

Using Technology For Efficiency

Cole Miller

Industrial NPDES and Permits Processing

Ohio EPA Division of Surface Water

Potential Pitfalls

- Handoffs and Dropped Balls
- Lack of Awareness
 - How are we doing?
 - Specific areas of improvements?
- Context Switching

Case Study #1

TRACKABLE AUTOMATIC ASSIGNMENTS

Permits-To-Install

- Permits-To-Install
 - Sanitary Sewer Installations
 - WWTP Plans
- 1,200 PTIs process per year
 - That's about 5 per day!

Costly Handoffs

- Original Process:
 - District Supervisor signs-off and e-mails Central Office
 - Central Office assigns and e-mails Processing Staff
 - Processing Staff processes and sends out approved permit.

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Goals to Improve

- Elevate work from e-mail
- Automatically assign work
- Use reports to display information
 - What's pending
 - Is fee paid?
 - Notes from supervisor

Sample of Report

Rev Id	signoff date	projname	forms	antideg	adcomments	appdate	Supervisor comments	Date Marked as Paid	balance due
1546518	2/27/2023 4:47:46 PM	State Route 67 Pump Station #2 Improvements	B1	False		1/5/2023 10:41:32 AM	https://ohiodas.sharepoint.com/:f:/r/sites/EPA-DEFA/OFA/TRS/Environmental%20Engineering%20Unit/Sycamore%20PTI1546518%20NWDO?csf=1&web=1&e=JRjyac	2/2/2023 6:29:36 AM	0
1421348	2/27/2023 12:45:10 PM	The Trails of Greydiff Section 8 (Public)	B1	False		12/2/2022 9:00:14 AM		11/5/2021 9:49:54 AM	0
1486912	10/20/2022 12:16:47 PM	Grinder Pump Station & Force Main For Nova Tube and Steel	B1	False		5/3/2022 12:00:00 AM			803.46
1509550	1/4/2023 3:54:34 PM	New Madison WWTP Improvements	B1, B4	False		8/25/2022 8:22:25 AM	Coordinate with the modification to 1PA00017 in New SWIMS. Not subject to antidegradation, but a permit mod was needed.	8/25/2022 2:09:04 PM	0

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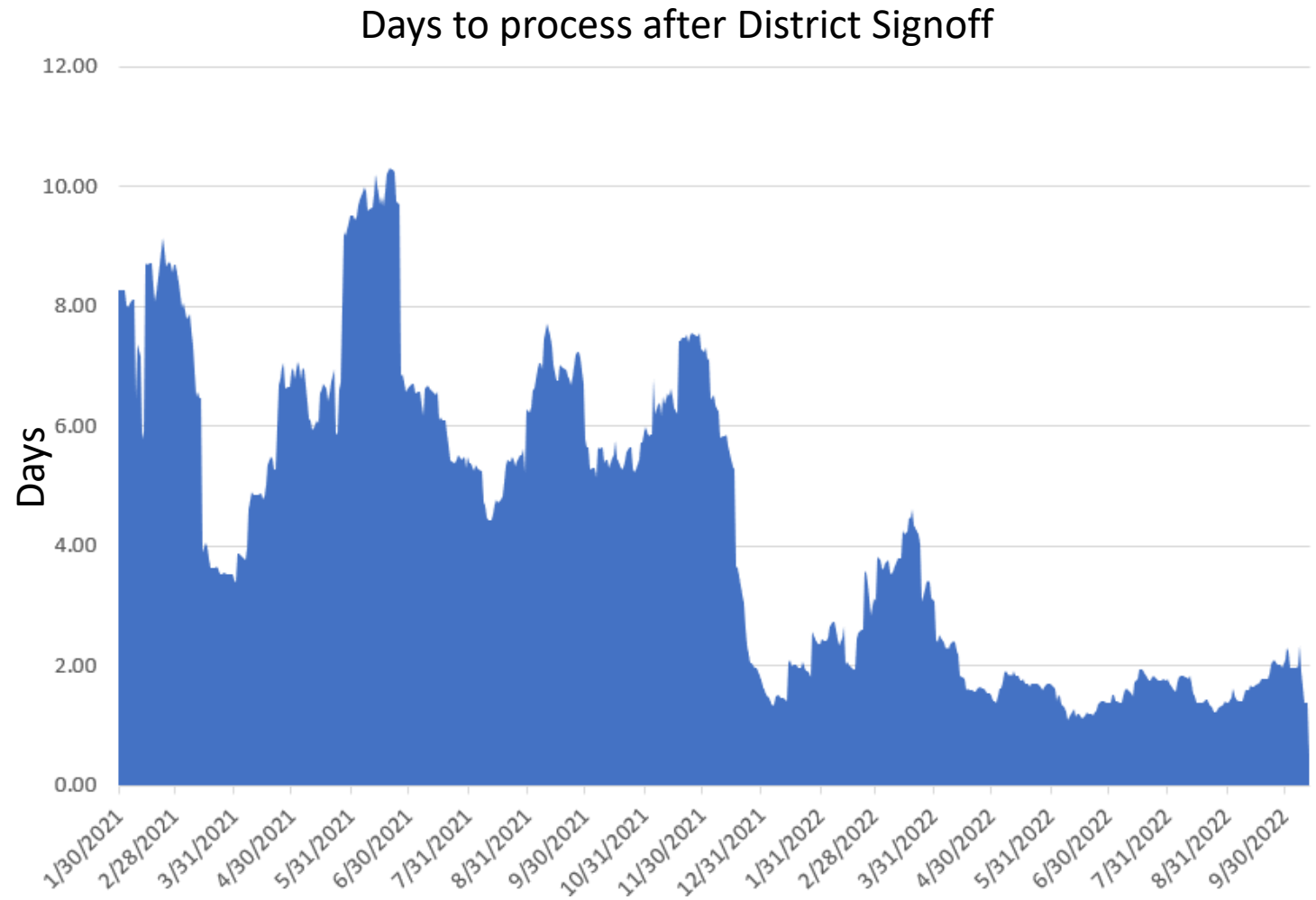
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Results

- New process implemented Dec. 2021.
- Administrative Processing
 - **Before:** 6 days
 - **After:** 2 days
- A typical PTI in one of our district is with the Agency for 20 total days. Meaning, we went from 24 days to 20 days.



Case Study 2

AWARENESS USING DATA

Awareness and Motivation

- Easy to know:
 - What my goals are
 - How my team is doing
- Hard to know:
 - How does my work compare to others
 - How does my teams work compare to other teams

NPDES Backlog

- Central Office had need for:
 - Show backlog percentages between Districts
- District had need for:
 - A way to show backlog percentages within counties

Backlog Visualization

District	NPDES Backlog
NEDO	14.7%
SEDO	12.5%
CDO	6.7%
NWDO	6.0%
SWDO	3.8%
Overall:	<u>9.9%</u>

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Conditional Formatting

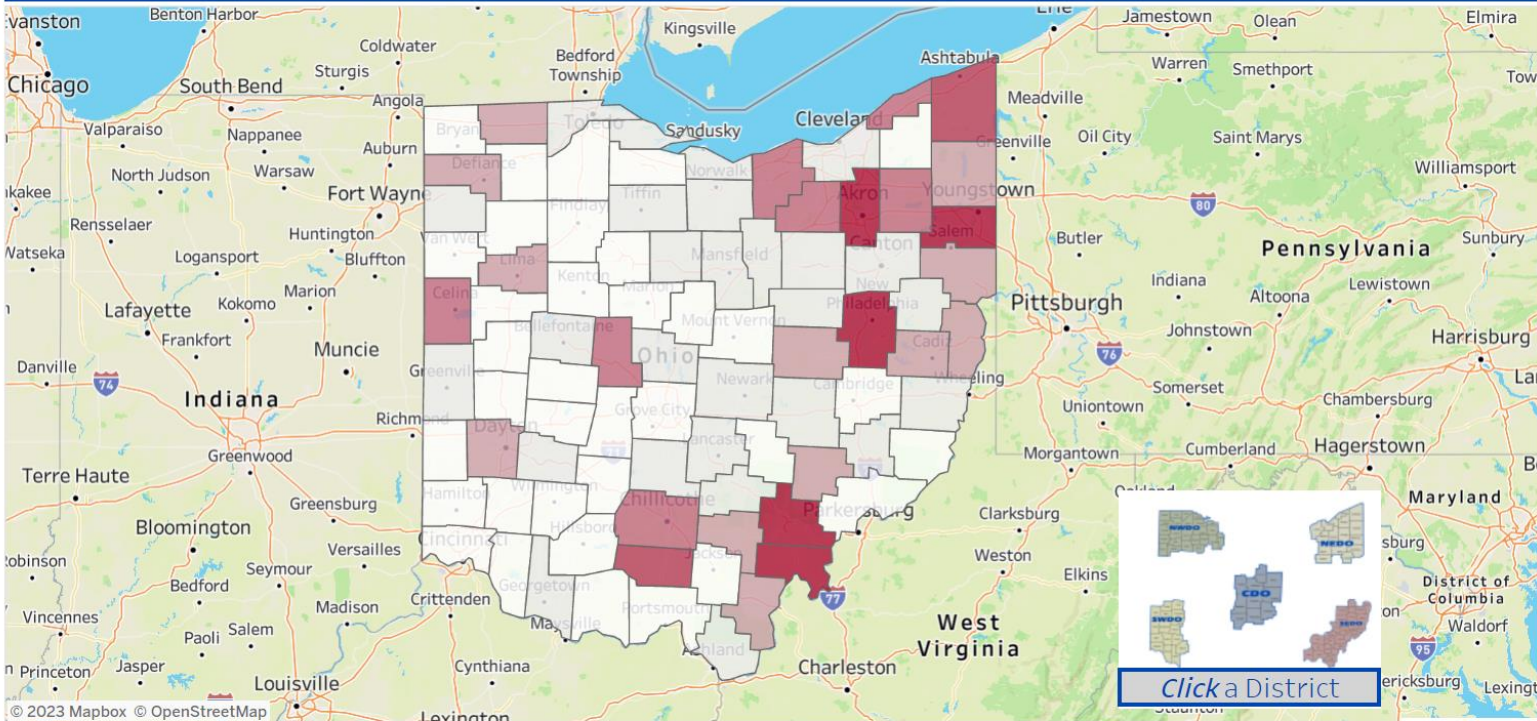
Tableau Visualization

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Expired Permits Map | Expired Permits Table | Instructions

Expired and Expiring Individual NPDES Permits

[Click a County for Individual NPDES Permit Details](#)



Expired: **318** (9.9%) 62 permits to reach 8% Total: 3,209



District Standing

NEDO	14.7%
SEDO	12.5%
CDO	6.7%
NWDO	6.0%
SWDO	3.8%

Backlog Performance Standard: 10%

Facility Rating
(All) ▾



Dashboard Last Updated: 2/26/2023 10:06:49 PM
Created by: Garrett Ridge, Ohio EPA, Division of Surface Water



Tableau Drilldown

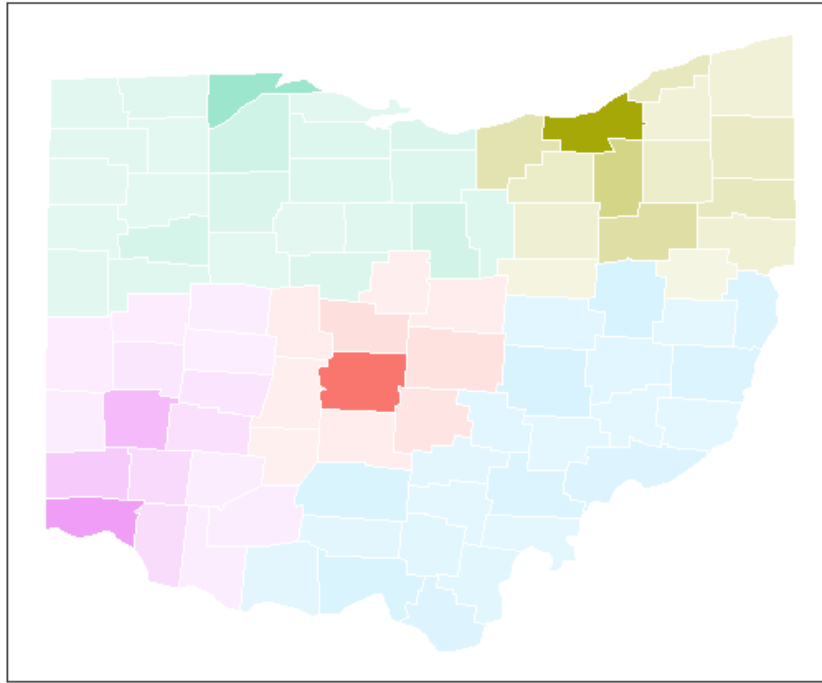
Permit Details

Permit	Facility	Facility Rating	County	Renewal Status	Current Workflow Task	Expiration Date
3IN00372*DD	Lime Lakes Energy LLC	Minor	Summit	Renewal In Pro..	Draft Permit	09/30/2022
3IG00026*JD	CITGO Petroleum Corp	Minor	Summit	Renewal In Pro..	Antidegradation Review	10/31/2022
3II00189*ED	PPG Industries Inc Lime Lake #6	Minor	Summit	Renewal In Pro..	Antidegradation Review	10/31/2022
3PT00127*DD	Spring Garden Waldorf School	Minor	Summit	Past Due - App..	Null	10/31/2022
3PR00569*BD	Tiki Underground	Minor	Summit	Renewal In Pro..	Public Notice Comments o..	11/30/2022
3II00206*BD	Emerald Transformer PPM LLC	Minor	Summit	Past Due - App..	Review Application	12/31/2022
3IE00007*ID	PVS Chemical Solutions	Minor	Summit	Renewal In Pro..	Major/Minor Review	02/28/2023
3PR00286*DD	Ken Stewarts Lodge	Minor	Summit	Renewal In Pro..	Supervisor Review	02/28/2023
3PR00406*CD	Fishermans Central	Minor	Summit	Renewal In Pro..	Supervisor Review	02/28/2023
3IZ00010*GD	Cuyahoga Falls WTP - CF2	Minor	Summit	Renewal In Pro..	Major/Minor Review	04/30/2023
3PR00723*BD	Good Vibration Enterprises, Inc.	Minor	Summit	Renewal In Pro..	Check for Compliance	04/30/2023
3PV00111*DD	Mayfield Park MHP	Minor	Summit	Past Due - App..	Null	06/30/2023
3PR00338*DD	City of New Franklin	Minor	Summit	Renewal In Pro..	Review Application	07/31/2023
3PV00057*FD	Nimisila Senior Estates	Minor	Summit	Renewal In Pro..	Review Application	07/31/2023
3PR00565*CD	Mac's Convenience Store LLC DBA Circle K..	Minor	Summit	App Not Due	Null	08/31/2023
3IH00046*HD	Pressler Home Dressed Meats	Significant Minor	Summit	App Not Due	Null	09/30/2023

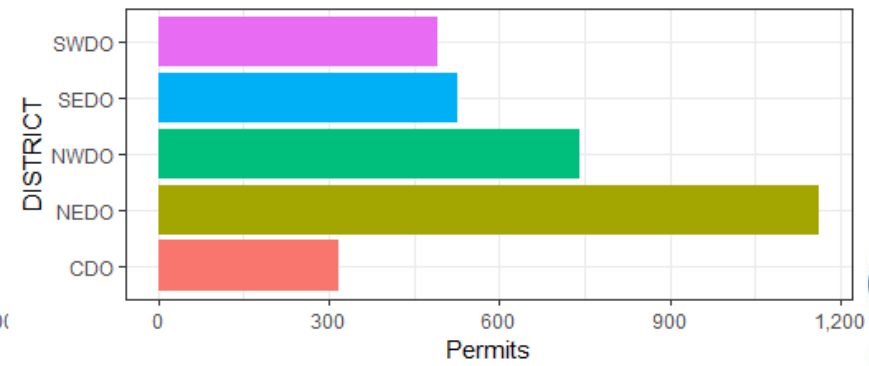
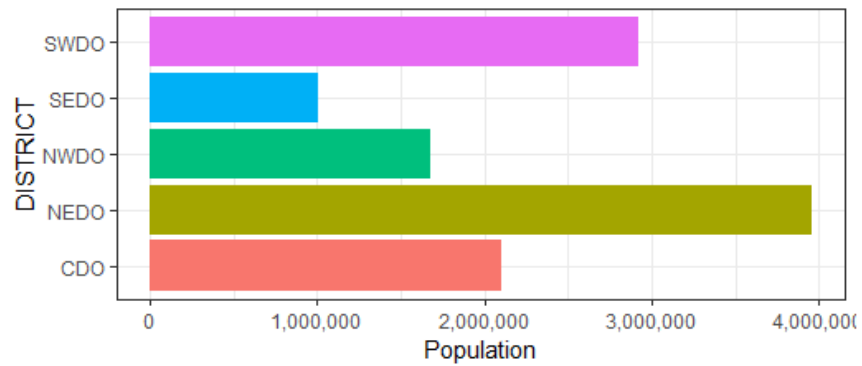
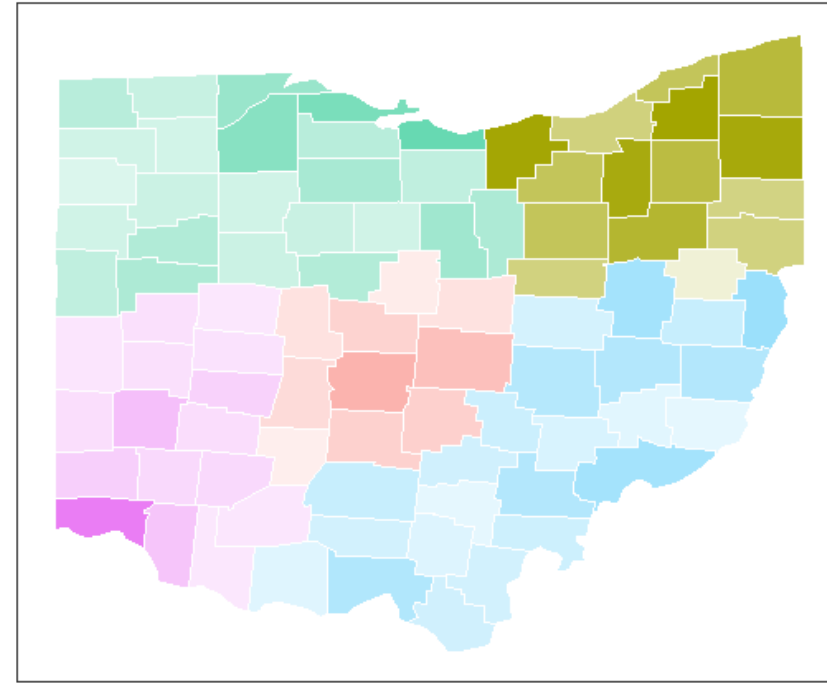
A Note About Magnitude

- Counties have varying amount of permits
 - Imagine a county with 10 permits – a backlog of 2 wouldn't take very long.
 - Imagine a county with 100 permits – a backlog of 20 would take more time.

Ohio Populations by County



Ohio Individual NPDES Permits by County



Awareness Results

- Summer 2022 backlog was close to 15%
- Currently at 9.9%
- Allowed us to re-allocate
 - Contractor worked on at least 42 permits in last 3 months
 - One district supervisor signed off on work in other divisions
 - Central Office provided additional support