



### LOGIN

Forgot username or password?

[Request an Account](#)

LOGIN

#### Video Help

View short video tips on how to use myDEQ.



#### WHY myDEQ

See how myDEQ is helping to make a difference in Arizona



# Moving Forward myDEQ Phase 4

ITAC Presentation  
January 25, 2017





“Paper transactions and payments between businesses and ADEQ are inefficient, wasteful and burdensome...”

– Glenn Hamer, Arizona Chamber of Commerce



Customer  
convenience



Reduce regulatory  
burden

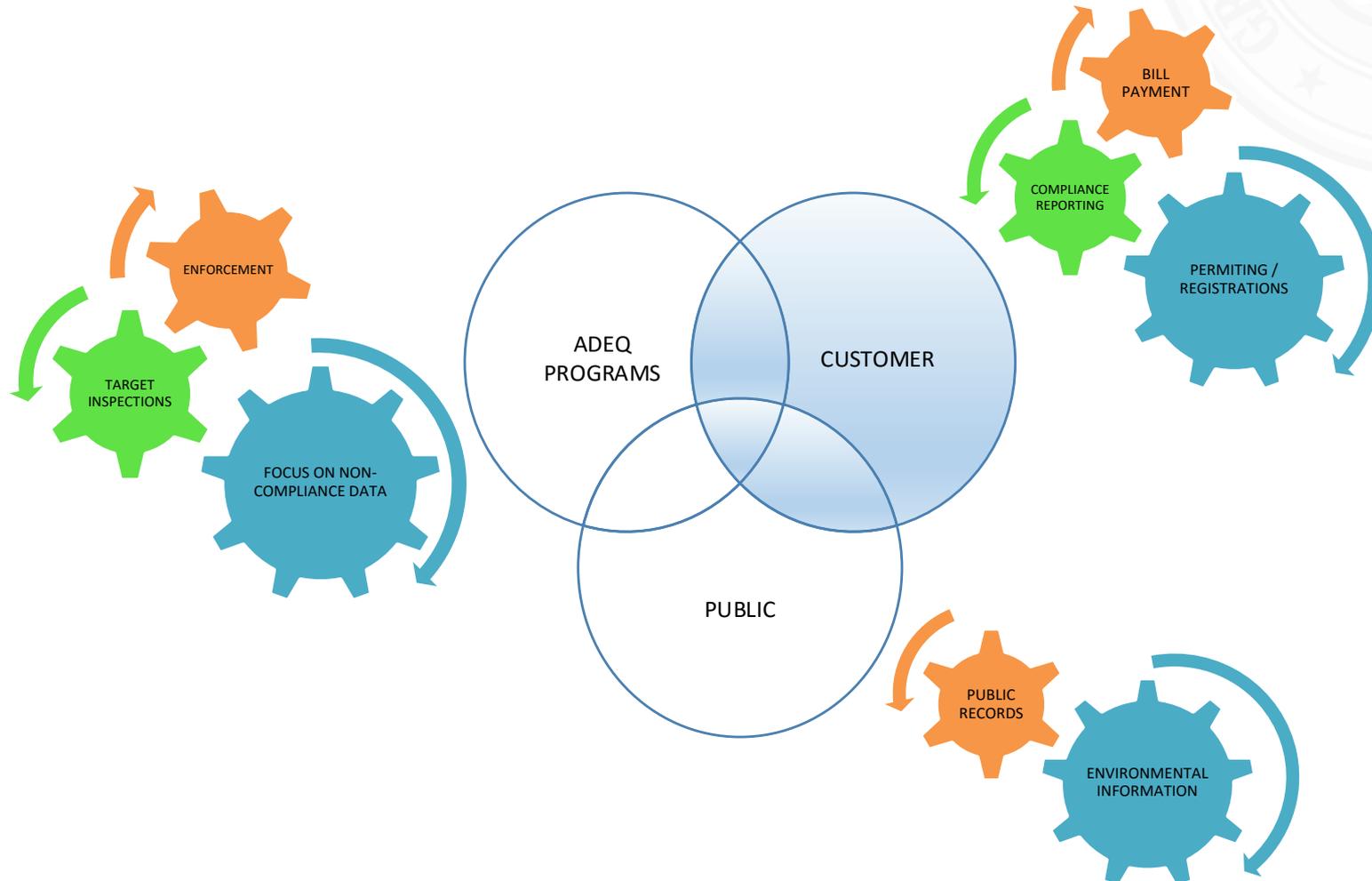


Government at the  
speed of business



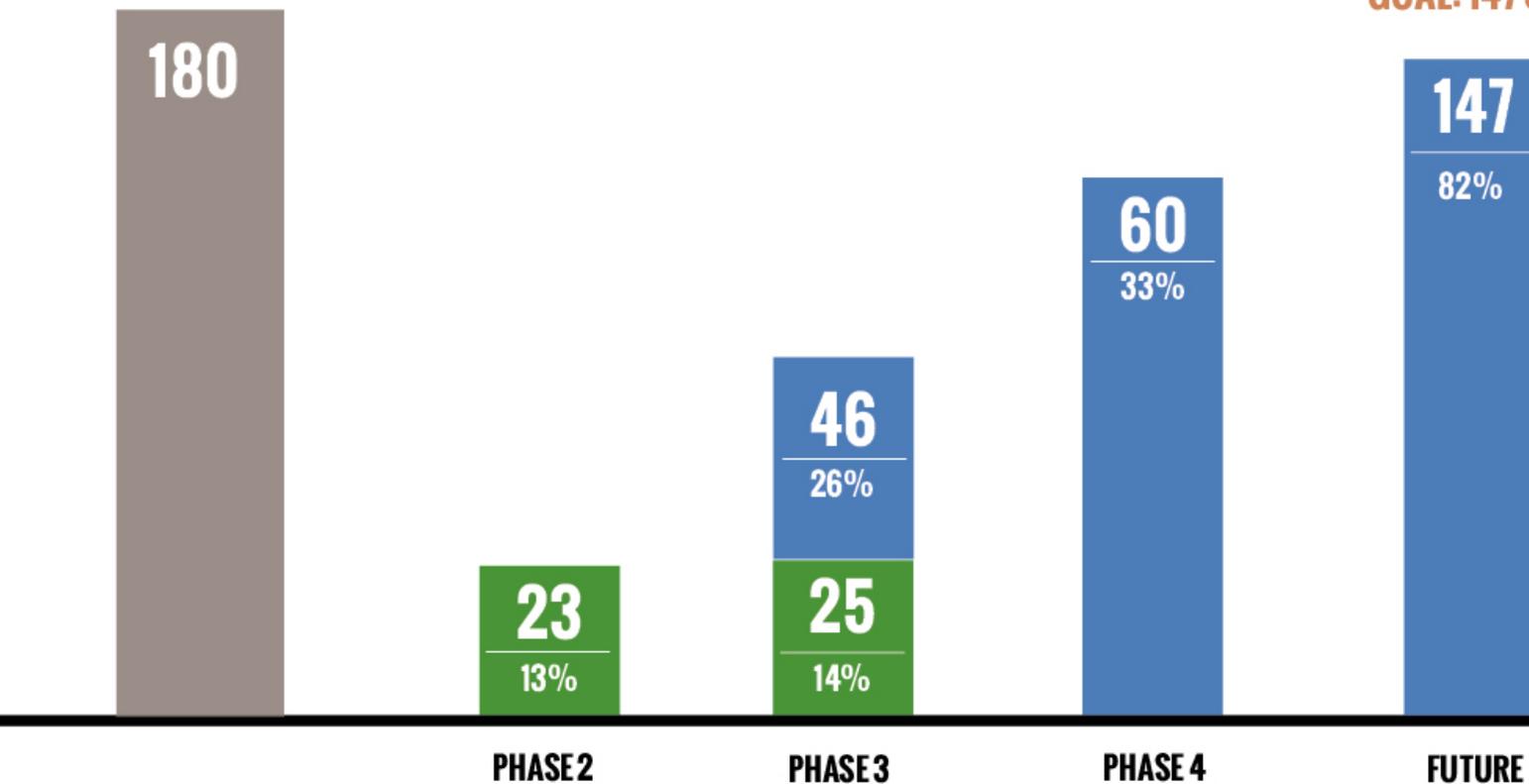
Attract businesses

myDEQ enables customers to apply for permits, report compliance data and make payments online.



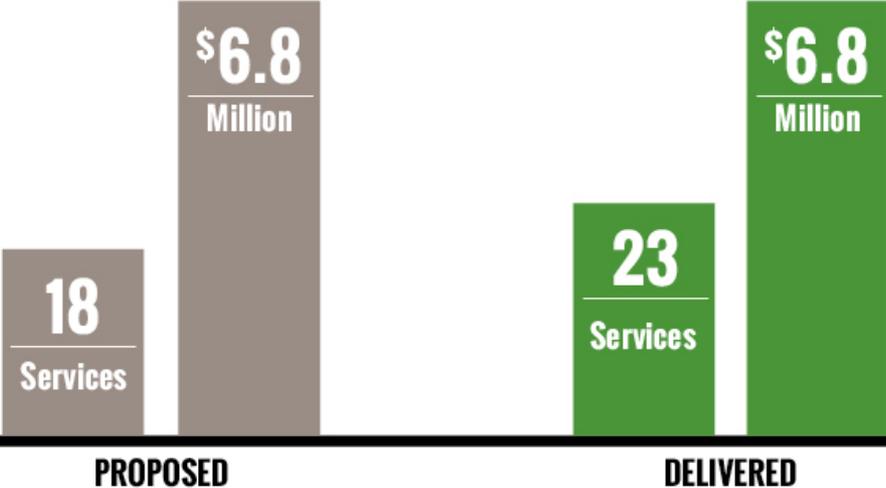
## Online Services

**GOAL: 147 SERVICES ONLINE**



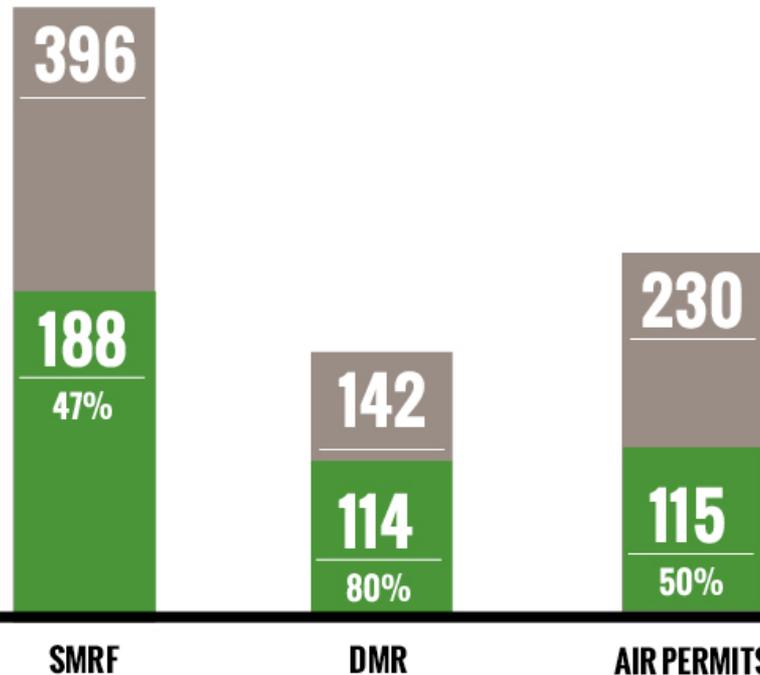
**TOTAL ADEQ SERVICES**   **ONLINE**   **PROJECTED**

# PHASE 2



## CUSTOMER ADOPTION RATE

GOAL: > 80% ADOPTION



 myDEQ SUBMISSIONS

 TOTAL SUBMISSIONS

*Customer adoption is accelerating as a result of customer engagement and community outreach*

# Phase 3: Current Status

Dec 6, 2016  
Release 3.1

Feb 24, 2017  
Release 3.2

Apr 28, 2017  
Release 3.3

May 26, 2017  
Release 3.4

Jun 30, 2017  
Release 3.5

RELEASE 3.1 (COMPLETED)	
UST Preapproval	1) Submittal and Review of application 2) Submittal of cost sheets

RELEASE 3.2 (IN PROGRESS)	
Air Permits	3) Renew C&S, CBP & HMA permits 4) Alerts for annual compliance 5) Email alerts for renewals 6) Email notification to counties. 7) Display correct Place Name

RELEASE 3.4 (PLANNED)	
UST Preapproval	18) Submittal of invoicing 19) Financial reconciliation
Quickpay	20) Accept partial payments (by invoice)

RELEASE 3.3 (IN PROGRESS)	
VEI	8) Get fleet permit 9) Terminate fleet permit 10) Obtain Equipment certification 11) Obtain Certification of Inspection (COI) for vehicle fleet maintenance
Storm Water Permits (CGP, MSGP & DMGP)	12) Get storm water permits 13) Modify/ Renew / Terminate permits 14 Determine compliance reporting requirements 15) Submit DMR (Federal rule Implementation) 16) Provide compliance status
Notifications	17) Email and web alerts

RELEASE 3.5 (PLANNED)	
Drywell / 2.01 and 2.04	21) Obtain Registration 22) Amend Permit 23) Submit Permit Closure
AESP Migration	Migrate myDEQ to DOA AESP cloud platform

**80% of the services being developed in phase 3 have been identified by customers as their highest priority**  
**Working with ADOA to migrate myDEQ application to AESP cloud platform**



# Phase 4: Prioritization



## PHASE 1 & 2 (Completed)

ORIGINAL SCOPE		ADDITIONAL SCOPE
<b>QUICKPAY</b> - Credit Card payment	<b>CUSTOMER ACCOUNT</b> - Registration - Login	<b>RCRA EPA ID</b> - Get - Mobility - Reconcile
<b>SMAP</b> - Enhanced	<b>DNR</b>	<b>Customer Account Management (Internal)</b>
<b>AIR PERMITS</b> CWS CBP HMAP	<b>Quickpay</b> - ACH Payment	<b>UST</b> Pre-approval Application

## PHASE 3 (In progress)

ORIGINAL SCOPE		ADDITIONAL SCOPE
<b>VEI</b> Certificate of Impact (COI)	<b>FAR</b> Facility Annual Report	<b>VEI</b> - Get Final Permit - Terminate Permit - Expire Certificate - Training
<b>DWMILL</b> REGISTRATION	<b>eDMR</b> - Steamwater - CAP - MSGP	<b>AIR PERMITS Enhancements</b> - Review GAP - Investigating for exp. crits - Reconcile - Courtesy - Display Permit status
<b>myNotifications</b> - manage alert emails	<b>QUICKPAY</b> - Allow Partial payments	<b>UST Grant pre-approval</b> - Submit application - Call sheet - Training - Financial records
<b>my Documents</b> View all my documents	<b>WATER PERMITS</b> - CBP - MSGP - Steamwater	<b>Bi-hazardous Medical waste Transporter Registration</b>

AIR APPLICATIONS WATER DIVISION APPLICATIONS WASTE DIVISION APPLICATIONS GLOBAL APPLICATIONS

## VOICE OF CUSTOMER

- AIR QUALITY DETERMINATION
- Used Oil Collection Site Registration
- MINING TIRE BURNAL APPLIC
- Waste/Used Tire Site Registration
- SEPTAGE HAULER REGISTRATION
- UST Suspected Release Report
- Task Service Provider Certification
- Bi-hazardous Medical waste Transporter Registration
- Battery Collection Site Registration
- Military Interstate Exemptions
- UST Notification
- In-State but Out-of-Area Exemptions

## PHASE 4 - PROPOSED

● LARGE CUSTOMER ● REGULATORY RQMT

IMPACT  
HIGH  
LOW

- AIR COMPLIANCE REPORTING
- DRINKING WATER OPERATOR CERTIFICATION
- OPEN BURN Permits
- ASBESTOS NOTIFICATION
- UST GRANT
- OUT-OF-AREA EXEMPTIONS (VEI)
- OUT-OF-STATE EXEMPTIONS (VEI)

- UST NOI
- TYPE 2 GP (Reclaim & App)
- DRINKING WATER ATE/AOC
- P2/LQG/FAR

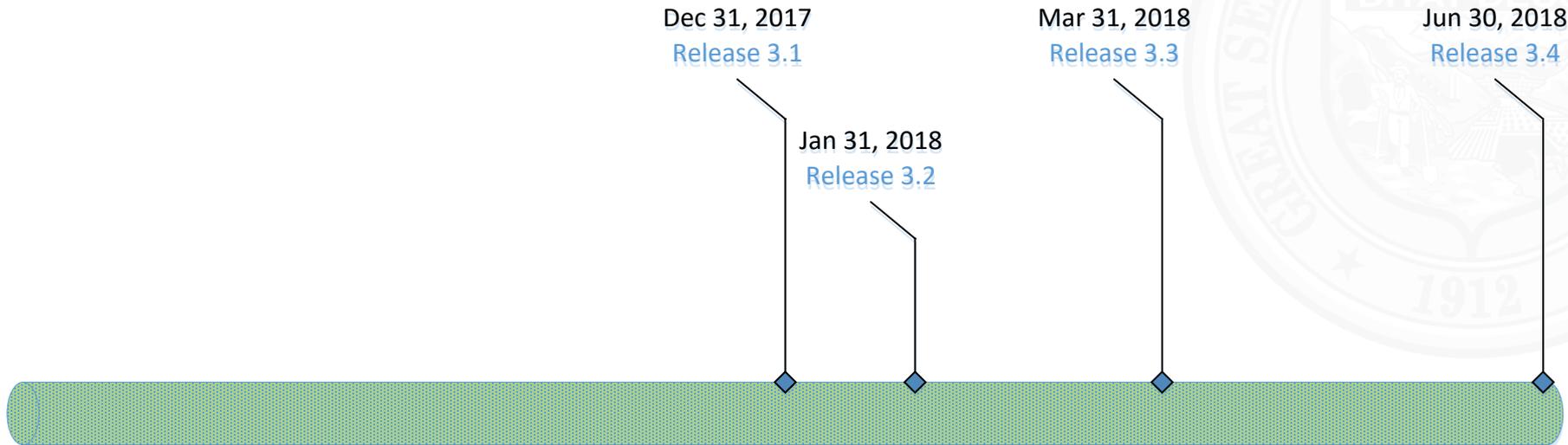
- LANDFILL TONNAGE
- BIOSOLIDS ANNUAL REPORT
- OVERSIZED VEHICLES CERTIFICATE (VEI)
- SANITARY SWEEP Overflow Reporting
- AIR SOIL-VAPOR EXTRACTION GENERAL PERMIT
- SPECIAL WASTE ID

- 401 Certification
- AZPDES/APP Exceedance Report
- AZPDES Individual permit

LOW ← → EFFORT → HIGH

# Phase 4: Project Scope

BUSINESS PROCESS	DESCRIPTION	EST. ANNUAL COUNT	ELAPSED TIME (DAYS)		TOUCH TIME (HOURS)	
			CURRENT	FUTURE	CURRENT	FUTURE
Facility Annual Report (FAR) Pollution Prevention (P2) Annual Facility Registration Annual Generator fees	1) Submission of Annual Report (FAR) and fee payment for associated Waste Generation 2) Reporting of Quarterly generation activity& associated fee payment for LQG 3) Submit Annual Registration with fee payment 4) Submission of Annual Pollution Prevention Plan for LQG	4,788	300	180	1.6	0.5
Out of State Exemptions	5 Purchase Out of State Exemption by submitting supporting documentations	2000	2	1	20	0.1
Air Quality Compliance Reporting	6) Upload Semi-annual and Annual Compliance Certifications and supporting documentations. Current air permit document made available on dashboard	750	60	15	180	120
AZPDES/APP exceedance reports/ Exceedance Reports 5/30 day under APP	7) Submit 5-day report for AZPDES permit exceedance 8) Submit 5-day for APP permit exceedance 9) Submit 30-day report for APP permit exceedance	572	30	5	120	15
Small MS4 General Permit*	10) Obtain Small MS4 General Permit 11) Modify Small MS4 GP 12) Renew Small MS4 GP 13) Terminate Small MS4 GP 14) Verify and Submit Water Quality Discharge Monitoring Data (NOTE: High Priority to meet Mandated Federal E-Reporting Rule)	60	21	1	4	0.1



RELEASE 4.1 (PLANNED)	
Air Quality Compliance Reporting	1) Upload Semi-annual and Annual Compliance Certifications and supporting documentations. Current air permit document made available on dashboard Financial reconciliation
Small MS4 General Permit	2) Obtain Small MS4 General Permit 3) Modify Small MS4 GP 4) Renew Small MS4 GP 5) Terminate Small MS4 GP 6) Verify and Submit Water Quality discharge Monitoring Data

RELEASE 4.2 (PLANNED)	
Out of State Exemptions	7) Purchase Out of State Exemption by submitting supporting documentations

RELEASE 4.3 (PLANNED)	
AZPDES/APP exceedance reports/ Exceedance Reports 5/30 day under APP	8) Submit 5-day report for AZPDES permit exceedance 9) Submit 5-day for APP permit exceedance 10) Submit 30-day report for APP permit exceedance

RELEASE 4.4 (PLANNED)	
Facility Annual Report (FAR) Pollution Prevention (P2) Annual Facility Registration Annual Generator fees	11) Submission of Annual Report (FAR) and fee payment for associated Waste Generation 12) Reporting of Quarterly generation activity & associated fee payment for LQG 13) Submit Annual Registration with fee payment 14) Submission of Annual Pollution Prevention Plan for LQG



## 14 Online services

Includes some of our most complex services



## Total project cost is \$3.2 million



## Projected completion date is June 30, 2018

***Total project cost for Phase 4 is reduced due efficiencies gained from prior phases.***

## LOW due to:

- Customer involvement early and often
- Agile development approach that can stop anytime and sustain what has been delivered
- Working software every 3 weeks
- Continuously applying lessons learned
- ASET involvement from beginning to end
- Bi-weekly planning cycle and daily status “Check-Ins”
- The same project management team
- Consistency of third party assessments
  - Assessment #6 is in progress

