ADEQ Vision

To be the No. 1 state in the nation in:

- **balanced, leading-edge environmental protection.**
- **technical and operational excellence.**
- **radical simplicity for customers and staff**

ADEQ Mission

Protect and enhance public health and the environment in Arizona

myDEQ FY22

State of Arizona – Arizona Department of Environmental Quality
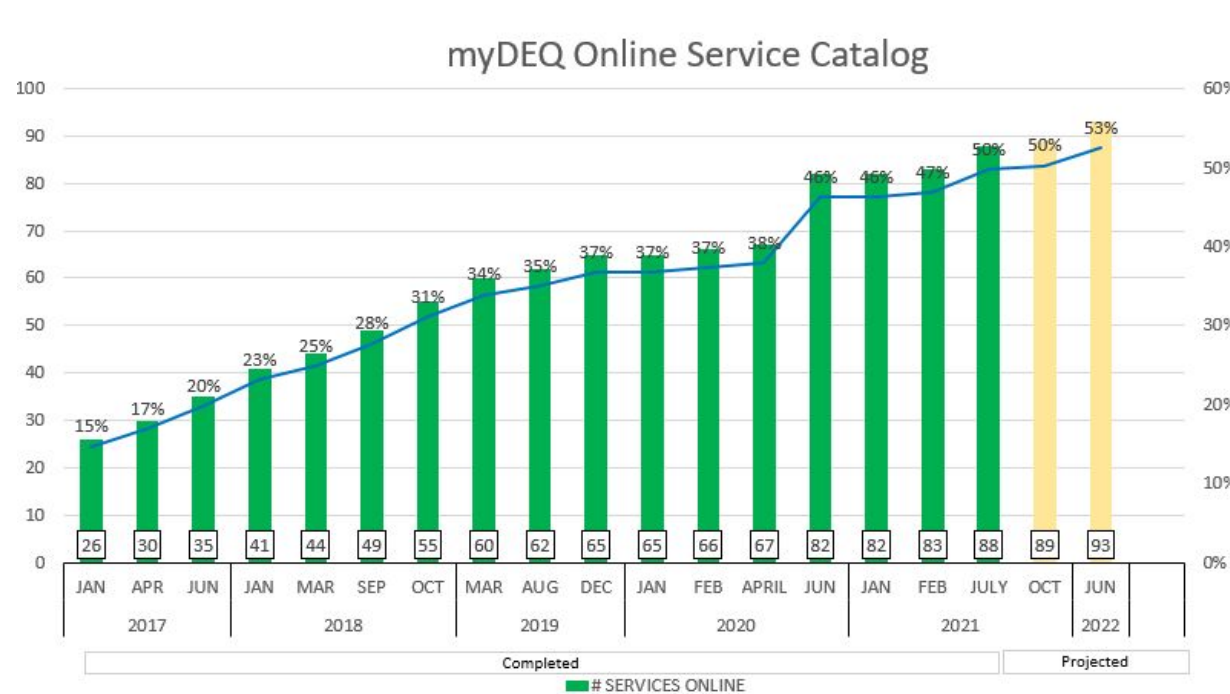
DATE of ITAC: 09/15/2021

"Paper transactions and payments between businesses and ADEQ are inefficient, wasteful and burdensom…"
– Glenn Hamer, Arizona Chamber of Commerce

Problem:

- Every year businesses transact with ADEQ in obtaining required licenses and submit reports to demonstrate compliance with environmental regulations. These transactions using paper forms are error prone and time consuming resulting in increased processing times and regulatory burden for businesses.

Project Introduction

myDEQ Online Service Catalog

Solution:

- Arizona businesses helped ADEQ prioritize a catalog of 147 services (Permits, Registrations, Compliance Reporting,etc.) that could benefit them in meeting their environmental obligations if available online. ADEQ has developed a scalable platform where services are added incrementally to myDEQ. Since 2015, 88 services have been implemented and are utilized by businesses every day. Each fiscal year, ADEQ works with businesses to rank services from the catalog and requests funding from the legislature for continued application development This approach limits the financial and technical risk to a smaller scope, allowing businesses and the legislature to incrementally select and fund the project accordingly. **ADEQ proposes to implement 5 additional services in myDEQ in FY22.**

Customer Adoption:

17,107 facilities currently managed in myDEQ
nearly three quarters of current applications have 100% adoption

Air General permit | Reduction in permit issuance time:

89 DAYS down to Same-Day **99% REDUCTION**

APP & AZPDES Compliance Reporting | Exceedance notifications:

4–6 MONTHS down to 48 hrs **99% REDUCTION**

Stormwater | More than 5,000 permits issued

5,482 active company accounts
7,515 active user accounts

42,000+ transactions performed in FY20

$4M electronic payments received through myDEQ to date this fiscal year

$154M estimated economic benefit to Arizona using an US EPA economic model calculator

Recognition

CIO 100 Enterprise Excellence Award	*2020 winner of CIO 100 Award for Technology Innovation and Business Transformation*
Center for Digital Government Award	*2019 Winner of State Digital Government Experience Award*
Arizona Forward Crescordia Award	*2019 Winner of Environmental Excellence Crescordia Award for Arizona Water Watch mobile app*
ECOS Award	*2018 Winner of State Innovation Award for Arizona Water Watch mobile app*
NASCIO Award	*2018 Finalist for innovation & excellence in digital interaction between government and business*

Project Responsibilities

Agency

1. Project Management
2. Infrastructure and Technical architecture
3. User Acceptance Testing
4. Communication & Training

Shared

1. Business Analysis
2. Application architecture
3. Data Architecture
4. Coding
5. Unit & Integration Testing
6. Deployment

Vendor/Contractor

1. Scrum Master
2. System Testing

Project Timeline

Project Costs

Project Costs by Category	FY20	FY21	FY22	FY23	FY24	Total
Professional & Outside Services (Contractors)			$1,468,480.00			
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees						
Other Operational Expenditures						
Total Development			$1,468,480.00			
Total Operational			$0.00			

What Success Looks Like

- additional regulated facilities to be onboarded into myDEQ platform

- Regulated community to experience a 80% improvement in the agency's turn around time.

- Regulated community to return 60% faster to environmental compliance

- $2.2M estimated annual economic benefit to the State of Arizona (per EPA calculator)

- ADEQ staff to realize a 80% reduction in data entry efforts which will be productively deployed towards environmental compliance monitoring and assistance.

Q & A
Session

Requesting Approval For

ADEQ is requesting approval for myDEQ FY22 which will deliver the following online services into production.

5 Online Services

Total project cost $1.46 Million

Projected completion date June 30, 2022