

**Division of Water Resource Management
Proposed Strategic Planning "Big Ideas"
July, 2011**

Strategy (i.e. "Big Idea")	Resources and Key Activities	Objective Metric:		Strategy Timeframe	Estimated Savings
		Improve Efficiency/ Regulatory Streamlining	Reduce Cost		
<p>Create "Certified Good Steward" Program where there is an incentive to permittees/owners to maintain compliance. Incentives could include:</p> <ul style="list-style-type: none"> • Longer Permit Duration • Reduced fees • "General" permits for repeat customers (i.e. Batch plants, UST's) • Reduced documentation for permit/renewal applications • Reduced inspections 	<p>Staff to develop and implement program; Statute changes; rule changes</p>	<ul style="list-style-type: none"> • # Certifications • # Extended Duration Permits • # General Permits 	<ul style="list-style-type: none"> • Permit Fees • Cost to Renew Permits for applicants • Inspection Costs for applicants 	<p>18 to 24 Months</p>	<ul style="list-style-type: none"> • DEP staff time to process permits • DEP resources to perform inspections
<p>Create a Compliance Assistance Program to help shift the focus from permitting, although still required, to good compliance. The goal here would be to streamline permitting and culturally shifting away from developing permit rules and conditions to address the worst offenders (regardless of what the rules and permit say) and focusing more on compliance and enforcement.</p> <ul style="list-style-type: none"> • Less cumbersome permitting process (Redesign of most permitting processes using Lean methodologies) • Less resourced assigned to permitting, 	<p>Department wide staff; Statute Changes; Rule Changes; Policy Changes</p>	<ul style="list-style-type: none"> • # Programs where implemented • Permit TIH • # Permittees Not in Compliance 	<ul style="list-style-type: none"> • Staff time to review permits • Resource Allocation 	<p>3 to 5 years</p>	

<ul style="list-style-type: none"> more to C&E Reduced costs to those who comply 					
<p>Incentivize electronic submission of DMR's and other such monitoring information, and require it for facilities that meet certain size thresholds:</p> <ul style="list-style-type: none"> Quicker acknowledgment of compliance/non-compliance Less staff time to process Reduce paper 	DWRM & DWM; Statute and Rule Changes; ongoing maintenance of eDMR databases	<ul style="list-style-type: none"> % eDMR's Time from submittal to compliance issue notification # on EPA Watch List 	<ul style="list-style-type: none"> Cost of Staff to enter/Scan DMR Data Cost of Staff to scan DMR's for compliance issues 	18 to 24 Months	
<p>Centralize review and approval of Financial Assurance Documents</p> <ul style="list-style-type: none"> Create acceptable Templates Consistency throughout Department Reduced time preparing and reviewing 	Department Staff	<ul style="list-style-type: none"> Time to approve TIH Reduce # deficient FA mechanisms 	# of Staff dedicated to review and approve	6 to 12 months	
<p>Merge Mine Reclamation and Mine ERP's into a single process/permit.</p> <ul style="list-style-type: none"> Eliminate redundant submittals Reduce permitting and staff review time Reduce time/space needed to handle and store duplicative information 	DWRM Staff; Rule Changes; District Staff	<ul style="list-style-type: none"> # Combined Apps TIH Industry Feedback 	Staff and Resources dedicated to permit review	18 to 24 Months	
<p>Streamline Division/Bureaus by combining activities with similar activities in other Divisions/Bureaus:</p> <ul style="list-style-type: none"> Contract Administration Aerial Photo Acquisition/Management IT Functions 	DWRM Staff				

Comment [b.hall1]: It's a great idea. However, this is already a Legislative proposal, and is a relatively small part of the Division's needs. I would hold it for last if you need an extra one to pull out of your back pocket.

<ul style="list-style-type: none"> • Land Management 					
Transfer Operator Certification Program to Private Sector	DWRM ; Statute and Rule Changes;				
<p>Require electronic submission of NPDES stormwater NOIs and other General Permit NOIs:</p> <ul style="list-style-type: none"> • Quicker acknowledgment of application approval • Less staff time to process • Reduce paper 	OTIS; DWRM & DWM; Statute and Rule Changes;	<ul style="list-style-type: none"> • # and % iNOIs 	<ul style="list-style-type: none"> • Cost of Staff to enter/Scan NOIs • Cost of Staff to scan iNOIs 	18 to 24 Months	
Provide tools for the implementation of Continuous Improvement (Lean) projects, and training of Continuous Improvement concepts to drive a Continuous Improvement culture throughout the Regulatory Districts and Divisions to increase efficiency, consistency, teamwork, accountability and customer satisfaction.	Organizational changes; Training	<ul style="list-style-type: none"> • Priority processes streamlined • Standardized work agency-wide • Effective problem-solving staff members 	<ul style="list-style-type: none"> • 80% of process wastes eliminated from a typical event 	Ongoing (It's called Continuous Improvement)	Lean projects completed at DEP have proven to be of monetary value