,815
- Waste Management: 8,341
- Water Resources: 4,900

* Commercial Fishing License Permits and Licenses
  Coastal Recreation Fishing License (issued through WRC ALVIN) For Hire Coastal Recreational Fishing Licenses

Title V Non Title V
Major General Minor
CD Indus TP MSW CD/MSW Transfer HHW LOD MDI Medical Incan Stream/SW Misc Septage Pumps/Slides STDF Septage Detention Tents Facilities SLADS Septage Land App Site Annual Operating RQRA - Permits & Modifications

2017-new leadership in DEQ

DEQ Secretary receives feedback from permitted entities/trade groups to improve permitting

Becomes Secretary Initiative to streamline/enhance permitting process

May 2017 - DEQ begins discussion to improve permitting

July 2017-external stakeholder meeting

June 2017-internal stakeholder meetings

Established key stakeholders

Goal: compile recommendations from stakeholders feedback by end of 2017

October 2017-external stakeholder meeting

November 2017-DEQ creates summary report with stakeholder feedback

December 2017-DEACS becomes lead of Permit Transformation Project
Stakeholders

Internal Stakeholders
- DEQ Secretary
- DEQ Senior Management
- DEQ Regulatory Divisions
- DEQ Division of Environmental Assistance and Customer Service
- NC Department of Information Technology

External Stakeholders
- Permitted Entities
- Manufacturers
- Environmental Stewardship Initiative Members
- Industry Trade Groups
- Citizen Interest Groups
- Environmental Groups
- Non Governmental Organizations
Internal Stakeholder Recommendations

- Redesign website to be more efficient and user friendly
- ID simple permits low risk/high reward to streamline/transform
- Streamline existing processes and evaluate efficiency
- Evaluate resources and prioritize with current staff/teams
- ID possibilities for more General Permit or Permit by Rule - risk based
- Communicate with outside entities
- Evaluate/redesign DEQ IT support system (current uses/future needs)
External Stakeholder Recommendations - Permitted Parties
Primary Recommendations - top rated

- Clear, concise language in permits
- Better communication/outreach about permits and regulatory changes
- Online permit submittal/payment
- Maximize mitigation options
External Stakeholder Recommendations - Permitted Parties

Secondary Recommendations

- Enforcement factors should be shared up front and described; not just legal citations
- Better local/state coordination of requirements for consistent application of laws
- Increase speed of permitting process
- Consistency/predictability of requirements
- Potential development of interactive document-online tools
External Stakeholder Recommendations - Citizen Advocacy Interest Groups

Primary Recommendations

- Establish unique identifier for tracking permit related activities
- Establish process for risk-based permitting
- Connect enforcement and compliance information with impacts and responsible party
- Ensure all self-inspection information flows back to DEQ for tracking
- Transparency
External Stakeholder Recommendations - Citizen Advocacy Interest Groups

Secondary Recommendations

Supply additional staff for DEQ to eliminate backlog

Reduce flexibility on projects that may require or include mitigation

Establish training consistency for DEQ, permittees, interested parties

Make considerations for Environmental Justice matters and connect with publicly available permit records
Common Themes among all Stakeholders

- Improve communication and transparency
- Streamline permitting process with tracking/search functionality
- Online permitting presence-payment and submittal
- Eliminate Backlog
It’s a lot of information.....

HANG IN THERE!
Top Goals

1. **Online Permitting Portal**: Create a web-based portal for applying, tracking, and paying for permit applications.

2. **Online Searchable Database**: Develop a web-based searchable data "warehouse" for permit details, compliance matters, and enforcement actions.

3. **Streamline Permitting Process**: Ensure a consistent and efficient permitting process throughout DEQ.

4. **Reduce and Prevent Backlog**: Improve processes and identify efficiencies.

5. **Improve Communication and Transparency**: Develop outreach efforts to maintain an open dialogue between DEQ and all stakeholders.
Online Permitting Portal

- Permit Tracking
- Permit Application
- Permit Payment
- Permit Data Warehouse
- Compliance and Enforcement Actions
Where are we now?

- American Express payments for permits now accepted online
- DIT creating OPP
- Webpage for permit transformation being developed-launched before May
- PPT One Pager-available in May
- Permit Assistance Webpage updates and Form added in May
- DEQ Workgroup meeting in May
We need to hear from you!

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