

myDEQ FY2023

State of Arizona – Department of
Environmental Quality

Project Investment Justification (PIJ)

June 15, 2022



Agency Vision

To be the No. 1 state in the nation in balanced, leading-edge environmental protection through technical and operational excellence, and radical simplicity for customers and staff.

Agency Mission

To protect and enhance public health and the environment.



Team Introduction

Roles Present at ITAC

- Gary Heller, Chief Information Officer
- Khursheed Mallick, Deputy Chief Information Officer
- Latha Toopal, Sr Business Analyst

Project Introduction - myDEQ

Stated Operational/Business Issue

- Paper transactions processed manually result in duplicative data entry efforts by staff and the regulated community
- These efforts are error prone and time consuming causing delays in permit issuance and return to compliance
- Inefficient processes, lack of certainty, and red tape cause frustration for our customers who are trying to create and expand their businesses

Benefit to the State Agency and Constituents

- myDEQ will increase efficiency and data accuracy for ADEQ and the regulated community
- Radical simplicity for customers to comply with state and federal environmental laws
- Alignment with a statewide goal of increasing online services and the Governor's commitment to providing "government at the speed of business"
- Protection of public health and environment by reducing time required to return facilities to compliance
- Increase in efficiency of ADEQ staff resulting in focus on more value-added tasks rather than entering data from paper

myDEQ Successes

- ADEQ offers 177 services and products
- Of those, 147 products and services were identified for automation
- Remaining 30 services will continue on paper due to minimal usage and complexity of the process
- Each year services have been delivered incrementally as prioritized by customers
- Since 2015, **93 services have been successfully implemented** that represent 63% of the 147 services to be delivered

Current Standing

myDEQ - Major Accomplishments

- **17,000 users** have been utilizing the online portal to transact with ADEQ
- **26,100 facilities** manage their permits to comply with state and federal regulations
- Average permitting decision time across agency has **dropped from 121 days to 8 days**
- For the 93 services delivered, the annual economic benefit to the state is **\$162M** utilizing an ePermitting calculator developed by Environmental Information Exchange Network (EIEN)

myDEQ

- **Greater Phoenix Chamber of Commerce - Mike Huckins, Vice President of Public Affairs**

“The Greater Phoenix Chamber supports efforts to maintain and expand the myDEQ web portal. The myDEQ online tool is a perfect example of government streamlining their processes to meet the needs of businesses and other stakeholders. The increase in permitting speed and the ease of doing business makes myDEQ portal invaluable to our membership and we look forward to additional features in the future.”

- **Salt River Project - Martin Megan, Senior Government Relations Representative**

“SRP uses the MyDEQ portal for electronic submission of water quality reports and documents to the Arizona Department of Environmental Quality (ADEQ). MyDEQ is a useful system that allows SRP to dispense with many paper forms and reports. As a customer, going paperless boosts efficiency by eliminating the time required to copy, mail and file hard copy monitoring reports. SRP supports the continued use and expansion of the myDEQ portal”

- **Freeport-McMoran Inc - Richard Bark**

“Industries in rural Arizona appreciate the opportunity to conduct business on-line through myDEQ. For the regulated community, different types of environmental permits can be obtained more quickly and payments can be made more conveniently through QuickPay. For ADEQ personnel, it allows them to focus more on protecting and enhancing public health and the environment instead of processing paperwork. It is a win-win solution for everyone

myDEQ

- **Fisher Industries - Chris Smith**

“MyDEQ is the best application system I have every used. Being the most user friendly and all-inclusive the rest of the country could learn thing or two from the Arizona Department of Environmental Quality.”

- **EPCOR Utilities**

“...this new reporting option will be a substantial time saver for my compliance team. The nearly instantaneous confirmation and subsequent follow-up results reports are also a huge plus...”

Proposed Solution

Underground Storage Tanks (UST) - Confirmed Release Reporting

- In FY21, ADEQ implemented the Underground Storage Tank (UST) application to allow customers to notify tank installations and report financial responsibility & suspected releases
- In FY22, ADEQ launched the UST Confirmed Release application to allow customers to submit initial components of the reporting
- For FY23, ADEQ proposes to add 12 additional components that provides customers an **end-to-end digital experience** in the Confirmed Release reporting module:
 - Site Characterization Report
 - Corrective Action Plans
 - Periodic Site Status Report
 - Cleanup Notice Form
 - Corrective Action Completion Report
 - Other Compliance Reports
 - Internal Manager Application
 - State Lead / Volunteers / Property Owner Access
 - UST Data Tab & Activities/Events
 - Appeal Functionality
 - Public Requests via ADEQ Website
 - Known Ongoing Unauthorized Impacted (KOU) Sites

Overview of Proposed Solution

- Addition of the **12 new components** to the myDEQ UST online service will offer a **fuller and richer experience** for our customers who will have **interactive access** to facility records and ability to meet their reporting obligations (application status, reminders/task list of items due to ADEQ, etc.).
- System continues to support a **Turbo-Tax model** that provides customers with the ability to navigate and interact with ADEQ, mitigating errors, and providing **secure access** to relevant facility information in ADEQ's database.
- Automation is in line with the statewide goal of increasing online government services and the Governor's commitment to providing **“government at the speed of business.”**

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Manage Project
2. Infrastructure and Technical architecture
3. User Acceptance Testing
4. Stakeholder Communication
5. End-user training

Shared

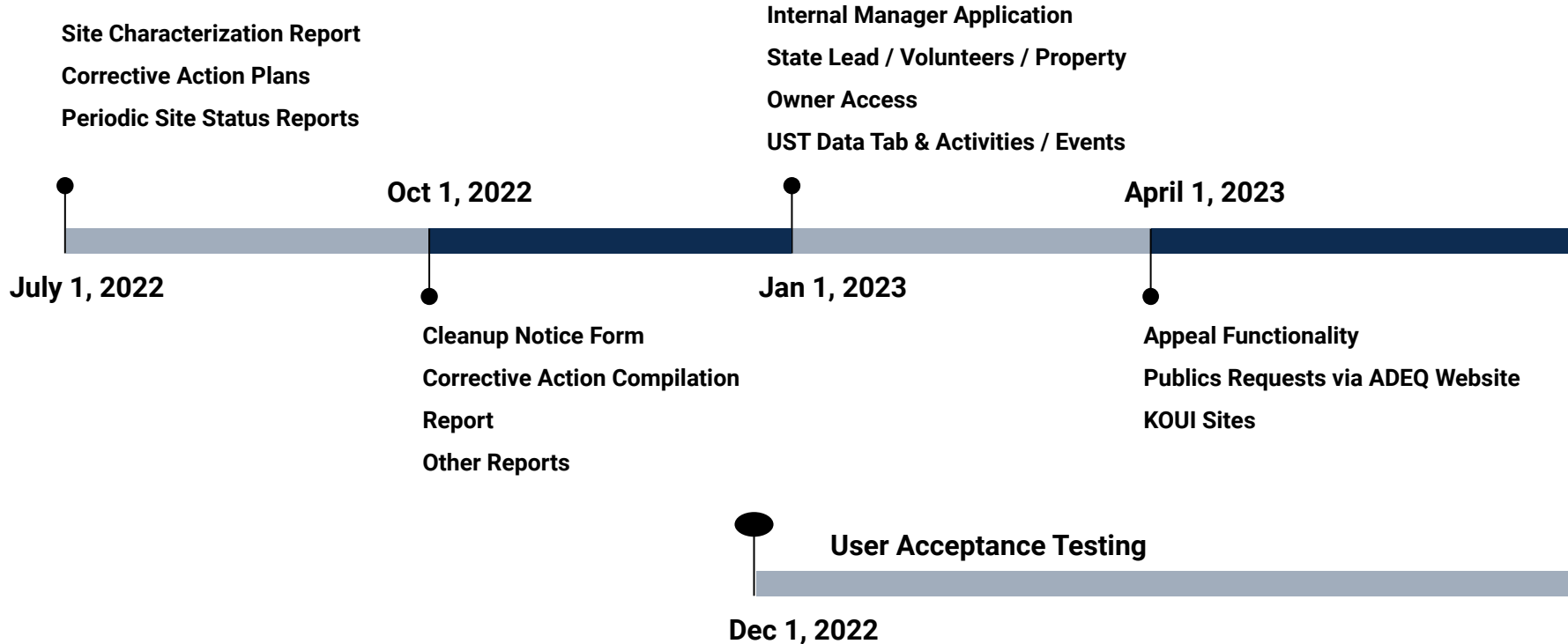
1. Business Analysis
2. Application Architecture
3. Data Architecture
4. Development
5. Unit & Integration testing
6. Deployment

Contractor

1. UI/UX
2. Quality Assurance
3. Scrum Master

Project Timeline

Identify timeline for Proposed Solution (High Level)



Project Costs

Project Costs by Category	FY2023	Total
Professional & Outside Services (Contractors)	\$1,357,125	\$1,357,125
Hardware	\$0	\$0
Software	\$0	\$0
Communications	\$0	\$0
Facilities	\$0	\$0
License & Maintenance Fees	\$0	\$0
Other Operational Expenditures	\$0	\$0
Total Development	\$1,357,125	\$1,357,125
Total Operational	\$0	\$0

What Success Looks Like

Change Management

Project Milestone Reporting

- I. Communications -
 - i. Monthly Reports
 - ii. Quarterly Financial Reporting
 - iii. PIJ Amendment approvals
 1. Sponsor
 2. ADOA-ASET
 3. ITAC (if required)

Measures of Success

- a. 100% adoption for use of online application by customers
- b. Increased customer satisfaction rating from businesses during Voice of Customer events
- c. ADEQ staff to realize a 80% reduction in data entry efforts which will be productively deployed towards environmental compliance monitoring and assistance
- d. Increase timely submittal rate by 80%
- e. \$1,260,480 estimated annual economic benefit to the State of Arizona (per EPA calculator)

Proposed Solution

Due Diligence and Method of Procurement

Development will be performed in-house by ADEQ full time employees with the help of Knowledge Services contractors who are currently on State Contract, have been involved, are comfortable, and knowledgeable with the previous myDEQ custom projects.

Technology

myDEQ application is a 3 tier architectural solution. Presentation layer is developed using XML, CSS 3.0, JavaScript and Bootstrap framework. Application/middle tier leverages Apache Application Server. Data layer is an Oracle 12c database known as the Arizona Unified Repository for Informational Tracking of the Environment (AZURITE). myDEQ application along with the associated databases has been migrated to Amazon cloud in June 2020.

Q & A Session

Requesting Approval For

ADEQ is requesting approval for:

**Implementing 12 additional components in
the UST Confirmed Release Application**

Using a total of \$1.36 million

And completing the project by June 30, 2023