INTRODUCING

20 BY 20

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COMMISSIONER

Department of Energy and Environmental Protection
THE QUALITY OF CONNECTICUT'S AIR, LAND, AND WATER IS

A COMPETITIVE ADVANTAGE

A CLEAN AND HEALTHY ENVIRONMENT IS THE CORNERSTONE OF A

THRIVING ECONOMY AND GREAT QUALITY OF LIFE
What are we striving for?

PREDICTABILITY, EFFICIENCY & TRANSPARENCY
A HIGH-IMPACT SUBSET OF DEEP’S STRATEGIC PRIORITIES

STRATEGIC GOALS

20 BY 20

PREDICTABILITY
EFFICIENCY
TRANSPARENCY
20 by 20 is about
PREDICTABILITY, EFFICIENCY, & TRANSPARENCY

20 measurable environmental permitting and regulatory process improvements completed by December 31, 2020

Follow our progress through regular progress reports shared on a public website
GOAL 1
MAKE PERMITTING TIMEFRAMES MORE TRANSPARENT

WHY
Businesses need more certainty about when decisions will likely be issued.

STRATEGY
Publish expected permitting timeframes and publicly track results

METRIC
Increase percentage of permits issued within expected timeframe
GOAL 2
ENHANCE PRE-APPLICATION ASSISTANCE

WHY
Better information at the start leads to a smoother permitting process

STRATEGY
Strengthen internal coordination of pre-application meetings

METRIC
Greater satisfaction on pre-application process reported in surveys

PREDICTABILITY
GOAL 3
REDUCE NUMBER OF LEGACY PERMITS PENDING

WHY
Consistent approach to environmental protection; improve regulatory certainty

STRATEGY
Assign teams to review legacy permit applications

METRIC
# of legacy permits pending
GOAL 4
REDUCE TIME FOR TRANSFER ACT AUDITS

WHY
Property owners need certainty that remediation is complete

STRATEGY
Set internal deadlines for audit/no audit decision

METRIC
Decrease time to audit/no audit decision

PREDICTABILITY
GOAL 5
FINALIZE RSR AND EUR REGULATIONS

WHY
Clear standards for environmental cleanups

STRATEGY
Finalize RSRs and EURs by Q2 2020

METRIC
Both regulations adopted on-time
GOAL 6
FAST TRACK
SAME-TO-SAME RENEWAL TIME

WHY
Renewals without changes should take less time to process – but sometimes they take just as long as new permits.

STRATEGY
Implement LEAN recommendations for solid waste program to identify whether a renewal includes modifications - and, if not, accelerate approval. See if similar changes are applicable to other programs.

METRIC
Decrease average renewal time for solid waste processing permits.
GOAL 7
CHANGE INDIVIDUAL PERMITS TO GENERAL PERMITS

WHY
Individual permits take longer to process than general permits – and general permits can improve efficiency and predictability.

STRATEGY
Identify individual permits that can be changed to general permits, and form work teams to move forward – with input from stakeholders.

METRIC
# of processes moved to General Permits

EFFICIENCY
GOAL 8
ELIMINATE SOME PERMITS AND MOVE TO “PERMIT BY RULE”

WHY
For some programs, regulations can take the place of permits, setting clear environmental standards while reducing administrative burden.

STRATEGY
Shift some resources to regulation-writing, and maintain an effective compliance assurance and enforcement presence.

METRIC
# of permitted activities regulated by “permit by rule”
GOAL 9
SIMPLIFY NATURAL DIVERSITY DATA BASE DETERMINATIONS

WHY
It takes 8 weeks or longer to know if NDDB review is required

STRATEGY
Provide instant answers through online NDDB portal for 60 percent of applications

METRIC
# of applicants using online portal

EFFICIENCY
GOAL 10
INCREASE EFFICIENCY OF GRANT ADMINISTRATION

WHY
Grant funds can't make positive impact until they hit the street

STRATEGY
Improve internal processes for issuing grant contracts

METRIC
Increase % of grant contracts sent to AG review within 60 days from scoping
GOAL 11
AGENCY-WIDE SUCCESSION PLANNING

WHY
DEEP faces increased levels of attrition over next 3 years that will reshape the agency. DEEP must focus on meeting its mission and maintaining service levels.

STRATEGY
Agency-wide attrition planning with stakeholder input.

METRIC
Multiple metrics associated with speed and quality of recruitment.
GOAL 12
ESTABLISH PERMITTING CONCIERGE FUNCTION

WHY
Businesses need prompt answers on the status of their permit applications and should never have to wait long for follow-up.

STRATEGY
Staff respond within 48 hours, and the Permitting Ombudsman’s office is there to help when needed.

METRIC
Survey results showing improvements in responsiveness and communication.
GOAL 13
ACCELERATE E-GOVERNANCE INTEGRATION

WHY
Technology can create easier processes (permitting and otherwise) and enable re-allocation of staff resources.

STRATEGY
Invest IT resources in high-impact e-governance initiatives that create more efficient regulatory processes.

METRIC
Increase # of processes moved online.
GOAL 14
ENHANCE DATA TRANSPARENCY

WHY
Businesses, academics, and members of the public need greater access to the information we collect for research, planning, and accountability.

STRATEGY
More fully utilize the state’s OpenData Portal.

METRIC
Number of files uploaded into the OpenData Portal.
GOAL 15
DEVELOP PREDICTABLE REGULATION ADOPTION TIMELINE

WHY
Stakeholders should know when key milestones for regulation adoption will be completed

STRATEGY
Post milestones for key regulations online

METRIC
Completing key milestones for regulation adoption on-time
GOAL 16
INCREASE STAKEHOLDER ENGAGEMENT IN PROCESS IMPROVEMENT EFFORTS

WHY
Input from stakeholders reveals new approaches

STRATEGY
Invite relevant stakeholders early in process and document their input

METRIC
Increase stakeholder outreach and input across our work
It's your turn.

What should DEEP prioritize for Goals 17 through 20?

Email us at 20by20@ct.gov