



***CONCIERGE PERMIT ASSISTANCE
ADVISORY COMMITTEE (CPAAC)***

AUGUST 17, 2021

CONNECTICUT DEPARTMENT OF ENERGY & ENVIRONMENTAL PROTECTION

HOUSEKEEPING

- Meetings are open to the Public [register for each meeting on [CPAAC webpage](#)].
- Meetings and Q&A are being recorded.
- Panelists are encouraged to keep their webcams on and to speak and provide input. You have “panelist” status in the webinar. Please keep your microphones muted unless sharing information. Please name yourself and add your affiliation.
- Attendees who are not panelists, please share your ideas and questions through the Q&A feature or raise your hand to speak. (The chat function is disabled.) Any answers to the questions posed will be posted on the CPAAC webpage after the meeting.
- Anyone may provide feedback through DEEP.Concierge@ct.gov .
- We will post the slide deck and meeting recording on [CPAAC webpage](#) .



AGENDA

- Welcome
- Benchmarking with Other States – Permit Assistance Processes & Procedures
- Panelist Discussion

SCOPE / GOAL

- Receive feedback and suggestions from various sectors and experiences, including business/industry representatives, environmental advocates, consulting/engineering/environmental law, and municipalities/state agencies on improving our permit assistance and the user experience for permitting resources on DEEP's website

COMMITTEE MEMBERS

DEEP Hosts

- Commissioner Katie Dykes
- Betsey Wingfield, Deputy Commissioner on Environmental Quality Branch
- Natalie Braswell, Chief of Planning, Legal & Regulatory Affairs
- Nicole Lugli, Office Director of Planning and Program Development and Land Acquisition and Management
- Camille Fontanella, Client Concierge Team Lead
- Amy Richardson, Client Concierge Team
- Bea Milne, Permit Assistance

COMMITTEE MEMBERS

Panelists

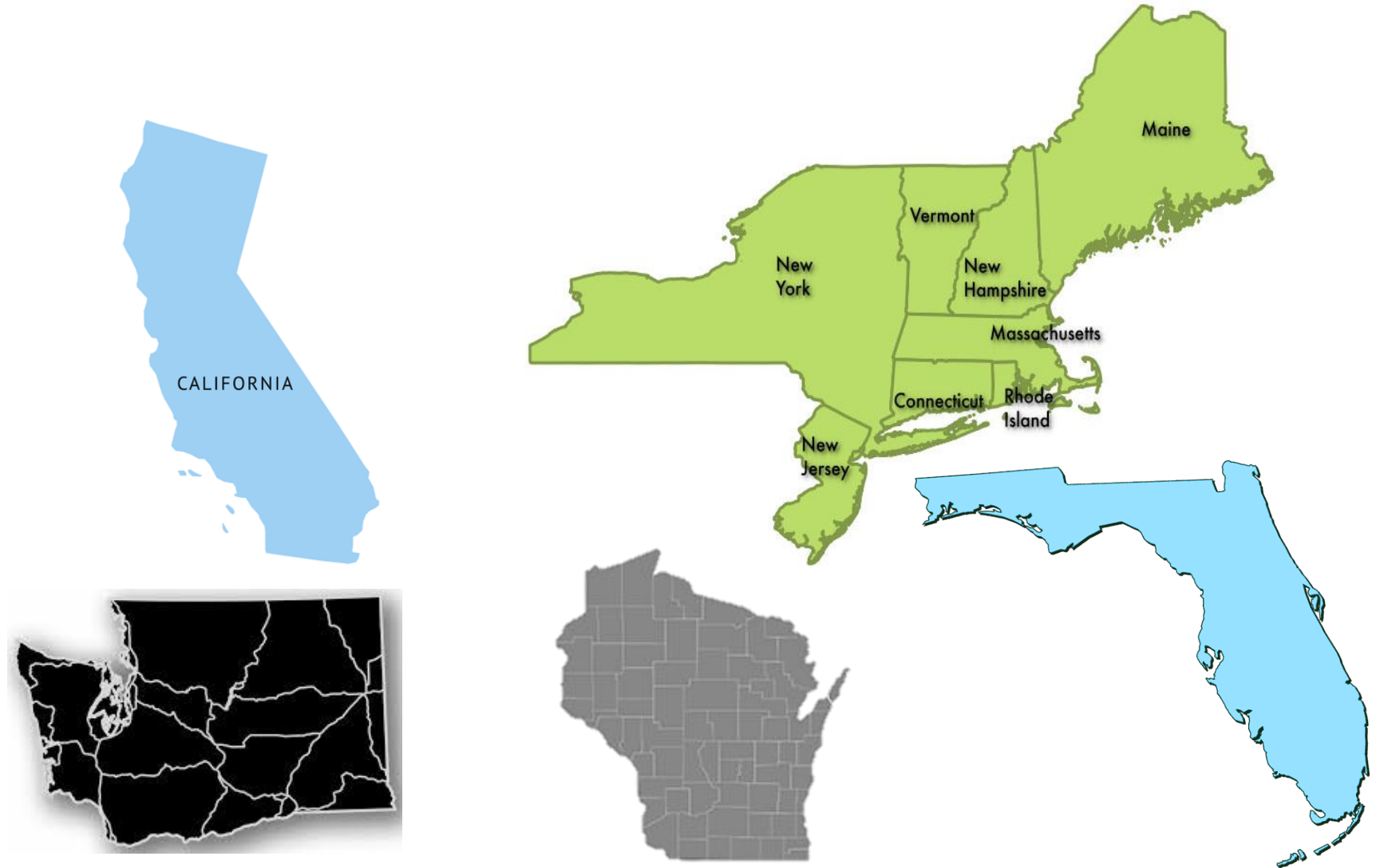
- John P. Miller, President/CEO, National Chromium Co. Inc.
- Scott Miller, General Manager, Clean Earth, Inc.
- Mark Bobman, Executive Director, Bristol Resource Recovery
- Gannon Long, Policy & Public Affairs Director, Operation Fuel, Inc.
- David Griggs, President and CEO, MetroHartford Alliance
- Robert D. Deptula, Supervisor Licensing and Permitting, Eversource Energy
- Saranda Belica, Associate Director, AdvanceCT
- Robert LaFrance, Director of Policy, National Audubon Society of Connecticut
- Carla Sylvester, PE, LEP, Blue River Engineering LLC
- Sudip Bafna, PE, CHMM, Fuss & O'Neill
- Jean Perry Phillips, Attorney, Pullman & Comley LLC
- John Cody, Inland Wetlands Enforcement Officer, Town of Roxbury
- Aïcha S. Woods, City Plan Executive Director, City of New Haven
- Colin Cooper, Chief Manufacturing Officer, Connecticut Department of Economic and Community Development

Client Concierge Service

& Permit Assistance

- Massachusetts
- New Jersey
- New York
- Rhode Island
- New Hampshire
- Vermont
- Maine
- Florida
- Wisconsin
- California
- Washington

BENCHMARKING WITH OTHER STATES



BENCHMARKING METRICS

PERMIT ASSISTANCE PROCESSES & PROCEDURES

- Outreach
- Concierge / Permit Assistance Services
- Permit Packaging
- Fast Track Permitting
- Transparent Timeframes & Fees

WEBSITE AESTHETICS AND DESIGN

- Webpage Flow & Design
- Process Flow Charts/ Schematics

RESOURCES AVAILABLE ON WEBSITE

- Permit Status & Document Viewer
- E-Licensing and Permit Payment Portal
- Automated Permit Questionnaire
- Resource Webpages
- GIS Maps

	Outreach	Concierge/ Permit Assistance	Permit Packaging	Fast Track Permitting	Transparent Fees & Timeframes	Engaging Website Design	Process Flow Charts	Online Permit Status & Document Viewer	E-Licensing	Permit Payment Portal	Automated Permit Questionnaire	Resource Pages	GIS maps
Connecticut	●	●	●	●	●	●	●	●	●	●	●	●	●
Washington	●	●	●	●	●	●	●	●	●	●	●	●	●
Massachusetts	●	●	●	●	●	●	●	●	●	●	●	●	●
Wisconsin	●	●	●	●	●	●	●	●	●	●	●	●	●
California	●	●	●	●	●	●	●	●	●	●	●	●	●
New Hampshire	●	●	●	●	●	●	●	●	●	●	●	●	●
New York	●	●	●	●	●	●	●	●	●	●	●	●	●
New Jersey	●	●	●	●	●	●	●	●	●	●	●	●	●
Rhode Island	●	●	●	●	●	●	●	●	●	●	●	●	●
Maine	●	●	●	●	●	●	●	●	●	●	●	●	●
Vermont	●	●	●	●	●	●	●	●	●	●	●	●	●
Florida	●	●	●	●	●	●	●	●	●	●	●	●	●

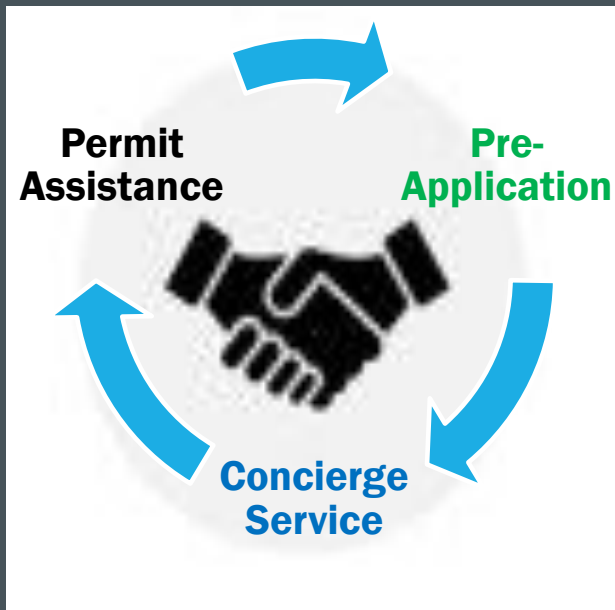
● Developed

● Existing

● Non-Existent

OVERVIEW

KEY TAKEAWAYS



- Permit Assistance has been offered for many years in CT
- Concierge services are an emerging amenity in many states
- Some impactful areas to improve user experience:
 - Automated services may help balance staff resources
 - Transparency with processes, timeframes, and fees

PERMIT ASSISTANCE PROCESSES & PROCEDURES

Concierge / Permit Assistance Services

California Air Resources Board (CARB)

- Statewide planning group
- Offers visiting speaker to present issues/permits - request by submittal of form
 - Stakeholder engagement - providing outreach including virtual webinars on legislative topics and current issues
- Compiles resources on CA air permitting (i.e., resources on website, brochures, fact sheets)
- Allocates funds to CA Air Districts to be used as incentives for replacement, rebates, vouchers for lower CO2 emissions equipment

California Air Districts (35)

- Functions similarly to CT DEEP BAM
- Hands-on individual permit application assistance for clients by staff equivalent to CT DEEP Engineer of the Day
- Citizen Advisory Board equivalent to CT DEEP's SIPRAC, HWAC, SWAC, Remediation Roundtable

Connecticut's Relative Status:
CT ● CA ●

PERMIT ASSISTANCE PROCESSES & PROCEDURES

Permit Packaging

California Permit Grouping

- Only for water permitting & occurs through the California State Water Resources Board
- Permits cover "multiple facilities within a specific category" or permitting by function
Examples include:
 - Facilities that "discharge the same type of wastewater"
 - Facilities that "use the same type of operations"
- Can be used to issue multiple permits together in a group, provided they have the same owner

Connecticut's Relative Status:
CT  CA 

PERMIT ASSISTANCE PROCESSES & PROCEDURES

KEY TAKEAWAYS CONCIERGE / PERMIT ASSISTANCE AND PERMIT PACKAGING

- Business and community outreach
 - Requesting a guest speaker
 - Recording presentations on permit processes may enrich DEEP's video library
 - Concierge Permit Assistance Advisory Committee
- Permit packaging by sector or project type may be of value

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Discussion Questions

Permit Grouping/Packaging

- Do you have ideas for what types of permits may be grouped (i.e., permits that commonly go hand-in-hand)?
- How can we improve the pre-application questionnaire to facilitate this idea?
 - Previous CPAAC Session Ideas:
 - select a check box that describes your activity
 - sector-based pre-app checklists

PERMIT ASSISTANCE PROCESSES & PROCEDURES

“Fast Track” Permitting - Massachusetts

“helps businesses get answers faster while ensuring protection of our natural resources”

- Currently available in **Western Region only**
- Independently coordinated by one manager in charge of *all* types of permits
- Permit fees paid upfront with a memorandum of agreement outlining permit deliverables and timeframes consistent with client's timetable
 - *additional costs included for public hearings, staff overtime to meet deadlines, etc.*
- MA Fast Track Eligibility for certain projects (similar to CT Concierge):
 - Project types - biotech, energy, transit-oriented development, brownfield redevelopment, solid waste recycling facilities, smart growth
 - Projects consistent with sustainable development principles and promoting smart growth
 - Projects determined by the Commissioner to be of significant environmental interest to the Commonwealth
 - Projects with multi-permit complexity

Connecticut's Relative Status:
CT  MA 

PERMIT ASSISTANCE PROCESSES & PROCEDURES

KEY TAKEAWAYS FAST TRACK PERMITTING

"Fast track" in other states?

- MA only, and only in Western District
- MADEP
 - All costs paid up front based on pre-app
 - One permit manager for all permits
 - Fast track by district/region - only works in Western District*
- Enables applicant to have certainty for project start date
- Timely permitting may be incentivized through submittal of package of applications and fees up front
- Packaged applications may support processing speed

CONCIERGE SERVICE PERMIT ASSISTANCE

CT DEEP's Current Permit Navigation Tools:

- Online Resources – guidance, permit factsheets
- Pre-application meetings
- Concierge Project Tracking/Coordination (select complex permitting projects)
- Permit Process Flowchart
- Permitting Factsheets by project type (sector)
 - Solar Energy, Offshore Wind Energy, Farm-based Anaerobic Digesters
 - Breweries/Wineries/Distilleries (in the works)

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SECTOR FACTSHEETS FOR ENVIRONMENTAL PERMITTING

- [Solar Energy](#)
- [Offshore Wind Energy](#)
- [Farm-based Anaerobic Digesters](#)

FACT SHEET



Connecticut Department of Energy &
Environmental Protection
79 Elm Street, Hartford, CT 06106
<https://portal.ct.gov/DEEP>

Information for Solar Developers *An Environmental Permitting Factsheet*



This Factsheet provides information on the types of permits that may be required and the timing and sequencing of those permits to developers who are proposing to install solar energy generating facilities. Pre-application permit assistance, where applicants can meet with permit program staff to discuss a specific project, is available. To request a pre-application meeting, please complete the [Pre-Application Questionnaire](#) and submit it to DEEP.OPPD@ct.gov. This Factsheet should be used in conjunction with the DEEP Bureau of Energy and Technology Policy's Integrated Resource Plan Renewable Siting Recommendations.

- I. Natural Diversity Data Base (NDDB)** – At the outset of a project, it is necessary to determine if there are known occurrences of any state or federally-listed species within the impact area of the project site ([Section 26-306 of the Regulations of Connecticut State Agencies](#)). DEEP recommends conducting an initial site evaluation to assess the potential to support state-listed species. Developers will then need to determine if their project is an area with documented state-listed species; maps can be found at <https://portal.ct.gov/DEEP/Endangered-Species/Natural-Diversity-Data-Base-Maps>. If in a documented area, consultation with DEEP's NDDB staff will be required to agree upon impact-avoidance and protection measures. Protection measures will be included in a determination letter from DEEP; this letter must be included with filings for other state permit

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Discussion Questions

Permit Navigation Tools

- Have these materials provided any new knowledge to you?
- Do you have suggestions for additional sector factsheets that would be useful to you?
- How can we better help applicants on multi-permit projects with efficiency, transparency, and predictability?
- How do we improve on what we are doing with our permit coordination?

PERMIT ASSISTANCE PROCESSES & PROCEDURES

Transparent Timeframes & Fees

Examples taken from Massachusetts, New York, and Vermont:

- Schedule of Permit Applications (MA)
- Schedule of Permit Fees (MA, NY)
- Table of Public Notice Timeframes (VT)

- Similar to CT, but CT info not all in one place

Connecticut's Relative Status:

CT  NY  VT  MA 

PERMIT ASSISTANCE PROCESSES & PROCEDURES

KEY TAKEAWAYS TRANSPARENT TIMEFRAMES & FEES

- Would be useful to have comprehensive table of permit processing timeframes, associated fees, and public notice requirements

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DISCUSSION OF NEW WEBPAGES

PERMITS & LICENSES:

<https://portal.ct.gov/DEEP/Permits-and-Licenses/Forms-Guidance-Fact-Sheets>

- Permits & Licenses Main Page >
- Professional & Occupational Licenses >
- Recreational & Natural Resources Licenses >
- Compliance Assistance >
- Enforcement >
- Laws & Regulations >
- Adjudications and Environmental Hearings >
- Public Participation >
- Online Services >
- Main Menu >

Search Department of Energy and

Overview

Take a look through the list of permitting topics below to find more information on your area of interest. Find factsheets, forms, guidance and more. Make sure to also take a look at the content available in the horizontal navigation for additional access to helpful materials.

[Where to Begin](#) | [Public Notice Requirements](#) | [Common Forms](#) | [Public Notices](#) (Issued by DEEP) | [Issued Permits](#) | [Environmental Justice](#) | [Online Services](#) | [Siting Council](#) | [Video Library](#)



Permitting Overview: [Air Emissions](#)

Clean Air Interstate Rule

New Source

[Minor Modification Application for an Existing New Source Review Permit](#) +

[New Source Review Permit](#) -

Fees: Beginning at \$3,250 for new minor sources (includes \$940.00 application fee)

Public Notice: Initial notice of application - **AND** - Notice of Tentative Determination (30 days). *Ej, if in applicable area.*

Estimated Processing Timeframe: 6 months for new minor source / 12 months for new major source

Type of Permit: Individual

[Get More Detail](#)

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Discussion Questions Permit Planning

- What reference materials or additional information can Permit Assistance and Concierge provide to better your permitting application and experience?
- What type of information would assist in making your permit planning more efficient?

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Next Meeting September 14, 2021 2:00 pm

WITH SURVEY

<https://portal.ct.gov/DEEP/Permits-and-Licenses/Client-Concierge-Permit-Assistance>

<https://portal.ct.gov/DEEP/Permits-and-Licenses/Where-to-Begin--Users-Guide-to-Environmental-Permits>

Sign up to receive email updates through Constant Contact.

Contact the Concierge Team: DEEP.Concierge@ct.gov