Florida’s Electronic Tools

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Florida Department of Environmental Protection
Division of Water Resource Management
Overview

• ESSA (Electronic Self-Service Authorizations) – Simple Online Permitting
• E-Permit Builder – More Complex Permitting
• WaterCom via AirCom Model – Compliance and Enforcement Database
• E-Permitting’s foundation is a web-based site for customers to submit, pay, and track their permit applications for all programs throughout the state

• E-Permitting will also provide an electronic system for the internal tracking, reviewing, developing, and issuing of permits by Department processors
  • The Department currently has an established in-house application called ESSA (Electronic Self-Service Authorizations)
  • ESSA was developed as a single web-based portal for the **submittal of all permit applications** statewide
  • The Department has taken a two-pronged approach to the **electronic processing** of submitted permit applications
    • Create a system to handle the easy, standard output permits (ESSA)
    • Purchase a system to handle the difficult, non-standard output permits (ePermitBuilder)
For less complex permits, ESSA manages the public facing aspects of the permit application submittal process, the review process (where applicable) and the build and issuance activities.

The technology and design of ESSA allows users to navigate through the permitting process for less complex permit actions, such as:

- General Permits
- Generic Permits
- Permit exemptions
- Permit determinations
- Permit clearances
Welcome to the Florida Department of Environmental Protection's Business Portal. If you don't find what you're looking for please come back as we're continually adding to the site.

I would like to:

- **Apply**
  - To build, repair, operate, discharge, ... see more.

- **Pay**
  - For fees, invoices, park reservations, ... see more.

- **Sign Up**
  - For subscriptions, newsletters, notifications, ... see more.

- **View**
  - Maps, data, reports, ... see more.

- **Submit**
  - Applications for grants and rebates, AGP Admin. Correction; leave feedback, ... see more.

- **Continue**
  - A partially completed business transaction or reprint a receipt for a previous transaction.
An Environmental Resource Permit or Verification of Exemption

Activities involving stormwater management systems, dams, impoundments, reservoirs, appurtenant works, mitigation banks, and works (including docks, piers, structures, dredging, and filling located in, on or over wetlands or other surface waters).

**Chapter 573 F.A.C.**
Part IV of Chapter 573 F.A.C.

**Application Friendly Name**: *

This system allows you to start a submission, exit at any time, and return to complete it later. Please enter a "Friendly Name" for your project so your saved information can be recalled. When you return to the Portal, choose "Continue", then "An Incomplete Self Service Authorization" and the name you entered will be displayed along with any other submittals you have in process.

An example would be "My Boat Ramp".

For payment, the Department will accept MasterCard, Visa, or electronic transfer from business or personal bank account.

This electronic application system is for the submittal of permit applications and requests to verify qualification under an exemptions or general permit. It CANNOT be used to submit an online "self-certification" (such as for a single-family dock). If you wish to submit a self-certification, please go to:

http://prodenv.dep.state.fl.us/DepEssa/coreengine/start?Create=new&name=dorm_ssdemr

And choose the appropriate selection under Environmental Resource Permitting.
• ePermitBuilder - Smarter, simpler way to write consistent, complex permits statewide
• ePermitBuilder - Single public internet website (gateway) for all program areas for the submittal of complex permit applications (via ESSA)
• Will provide the Department permit writer the tool to build and issue the final complex permit output
• Next step in fulfilling the strategy of an E-Permitting solution is planning and purchasing the consolidation of the back-end complex permit build workflow
• Single, powerful solution for constructing permits that require complex decision processes.
The Department has identified multiple commercial solutions and intends to purchase a solution that is already designed to support our large universe of permit types. The new ePermitBuilder solution will be implemented in stages, with the ultimate intention of addressing all complex permit types/subtypes. This equates to an annual permit count of approximately 9,000 (32% of all permits processed annually).

Expected Benefits:
- Provides a smarter, simpler way to write consistent complex permits statewide.
- Shortens the time it takes to issue complex permits – estimated up to 50% time reduction.
- Provides permittee a better quality permit faster.
- Provides an extendible solution; can integrate with existing systems and can add/maintain complex permit types.
- Enables work process improvements and standardization.
What is WaterCom/AirCom

• New compliance assurance database and field inspection tool
• New location for data reports
• New public compliance and enforcement interface
• Replaces multiple existing applications
Why AirCom?

• Previous Databases had multiple issues
  • Old technology
    • Not user friendly
    • Required deletion and reinstallation of old application when updating
    • Hard to maintain – obsolete technology
  • Multiple applications were used to perform various functions
    • Costly to maintain
    • Data not updated between systems
  • Did not collect federally-required data and required extensive manual manipulation of data before uploading
  • Was not used uniformly across state
    • Had to incentive use
    • Led to inconsistent CA processes
  • No workload planning or tracking functionality
Why AirCom?

Old System Screenshot
Key AirCom Features

• Seamless updates
• New, easy to maintain technology
  • Application owned by state and can be maintained by state IT staff
• User-friendly tabbed browsing
• Web based and can be used on desktop, laptop, tablet, and phone
• Allows for use in the field whether or not internet connection is available
  • “Hybrid” approach allows for generation of a custom inspection PDF that can be used to enter data on a tablet
  • AirCom will then extract data from PDF and automatically enter results into system
  • PDF can also be printed out and used for manual entry of inspection results
Key AirCom Features

• Single application reinforces consistent CA processes across state
• Designed to ensure all federally-required data is collected and quality assured
  • System will check activity data to ensure all required data is entered
  • System will alert user when observations exceed allowable values – Ensures noncompliance accurately documented
• Easy workload management
  • Activities can be created and planned for future date
    • System has “Planned,” “In Progress,” and “Completed” statuses
  • Once activity results are entered, activity moves to “In Progress”
    • Automated emails will remind staff if activities are pending and not yet completed
• Second-level review
  • When activity is completed, can be marked “Ready for Review” to be sent to manager
    • Not all activities require management review
Key AirCom Features

- Inspector uses EASIIR to download files to portable device.
- Inspector performs inspection and records results on portable device.
- Files uploaded from portable device.
- EASIIR creates Activity in ARMS CA.
- ARMS query shows time for activities to be performed.
- Inspector creates Activity through GPCI.
- Inspector downloads checklist to portable device.
- Inspector performs inspection.
- Inspector creates Activity in ARMS CA.
- Inspector creates Activity in ARMS Inventory.
- Inspector updates compliance status through GPCI.
- Results of inspection entered and PDF uploaded.
- File read by system and validated.
- Activity is assigned to Manager.

User in office creates new inspection Activity.
- Activity is “Planned”.
- Activity is assigned to an Inspector.
- Inspector downloads inspection form.
- AIRCOM system will evaluate to return correct form.
- Inspector performs inspection and records results online.
- Offline - Online
- Inspectors verifys completion of inspection and entry of all results.
- Activity Status is “In Progress”.
- “In Progress”
- “Ready for Review”
How AirCom Works

DEP BUSINESS PORTAL

AirCom
Florida Department of Environmental Protection

Admin Tools

Air Compliance

**Home**

**Search Criteria**

- AIRS ID:
- Compliance Office:
  - CDOR-Cen: ORANGE
  - CD-Cen: ORLANDO
  - NEDB-NE Br: GAINESVILLE
  - NEDY-NE: DUVAL
- Status:
  - Please Select Facility Status
- Facility Reg Class:
  - Please Select Classification
- Address:

**Activity Criteria**

- Compliance Status:
  - Please Select Compliance Status
- Date Performed From: To:
- Compliance Category:
  - Please Select Category Code
- Date Due From: To:
- Activity Type:
  - Please Select Activity Type
- Activity Status:
  - Please Select Activity Status
- Assigned Staff:
  - Please Select Assigned Staff

**Violation Criteria**

- Violation Status:
  - Please Select Violation Status

Welcome: [Sign Out]

Owner/Company Name:
Facility/Site Name:
County:
Zip Code:
City:

Search  Reset

11/2/2017
How AirCom Works

![AirCom Business Portal Screenshot](image)

**Admin Tools**

**Air Compliance**

### Facility Activities

**General**
- ARIS ID: 000001
- Owner/Company Name: FLORIDA POWER CORPORATION (D/A PROGRESS)
- County: XYZ
- Status: IN PROGRESS

**Activity Criteria**

- Compliance Status: Passe Select Compliance Status
- Date Performed From: 01/01/2014
- Compliance Category: INSPECTION
- Due Date From: 06/30/2014
- Activity Type: Passe Select Activity Type
- Activity Status: Complete
- Assigned Staff: Passe Select Assigned Staff

**Facility Activities**

<table>
<thead>
<tr>
<th>Date Performed</th>
<th>Associated Complaint</th>
<th>Compliance Category</th>
<th>Activity Type/Description</th>
<th>Notes</th>
<th>Date Date</th>
<th>Activity Status</th>
<th>Initial Compliance Status</th>
<th>Current Compliance Status</th>
<th>Number of Violations/Resolution</th>
<th>Operation(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/24/2014</td>
<td>INSPECTION</td>
<td>Test Activity</td>
<td>Test Activity for Material Office - 06/24</td>
<td></td>
<td>06/24/2014</td>
<td>Complete</td>
<td>SIGNIFICANT NON COMPLIANCE</td>
<td>IN COMPLIANCE</td>
<td>Violations (2) / Resolutions (4)</td>
<td>View/Edit Activity / Delete Activity</td>
</tr>
<tr>
<td>06/24/2014</td>
<td>INSPECTION</td>
<td>Test Activity</td>
<td>Test Activity 2 for Material Office - 06/24</td>
<td></td>
<td>06/24/2014</td>
<td>Complete</td>
<td>SIGNIFICANT NON COMPLIANCE</td>
<td>IN COMPLIANCE</td>
<td>Violations (1) / Resolutions (1)</td>
<td>View/Edit Activity / Delete Activity</td>
</tr>
<tr>
<td>06/24/2014</td>
<td>INSPECTION</td>
<td>Test Activity</td>
<td>Test Activity 1 - 24th June</td>
<td></td>
<td>06/24/2014</td>
<td>Complete</td>
<td>SIGNIFICANT NON COMPLIANCE</td>
<td>SIGNIFICANT NON COMPLIANCE</td>
<td>Violations (2) / Resolutions (2)</td>
<td>View/Edit Activity / Delete Activity</td>
</tr>
<tr>
<td>06/24/2014</td>
<td>INSPECTION</td>
<td>Test Activity</td>
<td>Test Activity 2 - 24th June</td>
<td></td>
<td>06/24/2014</td>
<td>Complete</td>
<td>MINOR NON COMPLIANCE</td>
<td>MINOR NON COMPLIANCE</td>
<td>Violations (1) / Resolutions (1)</td>
<td>View/Edit Activity / Delete Activity</td>
</tr>
<tr>
<td>06/21/2014</td>
<td>INSPECTION</td>
<td>Test Activity</td>
<td>Test Activity</td>
<td></td>
<td>06/21/2014</td>
<td>Complete</td>
<td>SIGNIFICANT NON COMPLIANCE</td>
<td>IN COMPLIANCE</td>
<td>Violations (2) / Resolutions (2)</td>
<td>View/Edit Activity / Delete Activity</td>
</tr>
<tr>
<td>06/25/2014</td>
<td>INSPECTION</td>
<td>Test Activity</td>
<td>Test Activity 1 - Harass</td>
<td></td>
<td>06/25/2014</td>
<td>Complete</td>
<td>SIGNIFICANT NON COMPLIANCE</td>
<td>IN COMPLIANCE</td>
<td>Violations (1) / Resolutions (1)</td>
<td>View/Edit Activity / Delete Activity</td>
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<tr>
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<td>INSPECTION</td>
<td>Test Activity</td>
<td>Test Activity 2 - Harass</td>
<td></td>
<td>06/25/2014</td>
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<td>IN COMPLIANCE</td>
<td>Violations (1) / Resolutions (1)</td>
<td>View/Edit Activity / Delete Activity</td>
</tr>
</tbody>
</table>
### FLDEP Non-General Permit Air Inspection

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
<th>Email</th>
<th>Primary Contact</th>
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</thead>
<tbody>
<tr>
<td>David Miller</td>
<td>Chief Engineer</td>
<td>600-555-1212</td>
<td><a href="mailto:dmiller@fakeemail.com">dmiller@fakeemail.com</a></td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Regulated Emission Units Conditions**

<table>
<thead>
<tr>
<th>EU #</th>
<th>EU Description</th>
<th>pollutants</th>
<th>Min Through Rate</th>
<th>Max Through Rate</th>
<th>Min Emissions</th>
<th>Max Emissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wood Shaving, Inc</td>
<td>10% Ash</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
</tbody>
</table>

**Capacity/PTU**

<table>
<thead>
<tr>
<th>PTU</th>
<th>EU Description</th>
<th>pollutants</th>
<th>Min Through Rate</th>
<th>Max Through Rate</th>
<th>Min Emissions</th>
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How AirCom Works
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DEP BUSINESS PORTAL

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DEP BUSINESS PORTAL
Process

• Analysis of existing systems and database needs
  • Do existing systems meet existing needs and if not, can they be modified?

• Joint requirement planning meetings
  • Time where agency relays needs to developer
  • Developer would create mockups to start dialogue

• Application Development

• Testing

• Go live (August 2014)
Keys To Successful Development

- Team
  - Knowledgeable field staff
  - Data quality assurance manager
  - Policy staff
  - Decider

- Contractor
  - History of successful projects
  - Open communications regarding status of project
    - What is working and what is not

- Preparation
  - Pre-joint requirement planning meetings
Early Successes

- 100% compliance with internal data entry timelines within 6 months of going live statewide
- Less time needed to format data for EPA upload
- Less manual quality assurance needed
- Direct accountability for inspectors
Contact

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