KATIE DYKES

COMMISSIONER

Department of Energy and
Environmental Protection

INTRODUCING

20 BY 20

A CLEAN AND HEALTHY ENVIRONMENT IS THE CORNERSTONE OF A

THRIVING ECONOMY AND GREAT QUALITY OF LIFE

THE QUALITY OF CONNECTICUT'S AIR, LAND, AND WATER IS

A COMPETITIVE ADVANTAGE

What are we striving for?

PREDICTABILITY, EFFICIENCY & TRANSPARENCY

A HIGH-IMPACT SUBSET OF DEEP'S STRATEGIC PRIORITIES

STRATEGIC GOALS

20 BY 20

- PREDICTABILITY
- EFFICIENCY
- TRANSPARENCY

20 by 20 is about

PREDICTABILITY, EFFICIENCY, & TRANSPARENCY

20 BY 20

20 measurable environmental permitting and regulatory process improvements completed by December 31, 2020

Follow our progress through regular progress reports shared on a public website

GOAL 1
MAKE PERMITTING TIMEFRAMES MORE TRANSPARENT

WHY

Businesses need **more certainty** about when decisions will likely be issued.

STRATEGY

Publish expected permitting timeframes and publicly track results

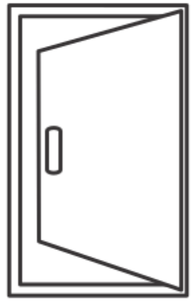
METRIC

Increase percentage of **permits issued within expected timeframe**

GOAL 2
ENHANCE PRE-APPLICATION ASSISTANCE

WHY

Better information at the start leads to a **smoother permitting process**



STRATEGY

Strengthen internal coordination of pre-application meetings

METRIC

Greater satisfaction on pre-application process reported in surveys

GOAL 3
REDUCE NUMBER OF LEGACY PERMITS PENDING

WHY

Consistent approach to **environmental** protection; **improve regulatory certainty**

STRATEGY

Assign teams to **review legacy permit applications**

METRIC

of legacy **permits pending**

GOAL 4
REDUCE TIME FOR TRANSFER ACT AUDITS

WHY

Property owners need **certainty that remediation is complete**

STRATEGY

Set internal deadlines for audit/no audit decision

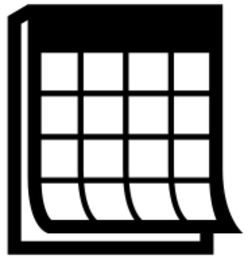
METRIC

Decrease time to audit/no audit decision

GOAL 5
FINALIZE RSR AND EUR REGULATIONS

WHY

Clear standards for environmental cleanups



STRATEGY

Finalize RSRs and EURs by Q2 2020

METRIC

Both regulations **adopted on-time**

GOAL 6
FAST TRACK SAME-TO-SAME RENEWAL TIME

WHY

Renewals without changes **should take less time to process** – but sometimes they take just as long as new permits

STRATEGY

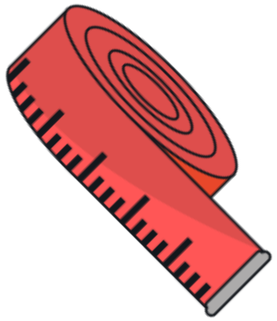
Implement LEAN recommendations for solid waste program to identify whether a renewal includes modifications - and, if not, **accelerate approval**. See if similar changes are applicable to other programs

METRIC

Decrease average renewal time for solid waste processing permits

EFFICIENCY

GOAL 7
CHANGE INDIVIDUAL PERMITS TO GENERAL PERMITS



WHY

Individual permits take longer to process than general permits – and general permits can **improve efficiency and predictability**

STRATEGY

Identify individual **permits that can be changed** to general permits, and form **work teams to move forward** – with input from stakeholders

METRIC

# of processes moved to General Permits

EFFICIENCY

GOAL 8
ELIMINATE SOME PERMITS AND MOVE TO "PERMIT BY RULE"

WHY

For some programs, regulations can take the place of permits, setting **clear environmental standards while reducing administrative burden**

STRATEGY

Shift some resources to regulation-writing, and maintain an effective compliance assurance and enforcement presence

METRIC

# of permitted activities regulated by "permit by rule"

EFFICIENCY

GOAL 9
SIMPLIFY NATURAL DIVERSITY DATA BASE DETERMINATIONS

WHY

It takes 8 weeks or longer to know if NDDB review is required

STRATEGY

Provide **instant answers** through online NDDB portal for 60 percent of applications

METRIC

of **applicants using online portal**

EFFICIENCY

GOAL 10
INCREASE EFFICIENCY OF GRANT ADMINISTRATION

WHY

Grant funds **can't make positive impact** until they hit the street

STRATEGY

Improve internal processes for issuing grant contracts

METRIC

Increase % of grant contracts **sent** to AG review **within 60 days from scoping**

GOAL 11
AGENCY-WIDE SUCCESSION PLANNING

WHY

DEEP faces increased levels of attrition over next 3 years that will reshape the agency. **DEEP must focus on meeting its mission** and **maintaining service levels**

STRATEGY

Agency-wide attrition planning with stakeholder input

METRIC

Multiple metrics associated with **speed and quality of recruitment**

EFFICIENCY

GOAL 12 ESTABLISH PERMITTING CONCIERGE FUNCTION

WHY

Businesses need **prompt answers on the status** of their permit applications and should never have to wait long for follow-up

STRATEGY

Staff respond **within 48 hours**, and the Permitting Ombudsman's office is **there to help** when needed.

METRIC

Survey results showing **improvements in responsiveness and communication**

GOAL 13
ACCELERATE E-GOVERNANCE INTEGRATION

WHY

Technology can create **easier processes** (permitting and otherwise) and enable **re-allocation of staff resources**

STRATEGY

Invest IT resources in **high-impact e-governance initiatives** that create **more efficient regulatory processes**

METRIC

Increase # of processes moved online

GOAL 14
ENHANCE DATA TRANSPARENCY

WHY

Businesses, academics, and members of the public need **greater access to the information we collect** for research, planning, and accountability

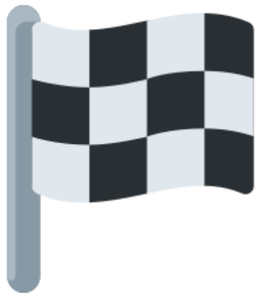
STRATEGY

More **fully utilize** the state's OpenData Portal

METRIC

Number of files uploaded into the OpenData Portal

GOAL 15
DEVELOP PREDICTABLE REGULATION ADOPTION TIMELINE

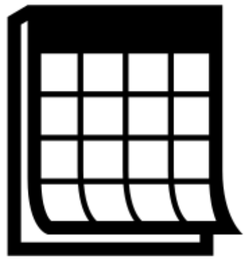


WHY

Stakeholders should know when key milestones for regulation adoption will be completed

STRATEGY

Post milestones for key regulations online



METRIC

Completing key milestones for regulation adoption on-time

GOAL 16
INCREASE STAKEHOLDER ENGAGEMENT IN PROCESS IMPROVEMENT EFFORTS

WHY

Input from stakeholders **reveals new approaches**

STRATEGY

Invite relevant stakeholders early in process and document their input

METRIC

Increase stakeholder outreach and input across our work

TRANSPARENCY

It's your turn.

What should DEEP prioritize for Goals 17 through 20?

Email us at **20by20@ct.gov**

20 BY 20