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Streamlining Permitting: An Inventory of State Environmental Agency Online Tools and Resources

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INTRODUCTION

States are making efforts to simplify and streamline their permitting activities. There are several goals for these efforts; including, expediting permitting, providing compliance assistance, and helping small businesses. These actions help reduce the amount of time and manpower it takes to receive permits, allowing states and their stakeholders to achieve their desired goals faster and easier, especially in multi-permit situations. Streamlined processes provide compliance assistance to regulated facilities and assist economic development by making requirements clearer and processes more business friendly. Ultimately, states are enabling the public to more simply obtain information and comply with regulation, thus accelerating this frequently protracted procedure.

STATE SPECIFIC ONLINE PERMITTING RESOURCES & TOOLS

This *Green Report* is an inventory of examples of several areas in which state actions are advancing the permitting process. Some efforts present information and resources prior to the permitting process, which helps businesses to more quickly and wholly complete applications. Other efforts are focused on clarity and transparency, providing applicants procedural information. Finally, a few efforts simply provide the opportunity for a more comprehensive conversation when navigating the permitting process.

The following information was gathered from the relevant and applicable state environmental protection websites and is not an official statement by any state environmental official. In the

process of creating this inventory, each state environmental agency website was visited, searched for permitting processes and business/compliance assistance. The corresponding information was then compiled in this *Green Report*. States have not been consulted as to the completeness or accuracy of these examples. When available and practical, ECOS used direct language from state websites to describe the permitting programs.

CONCLUSION: TRENDS IN PERMITTING PRACTICES

These examples of permitting actions and programs demonstrate that many states are taking steps to help applicants determine which permits are needed for the applicant’s business purposes. Processes like business portals, ombudsman, small business assistants, and permit wizards, are tools that provide comprehensive permitting information to the applicant. Similarly, transparency makes the permitting process more efficient. Much like a package being shipped, applicants in many states can now “check in” on the status of their application, and are often provided with the direct contact information for the person responsible for the application’s review. This transparency makes the flow of information between the applicant and the permitting agency much more fluid and accessible.

Finally, avoiding application mistakes and insufficiencies also enables states to streamline their processes. Applicants across many states encounter permitting checklists, guides, questionnaires, and pre-application meetings that are designed to reduce time that could otherwise be spent correcting or completing misfiled applications. With fewer mistakes by applicants, permitting staff are able to spend more time working on correctly filed applications.

Although it is not a comprehensive list of all state permitting practices, this *Green Report* conveys the important and innovative steps states are taking to more efficiently assist businesses while still providing environmental protection.

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Alabama Department of Environmental Management

- [Permit Wizard](#) – This tool offers checklists of actions the applicant will take. After selections are made, the applicant is given fact sheets of all required permits necessary to complete those selected actions. The checklists are broken into categories such as air, water, and coastal.

- [E- Permitting](#) – This consolidated, user-friendly, and efficient online permitting system provides:
 - A single point of entry that streamlines permitting and licensing for Alabama businesses;
 - The ability to determine needed permits/licenses based on user-defined search criteria (key words, permit name, form or authority);
 - Online account management (enter company or personal data once and use it in multiple applications, thus eliminating duplicate data entry);
 - Customized account profiling (include the permits/licenses used most frequently);
 - Payment of fees online;
 - The ability to monitor permit/license application status; and
 - E-mail notifications for each major milestone during the application process.

Alaska Department of Environmental Conservation

- Division of Air Quality’s “[What Air Permit Do You Need?](#)” – Applicants are guided to and receive relevant information on correct permits.
- Division of Air Quality’s queue – Applicants can check on the status of their applications and access the overall [queue](#) for all applications.
- Division of Water’s [online application system](#) – This water online application system allows applicants to:
 - Submit APDES notices of intent (NOI) applications for general permit coverage (construction storm water, industrial storm water, excavation dewatering, hydrostatic/aquifer pump testing and offshore seafood processors);
 - Submit APDES notices of termination (NOT) for general permits (construction storm water, excavation dewatering, hydrostatic/aquifer pump testing);
 - Submit APDES annual reports for general permits (industrial storm water, seafood and placer mining);
 - Apply for Grants (Municipal Matching Grant, Alaska Clean Water Actions Grant and Village Safe Water Grant);
 - Submit Grant and Loan Questionnaires (Alaska Drinking Water Fund, Alaska Clean Water Fund, and Municipal Matching Grant);
 - Submit the Municipal Grant and Loan quarterly report;
 - Register a Commercial Passenger Vessel; and
 - Submit a Remote Maintenance Worker Trip Report.

Arizona Department of Environmental Quality

- [myDEQ Online Portal](#) – This online portal enables applicants to obtain, modify, terminate, and submit compliance reports. The portal helps grow Arizona businesses by

replacing permitting processes that take several days or weeks with real-time e-permitting, thus reducing and, in some cases, eliminating the burden of paper permitting and compliance reporting on the regulated community.

- Air Permits at the speed of Arizona’s businesses.
 - In June 2016, DEQ launched the first 100% paperless permit for the agency in myDEQ, with a greater than 50% customer adoption rate within the first nine months.
 - The reduced permit lead time from 89 days to an average of one day constitutes a significant wait time reduction. Paperless permits decrease administration and engineering costs and free up time for more complex permits.
 - As construction activity has increased, Arizona has prioritized crushing and screening, hot mix asphalt, and concrete batch plant general permits for online applications.
- On April 23, the renewal module was released, with more than 18% of customers renewing in the first week.
 - Users can obtain, manage, terminate, and renew Air Permit coverage 24/7.
 - Users can submit annual Air Compliance Certification.
- [Permit Dashboard](#): Groundwater Aquifer Protection Permits – This dashboard is the first generation of visual permit status tracking. It provides the capability to quickly view permits on track, soon to-be-off track, and off track.
- Air Permit Flow Board – This flow board allows users to view simple visual permit status tracking. It shows the presence and absence of work flow in the permitting process. In addition, it tracks different permit types with various complexities and signals a problem or that work has stopped.
 - The Air Permit Flow Board has accelerated complex, individual permits needed by industry by an average of 57%.

Arkansas Department of Environmental Quality

- [Permitting Assistance](#) – Applicants receive multiple sources of assistance prior to any other permitting information.
- [Permit Tracking](#) – Permit Tracking is allows applicants to type in their permit number and receive the status of their application and the name of the permitting staff member handling the application.

California Environmental Protection Agency

- Air Resources Board’s [Permitting Information page](#) – This page provides applicants with a topical breakdown of every contact in the program. There is also a link California’s [Bill of Rights](#) for Environmental Permit Applicants.
- Air Resources Board’s [Permit Streamlining Guidance Document](#) – This document, prepared by the California Air Pollution Control Officers' Association and the California Air Resources Board, describes ongoing and planned district programs to expedite permitting. It also identifies measures the regulated community considers critical for improving the air permitting process. The document is intended to serve as a reference for districts to use in developing or expanding programs to streamline permitting.
- Water Resources Control Board’s [Ombudsman Directory](#) – This directory includes contact information for all state and regional ombudsman officials that are designated to help small businesses.

Colorado Department of Public Health and Environment

- [“Determine whether you need an APEN or air permit”](#) – Applicants are provided with information about what exemptions are available from the air permitting process.
- [Permitting Status](#) – Air permit applications are searchable by county or company name. Information is provided about the current status of the application in the process, and the contact information for the person(s) associated with that permit is given.
- [Permitting Sectors](#) – Industry specific contact information is given so water permit applicants can make more direct contact with the relevant agency personnel.
- [Permit Library](#) – This searchable database allows applicants to easily retrieve and view specific.

Connecticut Department of Energy and Environmental Protection

- [Forms and Guidance](#) – Permits are broken up by type and by permitted action. Instructions for completing the application and a PDF of the application itself are included for each type of permit. This is available for permits across all media.

Delaware Department of Natural Resources

- [Small Business Ombudsman](#) – The ombudsman provides assistance to small businesses to meet environmental regulatory requirements and oversees the DNREC [Regulatory Advisory Service](#). The ombudsman can help resolve permitting and compliance disputes and cut red tape.
- [Small Business Assistance Program](#) – The Small Business Assistance Program serves as a business’s initial contact with DNREC. Its Regulatory Advisory Service can answer

businesses' questions or refer businesses to the correct contact within DNREC to answer its questions.

District of Columbia Department of Energy and Environment

- [Small Business Air Quality Assistance Program](#) – The District's Small Business Assistance Program (SBAP) includes a Small Business Ombudsman (SBO) and Small Business Technical Assistant (SBTA). Services provided by the Small Business Ombudsman (SBO) include: Confidential assistance with individual source problems; Promotion of participation in the development of regulations; Referral to appropriate specialists for technical assistance; and Help resolving disputes between small businesses and the Air Quality Division.

Florida Department of Environmental Protection

- [Business Portal](#) – This portal serves as the central location for businesses to access all permitting information and links.
 - Once inside the [Portal](#), applicants are guided to the correct permit options by completing responses to a series of clickable questions. Applicants may also pay fees and view documents that are kept by the DEP.

Georgia Department of Natural Resources

- [Georgia Environmental Online System](#) (GEOS) – This E-Permitting system allows applicants to:
 - Establish a user account and manage all your submittals online;
 - Apply environmental permits, certificates, licenses and other environmental issuances online;
 - Submit environmental reports;
 - Monitor processing status of your online submittals;
 - Receive e-mail notifications on permitting results;
 - Receive e-mail alerts for upcoming reporting obligations;
 - Submit requests to revise permits or submit revised reports;
 - Track historical versions of all submittals; and
 - Access online [permitting training and technical assistance](#).

Hawaii Department of Health

- [E-Permitting Portal](#) – The e-permitting tool provides:
 - Tools for learning about environmental permitting requirements;
 - Guidance in applying for environmental permits;

- Resources for preparing and filing online permit applications;
- Online payment processing of application fees;
- A means for applicants to communicate with permitting engineers regarding online submitted applications; and
- A directory of downloadable (manual) permit applications.

Since September 2012, Hawaii Department of Health's Environmental Health Administration (EHA) has received more than 1,400 online applications and processed and completed 82% of the submissions. The agency has generated more than \$850,000 in online application fees. EHA programs also measure an approximate 30% reduction in time required to process the electronically submitted permit application forms.

Idaho Department of Environmental Quality

- [Air Quality Permitting Preapplication](#) Process – This process helps to guarantee timeliness by ensuring that Idaho DEQ has all necessary and required information when the permit application is filed.
- [Permit Information](#) – DEQ provides extensive information regarding types of water and waste permits that are issued by the agency. This information includes statutory language, permit requirements, and the types of facilities that must have those permits.

Illinois Environmental Protection Agency

- [Forms, Permits, and Fees](#) – Applicants are provided with a detailed directory to each of the divisions that issue permits.
 - [Permit Tracking](#) – Tracking is available within media-specific permitting links.
 - Applicants also receive information to help them determine if they need a permit.

Indiana Department of Environmental Management

- [Regulatory Services Portal](#) (RSP) – The RSP service is designed to ease the electronic notification, application, and data submission process. Tutorials are available to help applicants acquire access to this tool.
- [IDEM Permit Wizard](#) – This system provides customized information to help applicants obtain environmental permits.
 - Applicants are asked a series of questions and provided with information that helps them to:
 - Determine licensing, permitting and regulatory requirements;
 - Obtain necessary application forms;
 - Identify who to contact with questions regarding environmental regulatory requirements; and

- Access additional guidance, fact sheets, and pages in the IDEM Permit Guide.

Iowa Department of Natural Resources

- [Permits, Forms, and Applications](#) – This provides specific permitting information for permits in all media.

Kansas Department of Health and Environment

- [Air Permitting](#) – This page includes information and resources for applicants including PDFs of application forms and technical guidance documents from both KDHE and federal sources.
- [Solid Waste Permitting](#) – This page includes permitting forms and guidance in PDF format and an application review flow chart. Statutory and Regulatory information is also included.

Kentucky Department for Environmental Protection

- [One Stop Business Portal](#) – This website contains information about required environmental permits and the agencies responsible for administering those permits.
 - Under the Department of Environmental Protection’s agency heading, there are direct links to each department within the DEP.

Louisiana Department of Environmental Quality

- [Expedited Permit Program](#) – This expedited permitting program, authorized by Acts 586 and 779 of the 2006 Regular Legislative Session, allows interested applicants to reimburse the department for overtime costs incurred by DEQ employees that work overtime to expedite a permit, modification, license, registration or variance. These statutes also afford the department the opportunity to hire contractors to perform this work if deemed necessary.

Maine Department of Environmental Protection

- Staff contact information, by division, as well as information about permit qualifications is provided to applicants [in one place](#). There are also links to each division for more detailed information.

Maryland Department of the Environment

- [Find the Right Permit](#) – This program presents applicants with a list of questions that are linked to detailed fact sheets about the required permits. Each fact sheet provides information to the applicant that will answer the following questions:
 - Do I need this approval?
 - What must I do to get this approval?
 - How long will it take to get the approval once I submit a complete and accurate application?
 - Who do I contact with questions about this approval?
 - Do I need to get any approvals from my local or Federal government before I can get this approval?
 - How much will the approval cost?
 - Once I get the approval, how long will the permit last?
 - Do I need to know any other information to get this approval?
 - If you need this, you'll probably need that: What other approvals might I need for this activity?
 - What is MDE's legal authority to issue this approval?

Massachusetts Department of Environmental Protection

- [Office of Permit and Regulatory Ombudsman & Special Projects](#) – This office serves as a Point of Contact for raising issues about permitting or questions about how law, policy, and regulations are applied across the agency. The office also helps with interdepartmental communication and “Fast Track Permitting.”
- [E-DEP](#) – eDEP is a secure site for submitting environmental permits, transmittals, certifications, and reports electronically to MassDEP. With eDEP, you can fill out your forms online, save your work, return to it later, submit your forms online, submit over-the-counter payments for some forms, "sign" your submittals, and print out receipts of your transactions.

Michigan Department of Environmental Quality

- [Permits Checklist](#) – This checklist assists applicants in determining which permits are required for their business.
- [The Office of External Relations](#) – This office helps applicants by personally assisting new businesses with their permitting needs and requirements.
 - Contact information is given for the relevant permitting individual within each media division.

Minnesota Pollution Control Agency

- [E- Services](#) – gives users online access to apply for permits, submit regulatory data and information for compliance requirements, and pay fees and invoices. This service currently allows applicants to file amendments, and it provides information about other permit application requirements.

Mississippi Department of Environmental Quality

- [Mississippi Ombudsman](#) – This assists businesses in obtaining information on regulatory issues and aids in investigating and resolving complaints and disputes between businesses and MDEQ. Links are also included to EPA Ombudsman resources.
- [Environmental Permits Division](#) – This page contains FAQ’s and permitting guide PDFs for each media that has a permitting program. There are also links to the state’s e-permitting site, which currently allows applicants to see permits that have been issued or are being reviewed or considered.

Missouri Department of Natural Resources

- [Permit Assistance](#) – This tool helps users determine what type of environmental permits they need and provide the forms to apply for these permits.
- [Community Assistance](#) – Community Assistance staff offer support and coaching to local governments responsible for drinking water, wastewater treatment, stormwater management, solid waste management and other environmental issues.
 - [Gateway For Community Assistance](#) – The Gateway for Community Assistance provides Missouri communities with customized online access to tools and resources that can help address their environmental compliance and infrastructure planning needs. The gateway includes a comprehensive catalog of tools, resources and services available for wastewater, drinking water, stormwater, solid waste, air quality, parks and recreation and more.

Montana Department of Environmental Quality

- [Permit Assistance](#) – Contact information is given for each department that is involved in permitting.
- [Business Processes](#) – Flowcharts are provided for each of the different permitting processes that might affect businesses.

Nebraska Department of Environmental Quality

- [What Every Nebraska Business Should Know About Environmental Permits](#) – This document provides applicants with guidance about the permitting process. This guidance

contains information about what types of permits are available and how long issuance should be expected to take.

- [NDEQ Permitting and Authorization Programs](#) – Detailed information is given about each type of permit that is available. This information includes contact information for the relevant departments.
 - Online Applications are provided for select permits.

Nevada Department of Conservation and Natural Resources

- [Permits and Resource Search](#) – This search tool allows applicants to find permitting assistance by keyword, category, and document type.

New Hampshire Department of Environmental Services

- [Pre-Application Meeting](#) – This allows applicants to request the presence of NHDES staff at a meeting to discuss the environmental impacts of their project, activity, or event. NHDES can bring together appropriate permit staff from NHDES, as well as officials from other federal, state, and local agencies as requested by the customer.
- [Air E-Permitting System](#) – This system aids in the application process for current and future air permit holders for a limited list of air permits and notifications.

New Jersey Department of Environmental Protection

- [Permit Coordination Unit](#) – This unit ensures that complex multi-media, high-value projects receive proactive and facilitated communication and coordination in support of timely, predictable, and positive permit decisions.
- [Permit Readiness Checklist](#) – This document serves as an early planning, fatal flaw screen of major approvals and site conditions like land use, site remediation, water, sewer and local approvals. This document generally provides the Department with the minimum necessary information to informally identify what permits may be needed for the project.

New Mexico Environment Department

- [Permits and Licenses](#) – The applicant is provided with links to each permitting program that the state has. There is also an application process outlined with numbered steps.
- [Do I need a permit?](#) – The Applicant is provided with information for applicants seeking air permits. It outlines the statutory requirements for various permits and what types of entities are subject to those permits.
- [Improving Permitting](#) – The applicant is provided with a link is given to a report about the actions that are being taken to improve Air Permitting.

New York Department of Environmental Conservation

- [Environmental Permits Applications Checklist](#) – This checklist shows each type of environmental permit and what application form(s) and required items are necessary for submitting a complete application.
- [Regional Permit Administrators Contact List](#) – Contact information is given for the administrator that is in charge of each region.

North Carolina Department of Environmental Quality

- [Permit Toolbox](#) – Documents are provided to aid the applicant with:
 - Considerations for Development
 - Scoping Meeting - What to Expect and How to Prepare?
 - Permit Application Pitfalls
 - Permit Tips and Timesavers
- [Environmental Application Tracker](#) – This service allows interested parties to search by location, application type, permit type, facility name, permit number, and other criteria. The service displays information and dates regarding milestones in the review process, and tracks the progress from the date of receipt of the application until a final decision is made.
- [Permit Assistance](#) – DEQ provides a single point of contact as a customer service liaison to address customer inquiries, complaints, and public records requests (e.g., obtaining information relative to existing DEQ permits). This individual:
 - Provides hands-on compliance assistance by developing customized permit information;
 - Coordinates and facilitates scoping meetings with DEQ regulatory staff, state/federal resource/regulatory agencies and the customer to outline potential permitting requirements, pitfalls, fees, and timelines;
 - Serves as the DEQ Prosperity Zone Liaison for the state's eight Prosperity Zones. Each zone has a one-stop location to provide citizens and businesses with the ability to interact with multiple state agencies, and to encourage collaboration between agencies. The DEQ Liaisons' role is to provide factual, timely and comprehensive permit assistance to new economic development projects and all customers; and
 - Assists clients interested in the Express Permitting program for more timely permitting decisions.
- [Express Permitting](#) – This program offers quicker permit decisions and certifications as well as consultation to identify necessary environmental requirements. A pre-application meeting is required and a well-documented application with supporting technical information is necessary for a thorough and swift review. Multiple permits that may be required for a project may be reviewed concurrently.

North Dakota Environmental Health Section

- [List of Environmental Consultants](#) – The air permitting page provides a list of environmental consultants that can help businesses through the permitting process.

Ohio Environmental Protection Agency

- [Guide to Environmental Permitting](#) – This guide provides information to applicants about the types of permits, the processes for applying for them, and more. The information is broken down by type of permit.
- [Permit Wizard](#) – This tool provides the applicant with a series of questions, and after the questions are completed, the applicant receives a list of relevant and required permits.
- [E- Business Center](#) – This secure portal enables the regulated community and consultants to electronically complete and file Ohio EPA-related reports and permit applications.
- [Permit Assistance](#) – This webpage organizes and identifies information that can help businesses navigate through the environmental permitting process.

Oklahoma Department of Environmental Quality

- [Office of External Affairs](#) – Applications are filed with DEQ to obtain permits from these programs. Some entities may require multiple permits to construct and operate a new facility and can benefit from an Office of External Affairs (OEA) designated permit representative. The OEA *serves as a single point of contact to assist in a comprehensive permitting process*. The OEA designee coordinates meetings with permit writers and the applicant, and tracks the progress of the permitting process. OEA may suggest an initial meeting for facility representatives with DEQ's Permit Assistance Team.
- [E- Permitting For Air Quality Permits](#) – E- permitting is available for air permits, and guidance is provided that shows the types of applications available online, how to upload supplemental materials, how to interact with the assigned engineer, and how to streamline using previous online submissions.

Oregon Department of Environmental Quality

- [Small Business Assistance Program](#) – This program provides technical assistance on air quality rules and related environmental issues. It helps small businesses understand what rules apply to them, what requirements they need to comply with and what permitting requirements apply to their industry sector.

Pennsylvania Department of Environmental Protection

- [Permit Application Consultation Tool](#) – This tool will serve as a useful foundation for a Pre-Application Conference with DEP to discuss and verify tool results and permit coordination. Use of the Permit Application Consultation Tool will result in significant savings of both time and resources especially when multiple permits or authorizations are needed.
- [Permit Decision Guarantee](#) – Executive Order 2012-11 was signed into law on July 24, 2012. It required DEP to implement a Permit Decision Guarantee by immediately:
 - Assessing how best to make timely permitting decisions;
 - Providing clear expectations for applicants to improve the quality of applications;
 - Establishing performance measures for review staff; and
 - Developing, improving and encouraging electronic permitting tools.

Rhode Island Department of Environmental Management

- [Permit Application Center](#) (PAC) – The PAC provides a single application submission location. When an application is received the PAC will conduct a quick review to ensure that the application submitted meets the minimum qualifications to move to the appropriate program for technical review. Within one business day the PAC will start the initial customer communication by confirming receipt of the application and if necessary, advise them of missing items. The PAC will follow-up on applications that did not meet the initial review and will work with the customer to correct the application.

South Carolina Department of Health and Environmental Control

- [Permit Central](#) – This tool provides an interactive series of questions designed to help the applicant determine which permits are needed. An application tracking tool and a list of tips for speeding up the process are also provided to the applicant. This page can also be used to request a meeting with the Permit Central personnel.

South Dakota Department of Environment and Natural Resources

- [One Stop Permitting Permitting and Regulation Guide](#) – This guide is a comprehensive listing/description of department permits and regulations. Section III of this guide provides a listing of business groups and identifies what permits are frequently needed for each of the listed businesses. A detailed flow chart is also available for each type of permit as well as staff contacts for each type of permit.

Tennessee Department of Environment and Conservation

- [Small Business Environmental Assistance](#) (SBEAP) – The SBEAP provides assistance to businesses that contact them directly, to businesses referred to them by regulatory inspectors or permit writers, and to businesses the SBEAP identifies may be impacted by a new EPA or state regulation.

Texas Commission on Environmental Quality

- [State of Texas Environmental Electronic Reporting System](#) (STEERS) – This program offers e-permitting in the following areas:
 - Aggregate Production Operations Registration;
 - Air New Source Review Registrations;
 - CAFO General Permit;
 - Concrete Batch Plants General Permit;
 - Municipal Solid Waste Notifications;
 - Pesticide General Permit;
 - Petroleum Storage Tank (PST) Self-Certifications;
 - Storm Water General Permits (Construction & Multi-Sector); and
 - Tier II Core Data.
- [Readily Available Permits](#) – Readily Available Permits (RAP) are a New Source Review (NSR) permits for an individual facility type based on emissions calculations, equipment variables, and site-specific parameters.

Utah Department of Environmental Quality

- [Permit Wizard](#) – The Permit Wizard is a tool designed to assist individuals and companies involved in activities regulated by DEQ to identify the permits, licenses, registrations, and certifications required for those activities.
- [Single Point Review Process](#) – This process is an effort to fast track energy development projects without “shortchanging” environmental review processes.

Vermont Agency of Natural Resources

- [Construction Permit Application Guidance](#) – Air permit applicants have access to a site and documents containing detailed guidance on preparing a Construction Permit.
- [Operating Permit Application Guidance](#) – Air permit applicants have access to links to documents that provide guidance to assist the applicant with completing an Air Pollution Control Operating Permit.
- Water Permit Application Guidance – Water permitting applicants can access information by permit type.

Virginia Department of Environmental Quality

- [DEQ Permitting Guide](#) – This guide provides basic information on state environmental programs to the general public, company owners, plant operators, and local government and economic development officials. The focus is on actions to be taken before an individual or company constructs or starts up a facility or process that will result in an environmental impact to the air, water or land. This guide is not exhaustive and aims only to provide a starting point in the permitting process by asking threshold permitting questions.

Washington Department of Ecology

- [Regulatory Handbook](#) – This handbook serves as a “one-stop shop” for a person seeking information about activities requiring a permit; permit costs, fees, and procedures; and contact information for department personnel.
 - A Questionnaire is also used to help applicants who may not be sure if a permit is required to determine exactly what the necessary compliance is.
 - Permit types and descriptions are provided, and there is contact information for the Office of Regulatory Innovation and Assistance for all other inquiries.

West Virginia Department of Environmental Protection

- [DEP Permitting Handbook](#) – This handbook outlines important information about permits issued by the Department of Environmental Protection. Five offices within the division issue permits: Air Quality, Mining and Reclamation, Oil and Gas, Waste Management, and Water Resources. The handbook has a section for each office, which includes a matrix and a permit descriptions section. The matrix lists standard industrial codes (SIC) and tells which permits may apply to which codes.
- [Electronic Submission System](#) (ESS) – This system is the preparation, delivery, review, correction, approval, and publication of permit application data by using web-based technologies to integrate industry, regulators and the public with a common interface. Information requirements are the same as the paper counterparts.

Wisconsin Department of Natural Resources

- [Interactive Permit Flowcharts](#) – Information is given about the air permitting process. Applicants are able to visualize how an application moves through the process with more detailed information about each step.
- [Water Permitting Informational Videos](#) – These videos provide information about the water permitting process, and help the applicant to complete the application.

- [Permit Primer](#) – This interactive "one-stop shop" program helps small business owners manage their environmental requirements. The system will clarify environmental responsibilities.
- Leveraging IT Synergies – This web-based tool to improve online services and increase transparency has resulted in efficiencies.
 - For design modules, this state used a series of questions and answers to help customers determine if a permit is needed, the type of permit needed, the fees or fee exemptions, and required documents. Before implementing decision modules, Wisconsin received 30 inaccurate permits per month. Following implementation, it has received 0 or 1 inaccurate permits per month.
 - Wisconsin's ability to track data is more accurate and loaded with features:
 - 100,000 documents – processed and stored currently;
 - 4,500 permits processed in 2014;
 - Median General Permit Process Time 13 days (30 days);
 - Median Individual Permit Process Time 52 days (105 days); and
 - Wisconsin now tracks impacts to a permit deadline due to public notice holds, public hearing holds, and weather extensions.

Wyoming Department of Environmental Quality

- [IMPACT](#) – IMPACT is the Wyoming Air Quality Division's new online Inventory, Monitoring, Permitting, And Compliance Tracking data system. The system is used to submit applications, reports, and documents electronically to DEQ.
 - Application forms pertaining to New Source Review permitting (construction/modification permitting) may be submitted through the IMPACT portal.
 - Submittals through the IMPACT portal are considered sufficient and do not require paper copies.

For more information or to comment on any of the above information, please contact [Owen McAleer](#) of ECOS.