

## Project Charter

**Project Name:** Stormwater NOI and paper NOI Intake and Review

**Date Chartered:** Fall 2012

**Expected Completion Date:** April 30, 2013

**Project Sponsor:** Pam Biersach

**Team Leader:** Shelley Warwick

### **Team Goal/Mission:**

What is the purpose of the team?

The goal of this team is to review the intake and review process for stormwater NOI construction permits. The team will look at the eNOI intake and review process as well as paper NOI intake and review process. Our overall goals are to evaluate the process steps to find ways to decrease DNR workload, decrease the amount of time it takes to complete intake and review, and to increase customer satisfaction. Our main customers with this project are DNR stormwater specialists (internal) and NOI applicants (external).

### **Measure(s) to be used to determine success:**

How will we quantify our progress?

1. DNR staff NOI intake time is reduced by 10%
2. DNR staff NOI review time is reduced by 10%
3. NOI intake staff members will provide reviewers with NOI application material within 2 days of date of receipt 95% of the time.
4. Federal, State, and program safety requirements will be addressed and incorporated into the new process, if applicable.

### **Proposed Team Members:**

- Brooke Yanke, Stormwater Specialist -Southern District
- Rick Stoll, Runoff Program Management Team- Northeast District
- Bob Baczynski- Runoff Program Management Team- Northern and Western Districts
- Roberta Walls, Stormwater Specialist- Western District
- Kim McCutcheon, Stormwater Specialist –Southern District
- David Hon, Stormwater Specialist- Northern District

### **Expected Results:**

What will be in place when we are done?

1. Consistent eNOI intake and paper NOI intake statewide.
2. Consistent eNOI review and paper NOI review statewide.
3. Successful representation of workflow needs into SharePoint eNOI permitting.
4. Electronic and paper intake and review processes are identical.
5. A predictable timeframe for when applicants can expect NOI issuance after 14 working day clock is stopped. This will involve:

- a. Setting a standard time period for applicants to resubmit information to make their application complete.
- b. After reviewing data with this team, setting a standard that NOI applicants can expect their permit within a certain amount of days a set percentage of time.

**Support/Resource People:**

Who will we need assistance from besides the team members?

Regional intake specialists, DNR SharePoint team, RMPMT, Jane Landretti-DNR Legal Services (potentially).

**Responsibilities and Boundaries:**

What areas will the team look at and what areas will the team NOT look at?

The Team will look at:

1. Process steps for the eNOI intake and ENOI review by region
2. Process steps for the paper NOI intake and review by region

The Team will NOT look at:

1. Policy decisions with stormwater construction permit triage
2. Staffing changes
3. Workload redistribution
4. New policies- policy needs that come up will be put into a “parking lot” to bring to the RM PMT