

Land & Water Permitting Team

Value Stream Mapping Project



Management Representative:
David A. Hamilton, LWMD

LWMD Permitting Team

Workshop Participants

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Jeff King – King and MacGregor

Kevin Christiansen – Pulte Land Development Corp

Bill Sharp, Michigan Lakes and Streams Association

Robert Cnudde, Robert J. Cnudde Contracting

Hal Harrington, Wetland Coastal Resources

Value Stream Mapping (VSM) Coaches

Lynn Fiedler, Steve Sliver, and Steve Zervas

Purpose Statement

The purpose of the LWMD Permit Team is to develop and implement an understandable, efficient, and consistent permitting process that results in expeditious, environmentally sound permit decisions within the statutory timeframes and reducing the correction returns by at least 75%.

Issues Identified by the LWMD Permit Team Listed in Priority Order

Organizational

Inconsistency, Informational Needs, Turnover, Amount of Work, Training, Structure

Application and Process Mechanics

Form complex, Too Much Paper Shuffling, Incomplete submittals

Application and Process Interpretation

Same Process Regardless of Risk to the Environment, Ask for Information Not Needed, Changing Requirements

Communication

Better Education Needed, Lack of Trust

Timing

Shorten Turnaround, Legislative Time Constraints

Key Findings

LWMD Processes:

- **6,500 permit applications per year**
- **4,000 through the Permit Consolidation Unit**
- **2,000 go through the field**
- **500 go through the Transportation Review Unit**

Key Findings (continued)

- Very few applications make it through the entire review process without being returned to the applicant for correction / revision / information.
- A significant percentage are returned to the applicant more than once.
- Half of PCU's work volume is processing applications that are on their second (or more) submittal of info.
- Mailing application files to the field adds one to two weeks of processing time.

Key Findings (continued)

- Even after PCU determines an application is “administratively complete”, a high percentage need additional information after a field inspection.
- “You never really know what will be required for an application until the field inspection is done.”
- There may be a significant number of applications for activities that have such minimal environmental impact that they could be processed through a very simplified permit process (e.g. “expedited permit”)

Highlights of Future State LWMD Process



- All Applications will be Received and Processed by the Field Offices
- All Site Inspections will Coincide with Completeness Determination within 30 Days of Submittal

Highlights of Future State LWMD Process

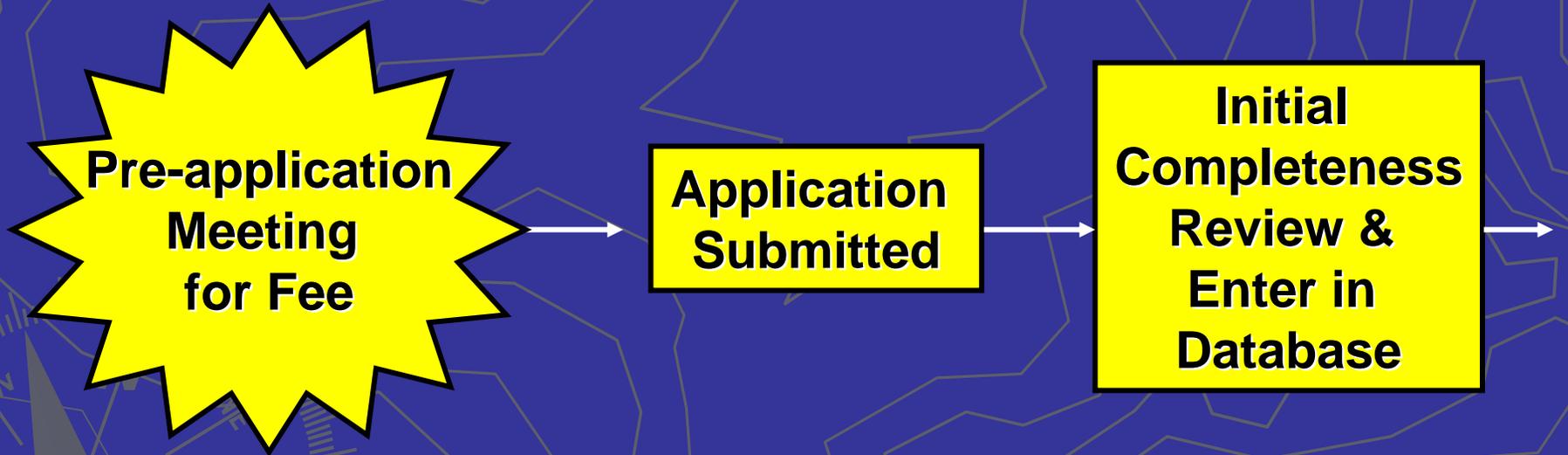


- Development of Expedited Permits, Permits by Rule, and General Permits
- Development of Initial Application Screening Criteria to Assure Better Quality Applications

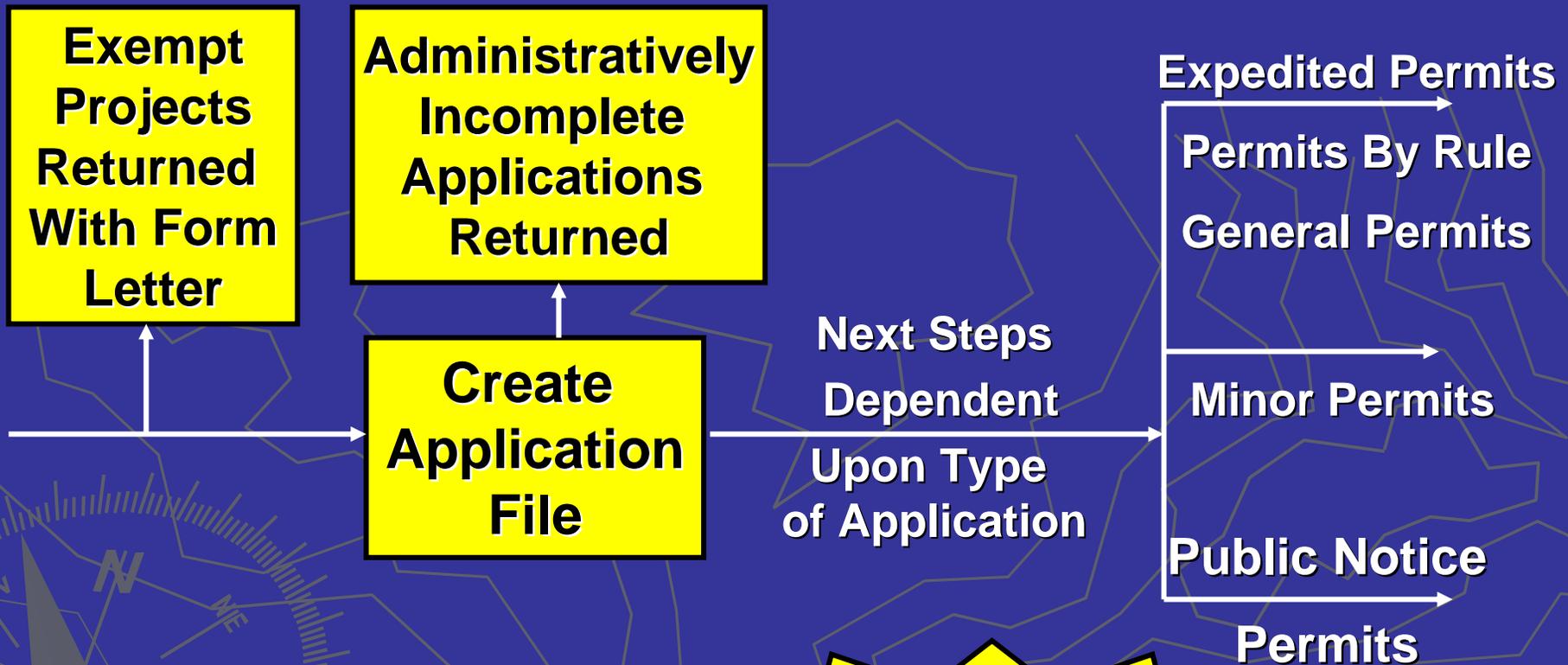
Highlights of Future LWMD Process

- **Simplified Application Forms, Including Checklists for Each Project Type**
- **Increased Consistency through Evaluation and Development of Policies and Procedures and the Establishment of Position to Ensure Implementation**
- **Development of Pre-Application Meetings Opportunities**
- **Increased Outreach to Stakeholders through Workshops**

Future State Map



Future State Map – Page 2



Simplified Application Form/Checklist Developed

Highlights

**All Applications
Submitted &
Processed in
the Field**

**PCU Functions
& Most Staff
Integrated to Field**

**Improve
Quality Control &
Consistency
through Policy &
Procedure Development,
Training, Guidebook
Development,
CWIPIS, etc**

Expedited Permit Process (45 activities)

- **Riprap and bio-engineering shoreline protection**
- **Seawall replacement**
- **Water course utility crossings**
- **Fish habitat structures**
- **Maintenance dredging of previously permitted dredge areas**

Expedited Permit Process (continued)

- **Structural repair of certain man-made structures**
- **Temporary bridges**
- **Maintenance dredging of certain man-made stormwater ponds**
- **Certain wetland restoration activities**

Expedited Permit Process Warning

- **Be sure to read the detailed criteria for eligibility and make sure your project meets all the process requirements.**
- **If you are in doubt, or have questions, talk with district staff.**

LWMD Value Stream Mapping Evaluation

	Kalamazoo		Lansing		Transportation	
	May-Oct 2005	2006*	May-Oct 2005	2006	FY 2005	FY 2006
Files Received	385	431	331	507	570	536
Final Actions	247	380	210	425	479	493
% Public Notice Files	17%	23%	22%	27%	50%	61%
Final Actions						
% w/in Application Period		18%		40%		23%
% non-PN w/in App Period				55%		59%
%< 30 days	60%	35%	83%	59%	60%	64%
%< 60 days	81%	85%	86%	82%	95%	96%
%< 90 days	85%	93%	92%	92%	99%	99%
% Past Due	15%	4%	8%	2%	1%	1%
Number of Sites Inspected	153	154	130	244		
% w/in Application Period	42%	33%	81%	59%		
Files with at Least 1 CR (%)	56%	45%	31%	52%	26%	32%
Number of Complaints	343	260	299	378	35	25
% Action Taken	44%	42%	35%	58%	100%	100%

Future Efforts

- **Expanding the rollout to districts**
- **Expanding expedited activities**
- **Plan to work with US EPA to develop even more streamlined processes.**