



# NHDES Land Resources Management

## Wetlands Shorelands Combined Permit Process

### Summary

Develop the Wetlands / Shorelands undocumented Combined Permit Application Process



Using Lean Value-stream mapping and brainstorming techniques, we were able to visually see and better understand the current process. We created a new workflow, and recommended improvements to the database, application and application review checklist

### Team

#### **Sponsor:**

- Sarah Yuhas Kirn

#### **Participants:**

- Rosemary Aures
- Debra Brown
- Ram Chhetri
- Rob Cole
- Darlene Forst
- Stefanie Giallongo
- Eben Lewis
- Tom Taggart

#### **Facilitators:**

- Dan Hrobak
- Muriel Lajoie

#### **Contact**

- Sarah Yuhas Kirn

### Background

New rules are to go into effect December 15, 2019 clarifying requirements for a combined Wetlands / Shorelands permit application. No standard process existed for processing applications that came in together.

### The Problem

- The current and future combined permit application processes were not documented
- The future combined permit application was not streamlined
- The application and internal checklists were not designed for combined permit applications
- The database was not adequately designed to accommodate the combined application and associated impact tracking



### The Goals

- Document the procedure including roles and responsibilities
- Combined permit application review checklists and application
- Outline of required database changes including impact tracking

### The Lean Process

The event took place over four ½-day sessions. With input from participants, we:

- Mapped the current and future combined permit application review process using swim lane mapping.
- Reviewed the permit application and checklists while determining improvements to these documents
- Reviewed the database and assessed and recorded where improvements related to this process, could be made

### The Results

The team developed a current state which has the following benefits:

- New work flow process map created
- Additional areas identified for modification for combined permit rule promulgation (e.g. OneStop and Data check tool)
- Designed combined permit application
- List of required database changes
- Modified permit application checklists
- Great Lean training opportunity for all team members