The Service
Groundwater Management Permit Process Review

The Problem
Following a groundwater contamination event, a groundwater management permit is necessary to prescribe clean-up procedures and reporting requirements and frequency. Current reporting requirements are causing an excess amount of reports to be submitted for review, which, in turn, adds to the overall response time for all technical reports in the backlog. The current response time for some document reviews is 9 months.

The Goal
Review all technical report submittals in 90 days or less.

The Lean Process
The Team took a “Kaizen” approach where members of the team intensely focused on solving the problem using brainstorming and other techniques.

The Results
Three hazardous waste site risk categories were identified: High, medium and low. Within each category, probable scenarios were outlined and reporting requirements were standardized based on the following factors:

- Source status
- Indoor air issues
- Groundwater quality and trends
- Surface water impacts
- Water supply well impacts or potential impacts

Two written guidance documents were developed, “Guide for Selection of Permit Sampling and Reporting Frequencies” and “Draft Guidance for Remedial Systems.” These guidance documents will now assist project managers in making consistent decisions on a site’s current risk status and selecting the appropriate Groundwater Management Permit sampling and reporting requirements. This standardized permit review approach should result in fewer permit required submittals and quicker review/response times.

Metrics/measures will include:
- Total sites in backlog per month
- Total actions per month
- Total incoming reports per month (permit versus non-permit related)

Accomplishments
- Standardized permit review approach
- Fewer permit required submittals
- Quicker review/response times for reports in backlog

Team
- John Regan
- Karlee Kenison
- Rebecca Williams
- Paul Rydel
- Carl Baxter
- Ralph Wickson
- Sarah Kirn

Contact
Karlee Kenison, 271-6542

Hazwaste Backlog
(Totals by Month)