

20BY20



SIPRAC, October 2019

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 **p** ercentage of **permits issued within expected timeframe**

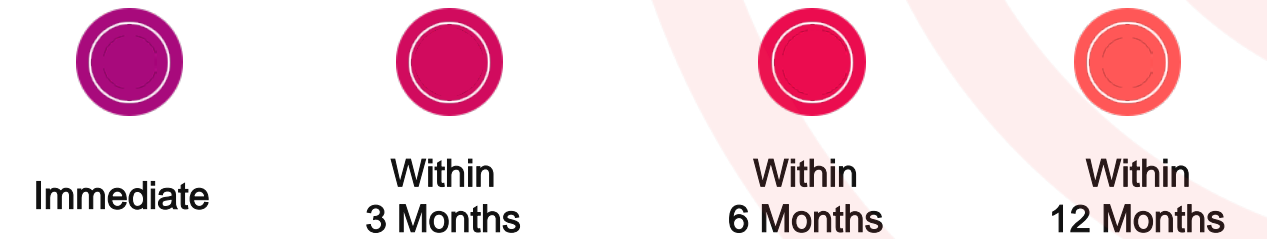
Goal 1

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.

Expected Permitting Timeframes



EXTENT OF REVIEW

How much review is needed to conduct the permitting process?



PUBLIC PROCESS

To what extent is public process required?



POTENTIAL RISK

What are the potential risks associated with the regulated activity?



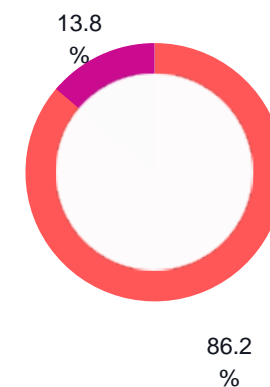
TECHNICAL COMPLEXITY

How complicated is the permitting process?



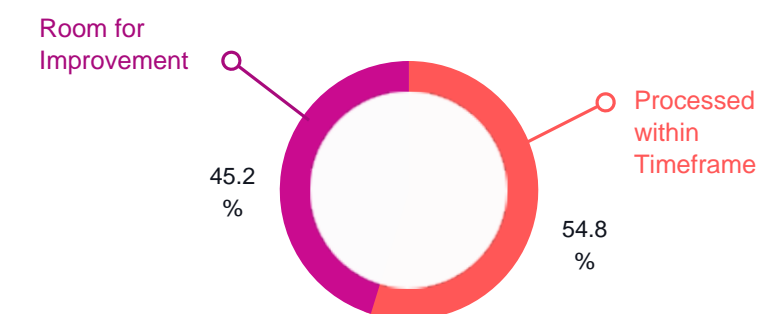
3 Month

4153 applications in this category in the past 32 months



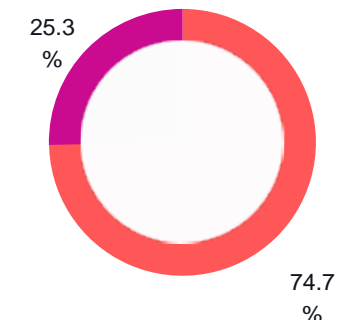
6 Month

922 applications in this category in the past 32 months



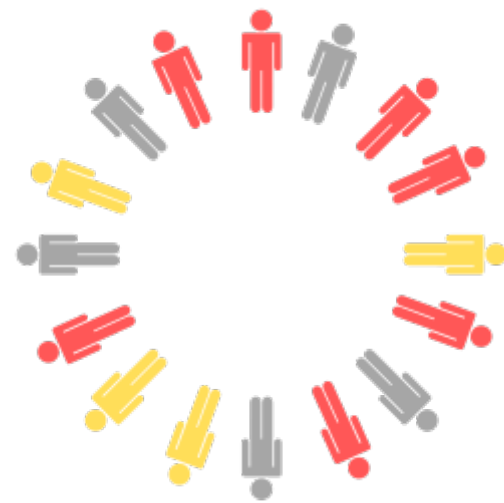
12 Month

75 applications in this category in the past 32 months



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



Goal 2

ENHANCE PRE -APPLICATION ASSISTANCE

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

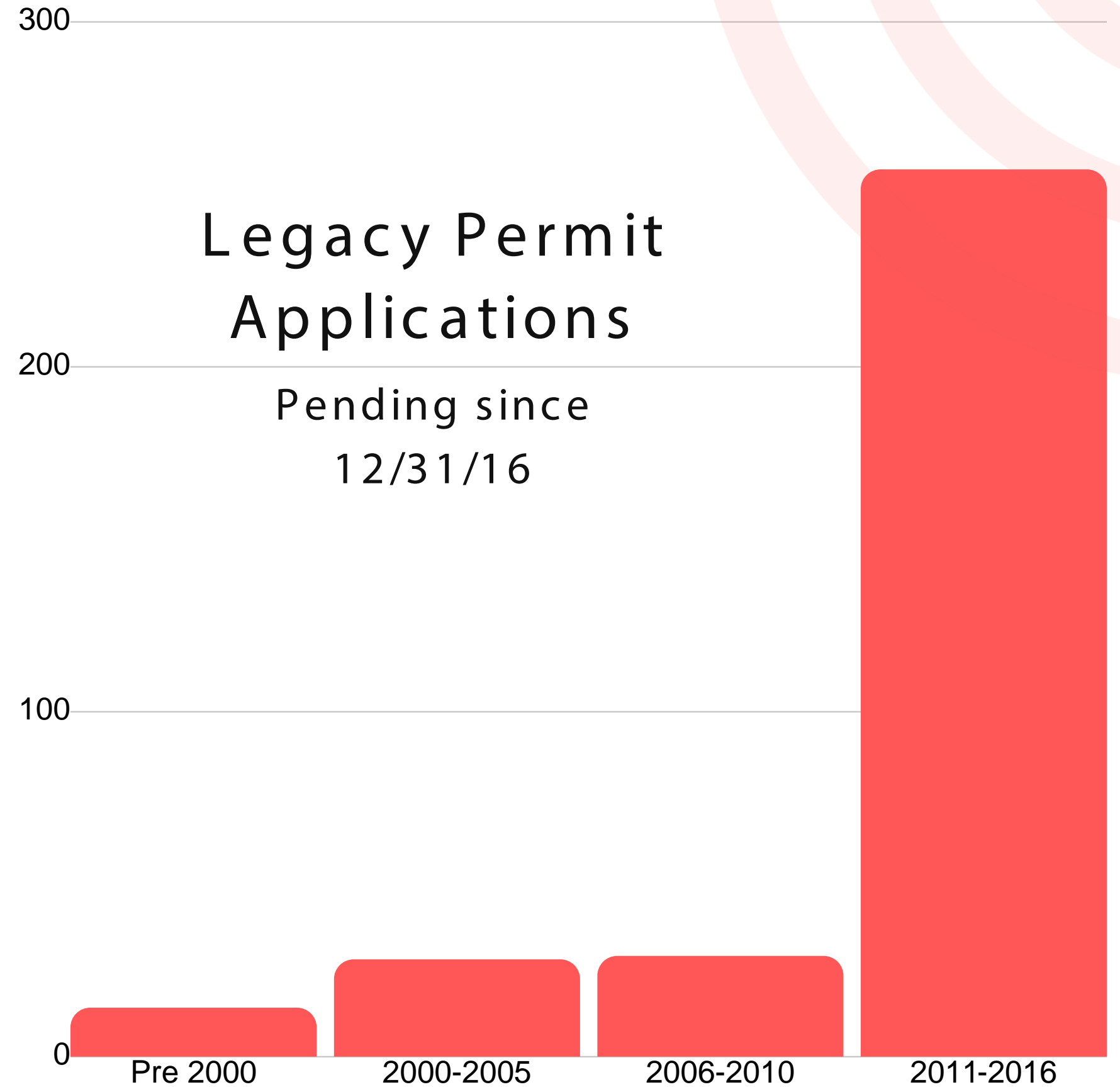
of legacy permits pending

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

Goal 4

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.



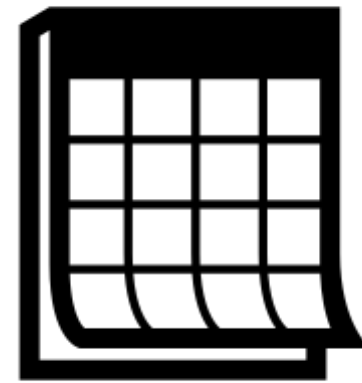
GOAL 5

FINALIZE RSR AND EUR REGULATIONS



WHY

Clear standards for environmental cleanups



STRATEGY

Finalize RSRs and EURs by Q2 2020



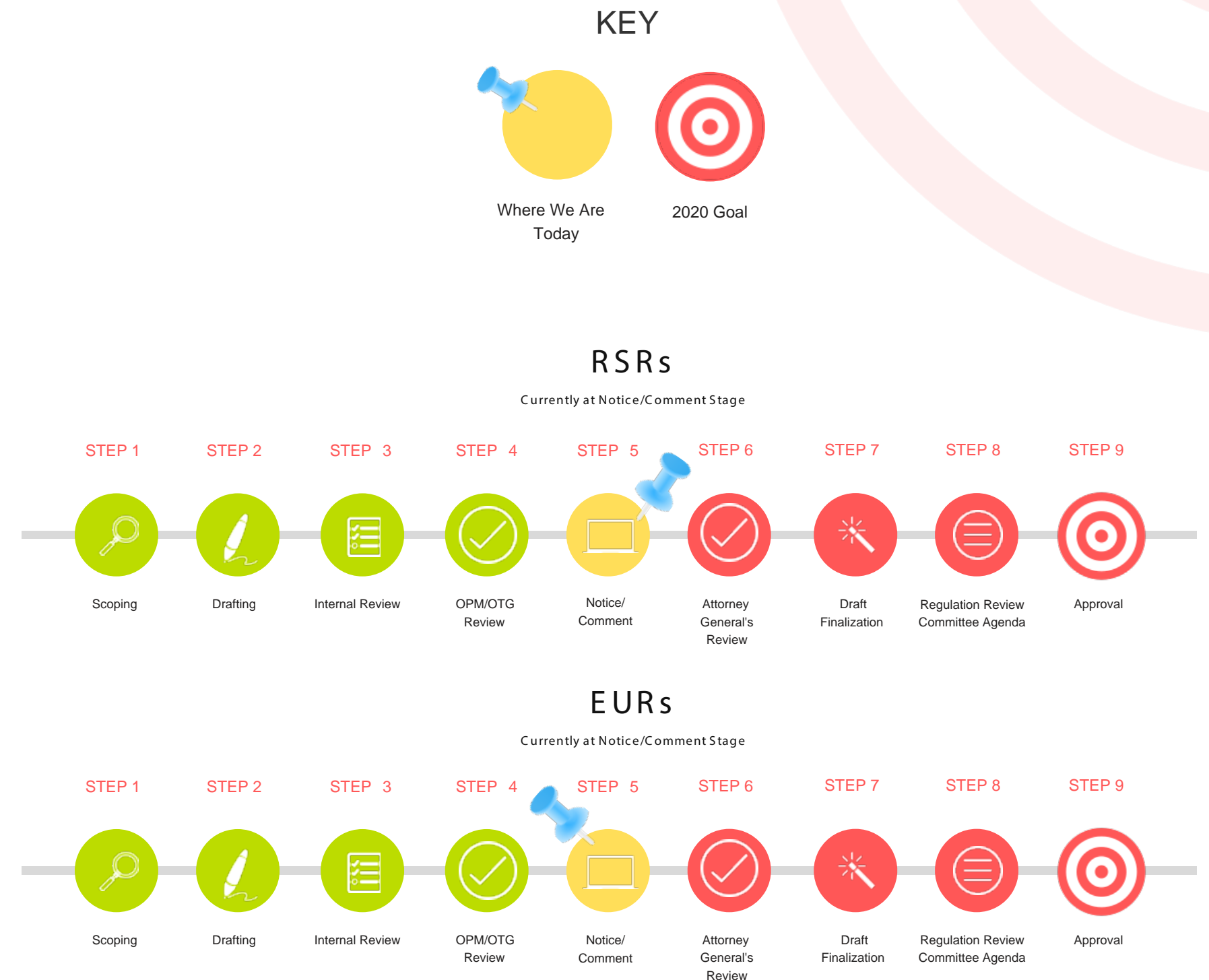
METRIC

Both regulations adopted on -time

Goal 5

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

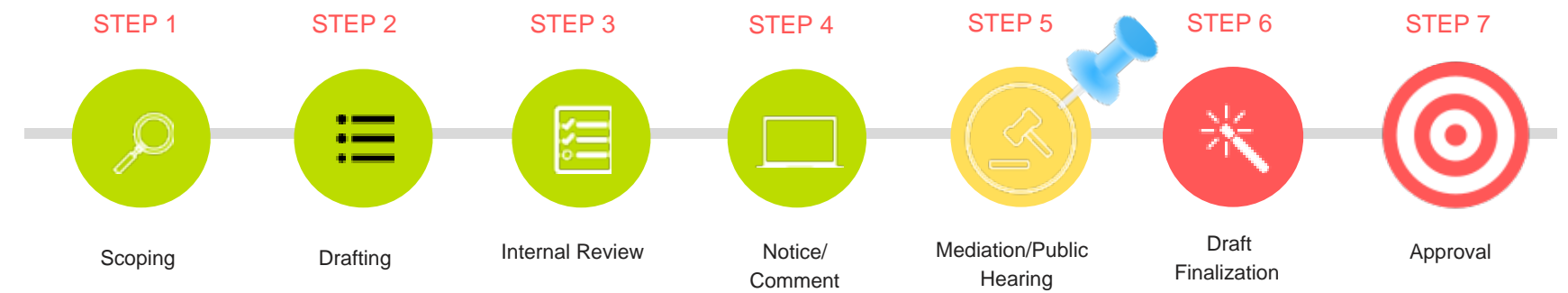
Goal 7

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.

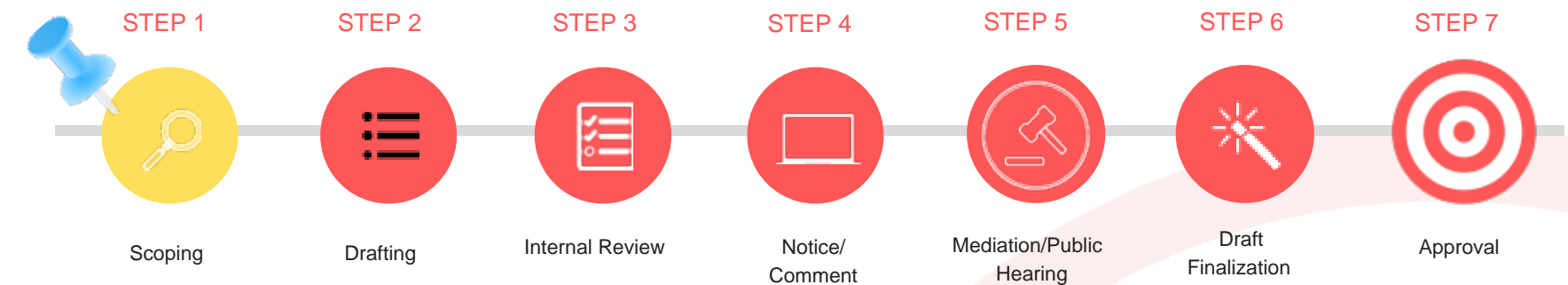
Development of Pretreatment Miscellaneous Industrial User General Permit

Currently at Mediation/Public Hearing Stage

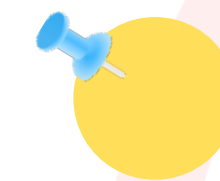


Development of Aquatic Pesticides General Permit

Currently at Scoping Stage



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



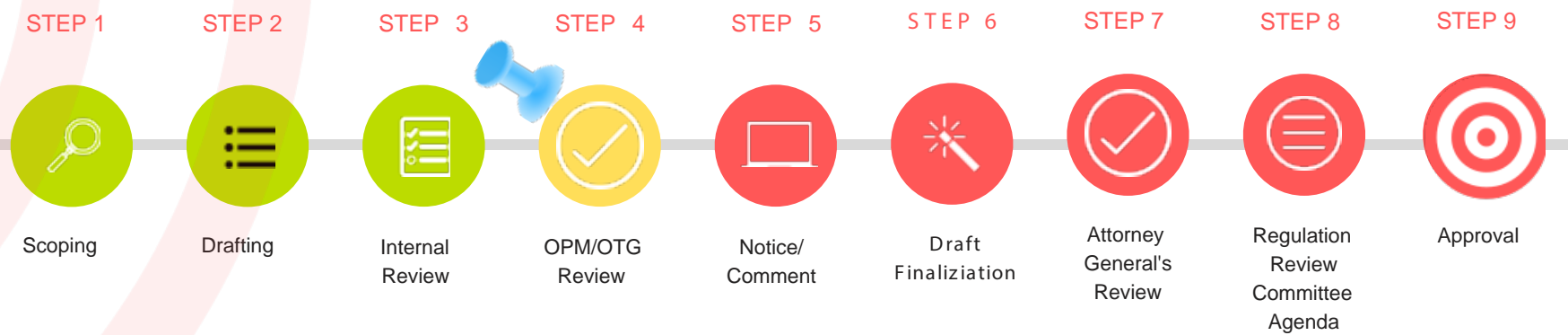
METRIC

of permitted activities regulated by “permit by rule”

Goal 8

Conversion of General Permit to Limit Potential Emissions

Currently at OPM/OTG Review Stage



**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 NDDDB review is required



STRATEGY

Provide **instant answers** through online NDDDB port al for 60 percent of applications



METRIC

of applicants using online portal

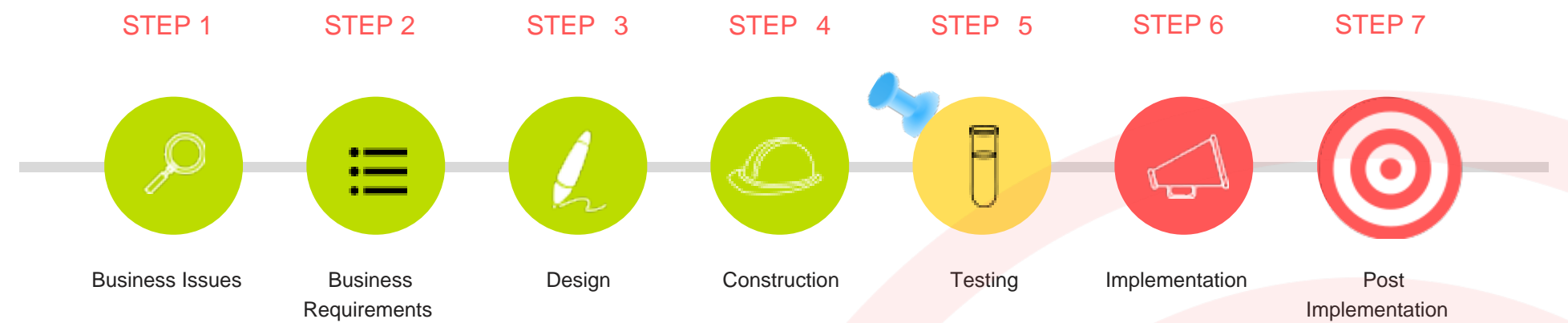
Goal 9

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.

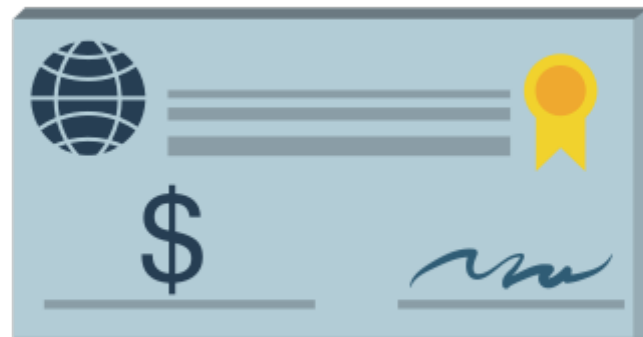
Development of the NDDDB Portal

Currently at Testing Stage



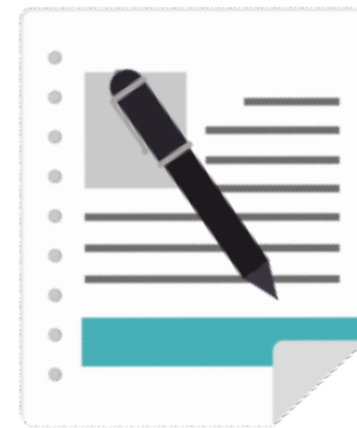
GOAL 10

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

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**

Goal 10

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.

Goal 11

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



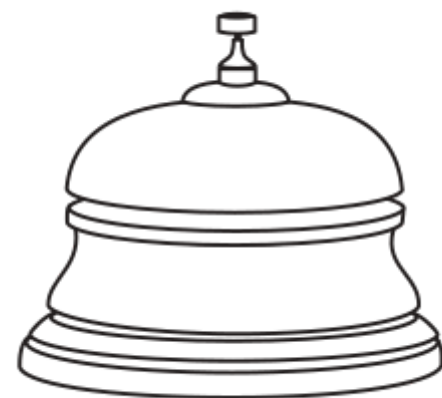
WHY

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

Goal 13

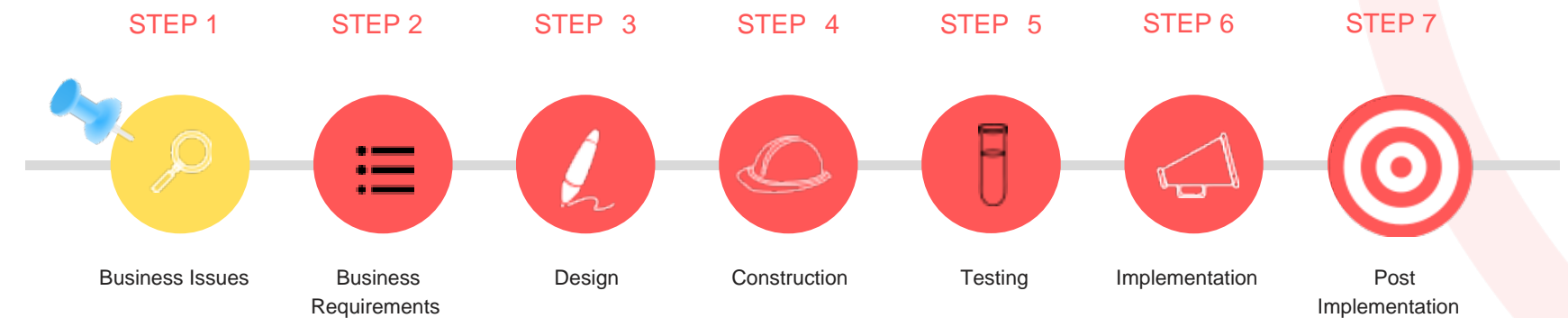
ACCELERATE E-GOVERNANCE INTEGRATION

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

Two current priorities are the expansion of the ezFile system and implementation of the Case Management System.

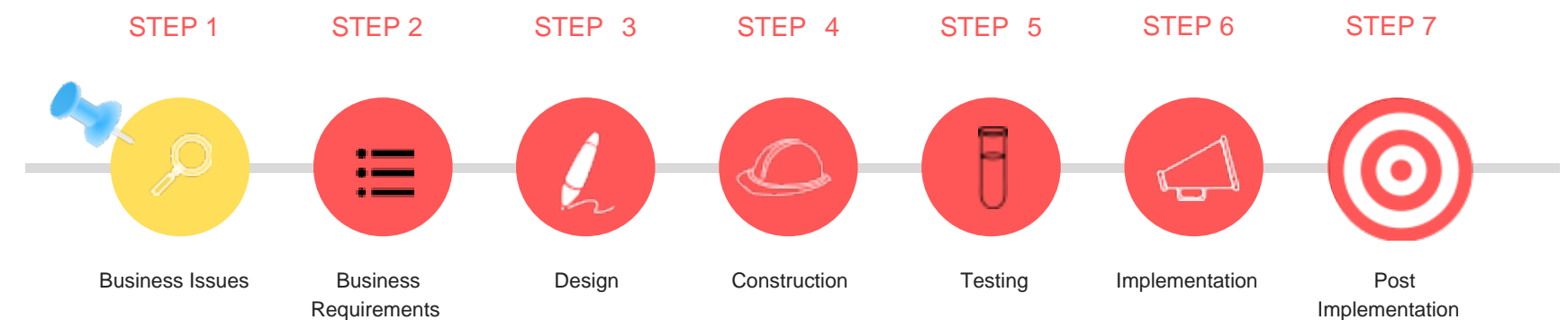
Implementation of Case Management System

Currently at Business Issues Stage



Expansion of ezFile System

Currently at Business Issues Stage



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



Goal 14

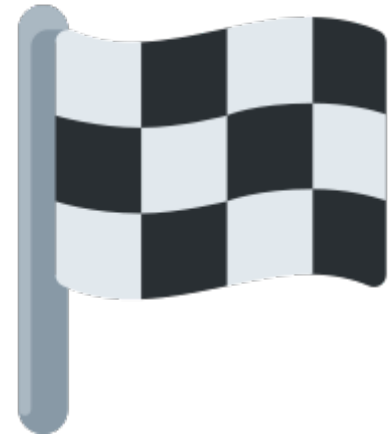
ENHANCE DATA TRANSPARENCY

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



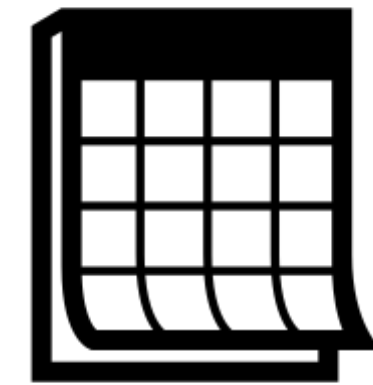
WHY

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



STRATEGY

Post milestones for key regulations online



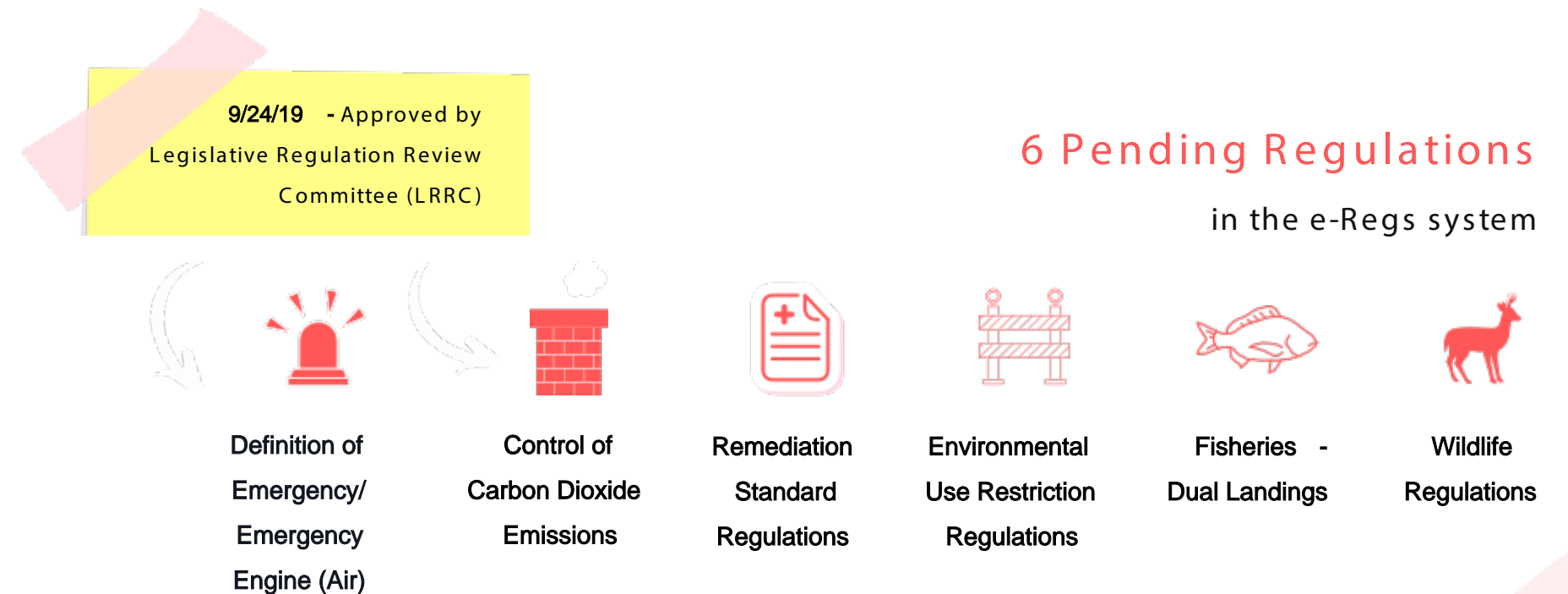
METRIC

Completing key milestones for regulation adoption on time

Goal 15

ACCELERATE E-GOVERNANCE INTEGRATION

Stakeholders should know when key milestones for regulation adoption will be completed. DEEP is creating a web -page with a comprehensive list of regulations either in the approval process, or under development. This page will go live by the end of 2019.



In total, more than 20 regulations are under development.

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

20 BY 20
20 TARGETS TO HIT IN 2020



Greetings,

We are excited to announce that the *Fall 2019 20BY20 Results* report will be released this Wednesday, October 2, 2019. This report will provide new data on DEEP's permitting timeframes, new strategies to improve the transparency and predictability of regulatory processes, and reveal four new goals, crowdsourced from stakeholders like you.

To receive updates on opportunities for stakeholder participation in 20BY20 initiatives, please register for our email list at

www.ct.gov/DEEP/20BY20

Goal 16

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.

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

