

Cadence

SPECIAL EDITION

A monthly e-newsletter keeping you in step with the MiTAPS initiative

A New Day Dawns in State Government

MiTAPS Cuts Through Red Tape for State Licenses and Permits

by David Hollister, Director, Department of Labor & Economic Growth (DLEG)

Governor Jennifer M. Granholm announced in her State of the State address that Michigan would one day provide a one-stop shop for businesses seeking permits from state agencies. That day has arrived with the launch of the Michigan Timely Application and Permit Service (MiTAPS) making Michigan the first state in the nation to offer a robust streamlined, Web-based permitting process.

Gone are the days when businesses and individuals endured a maze of red tape to get the licenses and permits they need from state government. As a result it's easier than ever before to do business in

Michigan - resulting in more jobs created and retained in our state.

While Gov. Granholm charged our Department of Labor & Economic Growth with the development of the MiTAPS initiative, the inclusion of the departments of Information Technology, Environmental Quality and other state agencies has been critical to the success of this first of its kind project. Often in large organizations, the tendency is to operate in silos rather than to have cross agency development. MiTAPS shows we are busting the silos of state government and bringing together state agencies involved in permitting and licensing to work cooperatively and collectively to better serve our customers. This

collaborative effort has resulted in efficiencies for both state government in issuing licenses and permits and for the businesses and individuals who we serve.

A new day has dawned in Michigan government that creates a better business environment and encourages the retention of existing jobs and fosters the creation of new jobs. For example, it previously took a business building a new manufacturing facility 465 days to receive the required licenses and permits in Michigan but now this same project would take 183 days. That's a savings of 61 percent or 283 days!

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Cadence Call

"The roots of true achievement lie in the will to become the best that you can become." –Harold Taylor



Editor, Lynda Robinson
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Governor Granholm Announces MiTAPS

August 23, 2004 – Gov. Jennifer Granholm announced that the Michigan Timely Application and Permit Service (MiTAPS) was developed in response to requests from the business community to streamline the issuance of permits and licenses, allowing businesses to be more competitive in today's economy.

The Governor noted, "This sweeping reform will help make Michigan an economic powerhouse in the 21st century by

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Director Takai Proud of Strong Partnerships

In a recent press event announcing the launch of MiTAPS to the media, the Department of Information Technology (DIT) praised the strong partnerships and relationships between various state agencies as a key to the project's success.

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Gov. Announces MiTAPS

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removing obstacles and allowing our businesses to be nimble and competitive.”

The 24 hour, 7 day a week permitting system will enable businesses and consumers to move at their pace rather than wait on government offices to be open to file permit applications.

MiTAPS provides a single point of entry for access to all state permitting and licensing systems. It eliminates the uncertainty of submitting permits and provides applicants with acknowledgement that the permit or licensing application has been received. MiTAPS also has the ability to monitor the progress of applications.

Since the issuance of an executive directive in November 2003, various state agencies, led by DLEG and with considerable assistance from the Department of Environmental Quality (DEQ), achieved the implementation of this streamlined permitting system in just over six months.

DEQ and MiTAPS - A Perfect Fit

by Steven E. Chester, Director, Michigan Department of Environmental Quality

Too often I hear comments suggesting that a healthy environment and a healthy economy are mutually exclusive goals, and that to have one, you must sacrifice the other. This simply is not the case. The Department of Environmental Quality (DEQ) is committed to playing a lead role in Governor Granholm's commitment to growing Michigan's economy by making our agency more responsive, and more efficient.

We will maintain our core mission of protecting Michigan's environment and public health, and through partnership with DLEG, and DIT, we are developing new and improved ways for the DEQ to serve the business community and the public.

There are currently three DEQ Stormwater permits available through MiTAPS, with seven more becoming available before the end of the year. These will include NPDES Surface Water Discharge permits, Air Permits To Install, Public Wastewater Construction Permits, and several others frequently used by municipalities and businesses here in Michigan.

MiTAPS is only the beginning of the DEQ's permit streamlining process however.

The PLEDGE Program is a significant innovation in the DEQ air quality program that demonstrates the DEQ's commitment to protecting human health and the environment

and to continuous improvement in public service.

PLEDGE is a two-year pilot program designed to ensure timely issuance of environmentally sound air quality permits for major manufacturing facilities, and will reduce the time needed to obtain an air use permit for a significant project to as little as 100 days and no more than 120 days.

The DEQ has also reengineered its Air Quality Division (AQD) Permit to Install application review process. The review process was redesigned to address the needs of the modern, fast-paced economy, while preserving and improving environmental protection.

The process was reengineered in order to provide:

- A review process that is efficient, concise, and transparent;
- Maximum environmental protection and manufacturing flexibility;
- More opportunities for face-to-face meetings so requirements are clearly communicated at the start and throughout the permitting process;
- Opportunities for increased and enhanced public involvement; and
- Permit issuance in 6 months or less.

Strong Partnerships

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"The MiTAPS project is a shining example of partnerships and collaboration in state government," commented Teri Takai, Director of the Department of Information Technology. "I'd like to recognize Director Hollister and DLEG and Director Chester and DEQ. The success of this effort would have been impossible without our strong partnership and relationship with these two departments and their great employees."

Director Takai also hailed MiTAPS as an example of government efficiency. "We rolled out the first pilot of the application in June and we are now operational, ready for business," said Takai. "In just over six months, we were able to streamline and consolidate the permitting process across all of state government so that Michigan businesses and citizens can reap the benefits. This quick turnaround is a testament to the great work of many hard-working state employees."

Recently, a national survey ranked Michigan first in the nation in the use of information technology to transform and improve government. The Digital States Survey, conducted by the Center for Digital Government in conjunction with Government Technology magazine, is the nation's most recognized and respected study of information technology in all 50 states.

"The MiTAPS project is further proof that the Center for Digital

Government ranked Michigan as number one in digital government for good reason," said Takai.

"I think it's important to note that we were able to come up with a solution for MiTAPS without having to abandon current technology that exists within state government," added Takai. "By integrating old and new technology, we were able to utilize technologies like web services to send data back and forth between the MiTAPS system and our existing mainframes, allowing us to utilize investments we had already made in mainframe technologies with our new generation technologies."

Takai went on to speak about the importance of security, commenting on the importance of securing and protecting the data and information submitted to MiTAPS. Industry standards and best practices were used in order to protect data. DIT continues to combat and fight the many hackers, viruses, worms and other attacks made daily on state-wide computer systems.

Takai concluded her remarks by commenting that MiTAPS was designed with "ease of use" in mind. "Users don't have to repeatedly enter the same information," she said. "Our main goal is to make things easier and faster for the citizens and businesses that use the system."

New Day in State Gov't.

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In its initial phase, MiTAPS offers 14 Web-based, interactive permits and has links to 32 others from DLEG and DEQ. And many more features and permits will be added as MiTAPS progresses.

There has been considerable interest in the progress of the MiTAPS initiative with more than 19,000 hits logged at www.michigan.gov/mitaps through mid August. When the site began quietly accepting applications this summer for three DEQ permits, the site registered 1,700 page views on the "Apply for Permits" web page. There are already 90 registered users in the MiTAPS portal and we've only just begun!

Three additional DEQ permits and three DLEG permits will be implemented in September and an additional four DEQ permits added in December to complete Phase 1 of the project. We can only imagine how active this site will be once additional permits are added and more manufacturers, municipalities, construction companies and others discover the ease, convenience and efficiency of using MiTAPS. I encourage you to explore www.michigan.gov/mitaps to find out how you too can benefit from MiTAPS as a consumer or a business owner.

Visit the MiTAPS web site at www.michigan.gov/mitaps.