DEQ Permitting Transformation Project

DEQ Initiative to **Improve** the Permitting Process Through **Streamlining** and **Online Automation** While Being More **Transparency** and Providing Clear **Communication**
DEQ Permitting

- Almost 200 permit, certificates, licenses
- Over 20,000 permits processed
- Almost 500,000 DMF permits/licenses issued in 2017
DEQ Permitting Transformation Project

2017

• New DEQ Secretary
• Met with stakeholders
• DEACS lead initiative with regulatory divisions and DIT
• Determined themes among 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

- Improve communication and transparency
- Streamline permitting process with tracking/search functionality
- Online permitting presence-payment and submittal
- Eliminate Backlog
Top Goals

1. Online Permitting Interface: Create a web-based portal to apply, track and pay for permit applications.

2. Online Searchable Database: Develop a web-based searchable data “warehouse” for permit details, compliance issues and enforcement actions.

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


5. Improve Communication and Transparency: Develop outreach efforts to maintain an open dialogue between DEQ and all stakeholders.
DEQ Permitting Transformation Project - 2018

- Developed PTP Plan with goals and milestones
- Engaged DIT to develop/maintain online portal (OPI)
- Provided DEQ funding to DIT for online portal
- Created DEQ workgroup to implement PTP goals-meets monthly
- Compiled index of permits, certificates and licenses- baseline data
- Met with other states who successfully implemented similar project –Mass DEQ
- Incorporated into DEQ Biennial Strategic Plan
DEQ Online Permitting Interface (OPI)

- User/Facility Registration
- Search for Applications
- Apply and Pay for Permits, Certificates, Licenses, Renewals
- Track Permits
- Permit Data Warehouse
- Current Data Dashboard
- Compliance and Enforcement Actions
Tracker examples

IRS Refund Status Tracker

FedEx Tracker

Dominos Pizza Tracker

TurboTax Tracker

Amazon Package Tracker
DEQ Permitting Transformation Project - 2019

- Current state process mapping for all permits, certificates, licenses
- Future state process mapping
- Develop standardized definitions for key terms
- Determine rule changes needed
- Update stakeholders
- Working internal demo of OPI by summer of 2019
- Provide demo to external audience by end of year
- Train DEQ on LEAN for continual improvement
Current vs Future State Process Mapping
Actual DEQ Process Mapping

Process mapping addresses several project goals: streamlining, transparency, online portal.

Future State Mapping-CRM
Process Improvement Mapping Current State

Division of Air Quality:
- Title V
- Non Title V

Division of Coastal Management:
- Coastal Area Management Act Major
- Coastal Area Management Act General

Division of Energy, Mineral and Land Resources:
- Erosion and Sedimentation Control
- Stormwater
- Dam Construction

Division of Waste Management:
- Municipal Solid Waste Landfill
- Hazardous Waste Section Billing
- Underground Storage Tanks
- Environmental Compliance

Division of Water Resources:
- Public Water Supply
- NPDES Permitting Units
- 401 & Buffer
Process Improvement Mapping Future State

Division of Coastal Management:
- Coastal Area Management Act Major
- Coastal Area Management Act General

Division of Energy, Mineral and Land Resources:
- Erosion and Sedimentation Control

Division of Waste Management:
- Hazardous Waste Section Billing
Energy and Environmental Affairs Data Portal

The EEA Data Portal is an open data hub for state environmental data.

INTERACTIVE DASHBOARDS ➔ SEARCH DATA BY CATEGORY ➔
EIPAS Portals

EEA ePermitting Portal
- Over 80 permits available online
- Apply for, renew or amend a license, permit, certificate or submit a notification
- Make payments online
- Track the application status

EEA Public Access Portal
- Search and view all pending and final decisions for environmental permit applications submitted online
- Provide comments on applications that are open for public comment

EEA Data Portal
- 11 data sets and 7 dashboards available
- Search and interact with regulatory data pertaining to Permits, Facilities, Inspections, and Enforcements
- Data can be viewed and downloaded to show comparisons and trends

Go to Site

Go to Site

Go to Site
Dashboards

Statewide MassDEP Permit Approvals by Town & Type

Choose Town(s) from dropdown menu or map

(Control click to choose more than one town)

Count of Permit by Program and Selection

Permit Count by Type and Selection

Figure 3

Figure 4

Figure 5

Figure 6
EIPAS Successes

As of November 31, 2018

- **80+** Environmental Permits Online
- **20-30%** Average Reduction in EEA Processing Timelines
- EEA Data Sets
  - Online Increase Public Access
- EEA Public Comments
  - Submitted Online

Air Quality Permits

- **137** Total Applications Submitted
  - **89%** Applications Submitted Online
- **122** Applications Submitted Online
  - **59%** Payments Made Online
- **115** Average Days Allocated for Agency Review
  - **76%** Of Agency Time Utilized

Allocated days averaged across all Air Quality permits. Some permits have more allocated days than others.
Toxic Use Reduction Planners

- Total Applications Submitted: 161
- Applications Submitted Online: 89%
- Average Days Allocated for Agency Review: 210
- Payments Made Online: 77%
- Of Agency Time Utilized: 4%

Allocated days averaged across all TURA permits, some permits have more allocated days than others.

Agricultural Resources Pesticide Licenses

- Total Applications Submitted: 15979
- Applications Submitted Online: 95%
- Average Days for License Decision: 19
- Payments Made Online: 87%
- Reduction In Time to Decision: 77%

Reduction in average days to decision is based on estimated days from paper process review.
Solid Waste Permits

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Applications Submitted</td>
<td>184</td>
</tr>
<tr>
<td>Applications Submitted Online</td>
<td>86%</td>
</tr>
<tr>
<td>Applications Submitted Online</td>
<td>158</td>
</tr>
<tr>
<td>Payments Made Online</td>
<td>65%</td>
</tr>
<tr>
<td>Average Days Allocated for Agency Review</td>
<td>54</td>
</tr>
<tr>
<td>Of Agency Time Utilized</td>
<td>60%</td>
</tr>
</tbody>
</table>

Allocated days averaged across all Solid Waste permits. Some permits have more allocated days than others.

Previous slides were from MassDEP’s website and/or webinar provided to provide an update on EIPAS project. Visit MassDEQ website at learn more.
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