



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

***JUNE 22, 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](mailto:DEEP.Concierge@ct.gov) .
- We will post the slide deck and meeting recording on [CPAAC webpage](#) .



# AGENDA

- Welcome by Commissioner Katie S. Dykes
- Goal of the Concierge Permit Assistance Advisory Committee (CPAAC)
- Meeting Schedule
- Introductions – Committee Panelists
- Overview of DEEP’s Client Concierge Service and Permit Assistance and Benchmarking with Other States
- Panelist Discussion



**Client  
Concierge  
Service**  
*& Permit Assistance*

***CPAAC WELCOME***

***COMMISSIONER KATIE S. DYKES***

***CONNECTICUT DEPARTMENT OF ENERGY & ENVIRONMENTAL PROTECTION***



## 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

---

## MEETING SCHEDULE

- June 22, 2021 at 2 pm
- July 20, 2021 at 2 pm
- August 17, 2021 at 2 pm
- September 14, 2021 at 2 pm

# COMMITTEE INTRODUCTIONS

## 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 INTRODUCTIONS

## Committee Members

- 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

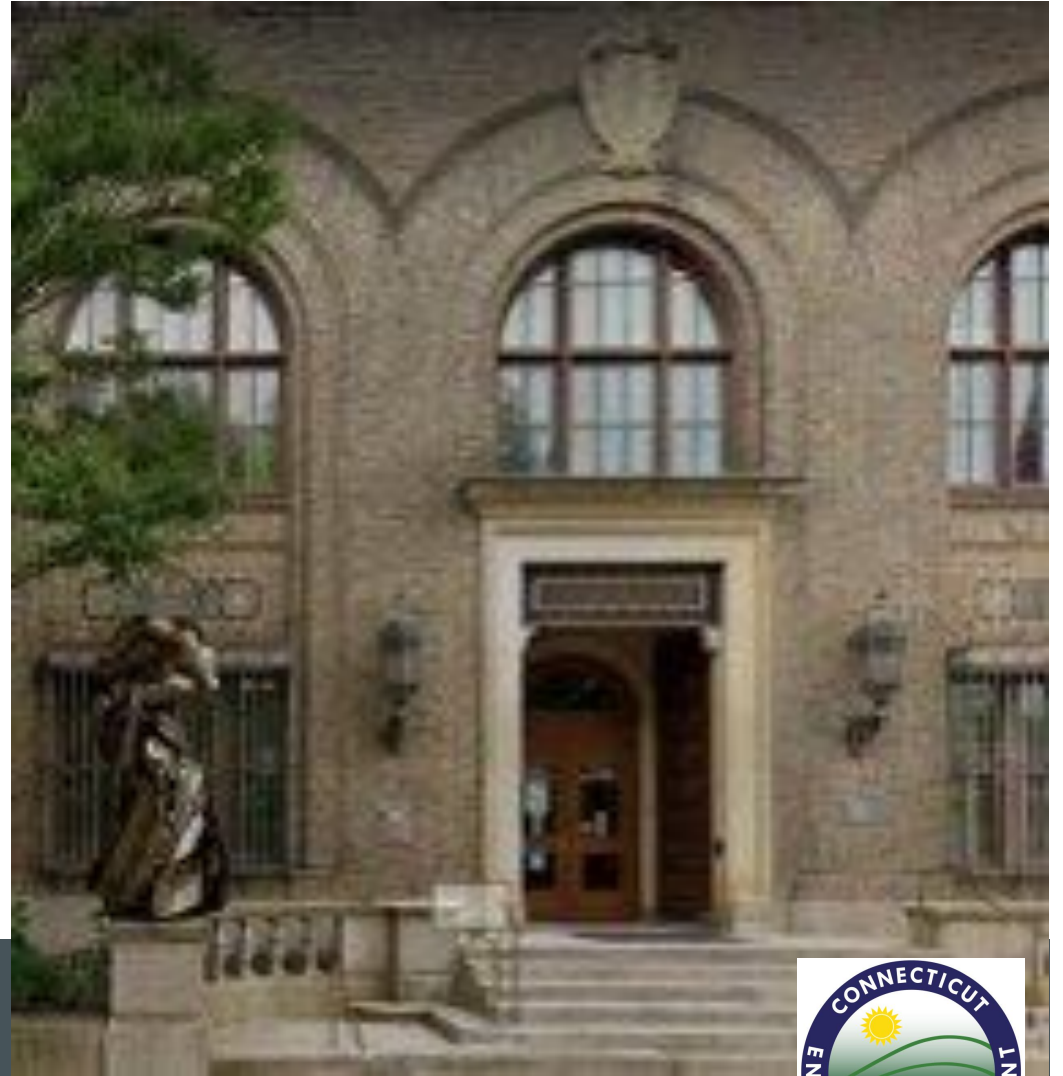


# Client Concierge Service

*& Permit Assistance*

PRESENTED BY CAMILLE FONTANELLA

CLIENT CONCIERGE TEAM LEAD



# THE CLIENT CONCIERGE SERVICE

Nicole Lugli  
Office Director

Camille Fontanella  
Concierge Team Lead

Amy Richardson  
Concierge Team Member

Beatriz Milne  
Permit Assistance

- DEEP's Central Office point-of-contact for stakeholder assistance with environmental permitting
  - Facilitate communication between stakeholders and permit programs
  - Guide projects through the complex permitting process
- Contact the Concierge Team:  
[DEEP.Concierge@ct.gov](mailto:DEEP.Concierge@ct.gov)
- Visit our website:  
<https://portal.ct.gov/DEEP/Permits-and-Licenses/Client-Concierge-Permit-Assistance>



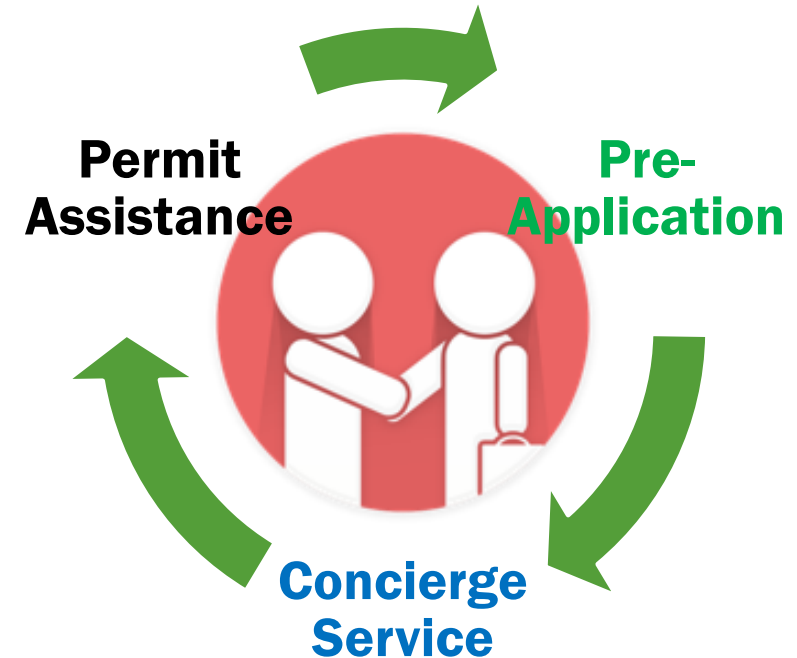
## DEEP'S PERMIT ASSISTANCE

- Assists any applicant
- Multimedia license transfers, name changes, general inquiries from the public, etc.

### Pre-application Assistance

- Provides application assistance **before** submittal to permit program
- Pre-application Questionnaire and Guidance
- Pre-application **Meeting**

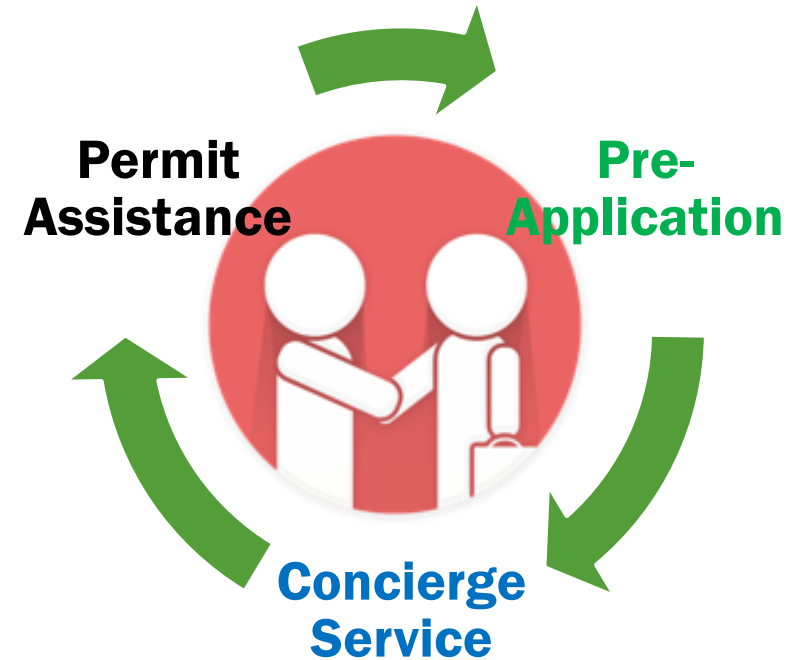
### Structure



# DEEP'S PERMIT ASSISTANCE

## Client Concierge Service

- Provides specialized permit assistance **during and after** submittal to permit program for complex projects
  - Meeting coordination
  - Permit sequencing
  - Communication across Divisions
  - Follow up on projects within DEEP and with other State agencies
- Conducts outreach to stakeholders



# CLIENT CONCIERGE SERVICES



## PROCESS IMPROVEMENTS

- Complete benchmarking with 11 other State's concierge/permit assistance services
- Concierge Permit Assistance Advisory Committee
- Coming this year: Surveys seeking customer feedback

- Support economic development and job creation
- Uphold Connecticut's environmental standards
- Conduct outreach to stakeholder communities to improve knowledge of permit process



**Client  
Concierge  
Service**

*& Permit Assistance*

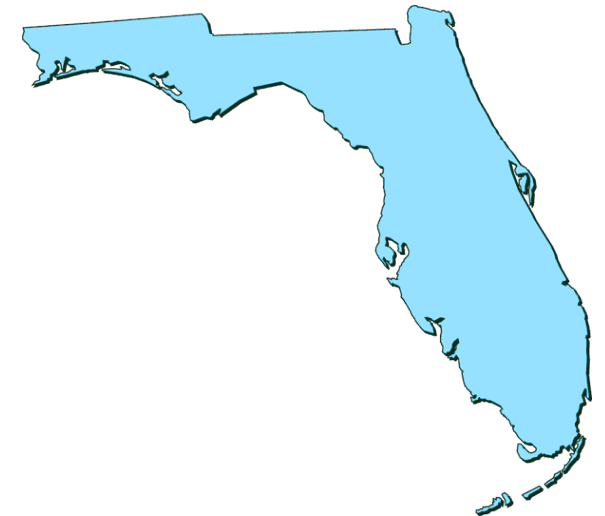
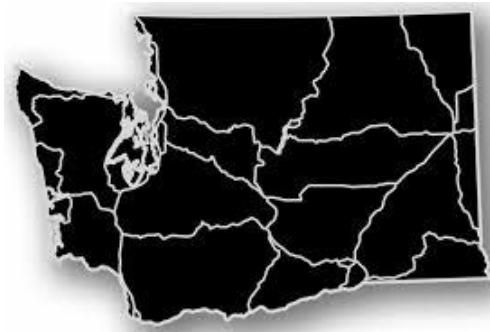
# **BENCHMARKING WITH OTHER STATES**

***CONNECTICUT DEPARTMENT OF ENERGY & ENVIRONMENTAL PROTECTION***

PRESENTED BY AMY RICHARDSON  
CLIENT CONCIERGE TEAM MEMBER



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



## **RESOURCES AVAILABLE ON WEBSITE**

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

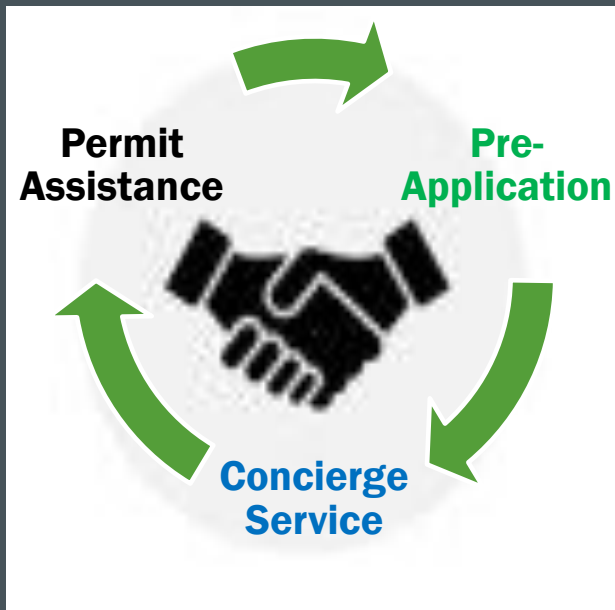


	Online Permit Status & Document Viewer	E-Licensing	Permit Payment Portal	Automated Permit Questionnaire	Resource Pages	GIS maps
Connecticut	●	●	●	●	●	●
Washington	●	●	●	●	●	●
Massachusetts	●	●	●	●	●	●
Wisconsin	●	●	●	●	●	●
California	●	●	●	●	●	●
New Hampshire	●	●	●	●	●	●
New York	●	●	●	●	●	●
New Jersey	●	●	●	●	●	●
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:
  - Easily digestible information for quick understanding and reference
  - Organization of available resources (videos, flow charts, tables, handbooks, factsheets)

# RESOURCES AVAILABLE ON WEBSITE

## Online Permit Status & Document Viewer – New York’s Status and Document Viewer

*Automated conveyance of information used to balance staff resources*

- Falls under New York’s “Uniform Procedure Act”, which:
  - *Ensures transparency & timely review of permits*
    - The result: DART Portal
- Login with an application ID
- Disclaimers that not every document can be released
- Portal lists contact information for questions, and links to a public notice bulletin

Application ID#:

OR

Applicant/Permittee:  
(Corporation name or Individual Last Name)

Show only projects funded by the 2009 Federal Stimulus grants:

AND/OR

OR

Facility Name:

Show only projects funded by the 2009 Federal Stimulus grants:

Connecticut’s Relative Status:  
CT  NY 

**RESOURCES  
AVAILABLE  
ON WEBSITE**

**KEY TAKEAWAYS  
PERMIT STATUS &  
DOCUMENT VIEWER**











- CT has some online permit status portal tools:
  - <https://portal.ct.gov/DEEP/About/Online-Services>
  - EZ-file – can view status, limited number of permits
  - Online Document viewer – can view documents if uploaded, not all are yet
- Having a permit status viewer for internal and external inquiries would be helpful

# RESOURCES AVAILABLE ON WEBSITE

## *e-Licensing (online permit submittal)*

*Developing an e-licensing program may facilitate permit application submittals.*

Online Services

 Boat Registration Renewal	 Recreational Freshwater & Saltwater Fishing Licenses	 Online Hunting Licenses, Permits & Tags	 Marine Fisheries License Renewals	 RI State Beach Parking Passes
 Berthing & Land Management Customer Portal	 OWTS (Septic) Permit Search	 Freshwater Wetlands Permit Search	 Water Quality Certification / Stormwater Permit Search	 Search for Non-Contact Cooling Water Permits, Remediation General Permits, and Multi-Sector General Permits

- Rhode Island has clear, attractive layout
- Each permit is categorized
- Ranges from permit look up, submittal, payment

Connecticut's Relative Status:  
CT ● RI ●

# RESOURCES AVAILABLE ON WEBSITE

## Permit Payment Portal

In the wake of COVID-19, some states have developed online payment options.

### Wisconsin (complex)

#### WATER PERMIT APPLICATIONS

For some of our permits, submit applications and other forms to the DNR online. Get a WAMS ID, complete an application, sign and pay fees in a few steps. Track permits and know exactly where they are in the permitting process.

**REGISTER** for a WAMS ID to access our Water ePermitting System to complete an online application.

**BEGIN** a new or edit an existing application, sign and pay fees online.\*

**VIEW** public notices of the DNR's intention to authorize activity relating to water, including permits issued to the DNR.

**TRACK** the status of Wisconsin water permits.

**LEARN** with instructional videos and user guides.

### Maine (simple)

Payment Amount \*

Do not enter a \$ sign into this field; numbers only. Payments are limited to \$5000 or less.

Additional Comments

**CONTINUE TO REVIEW** >

Connecticut's Relative Status:

CT  WI  ME 

## RESOURCES AVAILABLE ON WEBSITE

### KEY TAKEAWAYS E-LICENSING AND PAYMENT PORTAL

- Increasing the amount of permits able to be submitted online may help balance staff resources
- Having a payment portal for telework in future may be helpful
  - States with E-Licensing and/or Permit Status Portals - ME, NH, WI, NY, FL, RI

# RESOURCES AVAILABLE ON WEBSITE

## Automated Permit Questionnaire - Washington State's Project Questionnaire

- Determine which local, state, and federal permits you might need for your project
- Plan ahead for required permits
- Identify agency contacts for each permit
- Learn detailed information about individual permit requirements

### Questionnaire - Step 1



Where is your project located?

- Within a Washington State City Limit
- Unincorporated County (please select a county below)

A dropdown menu with a scrollable list of county names: ADAMS, ASOTIN, BENTON, and CHELAN. The menu is currently open, showing the list.

### Questionnaire - Step 2



Which categories apply to your project?

[Select all](#) | [Clear all](#)

#### Based on Subject Area

- Agricultural Products
- Air (air emissions, burn permits)
- Aquatic Pesticides
- Construction and Development
- Discharge of Process Wastewater or Stormwater to Ground,

#### Based on Project

- Beach Prospecting
- Docks and Piers (New and Maintenance/Repair)

Connecticut's Relative Status:  
CT ● WA ●



# RESOURCES AVAILABLE ON WEBSITE

## Automated Permit Questionnaire - Washington State's Project Questionnaire cont'd

### Questionnaire - Step 3



### Please answer the following Questions

#### Discharge of Process Wastewater or Stormwater to Ground, to Surface Water, or a Municipal Treatment Plant

1. Will the project involve a discharge of [wastewater](#) to surface water? Yes  No
2. Will clearing, grading or excavating activities disturb an area of 1 acre or more **and** will discharge stormwater to surface waters of the state or a conveyance system that drains to surface waters of the state? Yes  No
3. Will the project involve a discharge of [wastewater](#) to the ground or a discharge of industrial wastewater to a municipal treatment plant? Yes  No

- Lists out all permits necessary at the end
- Produces a printable, savable PDF report
- Provides links to all necessary information

### Results



### Here are your Questionnaire Results

Based on your answers on the Questionnaire, the following list of permits, licenses, or approvals may be required for your project. For more information, call the Office for Regulatory Innovation and Assistance Information Center at 1-800-917-0043.


Permits: [28](#) | Location: [City Jurisdiction](#) | Questionnaire Date: [11/23/2020](#)

#### ► **Biosolids Management (General Permit)**

(Based on answering 'Yes' or 'Don't Know' to: **Do you produce or manage biosolids, sewage sludge, or septage?**)

Department of Ecology  
*Headquarters*  
300 Desmond Drive  
PO Box 47600  
Olympia, WA 98504-7600  
Website: <http://www.ecology.wa.gov/>  
Telephone: (360) 407-6000

Save Questionnaire  
View Report  
Download PDF  
Print Page  
Restart

Connecticut's Relative Status:  
CT  WA 

## RESOURCES AVAILABLE ON WEBSITE

## KEY TAKEAWAYS AUTOMATED PERMIT QUESTIONNAIRE

- Automated permit questionnaire (VT, WA, WI, NH)
- Automated questionnaire could be helpful
- Not intended to replace in-person meetings when requested, simply to provide all info possible upfront and assist in project planning
- CT has written pre-application questionnaire:
  - *How can we improve ours?*
  - *Add more questions, be more comprehensive with respect to programs?*
  - *How can we use this to better balance staff resources?*
  - *Can we use a scheduling software, like restaurant reservations, to schedule pre-apps?*

# RESOURCES AVAILABLE ON WEBSITE

## Resource Webpages - Videos

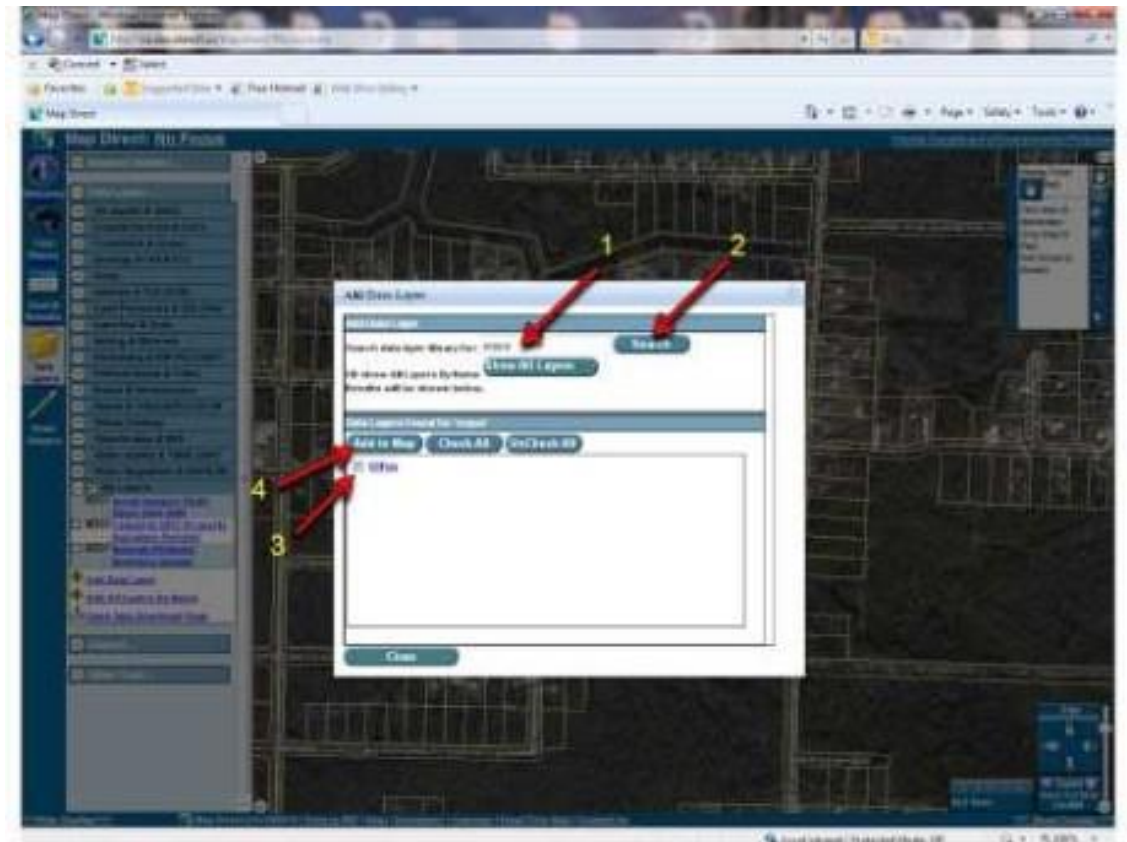
- Lists of required documents
- Pre-application meeting requests
- Tips and Timesaver FAQs
- Contact information

- GIS mappers
- YouTube Video tutorials
- Regulatory Handbooks



DEM's COVID control plan strongly encourages that meetings occur online whenever possible, that guests and visitors to DEM (including the PAC) must wear face coverings at all times, and all people must maintain safe physical distancing.

Source: Rhode Island DEM, <http://www.dem.ri.gov/programs/customertech/>



Source: Florida DEP, <https://www.youtube.com/watch?v=xIsAnSCfALU&t=1s>

# RESOURCES AVAILABLE ON WEBSITE

## Resource Webpages – Vermont’s Permit Handbook

revised 7/2018

Sheet # 6.2



State of Vermont

### PERMIT AND LICENSE INFORMATION

#### STORMWATER PERMITS FOR NEW DEVELOPMENT & REDEVELOPMENT

##### SUMMARY DESCRIPTION OF PERMIT

##### General Permit 3-9015

General Permit 3-9015 was issued March 20, 2013 and is effective for ten years from the date of signing.

The Stormwater Management Program provides regulatory oversight and technical assistance to ensure proper design and construction of stormwater treatment and control practices as well as construction-related erosion prevention and sediment control practices, necessary to minimize the adverse impacts of stormwater runoff to surface waters throughout Vermont.

Coverage under GP 3-9015 is required for discharges of regulated stormwater runoff from the construction, expansion, and redevelopment of impervious surfaces.

The most current information about new development or redevelopment stormwater permits is located on the Watershed Management Division web site. Please consult this resource:

<http://dec.vermont.gov/watershed/stormwater/permit-information-applications-fees/general-permit-3-9015>

##### EXAMPLE OF REGULATED ACTIVITY

Stormwater runoff from new development which creates 1 or more acres of impervious surfaces, or expansions to existing development when the total resulting surface, including existing and new expanded surfaces is equal to or greater than 1 acre. Impervious surfaces include roofs, driveways, parking

### Air Quality and Climate Division

- 13 [Approvals and Reviews Conducted by...](#)
- 14 [Construction Permit: Stationary Air Contaminant Sources](#)
- 15 [Operating Permit: Stationary Sources](#)
- 16 [Annual Registration: Stationary Sources](#)
- 18 [Air Pollution Control Permit: Open Burning](#)

### Watershed Management Division

- 6 [Stormwater Permit Summary Sheet](#)
- 6.1 [Stormwater General Permits for Construction Sites](#)
- 6.2 [Stormwater Permit for New Development & Redevelopment](#)
- 6.3 [Renewal of Previously Permitted Stormwater Discharges](#)
- 6.4 [Multi-Sector General Permit \(MSGP\) for Discharges from Industrial Activities](#)
- 6.5 [Small Municipal Separate Storm Sewer System Permit \(MS4\)](#)
- 6.6 [Municipal Roads General Permit \(MRGP\)](#)
- 7.1 [Discharge Permit: Municipal](#)
- 7.2 [Discharge Permit: Industrial](#)
- 8 [Discharge Permit: Pretreatment](#)
- 12 [Wastewater Treatment Facility](#)

Connecticut's Relative Status:  
CT ● VT ●

## RESOURCES AVAILABLE ON WEBSITE

## KEY TAKEAWAYS RESOURCE WEBPAGES

- Well-developed and comprehensive resource page (FL & NY)
- Tutorial videos (RI, VT, CA, FL)
- Permit Handbook (VT)
- CT has great videos, but could have more permit-specific
  - <https://portal.ct.gov/DEEP/About/Video/Video-Library>
- CT has a wealth of permit guidance that are not in one location
- A catalogue or index of permit guidance on one resource webpage would improve user experience
- Navigation bar on website could provide resources on the topic of the webpage could be useful

# RESOURCE PAGES

## *CT DEEP GIS Tools developed and proposed*

- Current CT Mapping Resources:
  - <http://cteco.uconn.edu/viewers/index.htm>
  - <https://ct-deep-gis-open-data-website-ctdeep.hub.arcgis.com/>
  - *AND MANY MORE!*
- A Map Resource webpage would provide a central location for DEEP's maps:
  - Canvas permit programs within the agency and DECD to make a comprehensive list of available maps

# CPAAC

DISCUSSION OF WEB  
RESOURCES TOPIC:  
CONCIERGE VIDEO

[Concierge Video](#) -  
overview of service

The video player interface includes a YouTube logo, a search bar, and a video player with a teal background. The video content is a three-step process diagram:

- 1**: Submit a pre-application questionnaire for your project to the DEEP Client Concierge Service. (Icon: envelope)
- 2**: DEEP will hold a pre-application meeting with you to help submit permit applications and answer any questions. (Icon: meeting table)
- 3**: The Client Concierge Team will provide additional guidance and permitting assistance throughout the approval process. (Icon: document)

Below the video player, the title "DEEP Client Concierge Service" is displayed, along with a "Unlisted" status indicator.

**CONCIERGE  
PERMIT  
ASSISTANCE  
ADVISORY  
COMMITTEE**

## Discussion Questions

### Concierge Video

- Have you seen these informational materials before? If so, how did you learn about them?
- Have these materials provided any new knowledge to you? If so, how have you found it beneficial?
- Do you have recommendations about how DEEP can further get the word out about these materials and the Permit Assistance and Concierge Services?
- Do you have any additional informational videos that you would want to see? For example, instructional videos on how to fill out an application or access on-line filing or videos on specific permitting processes?



**CONCIERGE  
PERMIT  
ASSISTANCE  
ADVISORY  
COMMITTEE**

**Discussion  
Future Topics**

Your ideas?

Our suggestions:

- Website Appearance and Usability
- Pre-application questionnaire

**CONCIERGE  
PERMIT  
ASSISTANCE  
ADVISORY  
COMMITTEE**

Next Meeting: July 20, 2021 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](mailto:DEEP.Concierge@ct.gov)