

ADEQ

Arizona Department
of Environmental Quality



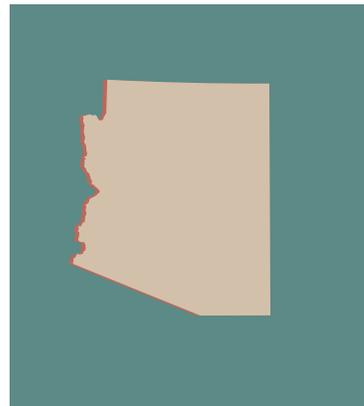
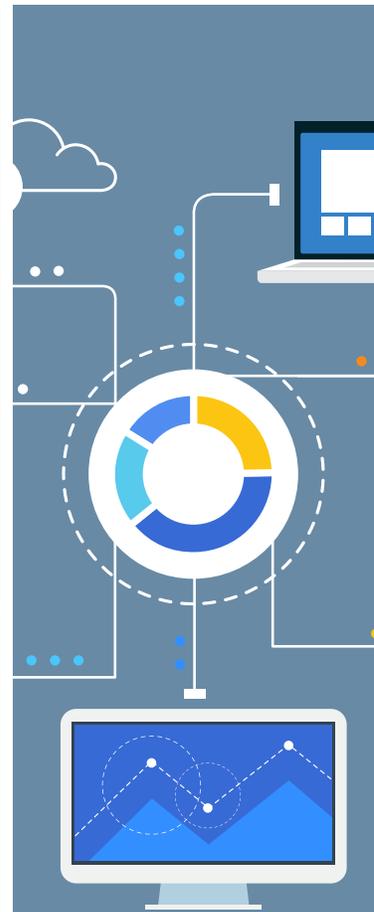
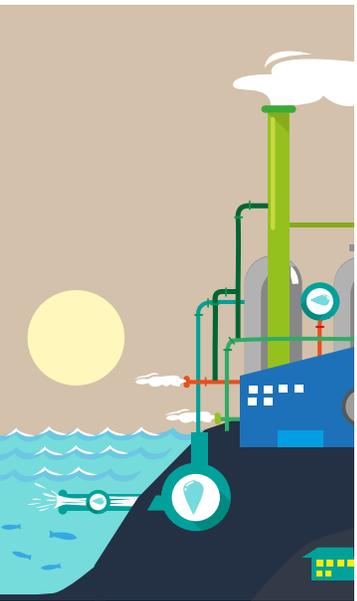
myDEQ Environmental Compliance Portal Government at the Speed of Business

Category: Digital Government - Government to Business

State: Arizona

Project Dates: June 2014 - June 2018

Contact: Morgan Reed, Chief Information Officer
reed.morgan@az.gov | 602-542-0224



Executive Summary | myDEQ - Environmental Compliance Portal

To better achieve its mission to protect and enhance the state's public health and environment, Arizona Department of Environmental Quality (ADEQ) has leveraged intuitive technology to develop and deploy **myDEQ**, digitizing environmental compliance permits and reporting and easing regulatory burdens on Arizona businesses.

ADEQ views its permits and registrations as services, and its permittees as customers. The myDEQ portal was designed using the voice of its customers – its end users – as its compass. Value for customers grows when long permitting timelines are significantly streamlined. Less wait time means:

- Arizona businesses save time and money
- Better protection for the environment and public health
- Arizonans can get to back to work faster

Arizona's former Governor Jan Brewer supported the project before it began in 2013, stating, "The next step in the transformation of State Government will be in leveraging E-technology ... The completion of this project, with its cost savings, convenience and compliance assistance, will be a boon to business regulated by ADEQ and help attract new business to Arizona."

Since launching in January 2016, myDEQ has deployed 17 online services ranging from obtaining permits to compliance reporting, making the experience for customers effortless compared to the previous cumbersome, paper-heavy requirements involved in permitting and compliance. Analysis shows that these online services have provided over \$144 million in economic benefit to Arizona.

For businesses, myDEQ reduces the time to obtain a permit, allowing them to start operations much sooner and ensuring complete compliance with all environmental regulations.

For ADEQ, instantaneous information reporting means faster alerts, faster responses, higher compliance rates and better environmental protection. Looking ahead, ADEQ has a host of services still waiting to be moved online into myDEQ and expects to continuously improve at doing government at the speed of business.

Exemplar | Boosting Arizona's Economy

The myDEQ web portal is designed to allow more than 18,000 businesses across Arizona to do permitting, data submission and payment of bills and fees online. It is designed to work intuitively and to have services added to the platform over time. ADEQ continues migrating online its catalog of more than 200 services, ranked in priority by customers, to provide them with the most value possible.

Moving these processes online has saved customers up to 95 percent of the elapsed time to obtain a permit or receive a service. Quicker turnaround from ADEQ allows its customers to make quicker decisions and do more business. The 17 highest prioritized services are currently available in myDEQ with 100 percent of the facilities utilizing them doing so online.

The system has over 98 percent accuracy and has been live and available for over 99 percent of its time online since launching.

Concept | Delivering Radical Simplicity

Like many government agencies, ADEQ long relied on the snail-mail process of receiving paper applications which prolonged processing time for months before permits were issued. This reliance came at a big economic cost in the form of:

- Business being delayed by waiting for permit processing
- Strained relationships between regulators and the regulated

The obstacle of bureaucracy also took a toll on the mission itself: protecting public health and the environment. It required hours upon hours of staff time to manually enter data and finally make a determination about an issue or violation that could already be threatening public health or contaminating the environment. Furthermore, ADEQ was ranked low on Governing.com for topics like Business and Regulatory Friendliness.

ADEQ embarked on a quest to build a radically simple online portal for obtaining permits and managing environmental reporting. The concept was a first for the agency; it posed the daunting task of choosing one service on which to build a foundation for hundreds of added services in the future. No permitting processes in the agency had previously been uniformed together in this way.

Information technology experts came together with scientists, engineers and communications experts to:

1. Identify what is most important to customers
2. Develop a solution
3. Deliver it to them with radical simplicity

Months of collaborative effort were put in between agency staff and the regulated community. Several lean initiatives were first addressed within the agency to reduce or eliminate waste in the process. Where required, the rules and regulations were also reviewed by the legal team for outdated language and changes were made accordingly. For example, one rule required carbon copies of the inspection certification be maintained. This in the digital world could be easily met and hence the rule language was amended to reflect the current world.

The regulated community – the “end-users” – played a major role in helping the agency rank the type of services to be offered. In addition, their early involvement was critical to receiving constructive feedback and to the successful adoption of the applications. IT staff also visited some of the facilities to experience firsthand the work being performed and the actual data-handling techniques and formats used.

Significance | Leading-Edge Environmental Protection

The initiative that launched the myDEQ project was meant to transform government to operate at the speed of business by leveraging intuitive technology. This original goal, supported by Arizona’s governor, has ultimately brought about a digital one-stop-shop for business and individuals, easing their burdens and allowing them to seamlessly meet their environmental obligations.

After the last recession, ADEQ’s workforce was reduced 38 percent. When the economy bounced back, mission needs increased, but ADEQ staff levels did not. It became imperative to increase efficiency. But it wasn’t just for the agency – regulated customers had their hands full, too.

One frustration for the business community was attempting to navigate and interpret complex environmental regulations. To simplify the end-user experience, the online portal needed to be intuitive, responsive and guided throughout (think of TurboTax).

The responsive system allows customers to answer questions that narrow the regulatory requirements as they go. By asking the right questions, myDEQ guides customers through the entire permit process within minutes. Tool tips provide clarification for terms or items on each page. Eventually, a balance was found: radical simplicity for the user, with a robust enough back-end to house the many different services the agency needed to move online.



Deploying and implementing myDEQ required hands-on training for ADEQ staff as well as regulated customers. Many of the business personnel involved in day-to-day operations did not utilize computers often, and trainings helped bridge those gaps with the adoption. Within a year of the application’s launch, some services saw 100 percent adoption rates while the others are steadily increasing.

Internal staff are now focusing on valued-added mission work toward protecting the environment. Eliminating business hurdles by taking permitting and compliance reporting online has allowed the State of Arizona to sustain recent growth in its economy while maintaining protection of the environment.



Customer Benefits in Compliance Reporting

- System identifies all potential errors before the customer can submit, thereby avoiding false violations or incomplete submissions
- Businesses receive compliance status of submissions within 24 hours
- Timely alerts help businesses meet their reporting obligations
- Data flows directly into the system, thereby eliminating data entry by internal staff

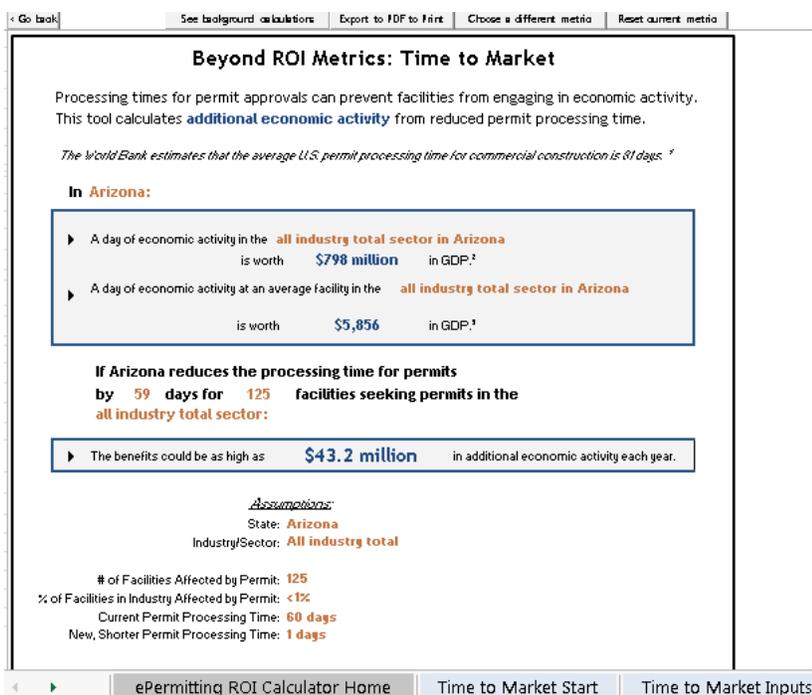
Customer Benefits When Obtaining a Permit

- One-stop shop to obtain required permit within minutes
- Permit changes can be submitted and confirmed within minutes
- Timely alerts for compliance reporting helps the customer meet environmental requirements effortlessly
- Complete termination of permits when projects are completed

ADEQ estimated the economic benefit to Arizona as a result of online permitting using an environmental economic model: [ePermitting ROI Calculator](#), developed by Environmental Information Exchange Network (EIEN). The calculator’s key premise is that online permitting unleashes economic activity sooner by estimating the opportunity cost of lost economic activity associated with waiting for final permit decisions. The total cost savings were estimated to be over \$144 million.

While these estimates may be optimistic, the benefits experienced directly by industry and indirectly by the economy still far outweigh the investments made to date.

ePermitting ROI Calculator Data Overview



Successes

With the implementation of lean principles and online permitting, the average permit decision time across the agency has dropped from 121 days to eight days.

Over 10,000 online transactions have been successfully completed via myDEQ over the last 12 months.

5,913 facilities are currently using myDEQ with another 2,700 in the process of registration by June 2018 with rollout of additional services.

Arizona is one of the only two states in the country providing Construction and Multi-Sector Stormwater general permits online.

Arizona is one of five states with 100 percent customer adoption rate on water quality electronic compliance report submissions (AZPDES Individual Permit DMRs).

With the implementation of Air General Permits online, ADEQ now collaborates real time with three local air quality county districts by automatically notifying them when regulated facilities operate within their jurisdiction resulting in increased compliance rates.

Testimonials

Greater Phoenix Chamber of Commerce - Mike Huckins, Vice President of Public Affairs

"...The myDEQ online tool is a perfect example of government streamlining their processes to meet the needs of businesses and other stakeholders. The increase in permitting speed and the ease of doing business makes myDEQ portal invaluable to our membership and we look forward to additional features in the future."

Fisher Industries - Chris Smith

"MyDEQ is the best application system I have every used. Being the most user friendly and all-inclusive, the rest of the country could learn thing or two from the Arizona Department of Environmental Quality."

Salt River Project - Martin Megan, Senior Government Relations Representative

"SRP uses the MyDEQ portal for electronic submission of water quality reports and documents to the Arizona Department of Environmental Quality (ADEQ). MyDEQ is a useful system that allows SRP to dispense with many paper forms and reports. As a customer, going paperless boosts efficiency by eliminating the time required to copy, mail and file hardcopy monitoring reports. SRP supports the continued use and expansion of the MyDEQ portal"

Salt River Materials Group - Brett Lindsay, Environmental & Energy Manager

"Salt River Materials Group/Phoenix Cement Company (SRMG) has greatly benefited from the addition of the myDEQ Online Services. Between our cement manufacturing facility and our numerous aggregate facilities, SRMG has been able to utilize many of the components of myDEQ up to this point, and expect to implement additional components

as they become available. ADEQ's initial and ongoing efforts to work with the various stakeholder groups has resulted in a tool that not only meets the various regulatory requirements, but also saves time and resources for everyone involved. SRMG fully supports ADEQ's efforts to operate and continue to improve the myDEQ online services."

Freeport-McMoran Inc - Richard Bark

"Industries in rural Arizona appreciate the opportunity to conduct business online through myDEQ. For the regulated community, different types of environmental permits can be obtained more quickly and payments can be made more conveniently through QuickPay. For ADEQ personnel, it allows them to focus more on protecting and enhancing public health and the environment instead of processing paperwork. It is a win-win solution for everyone."

EPCOR Utilities

"...this new reporting option will be a substantial time saver for my compliance team. The nearly instantaneous confirmation and subsequent follow-up results reports are also a huge plus..."

City of Chandler

"...myDEQ is so much better than the previous way of compiling and submitting the reports. It is much clearer what is due each quarter, easier to get the necessary review and approval from the facility Supervisors and Managers, and faster to check and verify the data..."