SOLID WASTE FACILITY INDIVIDUAL PERMITS
MMCA-WEED PERMITTING
MAY 2010

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Team Sponsor: Diane Duva

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.
## Future State per VSM

<table>
<thead>
<tr>
<th>Type of Process</th>
<th>Current # of Processes</th>
<th>Future # of Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value added = Green</td>
<td>16</td>
<td>9</td>
</tr>
<tr>
<td>No Value Added = Magenta</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>No Value Added but Necessary = Yellow</td>
<td>43</td>
<td>37</td>
</tr>
<tr>
<td>Waiting = Purple</td>
<td>25</td>
<td>16</td>
</tr>
<tr>
<td>Transport = Blue</td>
<td>Too many</td>
<td>Much less</td>
</tr>
<tr>
<td>Total</td>
<td>94</td>
<td>62</td>
</tr>
</tbody>
</table>

**Reduction in the number of total steps = 34%**
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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