



Air Quality (AQ) Technical Support Document (TSD) Process Improvement

Division: Industrial

Problem description

AQ Permit TSD templates were unclear and cumbersome, causing unnecessary delays in permit completion.

Background

AQ Permits Section is continually trying to get permits out the door faster. Permitting staff spends considerable time drafting the TSD that outlines the basis and decisions that support a permit action.

TSD templates needed revisions to ensure clarity, satisfy regulatory requirements, maintain usefulness for future use in terms of electronic format and minimize redundancy.

The templates provide a basic framework including sample language, tables and instructions. There have been piecemeal improvements to the documents over the years to address specific issues.

Baseline measurement

Two TSD templates originally existed

- ▶ One for permit modifications
- ▶ One for permit reissuances

A customer survey of AQ permit staff provided feedback on the existing templates. The feedback identified user's likes, dislikes, proposed changes and critical needs.

Results

Feedback from the AQ permit staff was used to design and implement a more efficient TSD development process.

All technically feasible revisions were completed, including major changes to the instructions. Some suggested enhancements were not possible due Delta programming – however, a number of recommendations will be filed for future use pending technological advancements.

Revised templates were launched in July 2013.

A follow-up survey will be conducted one year after the launch date to evaluate overall satisfaction with the changes and quantify process improvements resulting from this project.

Satisfaction Level Prior to Project

