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?

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
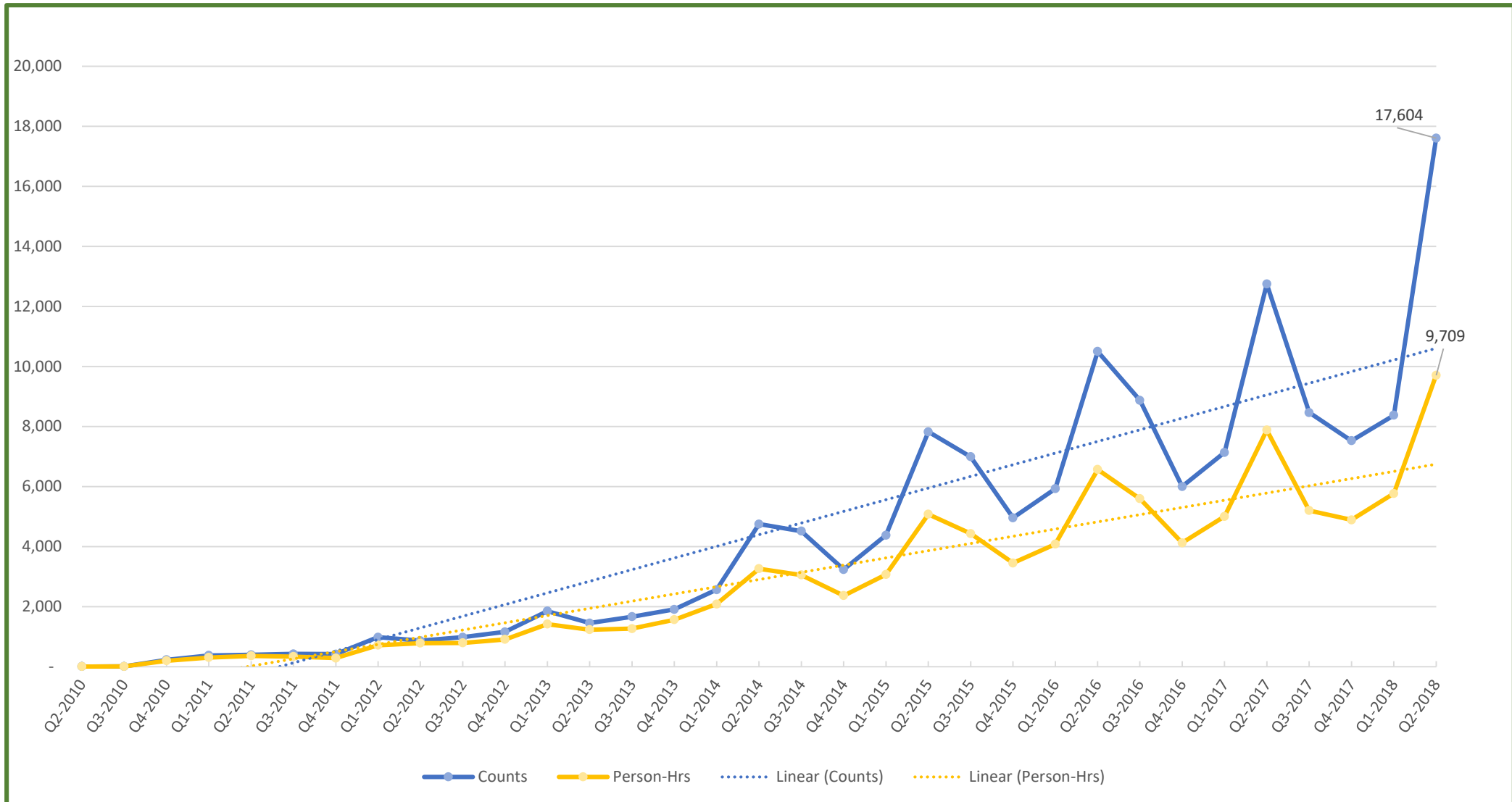- Internal Usage – Training Certification

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 <u>Your</u> 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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