



Florida Department of Environmental Protection

Simple Steps to Improve Permit Processing

Southeast District Open House
September 27, 2018



Florida Department of Environmental Protection

Overview

DEP Business Portal/ESSA



What is ESSA?

Florida Department of Environmental Protection

A-Z Index Forms News Events Contact Us

ESSA Enterprise Solutions

Welcome, Pete Peterson [Sign Out]

Your Session will time out in 060 minutes.

Home Process Account Review Help About

Account Owner Name: GATE PETROLEUM CO

STCM Number: 8149

Account Owner Address: PO BOX 23627 ATTN: STORAGE TANK REGIS JACKSONVILLE, FL - 32241 3627

Please select the following link in order to review your tank information for all of your properly registered Storage Tank Facility(ies).

[View my Tank Information Report](#)

Please select the following link in order to review your current Invoice for all of your properly registered Storage Tank Facility(ies).

[VIEW/PRINT MY INVOICE](#)

If you have further changes to make to any of these facilities, you should choose "exit the system at this time", and select "Introduction" link on following screen. After starting a new submission, select "I am an existing Storage Tank Account Owner (STCM) and would like to update a currently registered Storage Tank facility (includes updating facility, contacts, and tank information)" on the Registration Purpose screen. Please click Help for more information.

After you have finished your review of the Tank Information and Invoice report using the links above, please select one of the following.

I would like to : *

continue with payment of balances due for my Facility(ies).

exit the system at this time (click Save and Go to Next Step).

[Go Back to Previous Step](#) [Save and Go to Next Step](#)

Enterprise Self Service Authorizations — 3.8.43-SNAPSHOT.574
Office of Technology and Information Services
Site Map — For Assistance call 850-245-7555 or Contact us via email

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Home » Apply » Build

Search the Site:

I would like to apply to build:

[10-2 General Permit for Stormwater System in Uplands \(Self-Certification\)](#)

[Exempt Boat Lift at Existing Single Family Dock \(Self-Certification\)](#)

[Field Permit for Minor Structures and Activities Seaward of the CCCL](#)

[Individual or Conceptual Approval Environmental Resource Permit](#)

[Notice of Intent to Use a General Environmental Resource Permit](#)

[Request for Verification of ERP Exemption](#)

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A-Z Index Forms News Events Contact Us

ESSA Enterprise Solutions

Welcome, Pete Peterson [Sign Out]

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Home Process Location Selection Help About

Location Selection

30.4710946997° N
94.305391407° W

Close To

Owner: TETP

State IPR: 637-000-918-09648

County IPR: 212000000000

Physical Address:

STATE COASTAL HEALTH BLDG.,
TALLAHASSEE, FL 32302

Use mapping tools to find your project location. If displayed, 'green checks' on the map represent locations (sites) already in our database. To view information for an existing site, click on the 'green check' to select it.

- If your point already displays, click on the green check to select it and click Continue (You will have the option to confirm or move the location on the next screen).
- If no location currently displays, click on the map to select the exact location of the point for your project and then click 'Continue'. A new location will be created for your project. You will have the option to confirm or move the location on the next screen.

[Go Back to Previous Step](#) [Continue](#)



What is ESSA?

- **ESSA (Enterprise Self-Service Authorizations) is an enterprise intake system that accepts a range of submissions from the public online**
 - Originally designed to accept permitting applications
 - Uses existing enterprise services: MapDirect, DepPay, PA, and Oculus
 - Flows are customizable to meet business needs
 - Flows can dynamically react to customer-entered information to gather required information
 - More than permitting applications: registrations, invoice payments, annual reports, etc.
 - XML framework allows reusable components to increase development speed and efficiency
 - CROMERR-compliant for EPA eReporting requirements



Benefits

- **Available 24/7. Some permits are issued around the clock including weekends and holidays**
- **Reduces DEP workload since data entry is handled by customer**
- **Reduces 'Requests for Additional Information' (RAIs) by handling basic business validation to prevent incomplete submissions or disqualifying criteria**
- **Helps prevent duplicate records through required facility searches**



Benefits

- **Speeds permitting through automatic issuance of permits including the generation of all required documents**
- **Automates insertion of information into internal program area management systems**
- **Automates document insertion into DEP's electronic document management system**
- **Automates the payment process including recording payments into DEP's cash receiving application**
- **Handles issuance, execution, and statutorily-required clerking for select permits**



Time-to-Process Improvements

- **Self-certification permits and some general permits are issued with a zero-day time-to-process. Select permits are issued immediately upon submission by the customer.**
- **Business validation prevents incomplete submissions and reduces the need for RAIs.**
- **New functionality allows for streamlined DEP review and automated document issuance for straightforward permits with all administrative functions handled by the system.**



Time-to-Process Impact

- For those permit types that can be submitted on paper or online through ESSA:
 - Average Time-to-Process for non-ESSA Permits
 - 15.4 Days
 - Average Time-to-Process for ESSA Permits
 - 5.4 Days
- Average TTP Savings of 10 days each.



ESSA Achievements

- Over **145,088** successful submissions in ~8 years (7/2010)
 - 10,087 for Air Resource Management
 - 23,643 for Drinking & Wastewater
 - 30,124 for ERP
 - 345 for OGC Order Payments
 - 4,593 for State Lands
 - 524 for State Revolving Fund Repayments
 - 55,969 for Waste Management
 - 17,590 for non-specific program areas (such as Pay Online)
- **\$84.37M+** collected as of 6/30/2018
 - Average payment for Water Restoration Assistance \$107,244 (\$56.2M total)
 - Average payment for State Lands \$2,244 (\$10.31M total)



ESSA Achievements

- Over **818,000** sheets of paper saved
 - Average of 6 per transaction
- Over **95,000** person-hours saved
 - Current YTD **16.47** FTEs
- **1,915** survey responses received
 - Overall average rating of 4 out of 5



Community Feedback

- **“I deal with 23 different States and this is one of the best systems I've seen.”**
- **“Leave it the way it is. I am not great with a computer, and I was able to handle it, with no help. Thanks”**
- **“Very well done. In this economy time means a lot.”**
- **“Thank you for a wonderful tool that save[s] time and money [for] us”**
- **“[I like] how much easier it is to renew now.”**
- **“Very quick and prevents duplication of paperwork year after year.”**



Current State: Active

➤ 62 Submission Types

- AGP Admin Correction
- Air General Permits-Asbestos Manufacturer and Fabricator
- Air General Permits-Bulk Gasoline Plant
- Air General Permits-Cast Polymer Operations
- Air General Permits-Chromium Electroplater and Anodizer
- Air General Permits-Concrete Batching Plant
- Air General Permits-Crematory, Animal
- Air General Permits-Crematory, Human
- Air General Permits-Ethylene Oxide Sterilizers
- Air General Permits-Halogenated Solvent Degreasers
- Air General Permits-Nonmetallic Mineral Processing Plant (Crusher)
- Air General Permits-Perchloroethylene Dry Cleaner
- Air General Permits-Printing Operations
- Air General Permits-Reciprocating Internal Combustion Engine(s)
- Air General Permits-Reinforced Polyester Resin Operations
- Air General Permits-Secondary Aluminum Sweat Furnace
- Air General Permits-Surface Coating Operations
- Air General Permits-Volume Reduction, Mercury Recovery, Mercury Reclamation
- **Air General Permit Relocation Notifications**
- Annual Revenue Report for DSL
- **Annual Wastewater Fees**
- **Asbestos Notifications**
- Asbestos Program Invoice
- C&D Debris Facility Annual Report
- CCCL Minor Activities Self-Certification
- **Dewatering GP**
- **Disaster Debris Management Sites**
- Drinking Water Annual Operating Fees
- **Dry-cleaning Facility Registration**



Current State: Active

- Electronic Data Deliverables for Waste Management-Hazardous Waste
- Electronic Data Deliverables for Waste Management-Petroleum Restoration Program
- Electronic Data Deliverables for Waste Management-Solid Waste
- Interactive Notice of Intent - CGP
- Interactive Notice of Intent - MSGP
- Interactive Notice of Intent – NEX
- **IW Petroleum Sites GPs**
- **NGP 10/2 Self-Certification**
- OCP Exam Retake Fees
- OGC Order Payments
- Online Operator Certification License Renewals
- Payment for Existing Application
- PUOCC
- PW&DW Self-Certification of **Exemption** from Permitting – Domestic Wastewater
- PW&DW Self-Certification of **Exemption** from Permitting – Potable Water Systems
- **PWS - Monthly Operating Reports**
- Secure File Upload for Existing Application
- **Single Family Dock**
- Solid Waste General Permits -Indoor Waste Processing Facility
- Solid Waste General Permits -Yard Trash Disposal Facility
- Source-Separated Organics Processing Facility Registrations (SOPF)
- Solid Waste Quantity Report
- SRF Repayments
- State-Owned Land Fee Payment
- State-Wide ERP-VOE
- State-Wide ERP-GP
- State-Wide ERP-JA
- **Storage Tank Registration**
- Used Oil Handler Registration Renewal
- Waste Tire Collector Registration
- Internal Usage – Print Storage Tank Placards
- Internal Usage – Training Certification



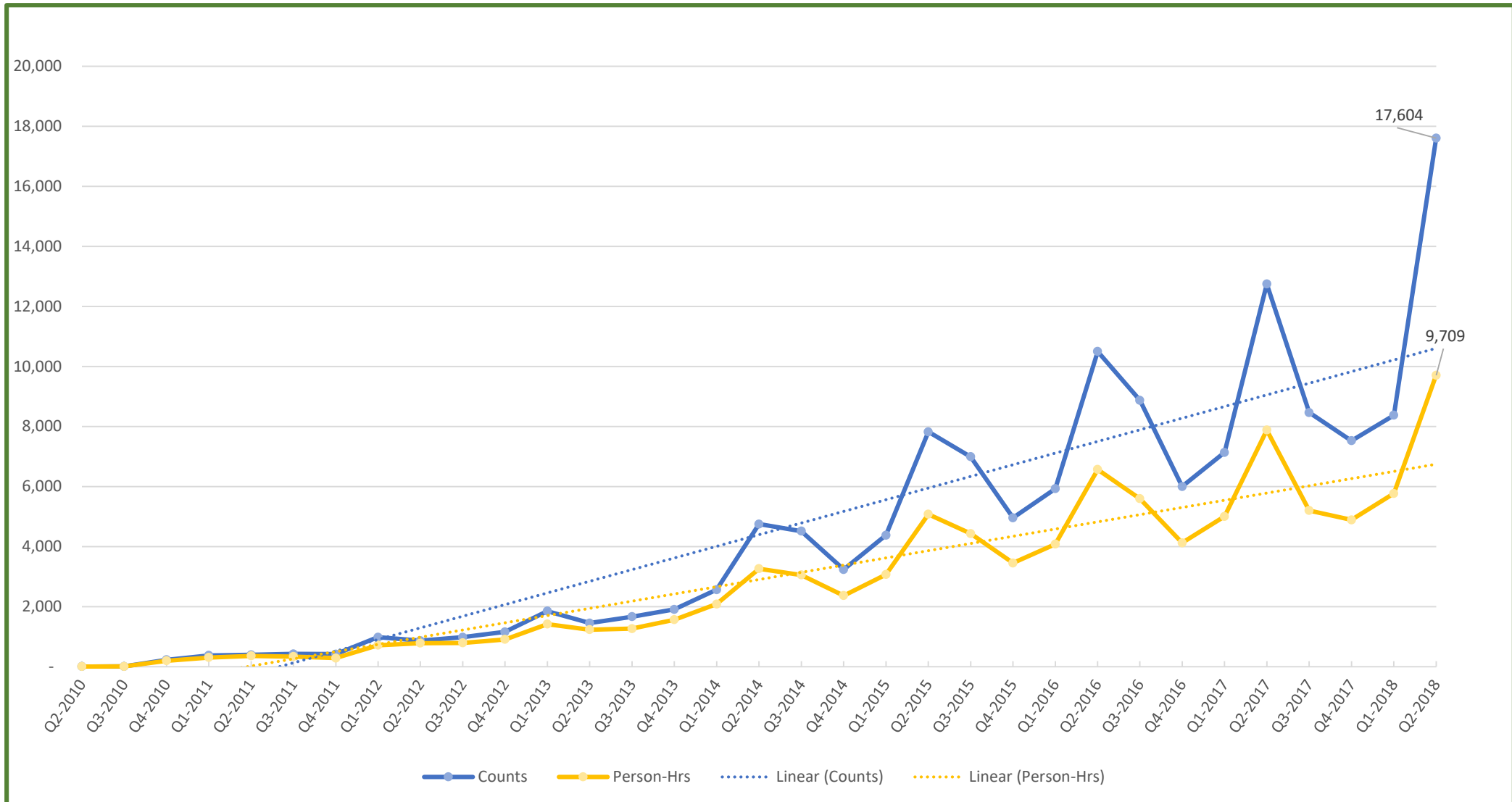
Current State: In-Progress

➤ 25 New Submission Types

- Air General Permits-Asphalt Plants
- **Air Test Notifications**
- Domestic Wastewater Notifications
- Electronic Data Deliverables for Waste Management-Waste Cleanup Sites
- **ERP Minor Modifications-Minor Modification**
- ERP Minor Modifications-Time Extension
- ERP Minor Modifications-Transfer of Permit/Ownership
- ERP Minor Modifications-Administrative/Technical Correction
- Hazardous Waste Notification (8700-12FL) Used Oil, Mercury and HW Transporter
- Informal Determinations
- **IW – Concrete Batch Plants GPs**
- IW – Pesticide Runoff GPs
- IW – Petroleum Cleanup Site GPs
- Notification Submittals
- Open Burn Requests for Exemption
- Operator Certification One-Stop Shop
- **PW Clearances**
- PW Distribution System GP
- Recovered Materials Dealer Certification
- Sanitary Sewer Overflow Reporting
- State-Wide ERP App Review
- **Stormwater – MS4 Permits – GPs**
- Stormwater – MS 4 Permits - Individual
- Transfer of Ownership One-Stop Shop
- **UIC Plugging & Abandonment Permits for Class V Non-Major Wells**



ESSA Summary 2010-2018





What Else Is DEP Doing to Improve Your Experience

- DEP Is Obtaining Feedback From Permittees
- DEP Is Conducting Internal RAI Audits
- Encouraging Pre-Application Meetings
- Website Updates
- TTP, TIH Dashboards – Updated Daily



Permit Quality Survey 2016-2017

- **Permit Quality Survey – How Are We Doing?**
- Electronic Surveys Randomly Emailed Monthly to Our Customers
- 30 Seconds: 30 Park Passes
- Began September 2016
- 100 Surveys/Month Statewide (Division & Districts)
- 5 Brief Questions, 1 Bonus Question + Comment Section
- Responses: Smooth Sailing; A Bit Rough; Need Help
- FREE State Park Passes Provided
- Results: **91%** Satisfaction Rating



DEP RAI Quality Survey 2017-2018

- RAI = Request For Additional Information
- Permit Applications Are Incomplete – *some type of deficiency exists*
- DEP Managers Conduct Self-Audits on RAI Letters Sent
- Began September 2017
- Developed 8 Simple Survey Questions: What District & Program Area, Correct Rule Citation, Plain English, Required Information, Correct Template, Obtain Via Other Means
- Districts and Divisions Doing At Least 1 Monthly
- Most Responses are in the > **95%**
- Most Responses are from RAI in the ERP Program (greatest volume of apps)
- Areas to Improve: Rule Citation & Templates



Upcoming UIC Outreach Event

- **WHAT:** Underground Injection, Stormwater Drainage, & Dewatering Roundtable: Understand Your Permitting and Compliance Requirements
- **WHEN:** October 30th, 2018 from 9:00 a.m. -12:00 p.m.
- **WHERE:** Broward County Environmental Protection and Growth Management Dept
- **WHY:** Create Strong Community Partnerships by Improving Efficiencies, Communication and Trust



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Questions?

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