



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

SEPTEMBER 14, 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
- Wrap up Survey and Panelist Discussion
- Future Meetings



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

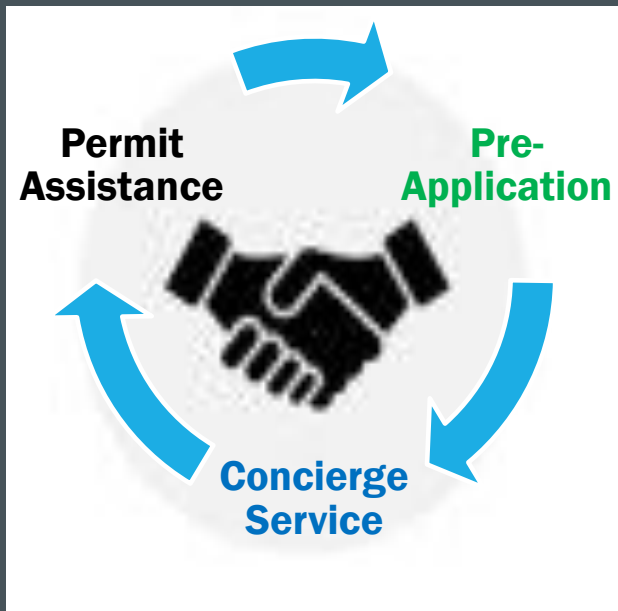
- Commissioner Katie Dykes
- Betsey Wingfield, Deputy Commissioner on Environmental Quality Branch
- Natalie Braswell, Chief of Planning, Legal & Regulatory Affairs
- Nicole Lugli, Office Director of Planning and Program Development and Land Acquisition and Management
- Camille Fontanella, Client Concierge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

COMMITTEE MEMBERS

Panelists

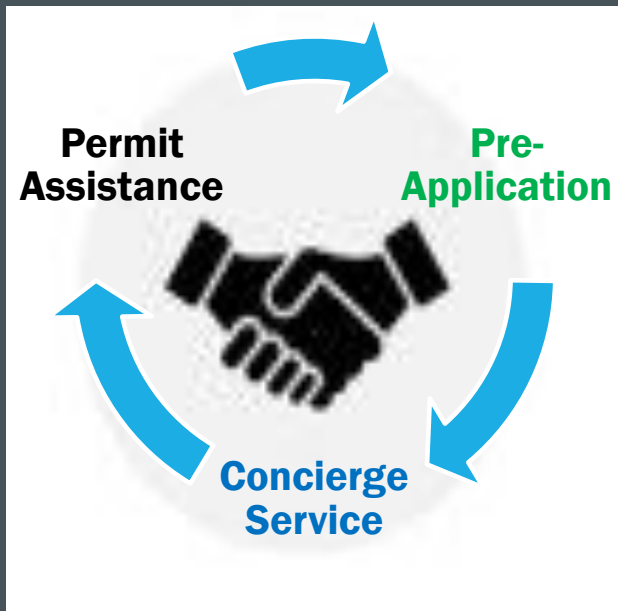
- John P. Miller, President/CEO, National Chromium Co. Inc.
- Scott Miller, General Manager, Clean Earth, Inc.
- Mark Bobman, Executive Director, Bristol Resource Recovery
- Gannon Long, Policy & Public Affairs Director, Operation Fuel, Inc.
- David Griggs, President and CEO, MetroHartford Alliance
- 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

SURVEY RESULTS: YOUR PRIORITIES



- Who took this survey?
 - Business and Industry (3)
 - Environmental Advocate
 - Consulting/Engineering (4)
 - Environmental Law
 - Municipality
 - State Agency
 - Member of the Public (1)

SURVEY RESULTS: YOUR PRIORITIES



■ Main Topics

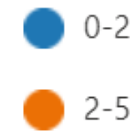
(ranked in your order of importance):

1. Improving Permit Assistance Tools (Maps, Videos, Factsheets)
2. Increasing Transparency of Permitting by developing Permit Portal Capabilities (e-filing, status viewer, payment)
3. Improving the Pre-application Process
4. Improving Community User (non-applicant, non-technical) Access to Information

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Survey Discussion

Pre-Application Process



- How often have you utilized our pre-application questionnaire and meeting process within the last year?
- What additional items/questions should we include in our pre-application questionnaire to improve project planning?
 - *If we have met on the project before, with whom, and when*
 - *Estimated schedule of activities*
 - *Do you need investor support to launch this project?*

“more detailed information on the final permits and authorizations. Also, to the extent that applications are included in the final permit this needs to be clear and any duty to alert the agency in the event items presented in the application change should be flagged”

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Survey Discussion

Pre-Application Process

- How helpful would having a decision tree-type, automated questionnaire be for your use rather than the current fillable form (Word/PDF)?
1 being least helpful, 5 being most helpful.
 - *The average response was 4*
- If we had a decision tree-type, automated questionnaire, how likely would you be to request a follow up pre-application meeting?
1 being least likely, 5 being most likely
 - *The average response was 3.38*

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Survey Discussion

Pre-Application Process

- Would providing a project management tool, such as a Gantt Chart, for more complex permitting projects following the pre-application meeting assist you in planning and sequencing your project applications?
 - *88% of people said yes*
- How important is such a tool to you?
1 being not important, 5 being very important
 - *The average answer was 3.75*

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Survey Discussion

Permit Assistance Tools

Sector Factsheets

- CPAAC-suggested Factsheets
(ranked in your order of importance):
 1. Solid waste transfer facilities
 2. How state permits overlay with local permits
 3. Transfer of permits/mergers and acquisitions for permit transfers
 4. Urban agriculture and aquaculture
 5. Municipal redevelopment projects, such as TOD, industrial park, mixed use projects
 6. Cannabis

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Survey Discussion

Permit Assistance Tools

Sector Factsheets

- Suggestions for Sector Factsheets
 - *NDDB and GP Construction Stormwater*
 - *make them shorter, or call them something other than "fact sheet"*
- How often do you use or anticipate using the Sector factsheets? 1 being not likely, 5 being very likely
 - *Average answer was 3.38*
- Do you think it would be beneficial to have our Factsheets transcribed in more than one language?
 - *50% said yes*
 - *Spanish*

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Survey Discussion

Permit Assistance Tools

Maps

- Do you find interactive GIS maps helpful?
 - *100% said yes*
- Would you find an index page for all available DEEP maps helpful?
 - *100% said yes*
- Do you view having such an index as a high priority?
1 being not a priority, 5 being high priority
 - *Average answer was 3.5*

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Survey Discussion

Permit Assistance Tools

Maps

- CPAAC-suggested features in a GIS map relevant to planning your project (ranked in your order of importance):
 1. Approved permits
 2. Environmental Justice areas
 3. Environmental Land Use Restrictions
 4. Locations of Anaerobic Digesters
 5. Locations of grid-scale solar arrays

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Survey Discussion

Permit Assistance Tools

Maps

- What additional type of information would be helpful on an interactive GIS map to assist you with planning your project?
 - *Transfer Act filings*
 - *Enforcement actions*
 - *NPDES discharge locations*
 - *Groundwater and surface water classification*
 - *Income levels*
 - *Air quality/pollution*
 - *Locations of concentrated pollution such as trash plants, landfills, airports, highways, etc.*

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Survey Discussion

Permit Assistance Tools

Shovel Ready Concept

- Do you think there could be benefits to pre-permitting sites for specific, future uses (e.g., office park, distribution center, etc.) to make them “shovel ready”?
 - *100% said yes*
- Do you think “permit envelopes” could be useful for larger sites with multiple permits and multiple development phases? (A Permit Envelope may consist of a large land area over which there are inter-related multi-media permits.)
 - *87.5% said yes*

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Survey Discussion
Permit Assistance Tools
Shovel Ready Concept

- Who do you envision taking the financial and technical responsibility for submitting these permit applications?
 - *Permittee*
 - *Developer*
 - *Municipalities*
 - *Green Banks*
 - *Contractors*
 - *Property Owner*
 - *CT DEEP and CT DECD*

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Survey Discussion

Permit Assistance Tools

- CPAAC-suggested permit assistance tools (ranked in your order of importance):
 1. Directory of DEEP permits and contacts
 2. Quarterly updates for each Concierge project on permit status
 3. Flow chart for general permits
 4. FAQ on permit process on the landing page
 5. Flow charts for common, complex permits
 6. Example of well-done application and final permit
 7. Video tour of the website
 8. Videos to explain complex permit processes
 9. Plain language explanation of the difference between a general permit and an individual permit

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Survey Discussion

Permit Assistance Tools

Videos

- On what topics would you like to see instructional videos?
 - *Information that is required*
 - *Categorical determination process*
 - *E-filing*
 - *Tips for managing the parts outside DEEP's control such as municipalities*
 - *Would not use videos*

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Survey Discussion

Permit Assistance Tools

Videos

- Which permits would be most beneficial to have an instructional video explaining its process?
 - *NPDES permits*
 - *GP Construction Stormwater*
 - *Would not use videos*
 - *Permitting for anaerobic digesters*
 - *Use analytics to see where people start looking into something and then stop; those are topics that may benefit from more helpful video explanation*

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Survey Discussion

Transparency

- Which area of permitting transparency is most important to you? (ranked in your order of importance):
 1. Provide virtual public file room with more access to information on active permit applications
 2. Enhance/upgrade the current online filing and status viewer system “EZ-file”
 3. Enable Online payment for small licenses

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Survey Discussion

Transparency

- Are there any other ways we can make the permit process more transparent for you?
 - *Yes. Concierge is available only for large projects and complex permits when it's the little guys who can't afford fancy lawyers that need the most help. Many small businesses don't even apply for permits (Anaerobic digesters as one example) and have a competitive advantage over those who try to comply and get permits only to waste 2 years to get nowhere.*
 - *Permit writer should reach out to permittee to let them know that they have been assigned to their permit and estimated schedule to permit issuance.*
 - *Realistic informed time estimates for benchmarks in the process.*

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Survey Discussion

Transparency

- What additional permit assistance tools would you like to see implemented?
 - *Someone at DEEP to be assigned responsibility for each project that is applied for to help navigate through all of the areas*
 - *Up-to-date org charts on the DEEP website*
 - *Listing of which permit applications/registrations the permit writers have been assigned*
 - *Realistic informed time estimates for benchmarks in the process*
 - *Maps, videos, plain language*

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Survey Discussion

Public Participation

- Suggestions for content of Community User webpage:
 - *What businesses have which permits*
 - *Resources, public and private, that may available*
 - *Map where projects are currently sited and where they are being considered - identify opportunity areas for new projects*
 - *What methods residents have for commenting on projects*
- Suggestions for what to include on Municipal Factsheet:
 - *Identify points of contact*
 - *Areas where the municipal guidance may differ from the state's, especially if it adds work and/or time to the application process*

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Survey Discussion

Public Participation

- Suggestions for how to inform municipalities about permits:
 - *Through the Town Planner/ Planning Commission*
 - *Send a periodic (monthly?) list to the Chief Elected Official and Health Official*
 - *Post on the DEEP website. Use GIS.*
 - *Build on existing methods of contacting municipalities*
 - *Have different coordinators for contacting municipalities in different areas of the state*

CPAAC SUGGESTIONS AT WORK

- List in progress:
 - Improvement of our contact information – programmatic email inboxes, org chart links
 - EzFile Enhancements – addition of four permit applications, status viewing, and payment
 - Online Services Landing page
 - Online Permit Dashboard
 - Flow chart for air permitting process
 - Environmental Justice map (EJ program)
 - <https://portal.ct.gov/DEEP/Environmental-Justice/Environmental-Justice-Communities>

CPAAC SUGGESTIONS AT WORK

- To Do List for near future:
 - Replace images on new permit assistance webpages with more life/action
 - Check out EPA programs and information to reference as a resource to add to our pages
 - Add to virtual Concierge Brochure big changes, such as legislative changes, that impact permitting directly
 - Hazardous waste regulations on the DEEP webpage – make easier to locate
 - Add timelines to the general permit process flow chart and list out steps such as administrative review, technical review, public notice
 - Have Org charts
 - Remind applicants when submitting applications about not releasing proprietary information
 - Remind applicants on renewal notices to schedule pre-app with specific questions/concerns on renewal
 - Use listserv to get info out to non-profit groups and business groups

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Next Meeting January 18, 2022 2:00 pm

<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