



STATE OF CONNECTICUT
 DEPARTMENT OF ENVIRONMENTAL PROTECTION
 79 Elm Street, Hartford, CT 06106
 Commissioner Amey W. Marrella
<http://www.ct.gov/dep/lean>

Connecticut DEP LEAN Celebration 2010: Transferable Knowledge for Efficient & Effective Government

ADMINISTRATIVE

**Environmental Land Use Control
 Application Process (ELUR)**
 Lean III – February 2009, Patrick Bowe

**Clean Water Fund Agreements (CWF)
 Lean IV - May 2009, Paul Stacey**

**Hearing Procedures & Rules of Practice
 (Adjudications)**
 Lean VII - May 2010, Janice Deshais

CUSTOMER SERVICE

Standardizing notices and forms means all participants in administrative proceedings have consistent and reliable information and instructions. (Adjudications)

New procedures avoid unnecessary delays and increase efficiencies in hearing process, reducing impact on time and money resources of participants. (Adjudications)

Forms and templates standardize the ELUR process and provide clearer expectations for submittals. (ELUR)

Developing guidance for applicants improves understanding of ELUR process. (ELUR)

More timely responses to administrative completeness of proposed ELUR applications through newly-created notice of administrative deficiency/sufficiency enhances efficiency of process and provides better customer service. (ELUR)

Clarity, content and organization of new applications that include customer suggestions enable applicants to receive their funding from the Clean Water Fund (CWF) more quickly. (CWF)

VISUAL MEASURES & STANDARD WORK

Revising and clarifying website fact sheets and guidelines on administrative hearing process provides the regulated community, members of the public, and agency staff with current, consistent and clear information. (Adjudications)

Providing written summaries of current and subsequent steps in hearing process keeps all participants informed and prepared. (Adjudications)

Conducting public outreach presentations at meetings of professional groups such as the Society of Women Environmental Professionals and the Connecticut Association of Land Surveyors provides information and guidance for the impacted community. (ELUR)

Posting new forms, templates and guidance on DEP website provides information on preparation and completion of ELUR submittals. (ELUR)

Leveraging technology by electronically tracking the status of each project allows staff to identify steps in the process that are not on schedule and provides a tool to measure LEAN results. (CWF)

New format and language of the application clarifies the documentation required to be submitted so that applications received are complete, reducing processing time and duplication of work. (CWF)

IMPROVING PROCESSES

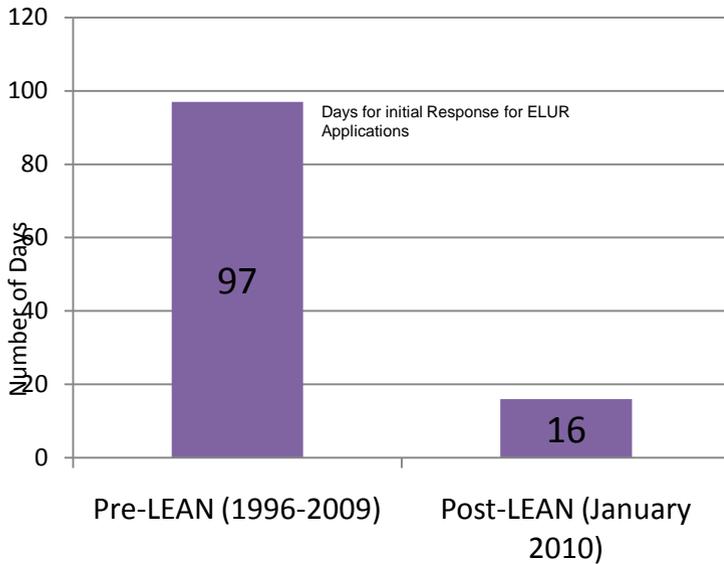
Streamlined standard procedures and training means staff complies with requirements consistently and more efficiently, ensuring that regulatory requirements are met. (Adjudications)

Implementing better procedures while maintaining quality results assures efficient, effective and inclusive administrative hearing process that provides due process while continuing to achieve the agency's goal of protecting the natural resources of the State. (Adjudications)

Developing standard operating procedures for administrative and technical review of ELUR applications, including check lists and a system to track status of applications, focuses staff review and increases efficiency of process. (ELUR)

Automating the application process to provide a fillable form on the DEP website ensures that the most recent version of the application is always available and reduces defects. (CWF)

A standard operating procedure for the application review and approval process and staff training integrates a new application/loan approval checklist that standardizes the process and facilitates a result that can be duplicated. (CWF)

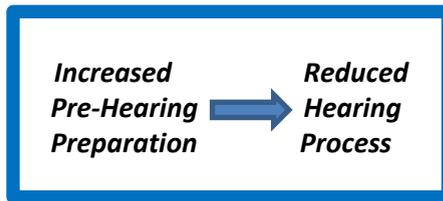


Environmental Land Use Control (ELUR) Application Process

Reduced initial application response time from 97 days to 16 days.

Clean Water Fund Agreements

Pre-LEAN application processing time was calculated to be 294 days. The Post-LEAN goal is 121 days. As of November 2010, average is 111 days.



Revisit/Revise Hearing Procedures

Pre-filed testimony resulted in less time needed during hearing for witness testimony and cross examination, reducing hearing process by two days.

Days to Complete Contract

