



# Connecticut Department of Energy and Environmental Protection



# Promote an Integrated, Balanced Approach to Compliance Assurance

Maximize protection of the environment and public health and safety by

- using permit, compliance assistance and enforcement tools and resources in an integrated, balanced manner
- solving environmental problems identified as priorities



# LQG New Notifier Outreach Initiative

## RCRA Program Innovation

- Analysis of New LQG Notifier Data  
(5 Year Review - 2007 through 2012)
  - Approximately 6 New LQGs Per Year
  - ~50% of the new LQGs were inspected within this period
  - ~70% of the inspected sites had violations
- Develop SOPs and Outreach Materials
  - Access to RCRA Compliance Assistance Hotline
  - On-line Hazardous Waste Management Training
  - Hazardous Waste Advisory Committee
- Initiated the Outreach in FFY 2013



# LQG New Notifier Results

## Goals

- Increase Compliance Rate
  - Maximum Effect with Minimum Effort
  - 40% increase in compliance to 70%
  - For 30 % in noncompliance - violations identified were minor with resolution through a Notice of Violation

## Developing Relationships

- 20 NEW LQG Contacts established
- Identify/Highlight Facility Specific Issues



# Hazardous Waste Management Online Training Course

- Launched in 2011, viewed by over **6,992** people – 24/7 training
- **Survey results:** 95% noted course effectively reinforced understanding of Haz. Waste regs and was relevant to job; 80% enjoyed taking course on-line
- Over **380** certificates have been issued
- **1,097** students have actively participated in the course - Some students are taking the course a 2<sup>nd</sup> and 3<sup>rd</sup> time to address their training requirement
- There have been over **240** students from **50** countries
- Cost – **FREE** - RCRA on-line training costs range from \$300 to \$569

The screenshot shows the website for the Connecticut Department of Energy & Environmental Protection. The page is titled "Hazardous Waste Management Online Training Course". It features a navigation menu with options like "Home", "About Us", "Programs & Services", "Publications", "Forms", and "Contact Us". The main content area includes a "Hazardous Waste" sidebar with links to various topics such as "Hazardous Waste A - Z", "What is Hazardous Waste?", "Hazardous Waste Regulations", "Hazardous Waste Compliance Assistance", "Inspection and Enforcement Process", "Information for Generators", "Waste Transporters", "Treatment, Storage & Disposal Facilities", "Used Oil", "Universal Waste", "Hazardous Waste", "Regulating Waste Main Page", and "Main Menu". The main text area provides an overview of the course, stating that it is a free online training course to assist businesses in meeting the initial and annual training requirements for hazardous waste generators under the Resource Conservation and Recovery Act (RCRA). It also mentions that the course is designed as a general overview of the regulatory requirements for handling hazardous waste and is targeted to hazardous waste handlers, managers, and supervisors responsible for knowing the law and to assist them in complying with it. A section titled "The course IS NOT intended to satisfy all of your RCRA hazardous waste training requirements..." provides additional information. The page concludes with instructions on how to access the course via Moodle and a list of registration instructions for new and returning users. It also includes contact information for support and a link to a printable version of the page.



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# Providing Electronic Training Opportunities for Business and Municipalities

- **RICE NESHAP & Area Source Boiler Rule** training modules- provide regulated community with easy method to determine whether RICE or boiler subject to the rule and for obtaining comprehensive source-specific requirements
- RICE - published April, 2015, over 1,100 views; Area Source Boiler – published June, 2014, over 600 views
- **Open Burning** online certification course for municipalities
- **MS4** – Developing maps delineating reg. jurisdiction and on-line courses and tools/templates to support communities
- Close to launch on online course for **Aquifer Protection** program & redesigning **Inland Wetlands** online course



# Streamlining the UST Inspection and Enforcement Processes through Technology & LEAN



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# PROCESS IMPROVEMENT— UST INSPECTIONS

	<b>Old Process</b>	<b>New Process</b>
Pre-Inspection	19 Steps	3 Steps
Inspection	34 Steps	35 Steps
Post-Inspection	65 Steps	9 Steps
<b>Total</b>	<b>118 Steps</b>	<b>47 Steps</b>







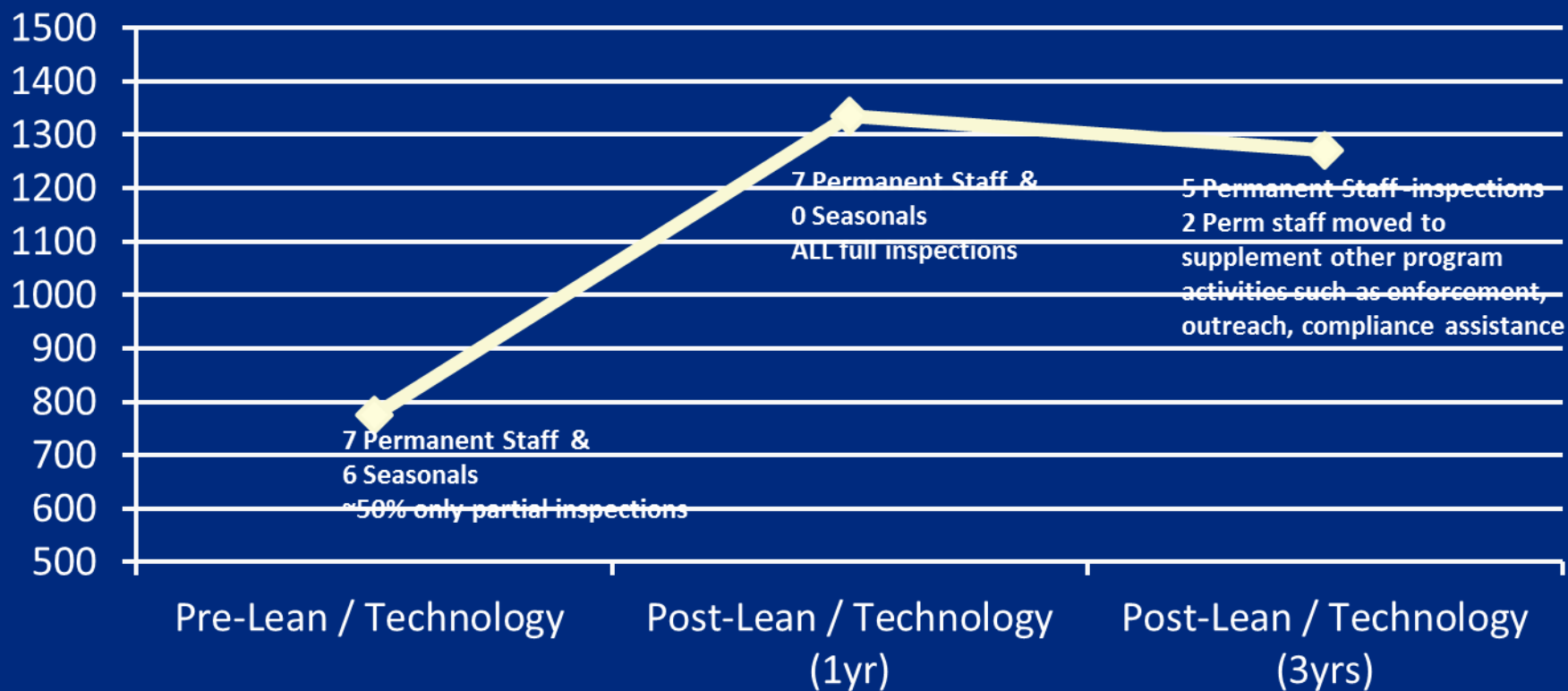
# UST Inspection Streamlining

- Eliminate need to be in the office
- Mobile office technology
- No need to look up paper files
- Complete checklist, narrative report, collect signatures, issue report, NOV, red tag on the spot in the field



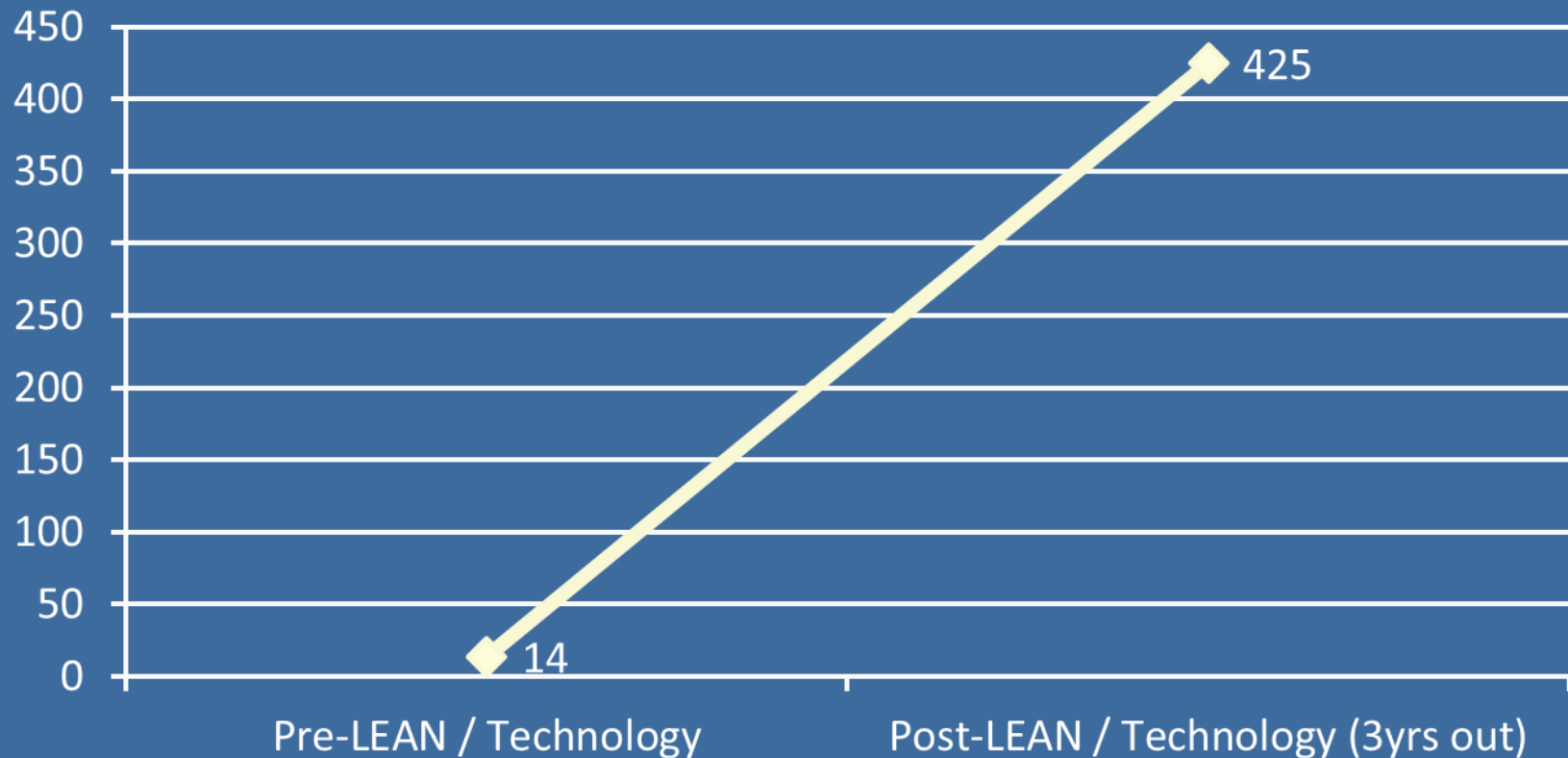
# RESULTS

## Effect of LEAN & Mobile Technology on UST Inspection Outputs



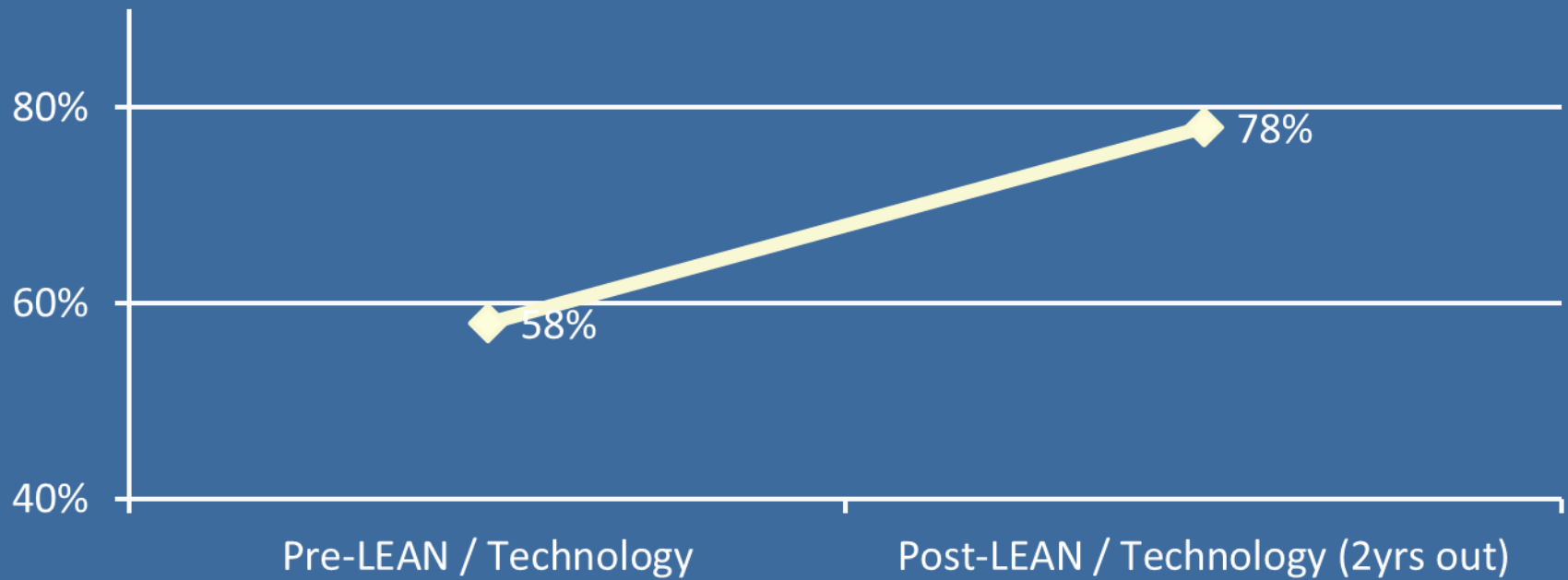
# RESULTS CONTINUED

## Effect of LEAN & Mobile Technology on UST Notices of Violation Issued Annually





## Compliance Rates





## Transferability of Technology - continued

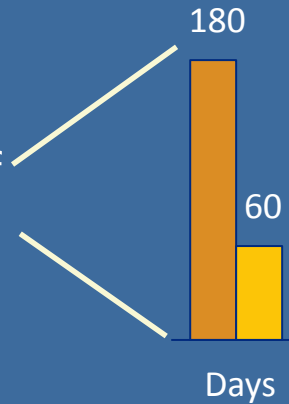
- **Two Components:** on-line inspection checklist & mobile office technology
- All programs with field presence can benefit greatly by the mobile office technology:
  - Inspections can be entered and uploaded for review
  - Photos and documents can be attached
  - Copies of photos can be provided
  - Signatures obtained
  - Maximize number of inspections/minimize office time



# Regulatory Tools that Provide Faster, Effective Alternatives to Individual Permits

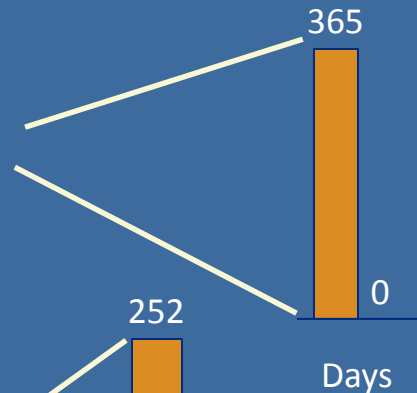
- General Permits

- Qualified Professional Certification- In lieu of DEEP review - Pretreatment for Metal Finishers, Miscellaneous Discharges (consolidated 9 GP categories), Construction Stormwater saves applicants up to **120 days**



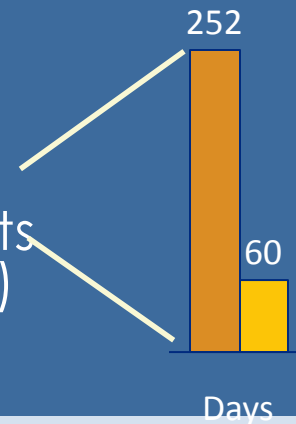
- Permit by Rule

- Combined Heat and Power (coming soon) saves applicants up to **1 year**



- Notification

- State Inland Wetland, Water Diversion or Stream Channel Encroachment Line Permits if prior authorization with Army Corps (2012) saves applicants up to **192 days**



# Questions?

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