

Simpler form reduces errors and gets projects started more quickly

Agency: Environmental Protection Agency

Project Type: Camo Belt

Process: Emergency Response

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Problem: Applicants to the Ohio EPA Targeted Brownfield Assessment Program were making errors when filling out the application form. Most of these errors were easy to correct, but each time one was made, the applicant had to fix the errors and then resubmit the application. This delayed project start dates and frustrated both the applicants and reviewers.

Biggest Change: We updated the TBA application, and as a result, applicants are making fewer errors when filling out the form. Projects can get started faster, and there are fewer delays.

Other Changes: We created an email box that can be accessed by multiple people, so instead of one person reviewing all applications, multiple people can review. This means that applications are processed more quickly.

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