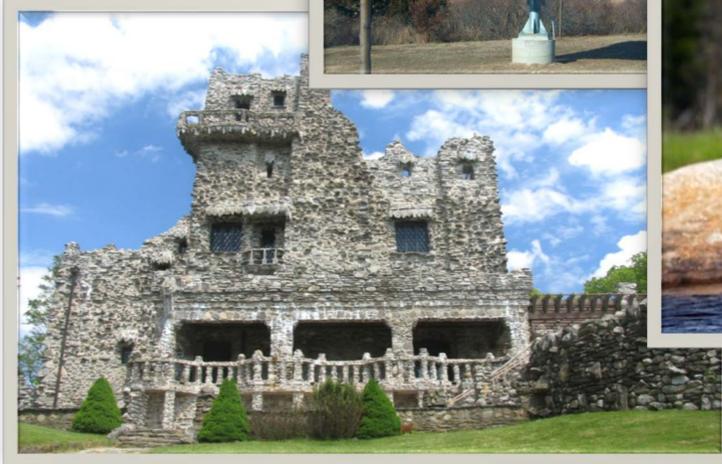
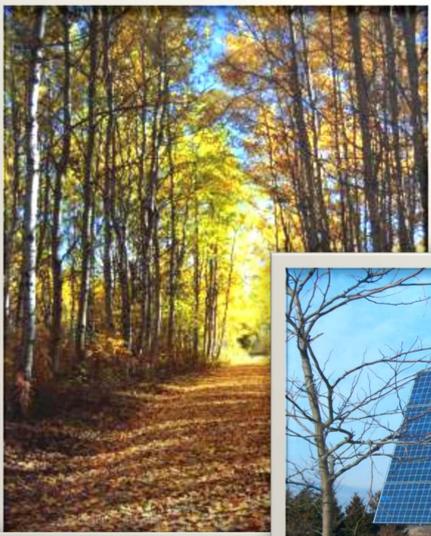




Connecticut Department of
**ENERGY &
ENVIRONMENTAL
PROTECTION**

*We are dedicated to conserving,
improving and protecting our
natural resources and the
environment - and increasing the
availability of cheaper, cleaner,
and more reliable energy*



LEAN

is a Key Enabler For DEEP's Transformation

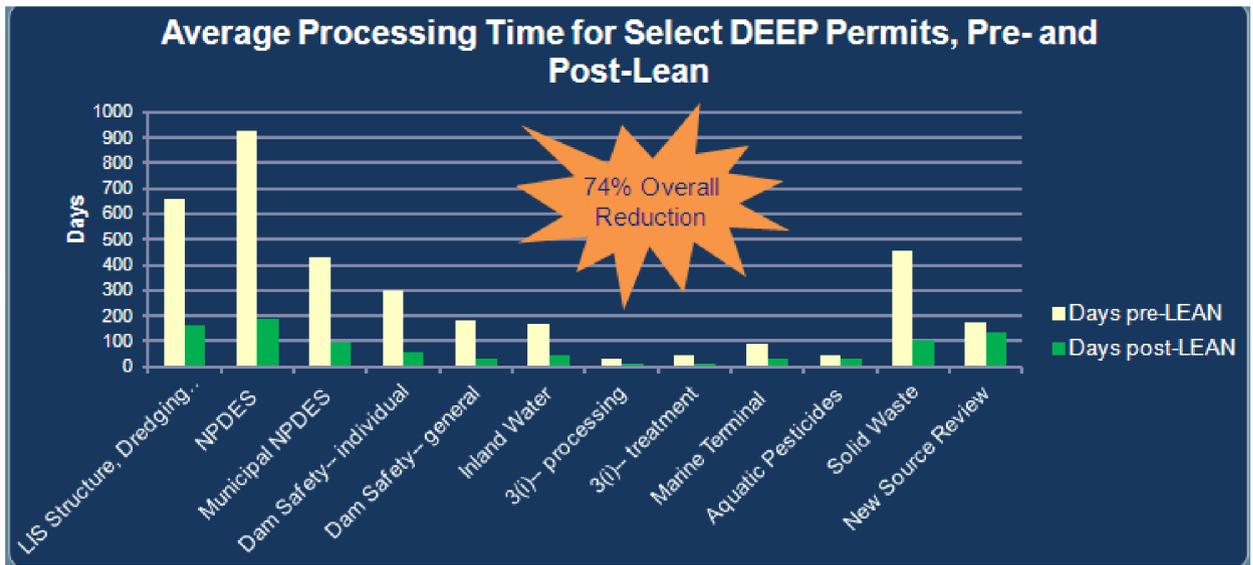
Over 70 Projects to date

Process improvement projects focused on:

- information technology
- permitting & enforcement
- administrative
- natural resources
- energy management
- support services & planning

Success of Leaning DEEP Permitting

more environmental protection,
more efficient,
more effective,
more transparent



INDUSTRIAL STORMWATER GENERAL PERMIT E-REGISTRATION

Scope: Develop a pilot project for an on-line (paperless) registration

Goals :

- Streamlined and more efficient workflow by paperless processing
- Online status of registrations to allow 24/7 public access and participation
- Steps eliminated: no more lost time due to physical transport of paper, no more printing registration certificates, no more incomplete applications
- Model for agency-wide permit processing

Status: Currently testing e-file software



INLAND WATER RESOURCES DIVISION SUFFICIENCY REVIEW PROCESS

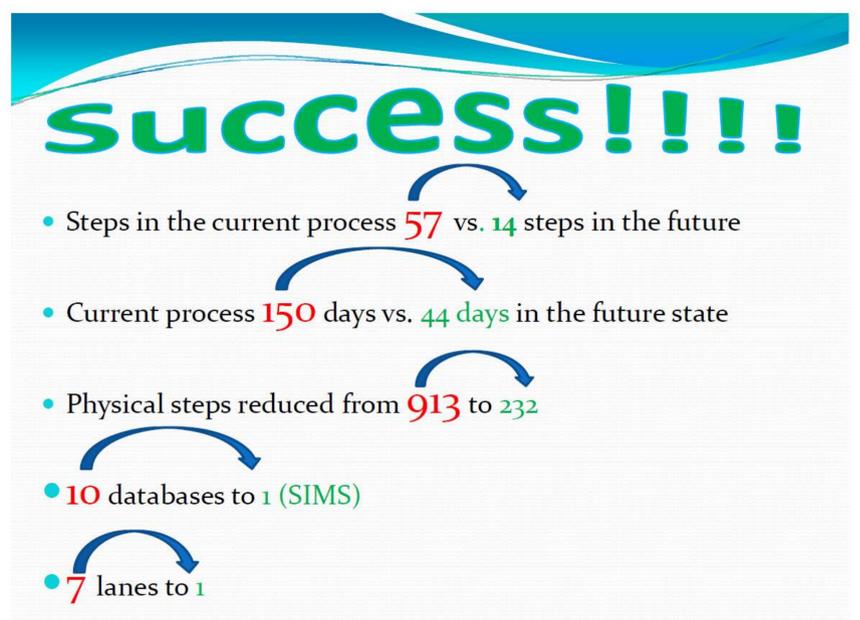
Scope: To identify waste in sufficiency review and administrative processes in IWRD for various land-use permitting programs.

Goals:

- Reduce response times by 40%
- Standardize operating procedures
- Improve communication (6 programs, 2 disciplines)
- Reduce dependency on paper



Inland Water Resources Division Permitting Statistics - Individual Applications - IW, FM, SCEL, WQC & DIV



Our Customers Benefit From LEAN

Underground Storage Tanks

Opportunity Statement: Due to a recent change in federal requirements and without additional resources, the Storage Tank and PCB Enforcement Unit must inspect 4,000 facilities at least once every three years.

Goals:

- Eliminate wastes in inspection preparation, on-site inspection, and post-inspection documentation
- Develop standard operating procedures

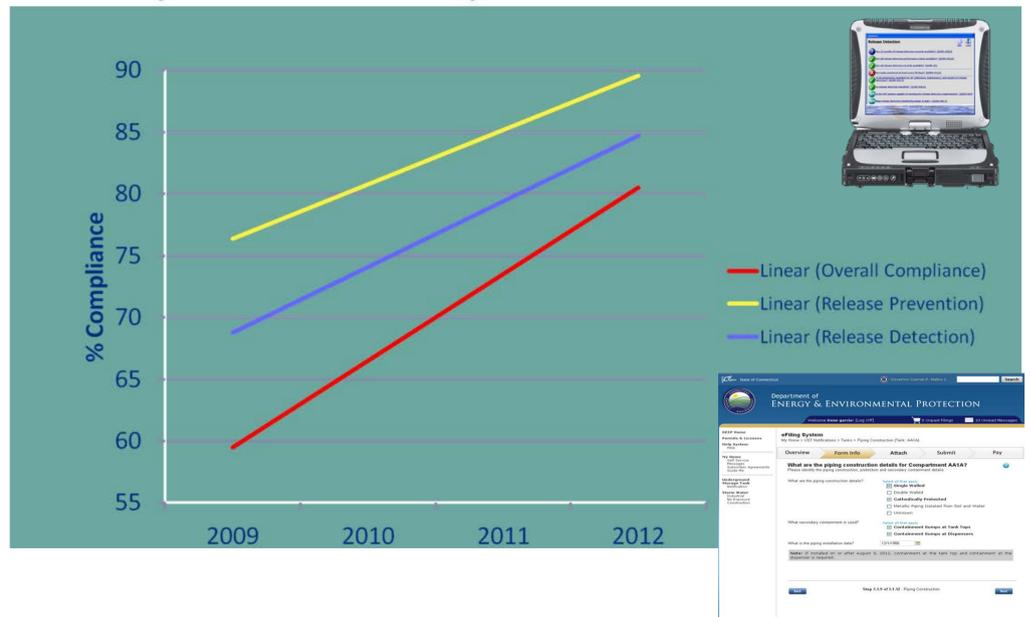
Key Performance Indicators:

- Increase average number of compliance inspections by 20%;
- Reduce time in office for pre and post inspection to 1 day/week;
- Reduce time to issue NOV by 40%.



Underground Storage Tank Inspection Process	Pre Lean Prior State (Steps)	Post Lean Current State (Steps)
Pre-Inspection Prep	19	3
Inspection	34	35
Post Inspection Processing	65	9
Total Steps	118	47
Total Process Time	47.6 days	1.4 hours

Improved Compliance Rate



Hatchery Predators



Photos Courtesy of Frank Rossi

Goals:

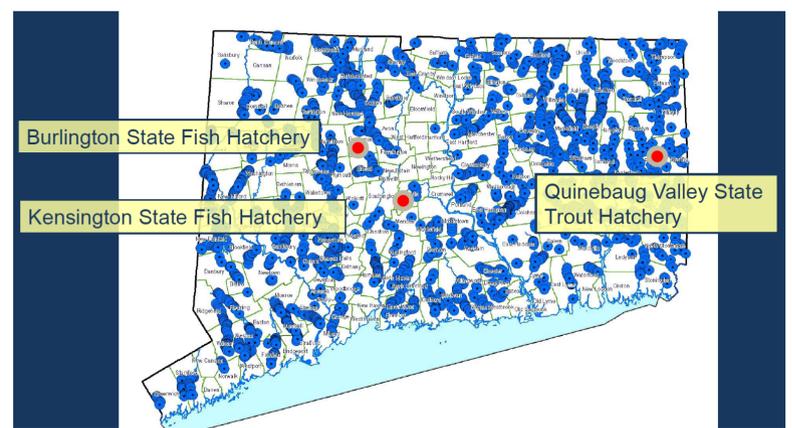
- Improve physical appearance of fish by 50%
- 100% compliance for fish production requests for specialty fish - survivor strain kokanee & Atlantic salmon, wild trout
- Reduce fish losses at Burlington Hatchery by 50%
- Diversify facility usage and fish species cultured
- Continue with energy upgrades at all hatcheries
- Increase flow at Quinebaug to design capacity
- Develop SOPs & “business plans” for facilities

Optimization of State Fish Hatchery Production

Opportunities for Improvement: Current staffing levels and aging infrastructure necessitates the modernization of fish production facilities

Project Scope:

- Maintain statewide production goals for cultured fish
- Enhance quality of cultured fish
- Develop SOP for each hatchery
- Develop overall business plan for operations



CT State Hatcheries & Stocking Locations

Key Performance Indicators (Metrics)

	Current	Target
Improve physical appearance of fish	50%	90%
Compliance with target of specialty production	90%	100%
Reduce predation at ALL hatcheries	15%	< 10%
Energy upgrades	< 10%	100%
Develop SOP for each hatchery	0%	100%
Develop Business Plan for hatchery system	10%	100%



Installing Electric Vehicle Charging Stations at State Owned Facilities

Inter-agency event
DEEP / DOT / DAS &
UCONN



Project Scope: Identifying all elements to be considered when installing chargers.

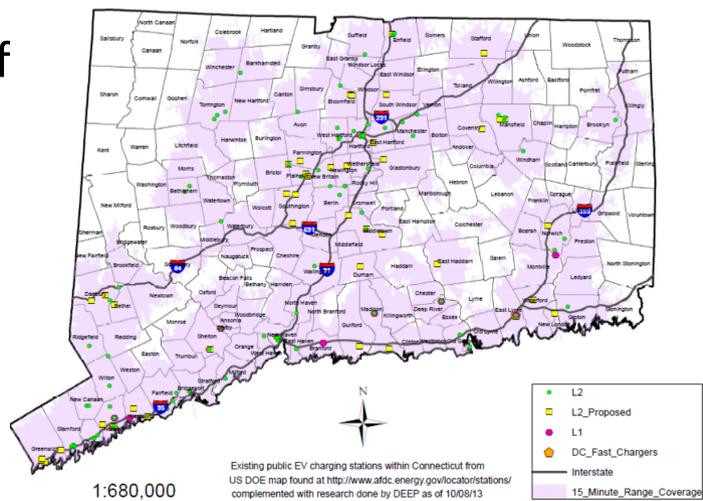
Opportunities for Improvements: Creating standard guidelines to assist state agencies with the installation and operation of Electric Vehicle (EV) charging stations

Goals (Metrics): Monitoring number of complete installations and time to completion



Post – Implementation Result -
48 New Stations Created

Connecticut's Proposed and Existing EV Charging Stations (EVCS) - October 2013



Electronic Transactions and Reporting: E-UST Registration

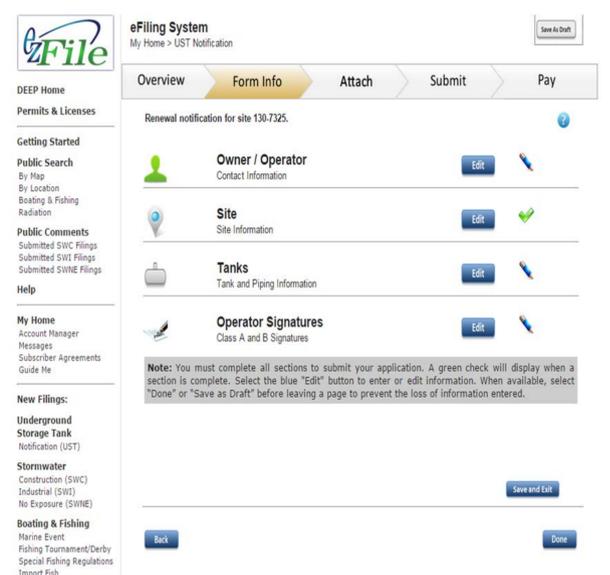
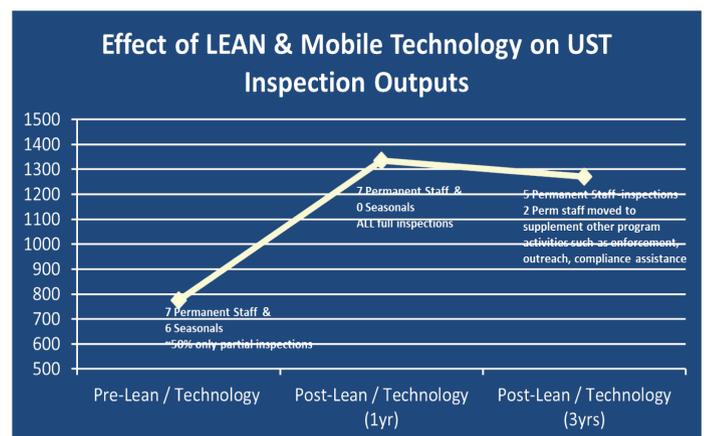
Opportunities for Improvement:
Online Notification & Payment



Spin off from a Previous Lean Event

Benefits & Incentives to our Customers:

- Gives the UST owner/operator control of their own UST information
- Screens pre-populate with existing UST information allowing users to change only what they need to
- Progress is saved, so users can complete the filing whenever it is most convenient
- Provides guidance to assist in compliance as users migrate through the form



LEAN is a Core Value of DEEP



Internal operations are more efficient



Growth Strategy



Engages staff to work within and across agencies on process improvements

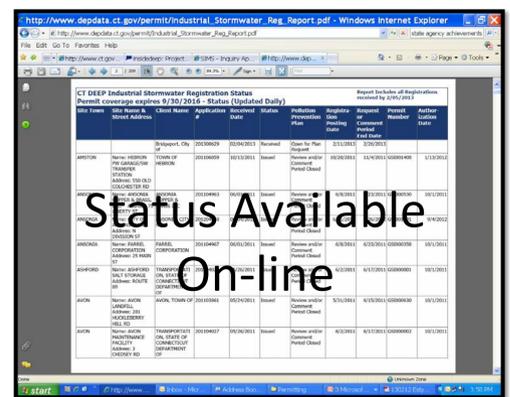
Provides staff time to address new challenges



Technology Improvements

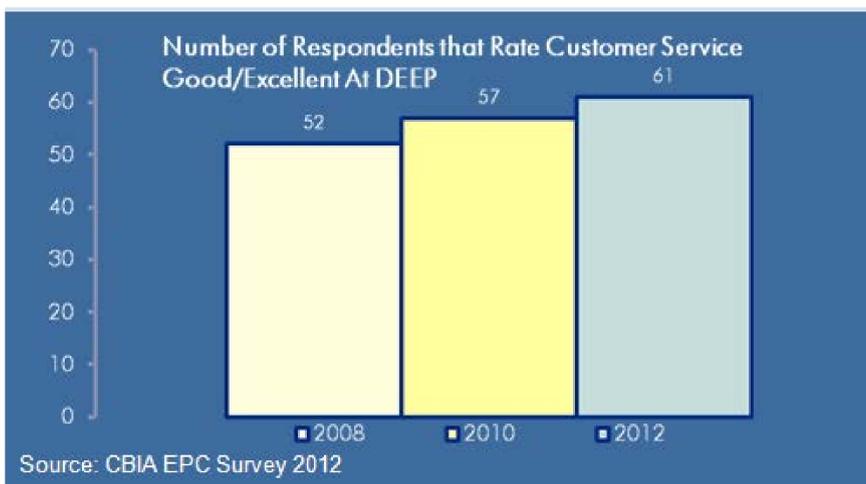


Improved timeliness, accessibility, transparency, predictability



Status Available On-line

Environmental Outcomes Are Aligned With Customer Satisfaction




1969



2008