

Unified Permitting Process Phase 3**FY2007 Request: \$800,000****Reference No: 38872****AP/AL:** Appropriation
Category: Development**Project Type:** Planning**Location:** Statewide**Contact:** Nico Bus**House District:** Statewide (HD 1-40)**Contact Phone:** (907)465-2406**Estimated Project Dates:** 07/01/2006 - 06/30/2010**Brief Summary and Statement of Need:**

The Unified Permit Capital Project delivers an interactive application system that guides individuals and businesses to the correct questions and helps them to supply answers and content. The project is designed to support and streamline the permit process, raising productivity and setting known response times for applicants. Leases, water rights, and related authorizations will follow permits. The focus is on resource case types within the Division of Mining, Land and Water (DMLW) and the consistency review process of the Alaska Coastal Management Program. The system integrates mapping and documents to case related data. The long term goal is to modernize the entire DNR case management system.

Funding:	FY2007	FY2008	FY2009	FY2010	FY2011	FY2012	Total
Gen Fund	\$800,000	\$1,200,000	\$1,200,000	\$1,200,000			\$4,400,000
Total:	\$800,000	\$1,200,000	\$1,200,000	\$1,200,000	\$0	\$0	\$4,400,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input checked="" 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:	176,800	2
<u>One-Time Startup:</u>	<u>0</u>	
Totals:	176,800	2

Additional Information / Prior Funding History:

FSSLA2005/Ch3 - \$1,000.0

SLA2004/Ch159 - \$683.7

The priority is to address land use and resource authorizations managed by the Division of Mining, Land, and Water and the Alaska Coastal Management Program (ACMP). This system builds upon the federally funded Alaska Coastal Management Program (ACMP) automation plan, the federally funded CoreGIS Project, the Department of Energy, Preferred Upstream Management Practices Grant, and the DNR Land Use Database Project.

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 state resource 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 and Commercial Recreation: lodge sites, access, and related permits.
- ? Alaska Coastal Consistency Review Determinations
- ? Title 41 Fish Habitat Permits
- ? Easements and Rights of Way; public access, land sales, utilities, commercial development;
- ? Land Title Transfers, esp. to Municipalities and Boroughs; trust lands offices
- ? State Parks permits for special use and commercial activity within Parks.

Business and individual developers must obtain required permits before beginning their projects. The permit process can begin after a customer describes their project, indicates location, and provides contact information. DNR uses questionnaires or one-on-one meetings to identify required permits based on proposed activity, location and type of applicant. Then the developers need to submit applications for the various authorizations required. The questionnaires and applications are usually paper-based, leading to further inefficiencies.

Symptoms of the problem are as follows:

- ? Customers can not determine which authorizations are needed.
- ? Applicants submit applications for incorrect authorizations.
- ? Submitted applications are often incomplete requiring additional correspondence and delays.
- ? There is no on-line capture of data submitted by applicant.
- ? 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, inconsistent, and undefined for the applicant.
- ? It is difficult for management to track staff productivity and to manage work priorities with the current case management system.

As part of the effort to make the permit process understandable, predictable and swift, DNR has been designated as the lead for resource agency permits. To meet the Governor's goal of streamlining permitting, DNR needs to change business processes and use technology to reach efficiencies. The Department has some business applications automated and online (e.g. Forestry Burn Permits, Uniform Commercial Code filings, land auctions, land sales, parks cabins) but most remain as paper based forms. Most application processing, case management and authorization issuance is conducted in paper form. Streamlining requires automation. Automation has two main components. The first is direct customer service via the interactive and on-line questionnaire process that captures applicant and project data to be integrated with a case management system. 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 completed Unified Permit project will:

- ? Shorten and make consistent the cycle time for authorizations.
- ? 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.
- ? Update the department's Revenue and Billing System used to properly receipt and post payments.

Phases of the Permit Life Cycle

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

Phase I: The Application Phase is where the customer applies. In this phase, a smart permit system guides the applicant to file for the correct authorization and to include the correct information. It provides the electronic applicant-generated data needed by the adjudicators. It will recognize existing customers and related projects. This phase ends once a complete application is received and the process 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; denial, 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, archive, and closeout.

Project Plan.

The Resource Authorization System (RAS) is designed to integrate three components of the DNR adjudication system: case file documents; structured case data (application info, names, dates, status, fees, transactions etc); and geospatial data about project location and associated resources and activities. Currently these are managed as a mix of mostly paper and some electronic sources. Inefficiencies are inherent with paper based system.

Initially RAS will support Land Use Permits and Coastal Consistency Reviews in FY07. The system is planned to provide the basis for other application processing. RAS will expand to incorporate resource case types for the department authorizations. Expansion to new case types will require analysis, design and development to incorporate unique requirements. The expansion effort will begin in FY07 and continue in the following years.

The application process will be designed to assist the customer. It will utilize a question and answer model to guide the applicant to the process and help populate the correct forms. The customer will experience a helpful front end to the authorization process and the adjudicators will benefit from a seamless transition from customer data entry to issuance of authorizations.

This plan can be conceptualized as follows:

Unified Permit	FY06 – FY07 Funding	FY08 – FY10 Funding
Interactive Application, A Guide for Customers.	Analysis/design and development of an interactive application front end for RAS, inclusive of authorizations included in RAS. Information entered by applicant will auto populate common fields in required applications.	Expand Interactive Application for authorizations as they are included in RAS. Also expand Interactive Application to both Federal and State Natural Resource Agencies with links to their applications and websites.
Connections to External Systems	Incorporate the use of MyAlaska in RAS, allows sharing of common customer and project information with DEC, ADFG, other state agencies.	External system ties will be built as possible to streamline DNR permitting. These include ties to other state agencies and federal agencies involved with the permit process.
Permit Automation (Note: DNR Land Use Permit and Coastal Review Process completion target date 01/07)	Land Use Permit and Coastal Consistency Reviews: Complete initial case types, put into production. Water: Begin analysis and design to incorporate Permits, Temporary Water Use Authorizations, and Instream Flow Reservations into RAS.	Water: Complete development of case types Leases: Incorporate Shorefish, Aquatic Farmsite, Tideland, and Upland Leases into RAS. Easements: Private and Public, right-of-way Resource Sales: Material, Timber, Salvage, Agriculture Project Management: Large Projects Group, mostly oil & gas and mining related. Oil and Gas: Plan of Operations, Lease Admin, Permitting, Exploration Licenses, Shallow Gas (some may extent to FY06) Mining: APMA, Mining Claims, Mining Leases, Prospecting Sites, Claim Recording, Bond Pool, Mineral Orders Land Disposals-Transfers: Contract Administration, Land Sales, Remote Recreation, Preference Rights, Appraisals, Municipal Entitlement

Unified Permitting Process Phase 3

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		Habitat: Title 41 Fish Permits Title, Reconveyances Survey Trespass Exchanges Inter-Agency Land Management Agreements Grant Lands: Mental Health, University, Railroad Land Classification & Planning, Other Agency Authorizations
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Line Item Detail Description:

FY 05 Progress: In the first half of FY 05, the DMLW oversaw the completion of the design contract (see Task Order 0074). In the second half of FY 05, the department issued a contract to construct user screens for the initial products. Screen design started in FY06.

FY 06 Work: Screen delivery is and final database design are scheduled to be completed by Dec 2005. DNR IT staff will begin programming the application in January 06. A one year time period is projected to complete the coding. (The contractor schedule for completion of this initial step was lengthened to January 2007. DNR is working to shorten that schedule.) The deliverables include the new Java based application integrated with existing systems including mapping, revenue & billing, case, customer, coastal project questionnaire (CPQ), and documents. Extension to incorporate the customer application process with the MyAlaska software will be completed in this initial phase. Plans to extending the system to the next authorization types will be prepared.

FY 07 Plan: DNR will complete the initial production rollout for Land Use Permits and associated business cases, and then build upon that foundation by extending the work to include the next round of authorization types. Based on current priorities, these include water authorizations.

Why is this Project Needed Now:

The project is needed now to meet the governor's goals for permit streamlining. Continuity sustains the momentum created by the earlier years funding and related projects.

Specific Spending Detail:

Spending Detail	\$800,000. FY07 Request	Total Cost Approximately \$10 Million.
	Personal Services: \$465,000.	Assumes an average of 8 programmer months per Case Type analysis and conversion, with 3 months of contractual programming support.
	Travel \$ 4,200.	
	Contractual \$286,000.	
	Supplies \$ 44,800.	
	Equipment \$ 0.	

Line Item Expenditures:

Personal Services – Analyst Programmers, Project Manager (AP IV), Natural Resource Specialists
Travel – Travel expenditures between Anchorage, Fairbanks, & Juneau for business and technical staff;
Contractual Services – IT Contracts for discrete portions of the new system; technical training contracts
Supplies – computer hardware and software
Equipment – no equipment purchases