Department of Health’s e-Permitting Portal

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Department of Health
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What requires a permit?

Water

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Environmental Health Administration
What requires a permit?

Air

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What requires a permit?

Waste

Underground Storage Tanks

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What requires a permit?

Food

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What requires a permit?

Mortuaries
Public Swimming Pools
Tattoo Shops

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What requires a permit?

- Noise
- Radiation
- Indoor Air
- A/C Ventilation
- Asbestos
- Lead-based Paint
Electronic Permit Applications

• Have been a priority for over a decade

• **Identified permitting requirements from program staff**
  • Easy to use
  • Informative
  • Consistent look & feel
  • Online application submission & payment
  • Application status tracking
  • Ability to create/maintain forms & workflows

• Developed/Implemented e-Permitting Portal
e-Permitting Portal

What is it?

- Internet-based application
- One-stop shop for DOH / EHA permit applications
- Online application submission and payment
- Application tracking by applicant and DOH/DBEDT
- Submission History for streamlined permit modification and renewals
- Easy to use and informative
e-Permitting Portal
Application Finder

- Easy way to find / search for application forms / information
- Get smarter from every search performed

Search results found for Applications containing “NPDES”.

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**e-Permitting Portal**

**Application Forms**

- Custom-designed for each permit application by permitting staff
- Guided process through entire application (drop-downs, geospatial map, mouse-over, Help, FAQs)
- Improved data accuracy and completeness
- Ability to save partially completed form at any time
- Application history for easier renewal submissions
- Flexible and easy to create and modify application forms and workflow processes by permitting staff

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e-Permitting Portal

Application Submission

• Applications can be assigned to current priorities
• Highlight Clean Energy Projects
• Ability to track application status
e-Permitting Portal
Online Payment

- Allow online payment for permit application fees
- Secure & proven payment processor - PayPal
- All credit card / bank account info between customer and PayPal.
- No credit card and bank information kept by DOH.
e-Permitting Portal

Management Review Dashboard

- Improved visibility of outstanding permit actions
- Better permit processing timeliness metrics
- Can effectively manage workload and priorities
e-Permitting Portal

Benefits

Efficiencies
- Reduced back-and-forth with applicant
- Allows notes for efficient communication
- DOH able to quickly compare submitted application versions

Transparency
- Applicant has ability to track submitted application
- Ability to provide automatic email notifications to applicant of completed application’s milestone.

Resources
- New and modified application forms & workflow processes are customized by in-house program staff.
- Submission history allows the applicant to submit permit renewals easier and faster.

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Environmental Health Administration
e-Permitting Portal

Accessing the e-Permitting Portal:

https://eha-cloud.doh.hawaii.gov/

- or -

DOH Home Page (What’s New):
http://hawaii.gov/health
e-Permitting Portal

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Thank You!