

# SOLID WASTE FACILITY INDIVIDUAL PERMITS MMCA-WEED PERMITTING

MAY 2010



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State of Connecticut  
Department of Environmental Protection  
Amey Marrella, Commissioner

# PROJECT TEAM CHARTER

- ◎ Opportunities for Improvements: Streamline individual facility permits, and allow for growth of the program. Standardize processes.
- ◎ Project Scope: I.D. tasks that can be streamlined or eliminated.
- ◎ Goals:
  - 1. Develop SOPs.
  - 2. Improve application processing time by 20%.
  - 3. Reduce backlog by 20%.
  - 4. Thereby creating the ability to reallocate resources.



# CURRENT STATE

SUFFOCATING UNDER OUR OWN “*WAIT!*”



# ANALYSIS OF THE CURRENT STATE PER VSM

- ❖ Most of time was spent waiting.
- ❖ Numerous “do loops.”
- ❖ SOPs needed to standardize the process.
- ❖ Required permit steps beyond staff’s control (e.g., public hearings, comment periods)
- ❖ Light Bulb Moment
  - ❖ Applications can be processed concurrent with EJ review, until sufficiency.





# CUSTOMER FEEDBACK

## ⊙ Positives:

- Recent website improvements are helpful
- Staff informative during process

## ⊙ Suggestions:

- Include model applications on website
- Status of pending application available on web
- Fast track renewals
- Incentives for “good” applications

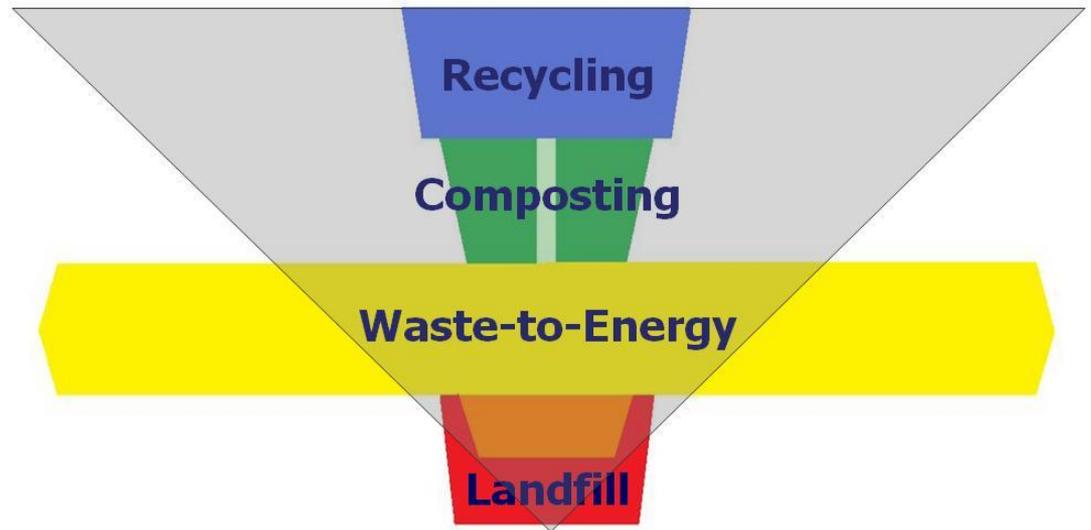


# PROJECT PLAN IMPLEMENTATION

- Project plan implementation to be completed in 12 months.
- Progress checks to be conducted at 2 months, 6 months and 12 months.
- Progress will be determined based on key performance indicators.

# KEY PERFORMANCE INDICATORS

- Reduce backlog by 20%.
- Fast track renewals and modifications.
- Fast track certain permitted activities to reflect prioritization of Solid Waste Management Plan.
- Decrease overall processing time by at least 20%.
- Percentage of SOPs in place within a year.



## QUESTIONS OR COMMENTS

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