

Water Quality (WQ) Permitting Efficiency Project

Division: Municipal

Problem description

The WQ Permitting section was unable to meet the state's 150-day goal for permit issuance or reissuance.

Background

A 2011 executive order from Governor Dayton became law during the 2011 session and established a 150-day goal to issue or reissue permits.

The intent of the law was to set permitting goals and then collect data to better understand why certain projects did not meet those goals.

The WQ Permitting section completed a Six Sigma project from 2003-2005 that resulted in significant improvement:

- ▶ The program was able to issue or reissue more than 90 percent of its permits within 180 days

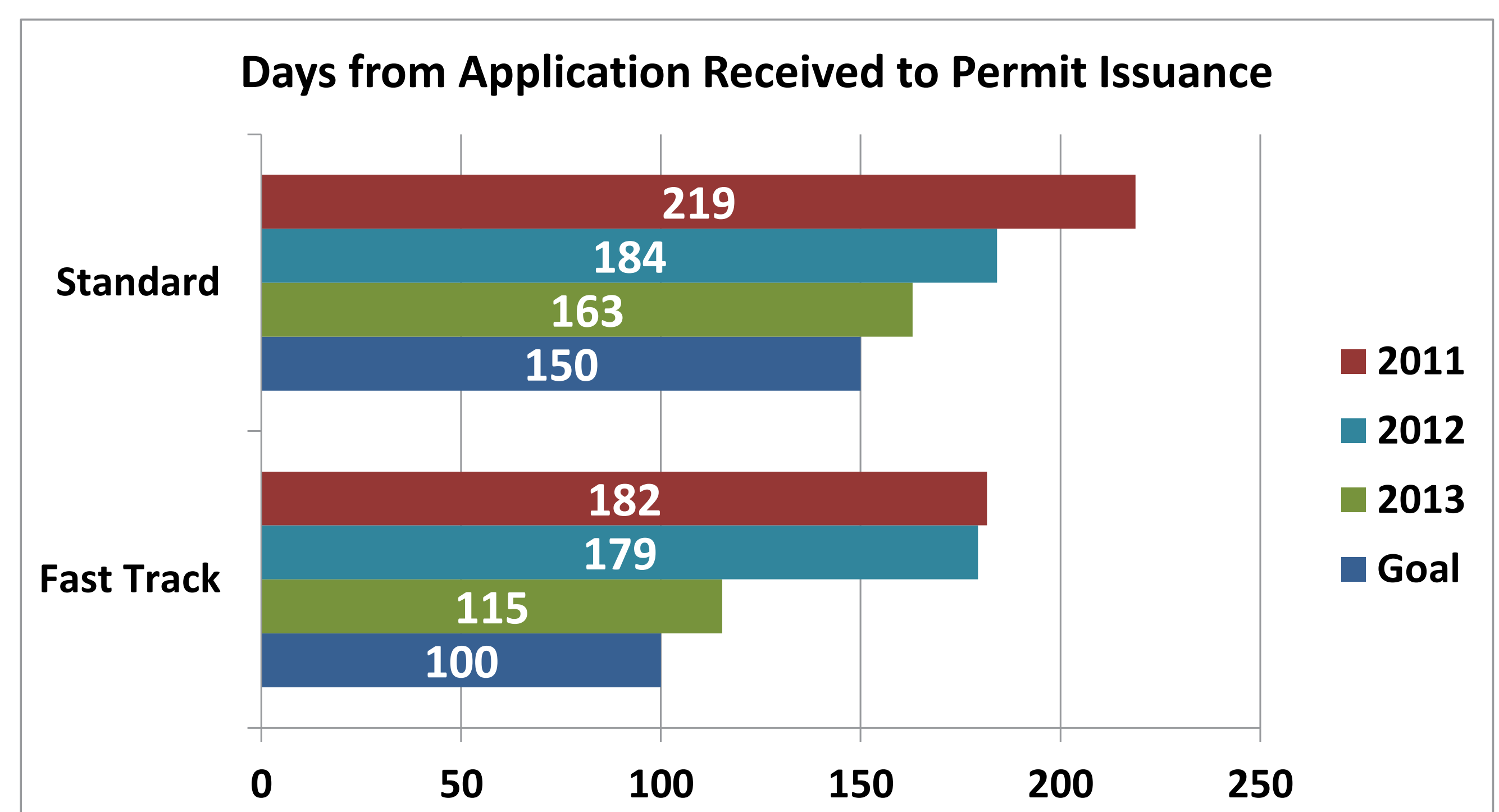
Baseline measurement

The WQ Permitting program initially established timeframes for seven major permitting steps as a target for meeting the 150-day goal.

WQ Delta was used to capture the data needed to assess progress and make adjustments.

Results

- ▶ Meetings with permittees and partners to understand needs, share ideas, manage expectations and improve services.
- ▶ Evaluated the program's ability to "Fast Track" permits based on current criteria and made adjustments to expand the use of this process. Fast Tracking reduces the issuance or reissuance time by approximately 50 days.
- ▶ Drafted and implemented new Total Maximum Daily Load (TMDL)/ Impaired Waters Review process to ensure timely, consistent and accurate data.



Fast Track Limit Permit milestone day counts.				
Days from App. Rec. to:	2011	2012	2013	Goal
Permit Action Created	4	6	4	7
Application Complete	21	15	14	28
Days to Determine Fast Track	25	54	37	35
Pre-Public Notice Review	145	119	59	50
Rec. to End of Public Notice	130	153	89	65
Rec. to Permit Start	182	179	115	100

Effluent Limit Permit milestone day counts.				
Days from App. Rec. to:	2011	2012	2013	Goal
Permit Action Created	14	11	2	7
Application Complete	17	23	9	28
ELS Submitted	38	13	10	35
ELS Complete	89	56	54	85
Pre-Public Notice Review	177	144	119	100
Rec. to End of Public Notice	206	177	149	115
Rec. to Permit Start	219	184	163	150

