

Unified Permitting Process Phase 1

FY2005 Request: \$983,700
Reference No: 38872

AP/AL: Appropriation
Category: Development

Project Type: Planning

Location: Statewide

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House District: Statewide (HD 1-40)

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Estimated Project Dates: 07/01/2004 - 06/30/2006

Brief Summary and Statement of Need:

This CIP develops an interactive application system for the Dept. of Natural Resources (DNR) to guide individuals and businesses to the correct authorization application and guide them to supply the correct information for that application. This GF component of the unified interactive permit application would first focus on application types within the Div. of Mining, Land & Water (DMLW). The federal component focuses on the consistency review process for the Alaska Coastal Management Program. Subsequently the base system created will extend to other relevant authorization applications within the DNR, including Title 41 permits administered by the Office of Habitat Mgt & Permitting.

Funding:	FY2005	FY2006	FY2007	FY2008	FY2009	FY2010	Total
Gen Fund	\$983,700						\$983,700
Total:	\$983,700	\$0	\$0	\$0	\$0	\$0	\$983,700

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input checked="" type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
<u>One-Time Startup:</u>	<u>0</u>	<u>0</u>
Totals:	0	0

Additional Information / Prior Funding History:

This is a new project request for the core DNR authorizations managed by the Division of Mining Land and Water (DMLW). This system builds upon work initiated under the federally funded Alaska Coastal Management Program (ACMP), the federal CoreGIS Project, and the DNR Land Use Database Project. Combining FY05 cost estimates for both ACMP and DMLW, the CIP would cost an estimated \$1.14 million.

Project Description/Justification:

The purpose of this project is to streamline essential state government resource authorization procedures as identified by the Governor and his administration. The department provides a wide variety of authorizations needed for the use of state land. Many of these authorizations must be coordinated with the Alaska Coastal Management Program consistency review or other Title 41 habitat authorizations. Examples of DNR authorizations include:

- ? Oil and Gas: leases, permits and leases for ice roads, support facilities, exploration camps;
- ? Mining: claims, leases, access, plans of operations, reclamation plans;
- ? Forestry: log-transfer sites, access, support camps; timber sales
- ? Commercial fishing; mariculture sites; shore fishery leases; leases for processors;
- ? Tourism: lodge sites, access, and related permits.
- ? Alaska Coastal Consistency Review determinations
- ? Title 41 Fish Habitat Permits

- ? Easements and Rights of Way
- ? Land Title Transfers, esp. to Municipalities and Boroughs; trust lands offices
- ? State Parks permits for special use and commercial activity within Parks.

Developers must obtain required permits before beginning their projects. The permit process can begin after an customer describes their project, indicates location, and provides contact information. Resource agencies typically use questionnaires to identify required permits, to gather customer identity information, and to establish geographic location. These questionnaires are usually paper based, although some agencies are constructing on-line questionnaires for use through the Internet.

As part of the effort to make the permit process understandable, predictable and swift, the DNR has been designated as the lead for resource agency permits. The department will have a better chance of success if the various agency questionnaires are combined in a way that allows a customer to provide contact information one time, and allows resource agencies to use the customer's responses and location information to identify necessary permits.

The Department has some initial applications online but the majority remain as paper based forms. Streamlining requires automation. Automation has two main components. The first is direct customer service via the interactive and on-line questionnaire process. The second is in support to DNR staff who process applications and manage approved authorizations. The second component requires automation of internal business processes to assure efficient operations.

The first product, the interactive application for the 20 plus DMLW programs, with internal processing support for staff, and ACMP program support, would be developed within 24 months. The second part, extending the system to other permits within DNR, would be developed over 10-12 months.

This system could also eventually be used for ADF&G Special Area Permits and most DEC permits should those agencies decide to adopt it.

Description of the Problem. The Department can place applications online today but some subsequent problems exist; 1) the data captured does not get fully incorporated into subsequent data management systems, 2) various applications are require an assortment of attachments, 3) one project may require multiple authorizations, and 4) the applicant generally does not know which application to use for any given project.

Symptoms of this problem are as follows:

- ? Customers can not figure out what authorizations are needed.
- ? Applicants submit applications for incorrect authorizations.
- ? Submitted applications are often incomplete requiring additional correspondence and delays.
- ? Adjudicators are still trying to track paper copies of files with all of the various attachments.
- ? Internal procedures carry a high cost because they remain inefficient and paper bound.
- ? Total cycle time between the point of application and authorization remains higher than is necessary.

The completed Unified Permit project will:

- ? Allow the public to fill out and submit applications on-line (and guide them toward the correct authorization);
- ? Capture all forms of data submission into an electronic data and document management system.
- ? Build internal systems that support DNR staff who process and maintain authorizations.
- ? Utilize the state's MyAlaska project to create an enterprise (multi-department) approach to managing 'customer' and 'project contacts' information, automatically populate data fields for repeat customers.
- ? Utilize the DNR land status mapping to manage geographic information about land authorizations.
- ? Shorten the cycle time for authorizations.

Background.

Managing a casefile has three phases: Application, Adjudication, and Administration. This project addresses solutions in all three phases.

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Phase I: The application is where the user applies. In that phase, a smart permit system would interactively guide the applicant to file for the correct authorization and provide the correct information. It provides the electronic applicant-generated data needed by the adjudicators. This phase ends once a complete application is received and data transfers to Phase II.

Phase II: The adjudication phase includes processing by staff. It may include title search, best interest review, gathering or confirming land use, land status and environmental data, agency notice, draft decision public notice, final decision, issuance, and sometimes appeal. This phase ends either at authorization issuance or the conclusion of an appeal.

Phase III: The administration phase includes updates, renewals, transfers, enforcement, periodic maintenance and information submission, site inspection reports, enforcement, and closeout.