myDEQ
FY19

ITAC Presentation
Oct 24, 2018

"Paper transactions and payments between businesses and ADEQ are inefficient, wasteful and burdensome..."

– Glenn Hamer, Arizona Chamber of Commerce

Agency Services Online: 55

ADEQ
Arizona Department
of Environmental Quality

Top 5 in the nation with **100%** Customer Adoption Rate for Submitting e-DMRs online (AZPDES Electronic Compliance Reporting Form)

1 of two states in the country providing Construction and Multi-Sector Stormwater general permits online.

Finalist Award finalist for innovation and excellence in digital interaction between government and businesses in 2018.
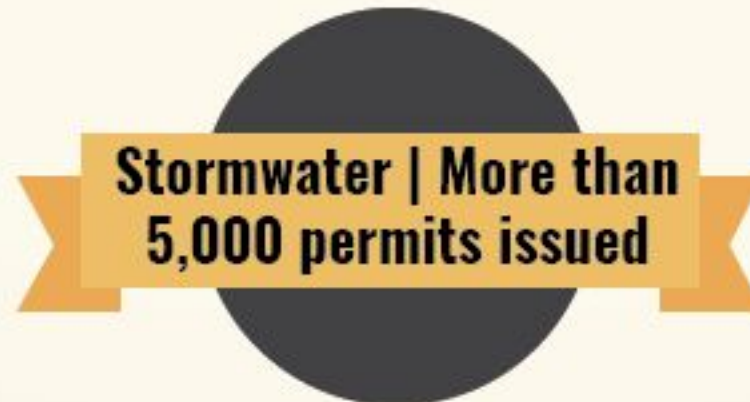
Customer Adoption:

7,571 facilities currently using myDEQ
with another 5,000 facilities projected to use myDEQ by December 2018
Nearly half 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

- **Fisher Industries - Chris Smith**

"MyDEQ is the best application system I have every used. Being the most user friendly and all-inclusive the rest of the country could learn thing or two from the Arizona Department of Environmental Quality."

- **Greater Phoenix Chamber of Commerce - Mike Huckins, Vice President of Public Affairs**

"The Greater Phoenix Chamber supports efforts to maintain and expand the myDEQ web portal. The myDEQ online tool is a perfect example of government streamlining their processes to meet the needs of businesses and other stakeholders. The increase in permitting speed and the ease of doing business makes myDEQ portal invaluable to our membership and we look forward to additional features in the future."

97.6% error free code

Decreasing cost per story point

> 99.9% availability

Risksense security score > 830

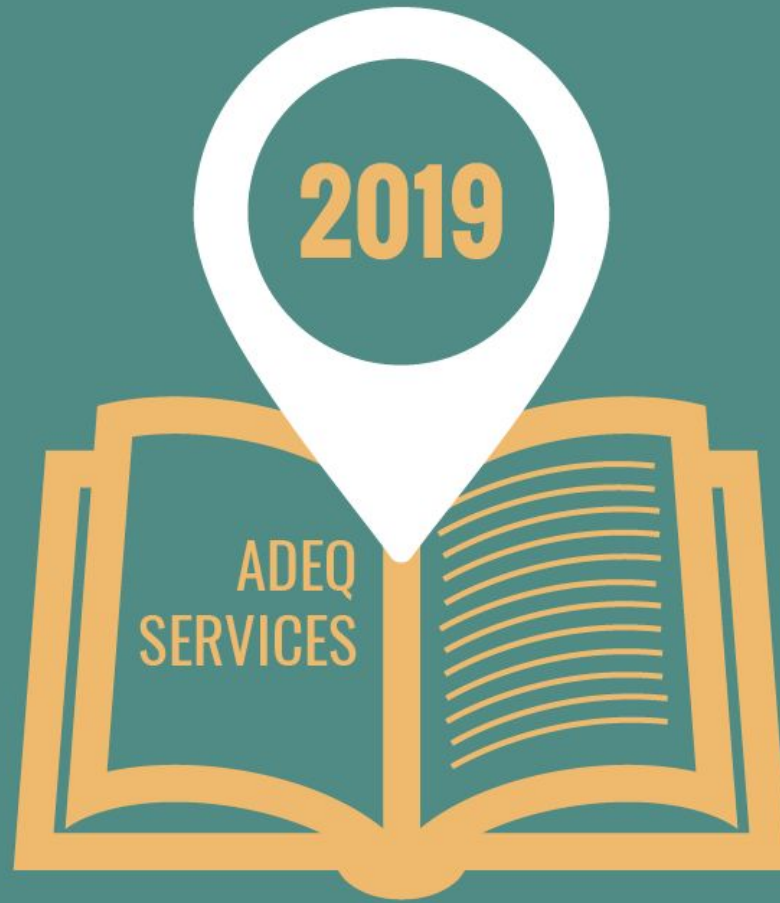5,000 additional facilities and 10,000 individuals will utilize myDEQ

myDEQ on ADOA AESP platform by January 2019

60 total online services by December 2018

Project to be completed by December 2018 within approved budget

20 Additional Services

FY19 Scope

Service Group	Customer Wait Time Improvement	Agency Processing Time Improvement
UST Grant Application	60%	98%
Air Quality Permit Deviations and Excess Emissions Reporting	80%	83%
Air Quality Stack Test Protocol and Results Reporting	83%	90%
Groundwater Type 2 Reclaimed Water and APP General Permits	85%	71%
Surface Water AZPDES Individual Permits	33%	30%
Drinking Water Operator Certification	94%	100%
Groundwater –401 Nationwide Applications	90%	75%

2019

January February March April May June July August September October November December

UST Grant Application

Air Quality Deviations and Excess Emissions Reporting

Air Quality Stack Test Protocol and Results Reporting

Groundwater Type 2 Reclaimed Water and APP General Permits

Surface Water AZPDES Individual Permits

Drinking Water Operator Certification

Groundwater 401 Nationwide

20 additional services
(Including some of our most complex services)

Total project cost
$3.2 Million

Projected completion date
Dec. 31, 2019