

# Status Report on Backlog Reduction Efforts

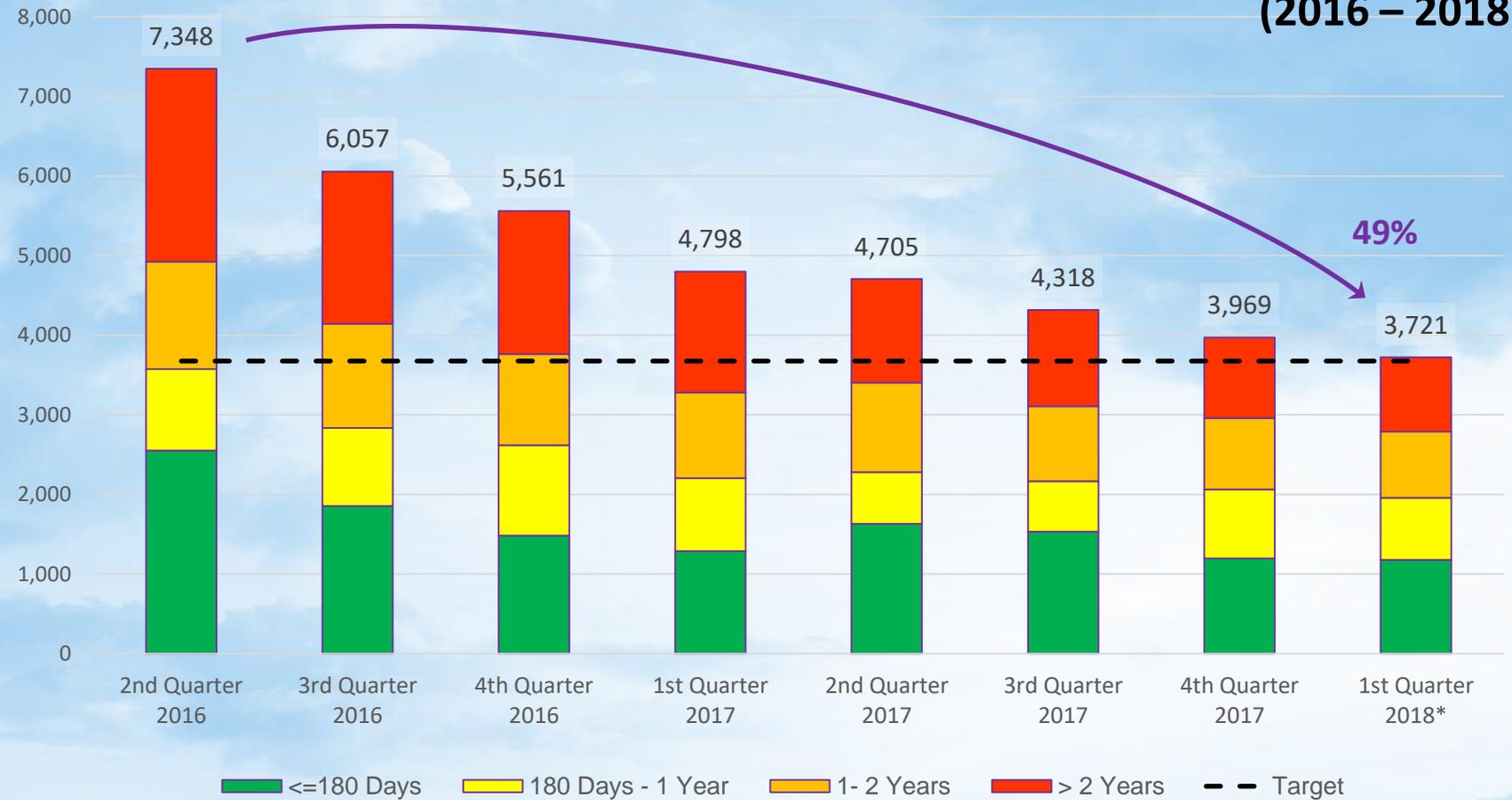
Permit Streamlining Task Force Subcommittee

March 22, 2018

## Backlog Update

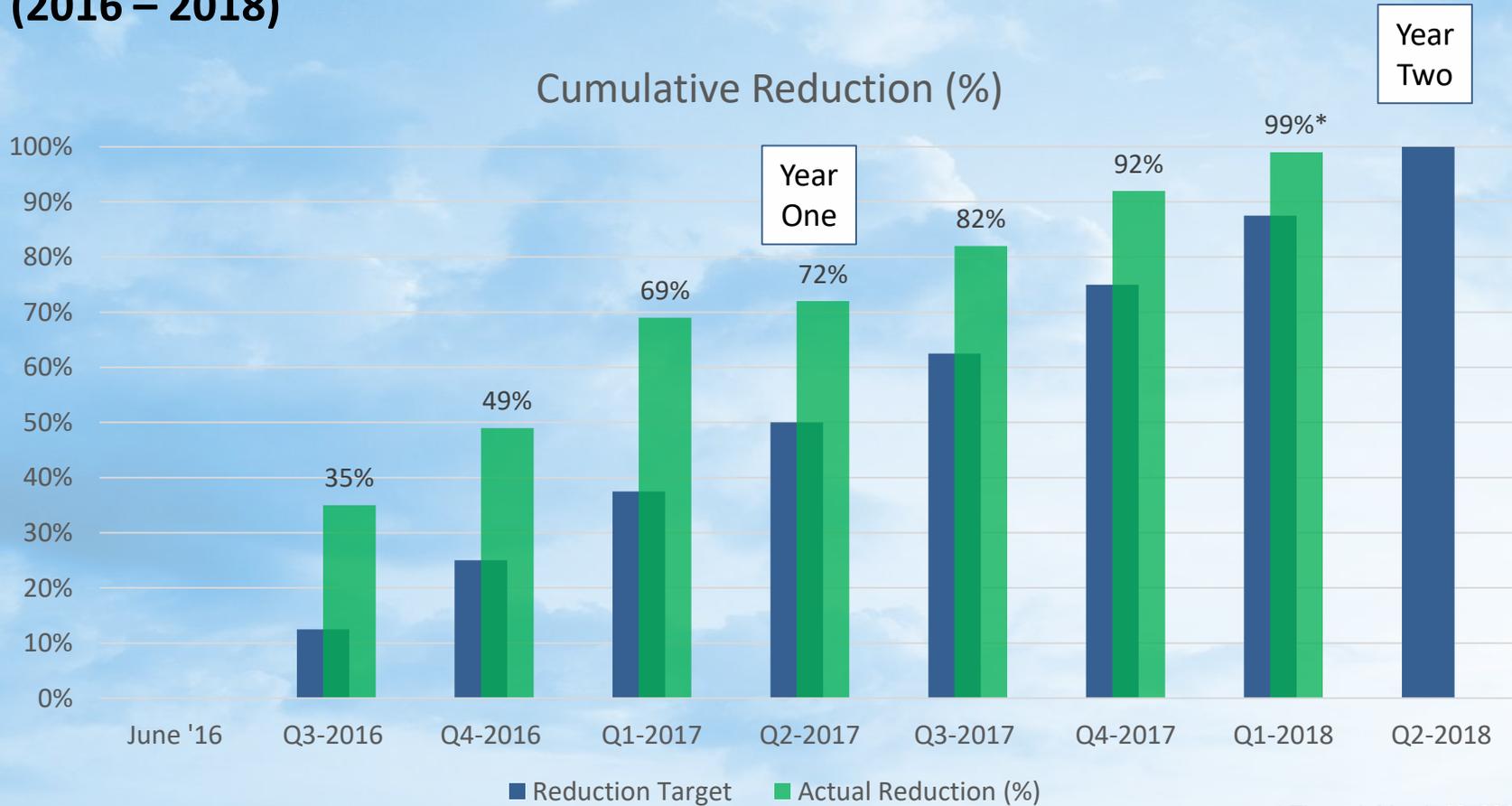
- On track to exceed goals
- Looking to build cushion in anticipation of RECLAIM sunset

## Pending Applications (2016 – 2018)



\* Through March 13, 2018

## Pending Applications (2016 – 2018)

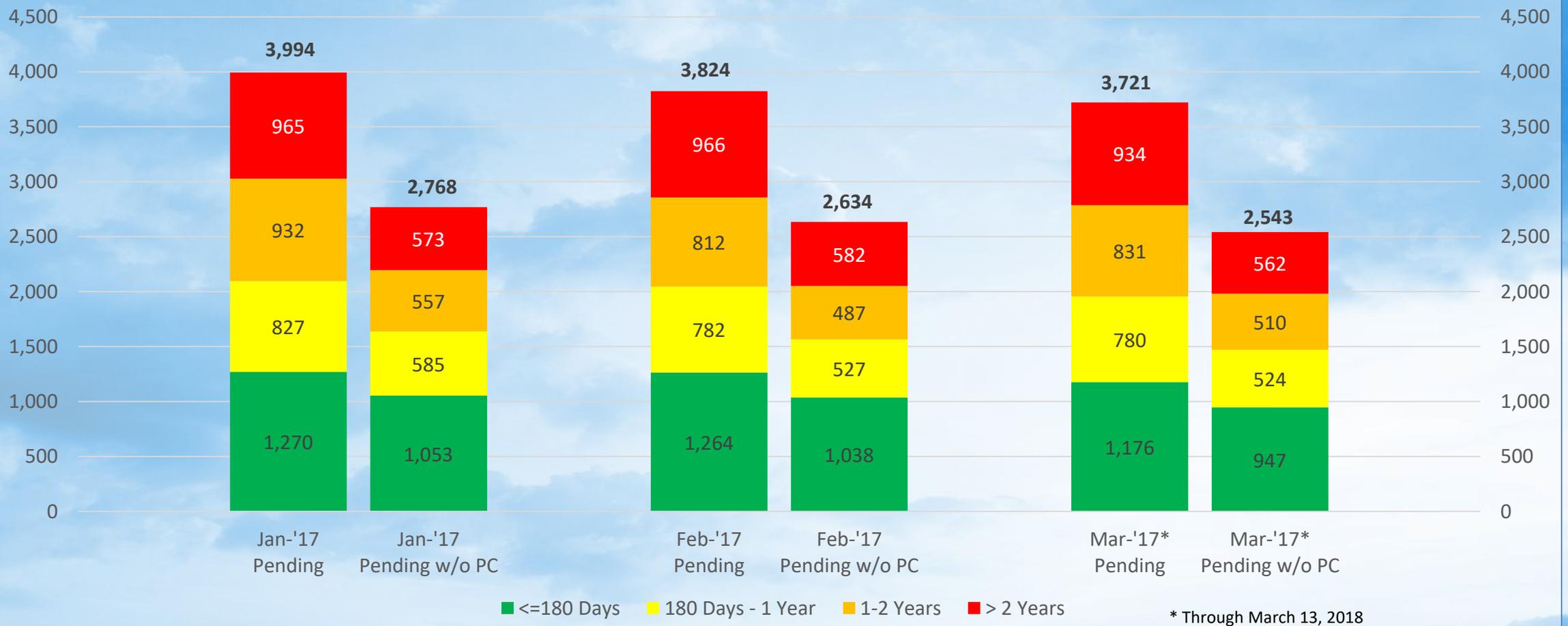


\* Through March 13, 2018

## Progress

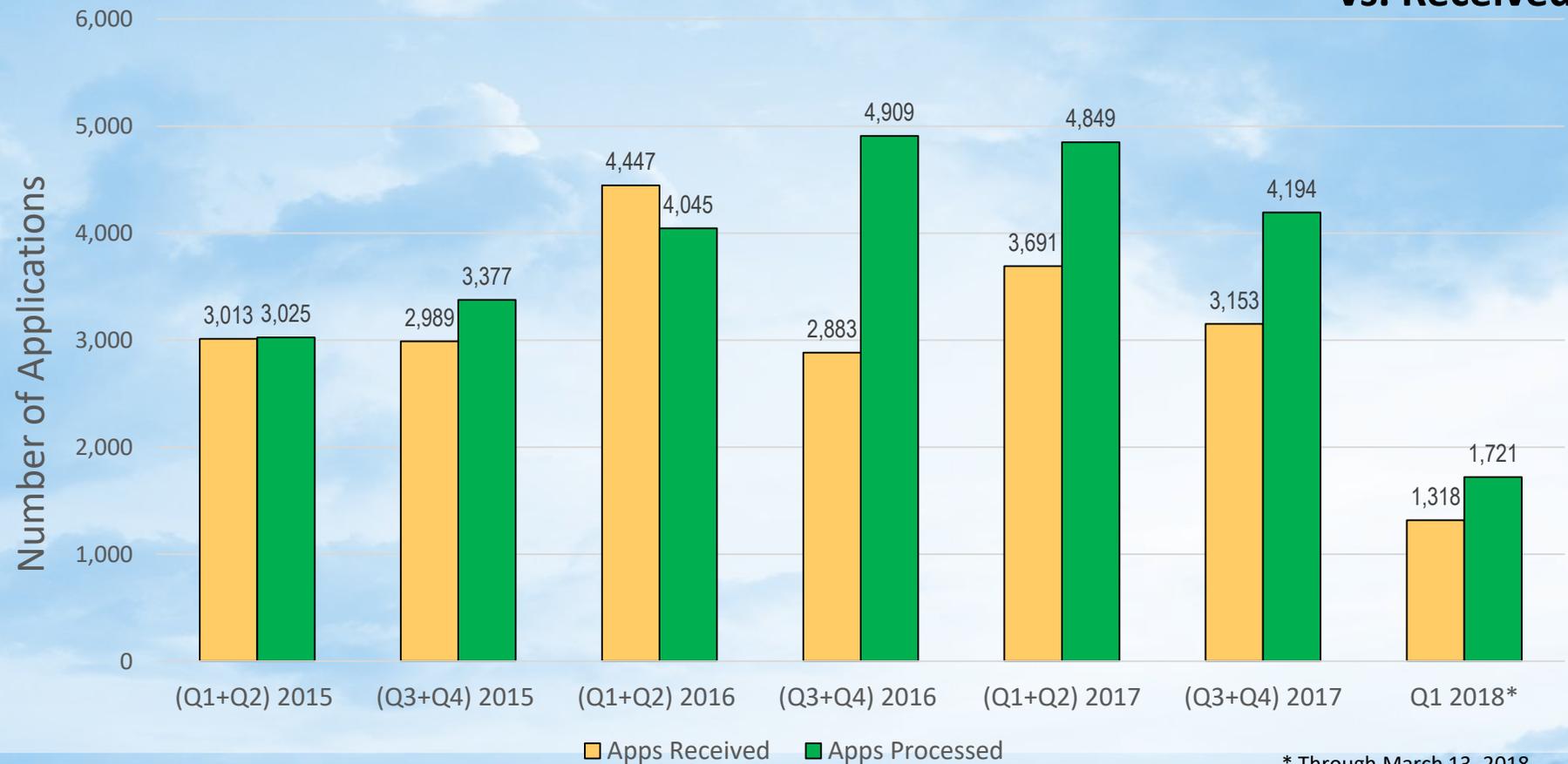
Projected to meet  
ahead of schedule

# Pending Applications With and Without PCs Issued



# Improved production rates

## Applications Processed vs. Received

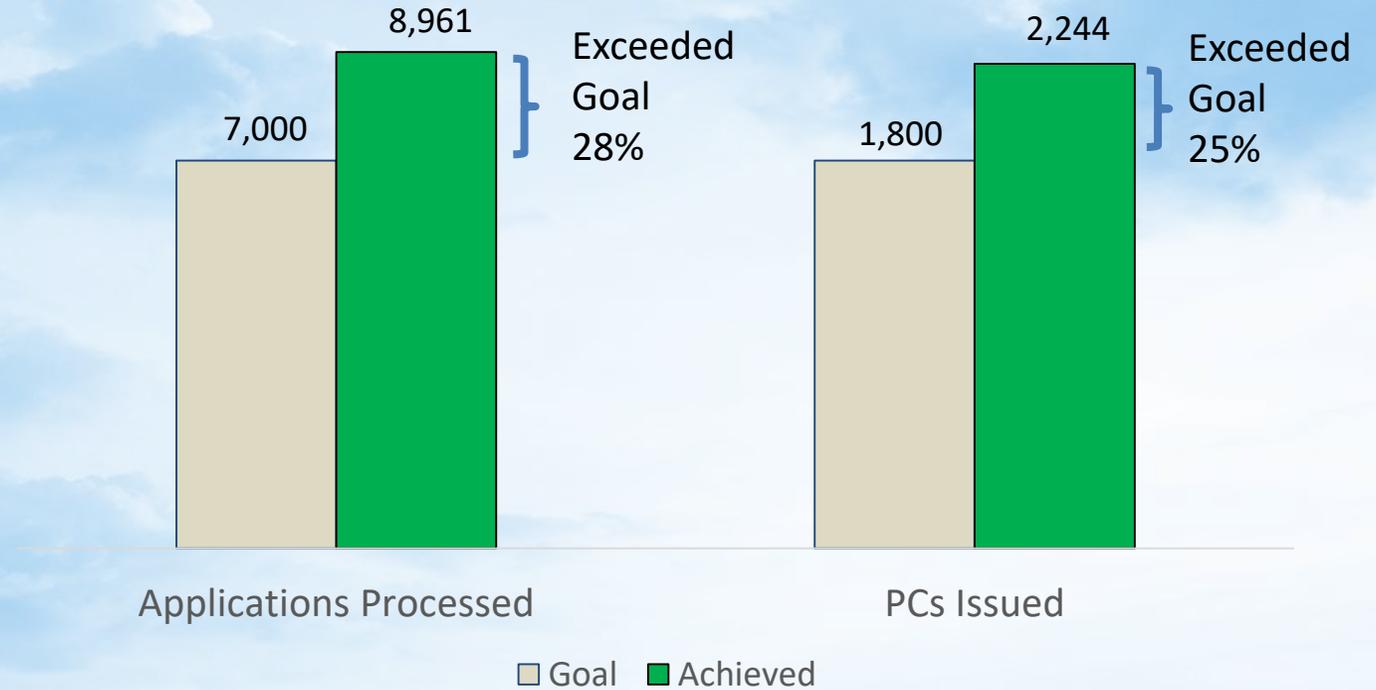


\* Through March 13, 2018

## Accomplishments (cont.)

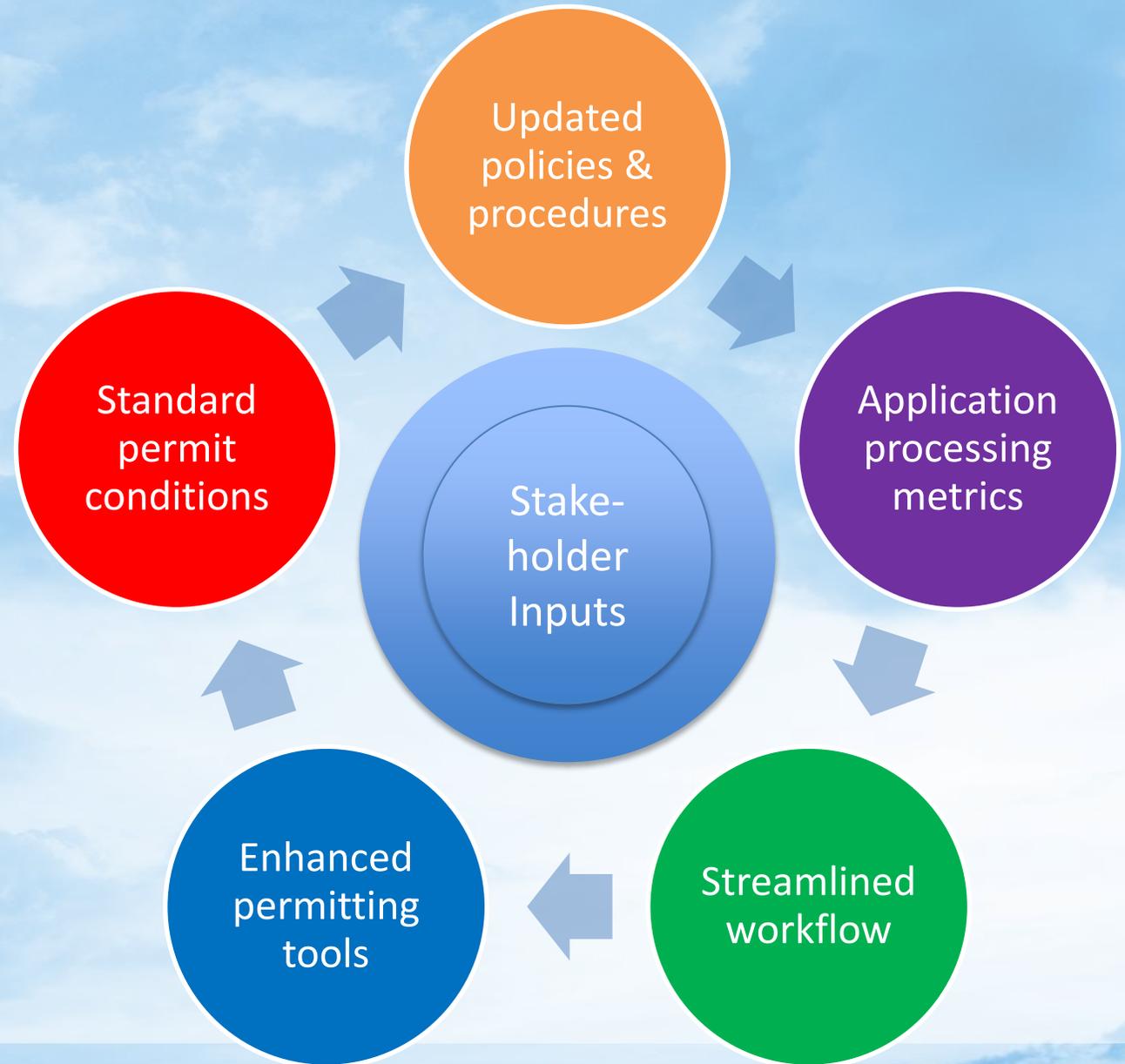
- Exceeded productivity milestones
- Initiated employee recognition program

## Applications Processed (CY 2017)



## Focus on Continual Improvement

- Updating policies and procedures
- Application processing metrics
- Streamlining workflow
- Enhancing permitting tools
- Standardizing permit conditions



# Key Challenges



- Processing stubborn residual aged apps of increasing complexities and challenges
- Managing RECLAIM transition
- Leveraging existing staff resources through transition to paperless processing
  - Online tool testing and troubleshooting
  - Timely completion of applications
- Maintaining low vacancy and transfer rates
- Overall workforce fatigue

# **Status Report on Online Tool Development**

Permit Streamlining Task Force Subcommittee

March 22, 2018

# Phase I Update

## Dry Cleaning Module – Live!

- Live Beta Testing completed
- Fully Released end of January 2018 with New Facility ID Creation Tool

The screenshot shows the South Coast AQMD website. The top navigation bar includes links for Language, F.I.N.D., About, Contact, Grants & Bids, and Online Services. Below this is a secondary menu with AIR QUALITY, RULES & COMPLIANCE, INCENTIVES & PROGRAMS, PERMITS, and NE AGEN WEB. The main content area features a large banner with the headline "Get a Dry Cleaner Air Permit Online!" and the text "SCAQMD is pleased to announce a new service for rapidly obtaining an air permit online for dry cleaning equipment." A "Learn more" button with a play icon is positioned below the text. At the bottom of the page, there is an "Alerts" section with a red background and a white box containing the word "Alerts", a blue circle with the number "1", and two arrows (up and down) next to the word "Current". Below this, it states "There are no alerts at this time."

# Phase I Update (cont.)

## Online Permitting for Dry Cleaners

SCAQMD is pleased to introduce a new online permit application system for businesses. Using our new online system, eligible applicants will be able to apply for and obtain, via email, a valid Permit to Operate. The online application filing program is currently available for Dry Cleaning machines.

### Benefits of the Online Application Filing Program:

- The online application process should take around 30-40 minutes to complete and obtain a Permit to Operate compared to the several weeks/months long conventional application filing process.
- An approved permit is sent directly via email for priority processing.
- Online users that are responsible for multiple locations can manage all locations through the program.

### Eligibility Requirements:

- Currently the program is available for dry cleaning and other businesses. Additional permitting modules are planned for release in the near future.

[Start the Online Application Process](#)

[Screenshots and Instructions PDF](#)

[Frequently Asked Questions \(FAQs\)](#)

### 드라이 클리닝 머신 온라인 퍼밋 신청 시스템 안내

SCAQMD에서 새롭게 개발한 온라인 퍼밋 신청 시스템을 소개하게 되어 기쁩니다. 아래 자격 요건에 해당하는 신청자들은 이제 이 온라인 시스템을 이용해 신청서를 작성하고 이메일로 퍼밋 (Permit to Operate)을 받아볼 수 있게 되었습니다. 온라인 퍼밋 신청 프로그램은 현재 드라이 클리닝 머신에 한해 이용 가능합니다.

### 온라인 퍼밋 신청 프로그램 사용의 장점:

- 신청서에서 발행까지 짧게는 몇주에서 길게는 몇달까지 걸리던 기존의 과정과 비교했을 때 온라인으로 신청서를 작성하고 퍼밋을 받기까지 약 30 - 40분밖에 소요되지 않습니다.
- 승인된 퍼밋은 직접 프린트하여 보관할 수 있도록 이메일로 보내드립니다.
- 여러 로케이션을 운영하는 사용자의 경우 이 프로그램을 사용해 모든 로케이션을 한번에 관리할 수 있습니다.

### 자격 요건:

- 현재 온라인 퍼밋 신청 프로그램은 드라이 클리닝 머신에 한해 이용 가능하며, 추후 다른 장비 또는 설비를 위한 온라인 퍼밋 신청 시스템 또한 소개할 예정입니다.
- 신청서가 SCAQMD의 규정에 부합하는 경우에만 이메일로 바로 퍼밋을 받아볼 수 있습니다. 추가 검토를 요구하는 신청서 또한 온라인 퍼밋 신청 프로그램을 이용해 작성할 수 있으나 이 경우 바로 퍼밋을 받아볼 수 없고 추가 검토를 위해 신청서와 영수증에 기재된 대로 됩니다.

South Coast AQMD

Dashboard New Application My Account Preferences

## Online Application Filing - Equipment Selection

Select Facility

Choose the reason for application filing.

Dry Cleaning Machine

Spray Booth - Automotive Refinishing Facility

Gasoline Service Station

South Coast AQMD

Dashboard New Application My Account Preferences

## Online Application Filing - Application

Form 400-A Form 400-PS Form 400-CEQA Form 400-E-17b Supplemental Documents Payment Form 400-E-17b Review Submission

South Coast AQMD

Dashboard New Application My Account Preferences

## Online Application Filing - Application

Form 400-A Form 400-PS Form 400-CEQA Form 400-E-11 Supplemental Documents Payment Form 400-E-11 Review Submission

## Phase I Additional Modules

- Final internal testing:
  - Automotive Refinishing Facilities (Form 400 E-17b)
  - Gasoline Dispensing Facilities (Form 400 E-11)
- More complex than dry cleaning module
- Additional thresholds for filing online with subsequent engineering evaluation

## Additional evaluation thresholds

- Rule 1147
  - Certified burners
- Regulation XIII (NSR)
- Rule 1401
  - Production/usage rate
  - Limited toxics approvable online
- CEQA Thresholds
- CARB Executive Orders

## Phase I

### Additional Modules (cont.)

- Establishing screening thresholds for online approval
- Applications exceeding thresholds filed online for additional evaluation
- Public Notification thresholds also apply
- Seeking volunteer applicants for new modules

# Phase I Modules

## Automotive Refinishing

South Coast QMD

Dashboard New Application My Account Preferences

### Online Application Filing - Spray Booth - Automotive Refinishing Facility

Form 400-A Form 400-PS Form 400-CEQA Form 400-E-17b Supplemental Documents Payment Form 400-E-17b Review Submission

- Equipment Information
- Operating Schedule
- Operational Information
- Summary

#### Equipment Details

Equipment Type:\*  
Down Draft

Spray Booth Mfg:\*  
Spray King

Spray Booth Model:\*  
200-RAF

#### Spray Booth/ Prep Station

Equipment Outside Dimensions

Width:\* 10 ft. 0 in. Length:\* 15 ft. 0 in. Height:\* 10 ft.

#### Exhaust Fan(s) Details

Number of Fan(s):\*  Enter minimum no. of fans range from 1 to 50

Fan Motor (hp):\*

Fan Diameter (Inches):\*

Exhaust Flow Rate (CFM):\*

[Add Exhaust Fan](#)

#### Exhaust Filter Details (Do not list intake filters)



# Phase I Modules

## Automotive Refinishing (cont.)

10th Coast QMD Online Application Filing - Spray Booth - Automotive Refinishing Facility

Form 400-A  
  Form 400-PS  
  Form 400-CEQA  
  Form 400-E-17b  
  Supplemental Documents  
  Payment  
  Form 400-E-17b Review  
  Submission

- Equipment Information
- Operating Schedule
- Operational Information
- Summary

### Equipment Information

**Equipment Type**  
 Equipment Type: **Down Draft**  
 Spray Booth Mfg: **AFC Finishing Systems**      Spray Booth Model: **SDDX2418**

**Equipment Outside Dimensions**  
 Width: **15ft. 0in.**      Length: **15ft. 0in.**      Height: **11ft. 2in.**

**List of Exhaust Fans**

No. of Fan(s): 2	Fan Diameter (Inches): 48	Fan Motor (hp): 3	Exhaust Flow Rate: 8000
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**Exhaust Filter Details**  
 Type of Exhaust Filters: **Standard Dry Filter**      No. of Filters: **12**  
 Maximum Pressure Differential ΔP (in. H2O) as Recommended by Filter Mfg: **0.25**      Manometer Installed? **Yes**  
 Width (in.): **12**      Length (in.): **12**      Thickness (in.): **2**

### Operating Schedule

**Maximum Operating Schedule of the Equipment**  
 Hours/Day: **8**      Days/Week: **7**      Weeks/Year: **52**

### Operation Information

**Operation Information**



# Phase I Modules

## Gasoline Dispensing Facilities

Dashboard New Application My Account Preferences Welcome

### Online Application Filing - Gas Station

Form 400-A Form 400-PS Form 400-CEQA Form 400-E-11 Supplemental Documents Payment Form 400-E-11 Review Submission

#### Instructions

- Facility Information
- Underground Tank
- Aboveground Tank
- Nozzle Information
- Summary

Do you have any underground storage tank? \*  Yes  No

Will a condensate/vapor trap be installed in the vapor return line? \*  Yes  No

#### Underground Storage Tank Details

Tank Status: \*  
New

Is the tank methanol compatible? \*  Yes  No

Will any of these storage tanks be located in a vault below grade? \*  Yes  No

Will the tank(s) at this site contain a remote fill? \*  Yes  No

Will semi-rigid piping (NUPJ or UPP) be used for the vapor return line? \*  Yes  No

Number of Compartments: \*  
2

Select Number of Compartments From The List

#### Compartments

No:	Fuel Type:	Phase I CARB Executive Order Number:	Capacity(Gallons):	Dele
1	<input type="text"/> <small>(Select Fuel Type from the list)</small>	<input type="text"/> <small>(Please select Phase I CARB Executive Number)</small>	<input type="text"/> <small>(Value must be 1 to 40000)</small>	<input type="button" value="x"/>



# Phase I Modules

## Gasoline Dispensing Facilities (cont.)

Dashboard New Application My Account Preferences Welcome

### Online Application Filing - Gas Station

Form 400-A
  Form 400-PS
  Form 400-CEQA
  Form 400-E-11
  Supplemental Documents
  Payment
  Form 400-E-11 Review
  Submission

**Underground tank Nozzles**

Fuel Type: GASOLINE Tank Type: UnderGroundTank  
 Maximum Monthly Throughput: 1000 Gal/Month Maximum Annual Throughput: 12000 Gal/Yr  
 Phase II CARB Executive Order(Table II): Balance Phase II Enhanced Vapor Recovery System with Healy Clean Air Separator Not Including ISD (VR-203)  
 # New Nozzles: 2

**Fueling Position Information**

Total Number of Fueling Positions After Alteration or New Construction: 1  
 Total Number of Fueling Positions Prior to Alteration (For Alterations Only): 0

**Gasoline Product Information of Underground**

No. of Nozzle(s) Dispensing		No. of Product(s) (Excluding Diesel)	
ONE Product (Grade) of Gasoline:	0	X 1	= 0
TWO Product (Grade) of Gasoline:	2	X 2	= 4
THREE Product (Grade) of Gasoline:	0	X 3	= 0
<b>Total Nozzles Count</b>	<b>2</b>	<b>Total Products Count</b>	<b>4</b>

**Dispenser Information**

No of New Dispenser: 1



# **Online Tool - Phase II Update**

Permit Streamlining Task Force Subcommittee

March 22, 2018

# Phase II



- Online filing
  - Rule 222 registration  
*(19 forms, prioritize top 5 forms)*
  - Certified equipment registration
    - Emergency generators
    - Soil vapor extraction
  - Form 400-E Series filing  
*(32 forms)*
- Transition to paperless processing
- Online app status tracking dashboard
- Enhancements to Phase I modules

# Phase I Enhancements

## Phase I Review and Feedback

- Improve user experience
  - Build and integrate FAQs
  - Leverage stakeholder feedback
- Simple but accurate and complete submittals
- On-boarding process for online submittals that need additional review

