GOAL 1
MAKE PERMITTING TIMEFRAMES MORE TRANSPARENT

WHY
Businesses need more certainty about when decisions will likely be issued.

STRATEGY
Publish expected permitting timeframes and publicly track results

METRIC
Increase percentage of permits issued within expected timeframe
MAKE PERMITTING TIMEFRAMES MORE TRANSPARENT

Over the past 32 months, 81% of applications were processed within these timeframes.

Between now and the end of 2020, DEEP will be working to increase the percentage of permit applications processed within the expected timeframes.
GOAL 2
ENHANCE PRE-APPLICATION ASSISTANCE

WHY
Better information at the start leads to a smoother permitting process

STRATEGY
Strengthen internal coordination of pre-application meetings

METRIC
Greater satisfaction on pre-application process reported in surveys
96% of applicants reporting their experience as “good,” or “excellent.” We want to see that number stay high.

Approximately 50 multi-program and several hundred single-program pre-application meetings have been held within the past 12 months.
GOAL 3
REDUCE NUMBER OF LEGACY PERMITS PENDING

WHY
Consistent approach to environmental protection; improve regulatory certainty

STRATEGY
Assign teams to review legacy permit applications

METRIC
# of legacy permits pending
Goal 3

REDUCE NUMBER OF LEGACY PERMIT APPLICATIONS PENDING

There are 328 such applications currently pending with DEEP.

Carrying a large number is unsustainable and detracts from best efforts in goal 1. Since the launch of the 20BY20 initiative in June, DEEP has assigned teams to address legacy applications.
GOAL 4
REDUCE TIME FOR TRANSFER ACT AUDITS

WHY
Property owners need certainty that remediation is complete

STRATEGY
Set internal deadlines for audit/no audit decision

METRIC
Decrease time to audit/no audit decision
REDUCE TIME FOR TRANSFER ACT AUDITS

Currently, out of 350 filings received between 2015 and today, only 15% received an audit/no audit decision with 90 days. Going forward, it is DEEP’s goal to achieve this timeframe 100% of the time.
GOAL 5
FINALIZE RSR AND EUR REGULATIONS

WHY
Clear standards for environmental cleanups

STRATEGY
Finalize RSRs and EURs by Q2 2020

METRIC
Both regulations adopted on-time
GOAL 5: FINALIZE RSR AND EUR REGULATIONS

Together, these regulations will ensure environmentally sound standards and greater efficiency of property cleanup and redevelopment.
GOAL 6
FAST TRACK SAME -TO-SAME RENEWAL TIME

WHY
Renewals without changes should take less time to process – but sometimes they take just as long as new permits.

STRATEGY
Implement LEAN recommendations for solid waste program to identify whether a renewal includes modifications - and, if not, accelerate approval. See if similar changes are applicable to other programs.

METRIC
Decrease average renewal time for solid waste processing permits.
Goal 6

FAST TRACK SAME -TO-SAME PERMIT RENEWAL TIME

Average processing time for individual solid waste permit renewal applications fall within the 12 month timeframe.

We want to see this time decrease with the implementation of process improvements, with the target timeframe of 9 months or less for a permit renewal without modification.
GOAL  7
CHANGE
INDIVIDUAL
PERMITS TO
GENERAL
PERMITS

WHY
Individual permits take longer to process than general permits – and general permits can improve efficiency and predictability.

STRATEGY
Identify individual permits that can be changed to general permits, and form work teams to move forward – with input from stakeholders.

METRIC
# of processes moved to General Permits
_change individual permits to general permits

Through the 20BY20 initiative, we will pursue converting more individual permits to general permits where appropriate while continuing to enforce compliance with regulatory requirements.

Goal 7

Development of Pretreatment Miscellaneous Industrial User General Permit
Currently at Mediation/Public Hearing Stage

Development of Aquatic Pesticides General Permit
Currently at Scoping Stage

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7
Scoping Drafting Internal Review Notice/ Comment Mediation/Public Hearing Draft Finalization Approval

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6 STEP 7
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KEY
Where We Are Today 2020 Goal
GOAL 8
ELIMINATE SOME PERMITS AND MOVE TO “PERMIT BY RULE”

WHY
For some programs, regulations can take the place of permits, setting clear environmental standards while reducing administrative burden.

STRATEGY
Shift some resources to regulation-writing, and maintain an effective compliance assurance and enforcement presence.

METRIC
# of permitted activities regulated by “permit by rule”
Goal 8

**ELIMINATE SOME PERMITS AND MOVE TO “PERMIT BY RULE”**

DEEP is currently working to convert the General Permit to Limit Potential Emissions, which covers 200 sources, into regulation.
GOAL 9
SIMPLIFY NATURAL DIVERSITY DATA
BASE DETERMINATIONS

WHY
It takes 8 weeks or longer to know if NDDB review is required

STRATEGY
Provide instant answers through online NDDB portal for 60 percent of applications

METRIC
# of applicants using online portal
Goal 9

SIMPLIFY NATURAL DIVERSITY DATA BASE DETERMINATIONS

To help reduce the time it takes to complete the initial screening, DEEP is developing a self-service user portal that can provide instant screening.
GOAL 10
INCREASE EFFICIENCY OF GRANT ADMINISTRATION

WHY
Grant funds can’t make positive impact until they hit the street

STRATEGY
Improve internal processes for issuing grant contracts

METRIC
Increase % of grant contracts sent to AG review within 60 days from scoping

EFFICIENCY
GOAL 11
AGENCY-WIDE SUCCESSION PLANNING

WHY
DEEP faces increased levels of attrition over next 3 years that will reshape the agency. DEEP must focus on meeting its mission and maintaining service levels.

STRATEGY
Agency-wide attrition planning with stakeholder input.

METRIC
Multiple metrics associated with speed and quality of recruitment.
INCREASE EFFICIENCY 
OF GRANT ADMINISTRATION

The next report will provide data on the average processing timeframe for contracts and the steps underway to improve efficiency.

AGENCY-WIDE 
SUCCESSION PLANNING

DEEP faces increased levels of attrition over the next few years that will reshape the agency, with as much as 40 percent of our workforce eligible to retire by 2022.

We will send an invitation to a stakeholder meeting in November 2019 to address how attrition may impact the agency and what we are doing to manage this transition.
GOAL 12
ESTABLISH PERMITTING CONCIERGE FUNCTION

WHY
Businesses need prompt answers on the status of their permit applications and should never have to wait long for follow-up.

STRATEGY
Staff respond within 48 hours, and the Permitting Ombudsman’s office is there to help when needed.

METRIC
Survey results showing improvements in responsiveness and communication
Good communication is important throughout the permitting process.

We are implementing a “concierge” approach to working with applicants, including:

• the expectation that staff follow up on questions within 48 hours and
• ensuring that every applicant knows their primary point of contact at DEEP.

Goal 12

ESTABLISH PERMITTING CONCIERGE FUNCTION

60 percent of applicants who responded to the survey after a permit is issued report being “satisfied” with the process. We want to see this number improve.
GOAL 13
ACCELERATE E-GOVERNANCE INTEGRATION

WHY
Technology can create easier processes (permitting and otherwise) and enable re-allocation of staff resources.

STRATEGY
Invest IT resources in high-impact e-governance initiatives that create more efficient regulatory processes.

METRIC
Increase # of processes moved online.
ACCELERATE E-GOVERNANCE INTEGRATION

Goals

Technology can create easier processes (permitting and otherwise) and enable reallocation of staff resources.

Two current priorities are the expansion of the ezFile system and implementation of the Case Management System.
GOAL 14
ENHANCE DATA TRANSPARENCY

WHY
Businesses, academics, and members of the public need greater access to the information we collect for research, planning, and accountability.

STRATEGY
More fully utilize the state’s OpenData Portal.

METRIC
Number of files uploaded into the OpenData Portal.
This past quarter, DEEP completed scanning and uploading hazardous waste manifests – over 1 million in total, and making them available on the DEEP Document Online Search Portal.

In total, 1,161,644 documents are available digitally in the DEEP Document Online Search Portal, a number we expect to increase each quarter.
GOAL 15
DEVELOP PREDICTABLE REGULATION ADOPTION TIMELINE

WHY
Stakeholders should know when key milestones for regulation adoption will be completed

STRATEGY
Post milestones for key regulations online

METRIC
Completing key milestones for regulation adoption on time
Stakeholders should know when key milestones for regulation adoption will be completed. DEEP is creating a webpage with a comprehensive list of regulations either in the approval process, or under development. This page will go live by the end of 2019.
GOAL 16
INCREASE STAKEHOLDER ENGAGEMENT IN PROCESS IMPROVEMENT EFFORTS

WHY
Input from stakeholders reveals new approaches

STRATEGY
Invite relevant stakeholders early in process and document their input

METRIC
Increase stakeholder outreach and input across our work
INCREASE STAKEHOLDER ENGAGEMENT IN PROCESS IMPROVEMENT EFFORTS

From large forums like the CBIA E2 Conference and the Hazardous and Solid Waste Advisory Committees to focused stakeholder events like our recent Climate Forum, we are looking for opportunities for dialogue regarding 20BY20 priorities and other aspects of our work.

Goal 16

To receive updates on opportunities for stakeholder participation in 20BY20 initiatives, please register for our email list at www.ct.gov/DEEP/20BY20
Announcing Goals 17 - 20

Goal 17
INCREASE THE TRANSPARENCY OF ENVIRONMENTAL ENFORCEMENT ACTIVITIES

Goal 18
SEEK OPPORTUNITIES FOR INNOVATIVE PARTNERSHIPS TO ENHANCE SERVICES

Goal 19
ENHANCE USE AND EASE OF FINANCIAL ASSURANCE MECHANISMS AS PART OF PERMITTING AND ENFORCEMENT

Goal 20
ADOPT SPILL REPORTING REGULATIONS
Future Report Releases

January 2020
April 2020
July 2020
October 2020
January 2021

Thank You