



Department of Environmental Protection

eGovernment

What is eGovernment?

eGovernment is the use of information and communication technology to provide and improve government services, transactions and interactions with citizens, businesses, and other arms of government.

DEP eGovernment Projects

DEP has worked on several key eGovernment projects over the last five years. These projects have ranged from making sportsmen's licenses available on-line to enabling electronic reporting of air emissions data. These solutions have effectively used technology to collect, store and provide on-line access to environmental information and data.

Benefits of eGovernment

The flexibility of eGovernment improves overall customer satisfaction and creates a two-way connection between government and its citizens/customers.

The benefits of eGovernment include:

- Improved customer service – instant, 24-7 accessibility of information and services
- Increased efficiency – eliminating paperwork and avoiding unnecessary data and information processing
- Reduced costs – less staff time needed as a result of simplified processes
- Increased transparency – data and information more accessible to the public
- Improved quality control – minimizes risks of key stroke errors in course of data entry

DEP eGovernment Projects – Accomplishments

External

External eGovernment projects are designed for and directly involve DEP's constituents. They provide direct electronic interaction with our agency addressing various business functions.

- I. Air Emissions Inventory System – EMIT
 - Provides the regulated community an on-line interface for reporting air pollution emissions from Title V sources, in accordance with the federal Clean Air Act.
- II. Discharge Monitoring Reporting on-line – netDMR
 - Provides the regulated community a self reporting tool to submit data to EPA which is required to meet NPDES (National Pollutant Discharge Elimination System) permit reporting requirements under the federal Clean Water Act.

- III. CT Environmental Conditions Online – CT ECO
 - Provides municipal officials, businesses and the public a variety of GIS tools and data for viewing and sharing statewide natural resource and environmental information.
- IV. Camp Ground Reservation System – Reserve America
 - Provides an on-line system to reserve campsites at state park and forest campgrounds.
- V. On-line Sportsmen Licensing
 - Provides a public web site for purchasing Connecticut fishing, hunting, and trapping licenses, as well as all required deer, turkey, pheasant and migratory bird permits, stamps and tags.
- VI. Emergency Spills Response & Underground Storage Tank – ESRUST
 - Release 2 will provide on-line access for the regulated community for registration and renewal of Underground Storage Tanks (USTs).
- VII. DEP Web Site at www.ct.gov/dep provides:
 - Forms
 - Electronic Documents
 - Access to various environmental databases
 - General postings of agency-specific information

Internal

Internal eGovernment projects enable DEP staff to be more responsive to the public, the business community, and other government entities.

- I. Site Information Management System – SIMS
 - Provides staff a single view of integrated data, electronic documents and geographic information related to Air, Water, and Waste for regulated facilities.
- II. Emergency Spills Response & Underground Storage Tank – ESRUST
 - UST Registration: Gives DEP staff the ability to enter and track new registrations or renewal of existing registrations of USTs.
 - UST Inspections: DEP's enforcement staff collects field data on laptops and can also access, create and instantly distribute compliance documents, including Notice of Violations (NOVs). This system then synchronizes information via Air Card to DEP's main UST Registration Database.



Department of Environmental Protection

LEAN – managing in a world of “do more with less”

What is LEAN?

A process improvement approach that identifies and minimizes wasted time and effort. Through a week-long exercise, staff teams identify needed improvements and develop a one-year plan to implement the improvements.

Benefits of LEAN

- Empower staff to identify and implement the improvements, not management alone.
- Become more efficient, without lowering our environmental requirements.
- Promote tracking of performance indicators and use of visuals so staff adhere to standard processing time.
- Increase the value of DEP’s services to customers.
- Embrace a continuous improvement philosophy, bringing about cultural changes.

Added Value of LEAN

As more innovative and efficient practices are implemented through LEAN, DEP is able to use staff resources to more effectively meet our obligation to protect and preserve the environment and natural resources of this state. Improving and streamlining our processes allows DEP to:

- Address backlogs and stay current
- Improve the quality of our work
- Better meet the needs of our “customers”
- Address new challenges and tackle emerging issues
- Promote environmental sustainability

DEP LEAN Projects and Value Stream Mapping

27 projects undertaken as of November 2010 that addressed processes related to environmental quality and conservation as well as business administration. Areas that have undergone LEAN projects include permitting, inspection, and enforcement in air, waste, and water pollution control programs, trout stocking, boating safety, requisition and purchasing, health and safety, information management, radiation registration, natural diversity database review and forest management.

Value Stream Mapping (VSM) is a tool used in the LEAN process. VSM is a mapping method used to document the Current State and the desired Future State of information and material flows.

- VSM was used to compare Current State versus desired Future State; this type of analysis enables a determination of the percent reduction in process steps resulting from more efficient delivery of services.

Table Showing Some Examples of the Results Gained from a Number of Lean Events.

Lean Team/Project	Pre-Lean Goals	Post-Lean Results	Reduction or Improvement
Water Enforcement Program (Lean I - completed)	Reduce violation response review time by 50% (60 to 30 days)	Average = 11.4 days	81%
	Reduce time to draft enforcement document by 70% (387 to 120 days)	Average = 96 days	75%
	Reduce Notice of Violation (NOV) backlog by 75% (998 NOVs to 250 NOVs)	Closed out 776 NOVs; Remaining 222 NOVs	78%
Office of Long Island Sound Permit Program (Lean I – completed)	Reduce processing time of initial response letter by 85% (205 to 30 days)	Average = 26 days	87%
	Reduce processing time from application receipt to permit decision by 72% (566 to 160 days)	Average = 167 days	70%
Solid Waste Enforcement Program (Lean II - completed)	Establish electronic tracking mechanism for solid waste enforcement cases	Electronic system in place making for more efficient oversight and completion of cases	NA
	Reduce open enforcement cases by 10% (651 to 586 cases)	Case load = 400	27%
Inland Water Resources Division, Permitting Program (Lean II – completed)	Reduce response times back to applicants by 40%	Sufficiency review process being completed within 90 days (83% of the time)	61.4%
	Collapse 7 regulatory programs into 2 technical disciplines	7 programs to 2 technical disciplines	65%
	Reduce backlog of pending applications (300 pending applications)	Backlog of pending applications = 132	78%
Storage Tank Compliance Inspection Program (Lean II - completed)	Increase number of inspections from 20 to 100 per month	Exceeded goal = averaged 133 inspections per month	565%
Wastewater Discharge Permitting Program (NPDES) (Lean IV – project end May 2010)	Reduce time to process permits by 70% (925 to 284 days)	Current average = 135 days (sample size is five applications)	77%