

## e-Permitting Portal Overview

The Hawaii State Department of Health (DOH) and the Hawaii State Department of Business, Economic Development & Tourism (DBEDT) partnered to make it easier for the regulated community and the public to apply for environmental health permits via the e-Permitting Portal application.

The e-Permitting Portal is an internet-based, one-stop, online source for DOH environmental permit applications. Through the Portal, members of the public can determine whether there is a need to apply for a permit. Applicants can submit and pay for applications online, track the status of their submissions, and modify and renew permits as needed. The Portal includes improved search capabilities, new navigation tools, and easier access to areas for applicants to communicate directly with permitting staff.

This solution streamlines the regulated community permit application submissions and increases the efficiency of staff managing the permit application process. The applicant is guided through the entire application process when completing the permit application. This improves accuracy and completeness of the submitted permit application form. The Portal allows the applicant to save partially completed applications forms at any time and simplifies their permit renewal submissions.

Permit applications also have the ability to be assigned a specific project type (e.g. Clean Energy Projects) which allows DBEDT/Renewable Energy insight into all clean energy project's permit application submissions.

Applicants also have the option of paying for their permit application fees online using their credit card and/or bank account. Any online payment is processed by a secured and proven third-party payment processor and therefore removes DOH from the liability of storing any credit card and bank account information.

### Internal Functionality

Permitting staff members can review, manage, and process submissions as well as create and maintain application forms and workflow processes.

The Portal empowers the program's permitting staff, who knows best about their permit application forms, to dynamically create and modify their permit application forms and workflow processes. As a result, the applicant submits a much better, complete and accurate permit application.

Application forms and the application's workflow process are custom-designed for each permit application by the permitting staff themselves without the assistance of software developers normally required for creating and maintaining web-based applications. The workflow process of an application form identifies standard milestone steps a particular permit application form would normally go through. Once a permit application is submitted, permitting staff members are assigned a milestone step(s). The assignment of staff and an estimated completion days for each milestone step allows the Portal to keep track of who and where the permit application is at.

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During the permit application review process, automatic and manual email notifications, internal and external application notes are available to communicate with the applicant or with other program staff members. Attachments (i.e. additional documents, spreadsheets, engineering plans, pictures, video, including confidential documents, etc.) can also be attached to the permit application.

While the Portal cannot promise to speed up the time needed for engineers to review permits, it will cut down by almost one-half the amount of time spent in the back and forth between permit applicant and reviewer. The time it takes applicants to fill out the forms will also probably be reduced. Many of the online forms are shorter than previous paper versions because program staff took the time to figure out ways to ask better questions.

Program managers have a management dashboard to give them insight into the online permit applications within their area of responsibility. It allows managers to view what permit applications are currently in the pipeline, application submission statuses, staff workload, and other statistics to assist them in managing their permit applications.

The e-Permitting Portal is not a commercial-off-the-shelf software product. It is the result of the EHA's programs collaborating for over a year to mutually agree on its permitting requirements on what exactly should be in this Portal. Although the initial rollout was not everything the programs had wanted due to budget constraints, it is a start which the program staff are all proud of and have already started working on upgrades to the current version.

The e-Permitting Portal is more of a utility than a tool. Although being labeled as the e-Permitting Portal, it could potentially be used by any program or agency who currently has an application form that collects information, accepts online payment (not required), and has a workflow process that the application form moves through.

EHA programs involved in this project were: Clean Air Branch, Clean Water Branch, Safe Drinking Water Branch, Solid and Hazardous Waste Branch, Waste Water Branch, Sanitation Branch, Indoor and Radiological Health Branch, Hazardous Evaluation and Emergency Response Office, Environmental Resource Office, Compliance Assistance Office, and the Environmental Planning Office. The DOH's Administrative Services Office, Health Information Systems Office and the Department of Budget and Finance were also involved.

Windsor Solutions, Inc. assisted DOH with the design, development, and implementation of the Portal.

Website URL: <http://eha-cloud.doh.hawaii.gov/epermit/>

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