



May 14, 2019

Permitting Transformation Project

Department of Environmental Quality

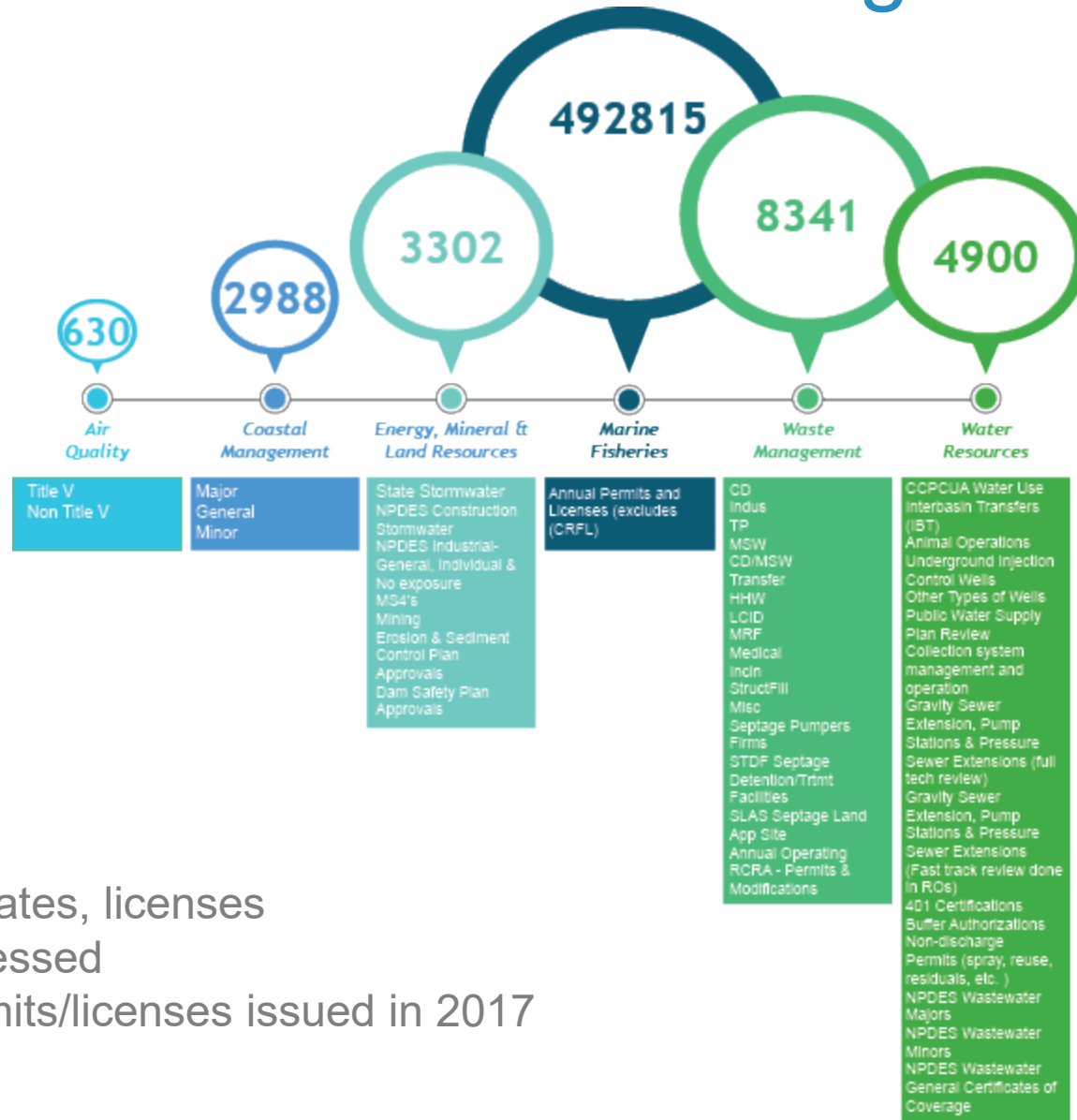


DEQ Permitting Transformation Project

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.

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.



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

Apply, Submit
and Pay for
Application or
Renewal

Track -
where, who
and how long

Receive
Approval



Tracker examples

IRS.gov

Home | Get Refund Status | Refund Help | Take Survey | Log Out

Your Personal Tax Data

Social Security Number or IRS Individual Taxpayer Identification Number: ***-**-****

Filing Status: Head of Household

Your Expected Refund Amount: \$4,587.00

Refund Status Results

Return Received | Refund Approved | Refund Sent

(YOU ARE HERE)

We have received your tax return and it is being processed.

You should get your refund within 21 days from the date we received your tax return.

IRS Refund Status Tracker

FedEx My Shipments

Yesterday 1

★ Android phone 796772461853

Wed 9/25 → → → → → Mon 9/30

Delivered

Last month 1

★ Tickets 6129315029289982947

Fri 9/20 → → → → → Sat 9/21

Delivered

Older 2

★ 61293150231948275799

Thu 8/15 → → → → → Sat 8/17

Delivered

FedEx Tracker

6:53

Close Track Your Order

DOMINO'S TRACKER®

Know the status of your order, from the moment it's placed to the second it leaves our store for delivery or is ready to be picked up.

WE'RE FIRING IT UP! - An expert Pizza Maker began custom making your order at 6:51 PM

PIECE OF THE PIE REWARDS®

NO POINTS EARNED FOR THIS ORDER. MAYBE NEXT TIME.

To qualify, your order must have a pre-tip total of \$10 or more and only one eligible order can be placed per calendar day.

REVIEW YOUR LOCAL DOMINO'S [Review us on Google](#)

Store Address:

143B S White St
Wake Forest, NC 27587

Dominos Pizza Tracker

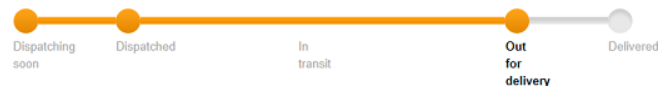
Your Account > Your Orders > Order Summary > Delivery Tracking

Delivery Tracking

Out for Delivery

Expected delivery: Friday, 8 November 2013

Your parcel is out for delivery (Updated 24 minute(s) ago)



Amazon Package Tracker

TurboTax

Let's get started on getting your biggest refund possible

Introduction | Profile | **Income & Expenses** | RSPs | Deductions & Credits | Provincial | Summary

MAXIMUM REFUND GUARANTEE

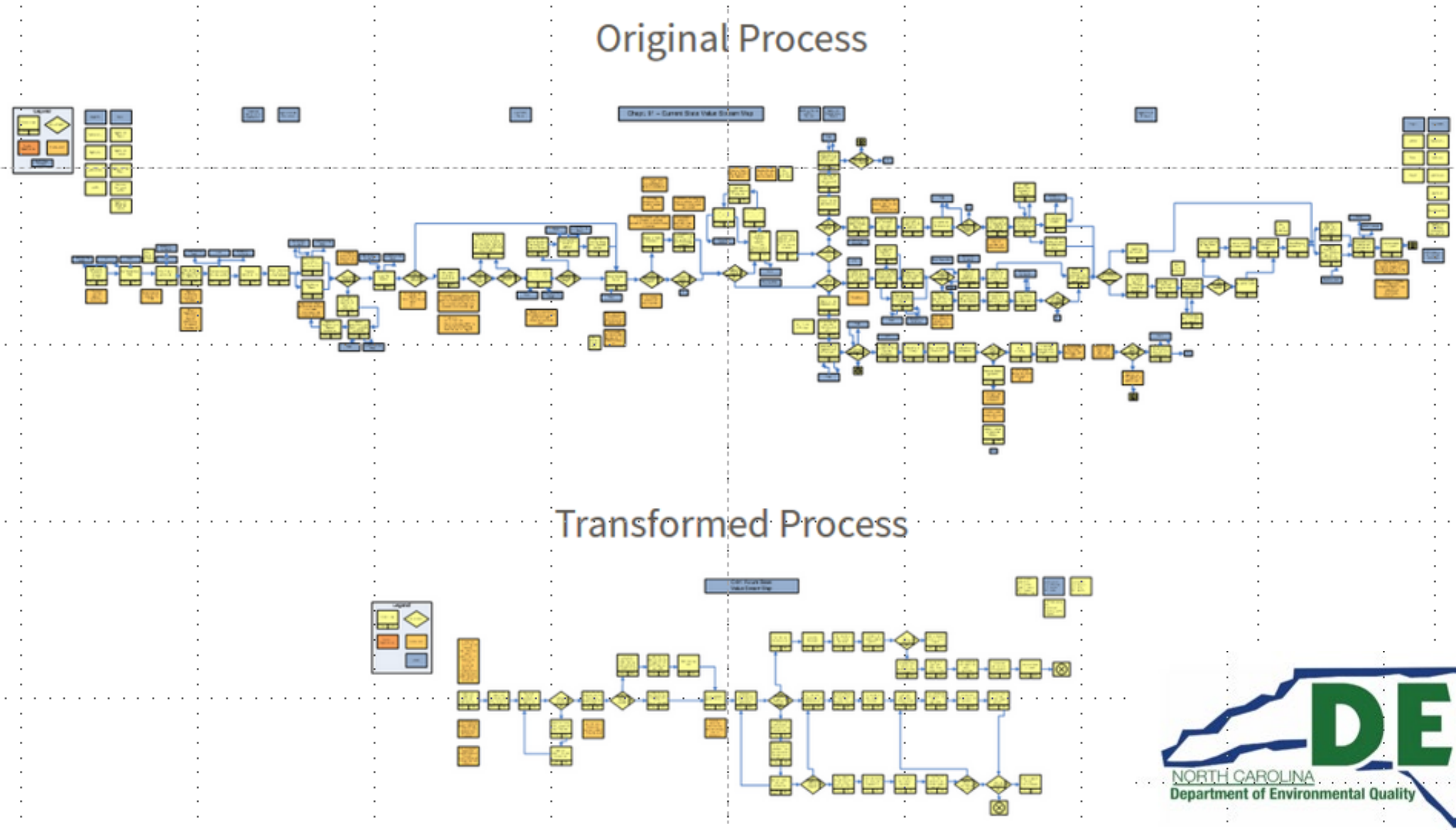
TurboTax Tracker

DEQ Permitting Transformation Project - 2019

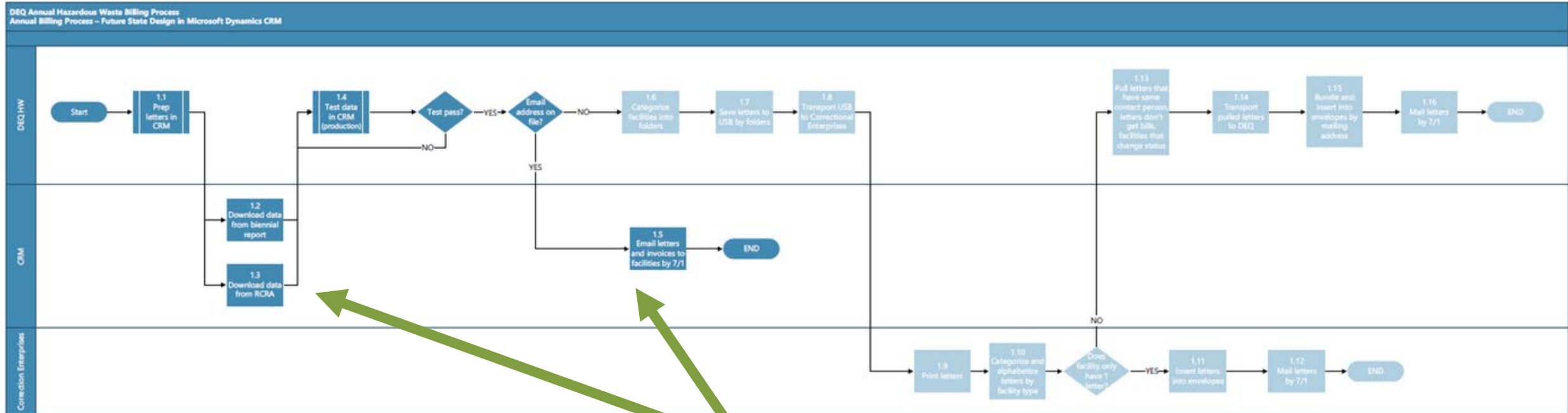
- Current state process mapping for all permits, certificates, licenses
- Future state process mapping
- Develop standardized definitions for key terms
- Determine rule changes needed
- Update stakeholders
- Working internal demo of OPI by summer of 2019
- Provide demo to external audience by end of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



Current vs Future State Process Mapping



Actual DEQ Process Mapping



Future State Mapping-CRM

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



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 Information and Public Access System Massachusetts Department of Environmental Protection

2017-Present - eipas x Energy & Environmental Affairs x +

2017-Present - eipas

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📄 eeaonline.eea.state.ma.us/portal#!/home

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< Mass.gov | Executive Office of Energy & Environmental Affairs (EEA) An official application of the Commonwealth of Massachusetts



HOME

DASHBOARDS

SEARCH DATA ▾

HELP ▾

Energy & Environmental Affairs Data Portal

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

DISCLAIMER >

INTERACTIVE DASHBOARDS >

SEARCH DATA BY CATEGORY >



EIPAS Portals

EEA ePermitting Portal



Go to Site

- 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



Go to Site

- 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



Go to Site

- 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

EIPAS-MassDEP

Dashboards



Figure 1

Permit Determinations by Program & Selection

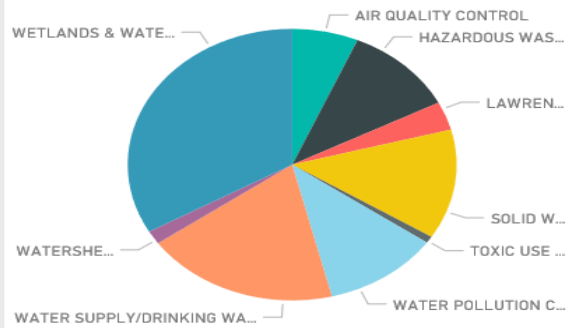
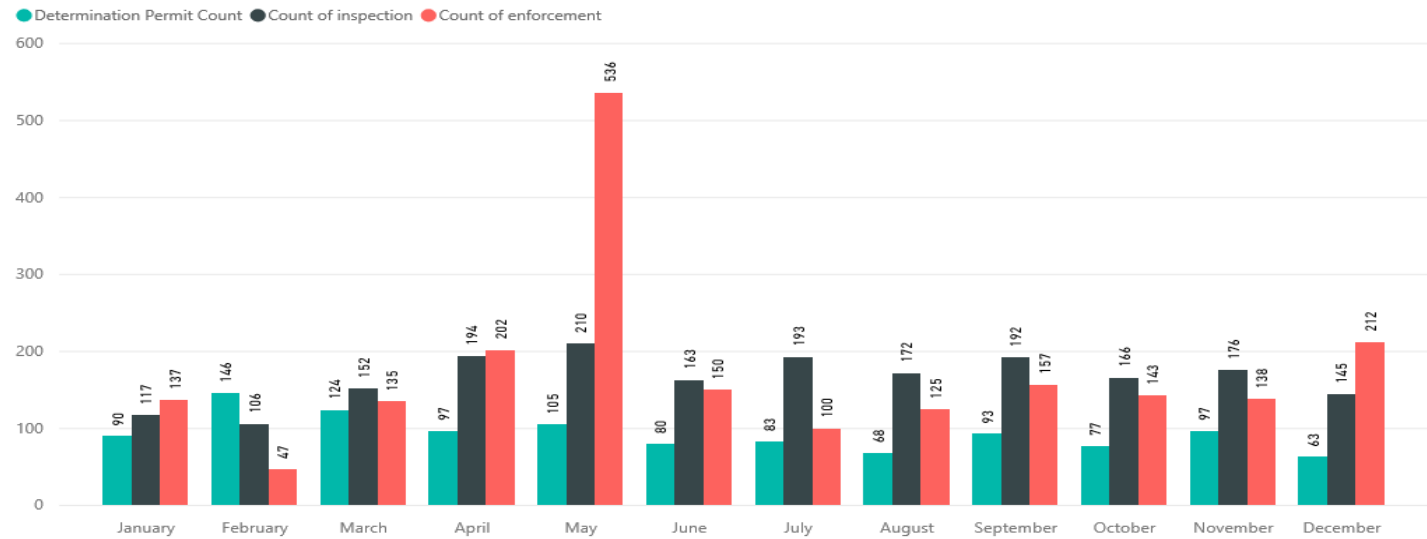


Figure 2

Inspections, Enforcements, and Permit Determinations by Month & Selection



EIPAS-MassDEP

HOME

DASHBOARDS

SEARCH DATA ▾

HELP ▾

Dashboards

Statewide MassDEP Permit Approvals by Town & Type

[Dashboard Help](#)

Choose Town(s) from dropdown menu or map

(Control click to choose more than one town)

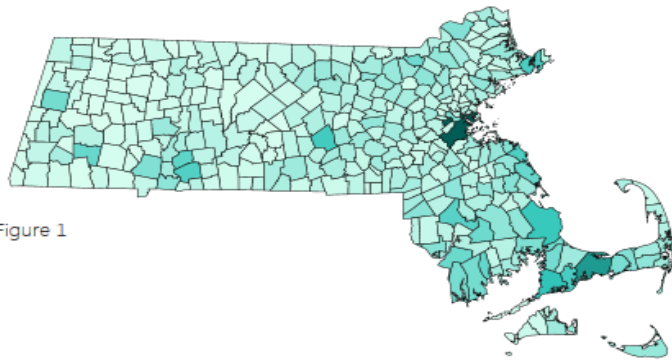


Figure 1

Figure 3

Permit type	Permit Count	subtype
AQ01	1385	Plan Approval Limited
AQ01F	1	LIMITED PLAN APPROVAL FUEL
AQ01P	25	LIMITED PLAN APPROVAL PROCESS
AQ02	1377	Plan Approval Non-Major Comprehensive
Total	52554	

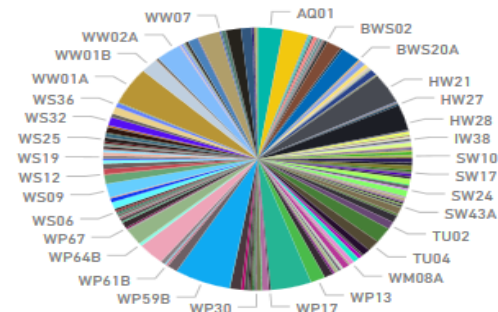
Figure 4

Count of Permit by Program and Selection



Figure 5

Permit Count by Type and Selection



Count of Permit by Town and Selection Figure 2

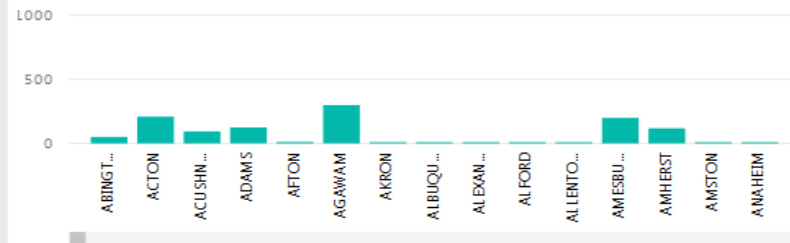
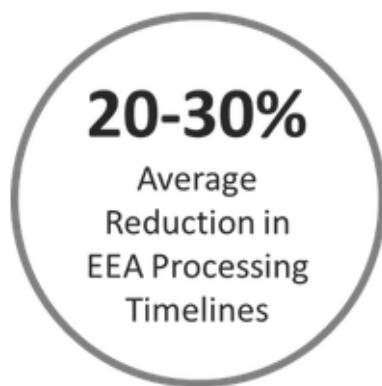


Figure 6

town	program	facilityname	subtype
	AIR QUALITY CONTROL		50-25 EMISSION CAP
	AIR QUALITY CONTROL		LIMITED PLAN APPROVAL FUEL
	AIR QUALITY CONTROL		LIMITED PLAN APPROVAL PROCESS
	SOLID WASTE MGMT		3RD PARTY CERTIFICATION
	SOLID WASTE MGMT	Alan Kirschner	3RD PARTY CERTIFICATION
	SOLID WASTE MGMT	Zad F Ellary	3RD PARTY CERTIFICATION

EIPAS Successes

As of November 31, 2018

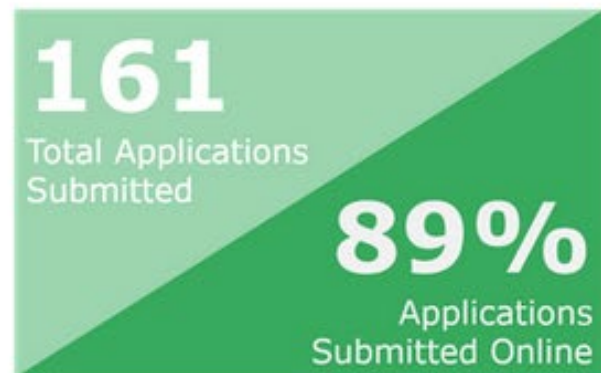


Air Quality Permits



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

Toxic Use Reduction Planners



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

Agricultural Resources Pesticide Licenses



Solid Waste Permits



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](#).



Contact Information

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