



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

DATA MANAGEMENT

Air Permit Modeling
 Lean I - June 2008, Tracy Babbidge

SIMS Site Data Entry (SIMS)
 Lean V- October 2009, Nicole Lugli

**Air Quality Monitoring Data -
 Acquisition Improvement**
 Lean VII - May 2010, Tracy Babbidge

COORDINATION

Collaborating with partners such as EPA, the Northeast States for Coordinated Air Use Management (NESCAUM), and the regulated community, Connecticut developed clear permit modeling guidance and created a dedicated web interface. These efforts have helped to reduce regulatory uncertainty and enhance access to information for our customers. This LEAN project is now part of a regional effort for the NESCAUM states to implement measures and to assist in timely permitting. (Air Permit Modeling)

Management support is critical to the successful entry of data into the agency-wide Site Information Management System (SIMS). The Commissioner issued a staff directive to assure that the new standards for SIMS enforcement data entry are implemented. (SIMS)

Coordination and communication across department programs promotes understanding among staff of different business needs of each program. These business needs are the basis for the data and document entry recommendations for SIMS. Appropriate cross-program representation on the Lean team was critical to the success of the project. (SIMS)

Transferring lessons learned from the previous SIMS enforcement LEAN event to the SIMS permitting LEAN event (October 2010) provided key efficiencies. The recommendations for Standard Operating Procedures (SOPS), measures and training are important models that have been adopted by the newer SIMS permitting project. (SIMS)

STANDARD WORK

Integrating advanced technology such as automated sampling for twenty air monitoring stations across the State enables DEP to collect, view and analyze millions of data points more efficiently. The Lean event has resulted in an increase in quality data that has been reported to EPA; the processing time for the samples has been reduced by 30%. These efforts allow DEP to refocus resources on protecting public health from the harmful effects of air pollution. (Air Quality Monitoring)

Timely, accurate and consistent data entry is critical to any data system. If the users do not perceive a benefit to using the system, they will not make the effort to enter accurate data. SIMS provides agency-wide access to the most current and reliable information on environmental activity at a site and makes it easier for staff to do their jobs. (SIMS)

Standardizing data entry reduces the risk of errors. Standard Operating Procedures (SOPs) were developed for the entry of the data and documents. To assure quality data, a list of mandatory information with timeframes for data entry was developed for SIMS. This ensures access to the most accurate, current, consistent information at a site. (SIMS)

Providing training for staff to implement new procedures affords an opportunity for staff to ask questions and make suggestions for additional improvements. (SIMS)

EFFICIENCY

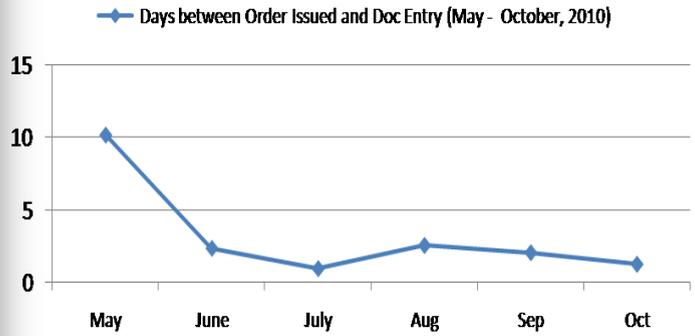
Eliminating paper processes simplifies information requests and facilitates the development of a searchable database on the web. A review of key business processes such as “chain of command” reviews and the treatment of public information requests resulted in efficiencies. Adoption of e-signatures for internal review and approvals, enhanced web access for our customers, and an eliminated administratively unnecessary approval process are three examples. These changes have yielded a 75% decrease in review time from an estimated 200 days to 50 days post-LEAN. These results support a key state-wide objective of timely permitting especially for critical projects such as new, clean electric generating facilities that are essential for electric reliability. (Air Permit Modeling)

Streamlining the enforcement order issuance process greatly reduced the number of steps, waiting time and copies, making the enforcement process more efficient and consistent. (SIMS)

Leveraging technology by developing an internal website has made all the new SOPs, forms and documents easily available to staff. The site acts as a reference tool for staff to assure that they are aware of the newest SOPs and forms that are in use. (SIMS)

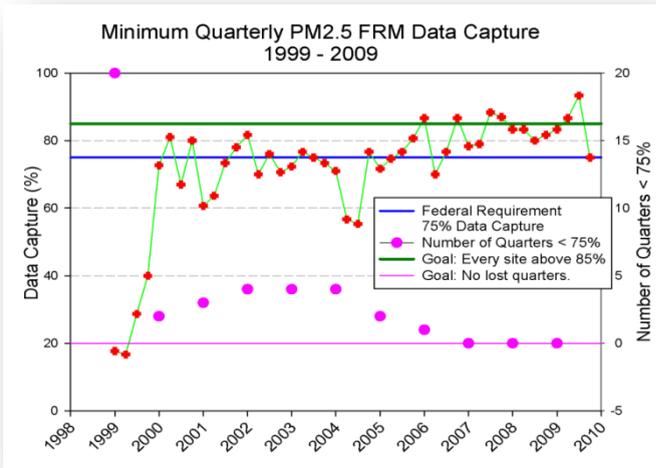
Implementing E-Gov solutions has been adopted such as automated polling of data, and the development of new database tools to enhance web access and transparency for our customers. (Air Permit Modeling)

Department-Wide Average Time for Enforcement Document Entry



SIMS Document Entry

Since the effective date of the Directive on enforcement data entry, the average time for entering actions has decreased from an average 10 days to less than 2 days.



Air Monitoring Objectives

Increase data capture rate to 85% and decrease data submittal time by 30%.

Data Management – Improving Communication

- **Machine to Machine**
Direct communication to a central server
- **Machine to Person**
Improved software provides enhanced information to user
- **Person to Person**
Improved communication between and within teams

Air Permit Modeling Review Time

