



Waterways IDEM-DNR Project Overview and Demo

Office of Water Quality
Indiana Department of Environmental Management



Agenda

- ▶ Where we started
 - ▶ Focus group session results
 - ▶ Collaborative workshops
- ▶ Primary tasks
 - ▶ IDEM and DNR collaborative process
- ▶ Ongoing operations
- ▶ Public benefits
- ▶ How you can help us
- ▶ Improvements demo
- ▶ Questions and answers

Project Overview – Where We Started

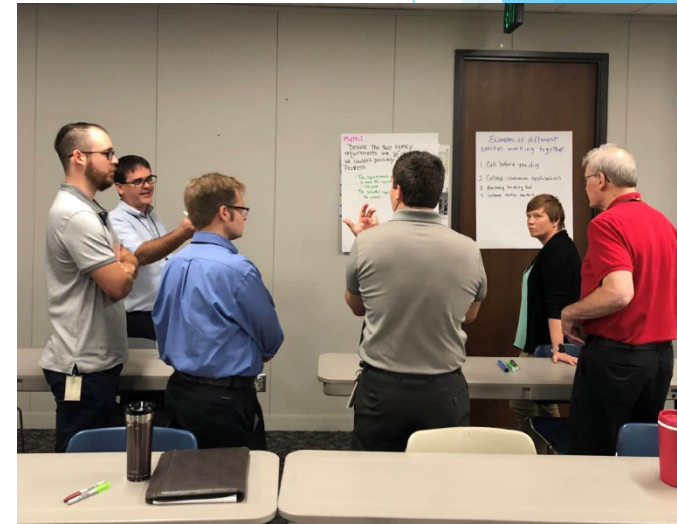
- ▶ Focus Groups
 - ▶ Decision to create voice-of-the-customer survey and focus groups (August 2019)
 - ▶ 48 respondents to survey
 - ▶ Six half-day focus groups with 36 customers, stakeholders, and legislators
 - ▶ Focus group session results - pain points
 - ▶ Agency overlap/lack of collaboration
 - ▶ Lack of clarity on which permits are needed
 - ▶ Takes too long
 - ▶ Lack of consistency
 - ▶ Focus group session results gave us the information we needed to begin addressing the Waterways process requirements





Project Overview – Where We Started

- ▶ October to November, collaborative agency workshops
 - ▶ Current-state processes workshop
 - ▶ Detailed process mapping and opportunity identification
 - ▶ Detailed process and data analysis
 - ▶ Future-state (ideal) process vision workshop
 - ▶ “Do now” improvements action session
 - ▶ Agency overlap/lack of collaboration
 - ▶ Lack of clarity on which permits are needed
 - ▶ Takes too long
 - ▶ Lack of consistency





Project Overview – Primary Tasks

- ▶ November to February, “do now” collaborative improvement execution
 - ▶ New Waterways website
 - ▶ Waterways inquiry request
 - ▶ IDEM and DNR internal collaboration
 - Shared Waterways email (info@waterways.in.gov)
 - Joint responses
 - ▶ Joint application
 - ▶ Soft go-live on February 17, 2020



Project Overview – Ongoing Operations

- ▶ Continued review
 - ▶ Waterways inquiries
 - ▶ 532 inquiries as of July 2021
 - ▶ Average total review = six days
 - ▶ Many = less than two days
 - ▶ Joint application form
 - ▶ Used but less frequently than anticipated

Public Benefits

- ▶ Reduces the unknowns
 - ▶ Single email response
 - ▶ Reviews completed by permitting specialists from IDEM & DNR simultaneously
 - ▶ Easier to plan projects, investigate property options
 - ▶ Simplifies project planning
 - ▶ Eliminates regulatory uncertainties when executing projects, providing protection and peace of mind for citizens
 - ▶ Only filling out one application

How Can You Help?

- ▶ When receiving calls, refer constituents to the Waterways Website (waterways.in.gov)
- ▶ Include information in newsletters, town hall handouts, other marketing materials distributed
- ▶ Talk with your local offices and elected officials to make sure they are aware of the Waterways website
- ▶ If people are unsure of how to use the website, refer them to the IDEM Office of Water Quality 317-233-8488 or DNR Division of Water 317-232-4160 for assistance.



Improvements Demo

- ▶ New Waterways website
- ▶ Waterways inquiry request
 - ▶ Joint response examples
- ▶ Joint application

Questions?