

# myDEQ Underground Storage Tank Applications Improvements - FY24

State of Arizona  
Department of Environmental Quality

Project Investment Justification (PIJ)

June 21, 2023



**ADEQ's Mission/Vision**

To protect and enhance public health and the environment in Arizona.

**Through** consistent, science-based environmental regulation; and clear, equitable engagement and communication;

**With** integrity, respect, and the highest standards of effectiveness and efficiency;

**Because** Arizonans treasure the unique environment of our state and its essential role in sustaining well-being and economic vitality, today and for future generations.



# Team Introduction

## Roles Present at ITAC

- Steve O’Ney, Chief Information Officer
- Khursheed Mallick, Deputy Chief Information Officer
- Glen Holroyd, Applications Development Manager
- Latha Toopal, Sr Business Analyst

# Project Introduction

## Stated Operational/Business Issue

- Customer-provided feedback requires updates to existing systems
- New Business program needs were identified to improve customer experience
- Internal systems need to be modified to allow staff to effectively use the application
- Lack of features does not provide end-to-end online experience for our customers

## Benefit to the State Agency and Constituents

- Protection of public health and environment by reducing time required to return facilities into compliance
- myDEQ will increase efficiency and data accuracy for ADEQ & the regulated community
- Improved customer satisfaction & radical simplicity to comply with state & federal environmental laws
- Increase in efficiency of ADEQ staff resulting in focus on more value-added tasks rather than entering data from paper

## Overview

- ADEQ offers 177 products and services
- 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, 98 services have been successfully implemented that represent 55% of the 147 services to be delivered

# Current Standing

## myDEQ - Major Accomplishments

- **25,000 users** have been utilizing the online portal to transact with ADEQ
- **30,000 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 98 services delivered, the annual economic benefit to the state is **\$164M** (as calculated by an ePermitting calculator developed by Environmental Information Exchange Network (EIEN))
- Nationally recognized and awarded program

## Overview of Proposed Solution

- ADEQ implemented the Underground Storage Tank (UST) online services from FY21 through FY23 that allow customers to comply with the UST regulations
- For FY24, ADEQ proposes to add new features/improvements to the UST applications that provide a better end-to-end customer experience.
  - New features/reports will provide a one-stop-shop for all customers to meet UST regulatory requirements
  - Allow staff to input accurate tank data found during inspections
  - Improve internal systems for staff to reduce report review times
  - Add New data fields to improve data quality
  - Add New reports to better manage confirmed releases

# 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

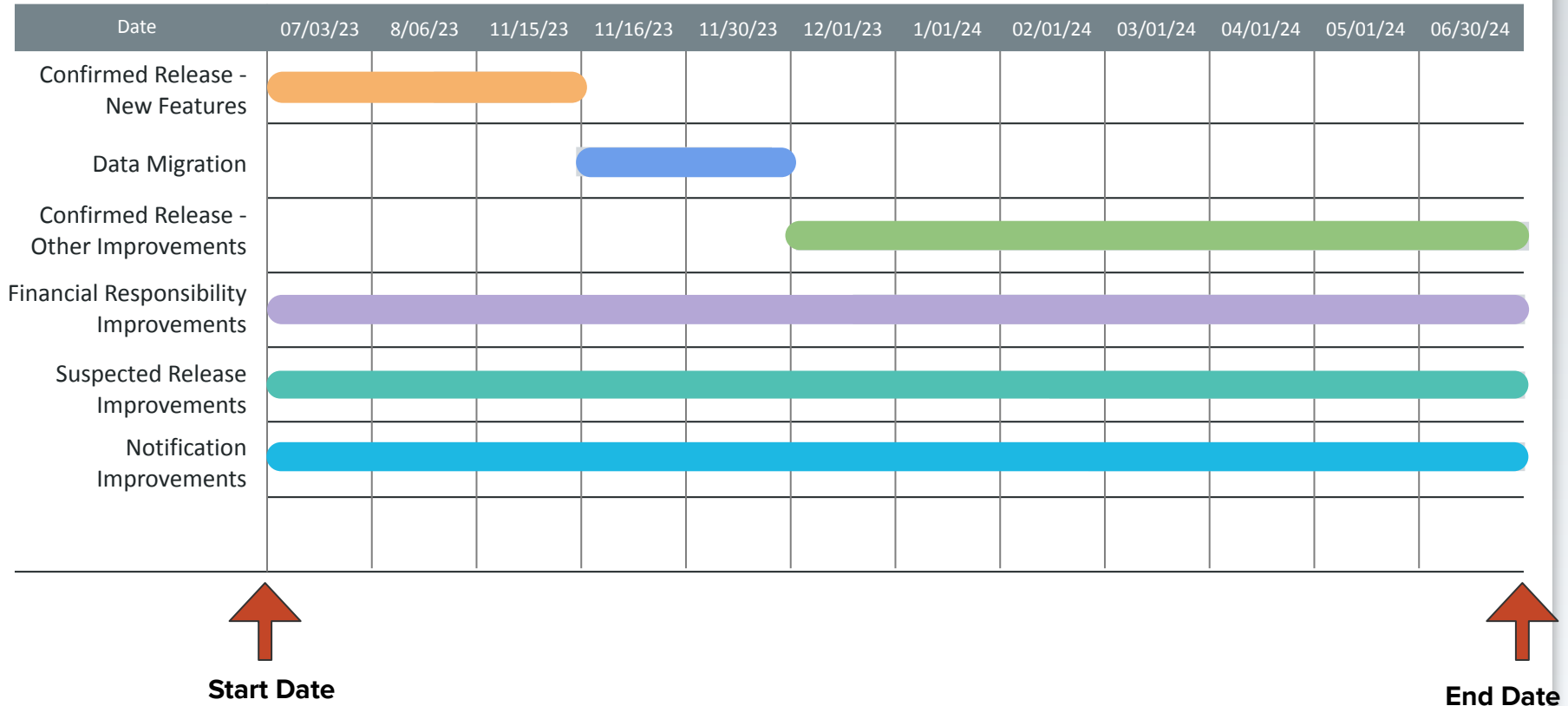
### Shared

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

### Vendor/Contractor

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

# Project Timeline





# Project Costs

Project Costs by Category	FY2024	Total
Professional & Outside Services (Contractors)	\$1,175,625	\$1,175,625
Hardware	\$0	\$0
Software	\$0	\$0
Communications	\$0	\$0
Facilities	\$0	\$0
License & Maintenance Fees	\$0	\$0
Other Operational Expenditures	\$0	\$0
<b>Total Development</b>	<b>\$1,175,625</b>	<b>\$1,175,625</b>
<b>Total Operational</b>	<b>\$0</b>	<b>\$0</b>

# What Success Looks Like

## Change Management

- a. Project Milestones
  - a. 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. Increase the number of UST facilities complying with their Financial Responsibilities and reporting
- b. Timely action on releases
- c. Increase data accuracy by updating incorrect/missed data
- d. Sustain the target of 80% of all facilities to be compliant at the time of inspection

ROI: \$8.4M estimated annual economic benefit to the State of Arizona for UST online services (per EPA calculator)

# Proposed Solution

## Due Diligence and Method of Procurement

Development will be performed in-house by DEQ full-time employees with the help of State approved vendor (professional outside services) who is 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 Angular, CSS 3.0, JavaScript and Bootstrap framework. Application/middle tier leverages Apache Application Server. Data layer is an Oracle 19c 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 AWS in June 2020.

## myDEQ ONLINE SERVICES

- **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.”*

# Requesting Approval For

ADEQ is requesting approval for:

**Implementing additional features and improvements in the UST Online Services**

**Total Cost - \$1.175 million**

**Project completion by June 30, 2024**

# Q & A Session