

Approved: 2-6-97
Date

MINUTES OF THE SENATE COMMITTEE ON ENERGY & NATURAL RESOURCES.

The meeting was called to order by Chairperson Don Sallee at 8:08 a.m. on January 30, 1997 in Room 254-E of the Capitol.

All members were present except:

Committee staff present: Raney Gilliland, Legislative Research Department
Mary Ann Torrence, Revisor of Statutes
Linda Bradley, Committee Secretary

Conferees appearing before the committee: Ray Haney, Team Leader, Water Permitting Implementation Team,
The Boeing Company

Others attending: See attached list

Chairperson Don Sallee called the meeting to order and opened the floor to bill requests.

Senator Tyson presented a bill for introduction of The Prairie Spirit Rail Trail from Welda to Richland. The proposed bill would impose moratorium for 3 years in making this a state park.

Senator Tyson, with a second from Senator Huelskamp moved to introduce the bill. The motion carried.

Senator Tyson presented a bill introduction regarding the second phase of The Prairie Spirit Rail Trail from Richmond to Ottawa. The proposed bill would establish a moratorium of 14 months until April 1998.

Senator Tyson, with a second from Senator Huelskamp moved to introduce the bill. The motion carried.

Senator Morris presented a proposed bill for introduction regarding a low-water crossing on the Arkansas River.

Senator Morris, with a second from Senator Huelskamp moved to introduce the bill. The motion carried.

Ray Haner, Team Leader with the Water Permitting Implementation Team presented a briefing on environmental water permitting. The Water Permitting Implementation Team made a study that focused on existing environmental water permitting processes employed by the Kansas water quality and quantity permitting agencies. Team emphasis was placed on identifying opportunities to improve significantly the efficiency and effectiveness of the water permitting process. See (Attachment 1).

Senator Schraad, with a second from Senator Harrington moved to approve Committee minutes for January 22, 1997. The motion carried.

The meeting adjourned at 8:31 a.m.

The next meeting is scheduled for January 31, 1997.

Ray Honey
1-30-97



**REINVENTING
KANSAS
GOVERNMENT**

A PUBLIC & PRIVATE INITIATIVE

Environmental Water Permitting

1996 Status Report

Energy's Natural Resources
January 30, 1997
Attachment 1

1-1

INTRODUCTION

PURPOSE This study focused on existing environmental water permitting processes employed by the Kansas water quality and quantity permitting agencies. Team emphasis was placed on identifying opportunities to improve significantly the efficiency and effectiveness of the water permitting process.

SCOPE The scope of the study was first to gain a full understanding of the processes employed by the Kansas water permitting agencies. A nationwide computer search was conducted to determine "best practices" outside the State of Kansas. Kansas customers were consulted for perceived satisfaction and areas for improvement.

STUDY TEAM MEMBERS

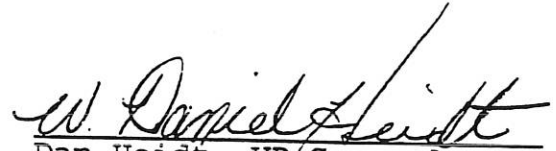
Ray Haner, Team Leader	The Boeing Company
Stephen Hurst	Kansas Water Office
Charles Jones	Kansas Department of Health & Environment
Kenneth Kern	State Conservation Commission
Dale Lambley	Kansas Department of Agriculture
John Metzler	Johnson County Unified Waste Water District
Kent Weatherby	Western Resources, Inc.

CREDITS The Study Team appreciates the advice, counsel and participation of Ronald Hammerschmidt, Marti Crow, and Donald Cawby of the Kansas Department of Health & Environment; Wayland Anderson of the Division of Water Resources, Kansas Department of Agriculture; Tracy Streeter of the State Conservation Commission; Dr. Darrell Eklund and Cyril Smith of the Kansas Water Office; Steve Kohler of The Boeing Company; and Jennifer Harder of Johnson County Unified Waste Water District.

Special thanks goes to Cynthia Couch, Senior Paralegal at Western Resources, Inc. whose contribution, paralegal skills, and dedication were invaluable to the team.



Melanie Fannin, President
Southwestern Bell Telephone



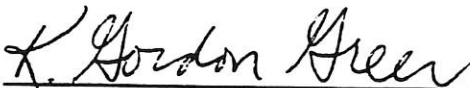
Dan Heidt, VP General Mgr.
Boeing Commercial Airplane
Group, Wichita Division



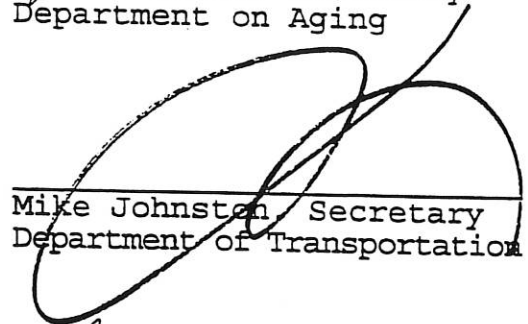
Howard Fricke, President &
CEO
Security Benefit Group



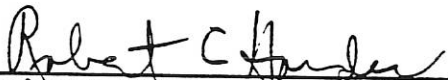
Joanne Hurst, Secretary
Department on Aging



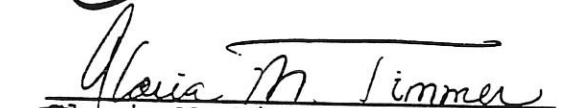
K. Gordon Greer, CEO &
Chairman
Bank IV Kansas



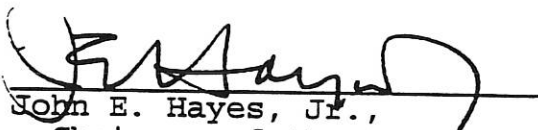
Mike Johnston, Secretary
Department of Transportation



Robert Harder, Secretary
Department of Health and
Environment



Gloria M. Timmer, Secretary
Department of Administration



John E. Hayes, Jr.,
Chairman of the Board,
President & CEO
Western Resources, Inc.



Charles Simmons, Secretary
Department of Corrections

Reinventing Kansas Government
Steering Committee

EXECUTIVE SUMMARY

- AREA STUDIED** The Water Permitting Team studied the various processes associated with water quality and quantity permits issued by Kansas agencies.
- SHARED VISION** To develop a customer focused approach improving the efficiency and effectiveness of the environmental water permitting process, while ensuring sustainable quantities of good quality water.
- MISSION STATEMENT** To identify opportunities to improve significantly the efficiency and effectiveness of the water permitting processes.
- STATEMENT OF FINDINGS** The Water Permitting Team has identified several areas that can significantly improve the various water quality and quantity permit processes. The following represents a summary of the key findings, recommendations, and observations resulting from the facts and data gathered during this study:
- The issue of improving water permitting processes is not unique to the State of Kansas. The existing Kansas water permitting processes are far better than most programs of other states evaluated during the study. Several of the states contacted expressed an interest in obtaining the Water Permitting Team's recommendations.
 - Kansas water permitting agencies currently use informal information sharing meetings to coordinate their efforts and to improve customer service. The agencies work extremely well together and have shared goals.
 - A ready-made solution to improving the water permitting process does not exist.
 - Each of the Kansas agencies involved in water permitting can further improve their processes.
 - Eighteen Quick Hit and twenty-four Major Initiatives have been identified to improve the water permitting processes. Implementation of the Quick Hit and Major Initiatives would provide a user-friendly water permitting process and place the State of Kansas in a leadership position among its peers.

- A level of preferred performance should be established for each water permitting process, with each agency receiving sufficient resources to perform the requirements.
- The existing budget process penalizes agencies by not allowing them to use savings to reinvest in process improvements. Incentive programs must be implemented to encourage continuous improvement by the agencies. This would allow agencies to keep pace with customer service needs and natural resource management.
- The Water Permitting Team should transition into a Water Permitting Implementation Team to ensure implementation of the Quick Hit and Major initiatives.
- The frequency of the failure to apply for and obtain required water permits may be extremely high. If everyone who needs a water permit applies for one, the flow times for processing water permits or applications would deteriorate if the existing processes remain unchanged.
- Violations of water permit requirements raise fairness problems and will, in the long run, interfere with economic development and community growth. A team should be formed to study compliance issues.
- The majority of the 1993 water permit applicants who responded to the survey performed by the Water Permitting Team were satisfied with existing water permit application processes. One third of the applicants who responded expressed dissatisfaction with various aspects of the water permit application process, including the length of time required to process the permits.
- The Water Permitting Team's recommendations may warrant being converted into a water permitting improvement bill to ensure the implementation of adopted initiatives, to continue annual agency process improvements, and to initiate a discussion of preferred performance levels and related resources. If initiated, the bill should endorse Kansas quality improvement and encourage the use of cross-functional study teams in the continuous improvement process.

Cost Savings

Implementation of the Water Permitting Team recommendations will result in cost savings for the State of Kansas, private industry, individuals and communities. The investments in water permitting improvements such as information management, collocation of permitting activities, and development of user-friendly education and application materials will ultimately increase both the efficiency and cost-effectiveness of the State's water-related programs. The Water Permitting Team intends to review the costs and benefits for each of its recommendations as the implementation phase of this project progresses. Additionally, the Water Permitting Team made every effort to address the hidden costs (start-up delays, disruption, and miscommunication) that result from an inefficient, difficult, and time-consuming permitting process.

Economic Development Problems Related to Noncompliance

The water-related programs of the State of Kansas are intended to address two concerns: protection of human health and environmental well-being, and the prudent, equitable management of resources. The Water Permitting Team did not address the issue of noncompliance due to the fact that it was outside the Water Permitting Team's charter. The Water Permitting Team believes that the issue is a serious problem and recommends that the Steering Committee assign a study team to address water quality and quantity issues that may impair or jeopardize economic development.

The Single Water Permitting Agency Concept

The Water Permitting Team did not attempt to address the issue of organizational structure within or among the water permitting agencies. Specific instructions were given to the team leaders during the orientation provided by the Department of Administration to evaluate water permitting processes and not to evaluate programs.

Pay-As-You-Go Permitting Fees

The Water Permitting Team recommends that permit fees be set at a level sufficient to recover the costs of efficient and effective permitting programs. In many Kansas water permitting programs, no fee is charged, or the fees charged are well below the State's cost for processing the permit application. Setting fees at a level which covers program costs ensures the elimination of subsidies and frees up much needed State General Funds for other purposes. By the same token, permitting agencies must demonstrate to the regulated community that the permit fees support efficient and effective permitting programs.

PKG: WATER PERMITTING IMPLEMENTATION TEAM

February 20, 1995

INDEX TO PERMITS

AGENCY		PERMITS
Kansas Board of Agriculture -- Division of Plant Health	1.	Chemigation
	2.	Chemigation - Equipment Operator
Kansas Board of Agriculture -- Division of Water Resources	3.	Appropriation of Water for Beneficial Use
	4.	Appropriation of Water for Beneficial Use - Change
	5.	Appropriation of Water for Beneficial Use - Temporary
	6.	Dams
	7.	Floodplain Management
	8.	General Permits #1 and #2
	9.	Levee Plans
	10.	Sand Plant
	11.	Stream Obstructions/Channel Changes
Kansas Board of Agriculture -- Division of Water Resources and Kansas Corporation Commission	12.	City Flood Control
Kansas Corporation Commission	13.	Underground Injection Control - Order to Inject
Kansas Department of Health and Environment	14.	Agricultural Waste
	15.	National Pollutant Discharge Elimination System - Wastewater
	16.	Public Water Supply
	17.	Sewer Extension
	18.	Underground Injection Control - Class I Hazardous Waste
	19.	Underground Injection Control - Class I Non-hazardous Waste
Kansas Department of Health and Environment - continued	20.	Underground Injection Control - Class III Wells
	21.	Underground Injection Control - Class V Wells
	22.	Wastewater
	23.	Water Pollution Control
	24.	Water Well Contractor License
Kansas Department of Wildlife and Parks	25.	Threatened and Endangered Species
Kansas Water Office	26.	Weather Modification

RECOMMENDATIONS

In reviewing the Water Permitting Team's recommended initiatives, the following assumptions should be made:

1. "Quick Hit" initiatives are those that can be performed within six months and within the agencies' existing budgets;
2. "Major" initiatives are those that will either:
 - a) require more than six months;
 - b) cannot be accomplished within the existing budget; or
 - c) will require legislative action.

The implementation times indicated in the matrices reflect the amount of time required to implement the initiative after any required funding is received. It also should be noted that, to fully develop the savings which each recommendation would provide, further study is necessary.

The recommended initiatives have been organized into two different types of matrices. In the first type, the initiatives have been categorized under the following topic headings:

Process Enhancement
Automation
Education
Future Study Teams ("Quick Hit" initiatives only)

The Quick Hit and Major initiatives have been separated into two tables. The second type of matrix is entitled "Implementation Plan" and places the initiatives into implementation phases. The initiatives are prioritized within each phase section. Phase I Quick Hit and Major initiatives should be commenced immediately. Phase II Quick Hit and Major initiatives and Phase III Major initiatives should be commenced once significant progress has been achieved on the Phase I initiatives.

**Reinventing Kansas Government
Water Permitting Implementation Team**

LIST OF 1994-1995-1996 PRESENTATIONS

Reinventing Kansas Government Steering Committee - 1994

Association Of Western State Engineers - 1994

Kansas Groundwater Management District Task Force - 1994

Kansas Department Of Health and Environment - 1994

Kansas Water Authority - 1995

Kansas Legislature - 1995 - 1996

Senate Energy and Natural Resource Committee

House Energy and Natural Resource Committee

Kansas River Basin Advisory Committees - 1995

Cameron

Kansas-Lower Republican

Lower Arkansas

Marais des Cygnes

Missouri

Neosho

Solomon

Smoky Hill-Saline

Upper Arkansas

Upper Republican

Verdigris

Walnut

Wichita Chamber Of Commerce - 1995

Water Permitting Implementation Team

Ray Haner, Team Leader	The Boeing Company
Stephen Kohler	The Boeing Company
Stephen Hurst	Kansas Water Office
Dale Lambley	Kansas Department of Agriculture
Wayland Anderson	Division of Water Resources, Kansas Department of Agriculture
Ed Dillingham	Kansas Department of Health & Environment
Dennis Baker	State Conservation Commission
Bob Wood	Kansas Department of Wildlife & Parks
Rick Hesterman	Conservation Division

SENATE CONCURRENT RESOLUTION No. 1610

A CONCURRENT RESOLUTION expressing the legislature's appreciation to the Steering Committee to Reinvent Kansas Government, Environmental Water Permitting Study Team for its effort to improve water permitting agencies service and requesting further cooperation between water permitting agencies and the study team.

WHEREAS, The Steering Committee to Reinvent Kansas Government has provided the legislature with a thorough and excellent briefing on its study report "Environmental Water Permitting" through the study team appointed by the Steering Committee; and

WHEREAS, The study team was comprised of both members of the public receiving environmental water permits and agency heads responsible for the issuance of environmental water permits; and

WHEREAS, The study team solicited additional input from the public receiving environmental water permits through both mail and telephone surveys; and

WHEREAS, The resulting study report "Environmental Water Permitting" contains 18 "quick hit" initiatives and 24 long range initiatives requiring a long term commitment to improving the manner in which the residents of the State of Kansas are served by water permitting agencies; and

WHEREAS, There has been a long standing perception among the legislature and the residents of the State of Kansas that improvements in environmental water permitting are necessary for the public to receive an acceptable level of service by the water permitting agencies: Now, therefore,

Be it resolved by the Senate of the State of Kansas, the House of Representatives concurring therein: That the legislature expresses its appreciation to the Environmental Water Permitting Study Team for its effort to develop a comprehensive plan for improving the manner in which environmental water permits are issued and renewed; and

Be it further resolved: That the legislature endorses the concepts for improvement in environmental water permitting contained in the study report; and

Be it further resolved: That the legislature endorses the transition of the Water Permitting Study Team into the Water Permitting Implementation Team to coordinate and track the implementation of the recommended initiatives; and

Be it further resolved: That the legislature endorses the concept of utilizing electronically transmitted documents in the water permitting process to improve process efficiency and decrease processing time; and

Be it further resolved: That the legislature requests the state agencies which are authorized to manage the environmental water permitting process, in conjunction with the Water Permitting Implementation Team, to create a "Water Permit Database" to be shared by the state agencies; and

Be it further resolved: That the legislature requests the Water Permitting Implementation Team, in conjunction with the state agencies, to form a "Water Database Policy Board" to develop uniform policies relating to the Water Permit Database; and

SENATE CONCURRENT RESOLUTION No. 1610—page 2

Be it further resolved: That the legislature requests the Water Permitting Implementation Team, in conjunction with the state agencies, to submit to the legislature any bills, resolutions or requests for appropriations designed to implement the various segments of the study report as submitted by the Steering Committee to Reinvent Kansas Government.

I hereby certify that the above CONCURRENT RESOLUTION originated in the SENATE, and was adopted by that body

March 21, 1995

Paul E. Burke Jr.
President of the Senate

Pat Saville
Secretary of the Senate

Adopted by the HOUSE January 29, 1996

Tom Hall
Speaker of the House

Janet E. Jones
Chief Clerk of the House

WATER PERMITTING IMPLEMENTATION TEAM

Some Key Improvements through 1996

Improvements to Permit Applications:

- All forms were reviewed for clarity and elimination of redundant or unnecessary information.

In the Division of Water Resources 80 % of the water rights application forms and 50% of the water structures application forms were revised. The Kansas Department of Health and Environment changed applications to improve readability and eliminate data already on file.

- Customer surveys are being used by all agencies to get customer feedback.

General customer satisfaction surveys are being used to not only determine overall satisfaction but to request comments and suggestions. One example, the survey completed by the Kansas Department of Health and Environment, indicated over 95 percent of customers were pleased with permit application clarity and the assistance provided by the staff. Surveys are also being used in specific activities to judge customer reaction to changes made such as the forms revisions .

- Review renewal permit application process.

A comprehensive review of renewal permit application processes has led in the case of two chemigation renewal forms to using preprinted application forms. This was highly successful leading to many improvements. It was "user friendly", eliminated many errors and highlighted changes that were made.

Process Improvements:

- Tracking systems were either created or improved where necessary to improve process flow times.
- Processes were documented to determine possible improvement opportunities.

In the case of permit applications to appropriate water, the process flow time has steadily decreased from over 400 days down to 120 days in 1995 to 78 days currently. Water structure permit

WATER PERMITTING IMPLEMENTATION TEAM

applications have been reduced from around 240 days to less than 90 days.

Communication Improvements:

- Provide a summary of water permitting program descriptions, authorities and contacts.

A book with all the information described was published and distributed by the Kansas Water Office with budget being provided by all the agencies.

- Improve customer help and information services.

A 1-800 number was established by the Kansas Water Office to answer all water permit related problems or direct customers to the appropriate department. The Department of Agriculture and the Department of Health and Environment assigned this responsibility to existing departments.

Brochures have been developed by all agencies to assist customer in not only completing permit application forms but in identifying which forms needed to be completed.

Computing Improvements:

- Improve information availability and compatibility between agencies.

A computing sub-committee has been created to evaluate computing needs and requirements for the future. One result has been the development of home pages on the internet for all agencies involved in water permitting. Providing application forms, instructions and information via the home pages is being considered.

Water Permitting Implementation Team

**Status Report
On
Implementation of Recommended Initiatives**

Revised: January 4, 1997

**Water Permitting Implementation Team
Status Report Summary
Revised: January 4, 1997**

	Quick Hit Initiatives	Major Initiatives	Totals	percentage
Completed	16	3	19	45%
In-Progress	2	15	17	40%
No Progress to Date:				
Phase I			0	0%
Phase II		3	3	7%
Phase III		3	3	7%
On Hold			0	0%
Totals	18	24	42	100%

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Water Permitting Implementation Team

Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
Q-01	The Water Permitting Team should become a Water Permitting Implementation to Monitor and facilitate initiative implementation.	Completed: Upon authorization of RKG Steering Committee and endorsement by Graves administration. The Water Implementation Team has been working with water related agencies on implementing its initiatives.	0-6 Months	NA	To facilitate and coordinate implementation of recommended initiatives.
Q-02	Agencies should track the status of permits and permit applications in sufficient detail to pinpoint the cause of process problems so appropriate remedial action can be taken	Completed: A basic tracking system requirement list was developed, using the Div. of Water Resources' tracking system as a model. A general flow chart was also developed. The tracking system requirement list and flow chart were sent to each agency for its use in developing a tracking system for each permit. Tracking systems are in place and agencies will continue to report success of systems throughout 1995 and 1996.	0-6 Months	Cost: Within existing budget.	To improve permit processing and customer communications
Q-03	Agencies should develop a process to deal with water permit applications that fall into the "exceptional" or "non-standard" category	Completed: Implementation complete.	0-6 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
Q-04	Agencies should review the application renewal process and frequencies to ascertain their appropriateness and efficiency.	Completed: Implementation complete.	0-6 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.

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Water Permitting Implementation Team

Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
Q-05	Agencies should continue with and expand on their partnerships with water related groups to educate applicants and facilitate the water permit application process. Agencies should encourage the use of field staff, industry groups, trade and business organizations, and consultants in assisting applicants in the completion of forms and permit application requirements	<p>Phase II Completed: Initial evaluation completed by each agency. Examples of implemented activities include 1) Home pages developed 2) 1-800 number in place 3) Updated agency notification list.</p> <p>This is an ongoing activity and no other reporting is deemed necessary.</p>	0-6 Months	Cost: Within existing budget.	To improve customer service and reduce process flow times.
Q-06	Agencies should conduct their own customer satisfaction surveys	<p>Phase II Completed: Implementation complete.</p>	0-6 Months	Cost: Within existing budget.	To improve customer service.
Q-07	Water Permitting Implementation Team should perform additional study of how water permitting agencies are applying the Kansas Environmental coordination Act and the Kansas Administrative Procedure Act requirements to the water permitting processes to determine where permitting process time can be reduced.	<p>Completed: A questionnaire on how agencies apply provisions and the ECA and KAPA was developed and sent to water related agency counsel. The questionnaires were completed and returned. Upon review of the responses, it was determined that the application of provisions of the ECA and KAPA does not unduly prolong the process of issuing water related permits. No further action on this subject was deemed necessary.</p>	0-6 Months	NA	To improve customer service and reduce process flow times, and reduce customer costs.

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Water Permitting Implementation Team

Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
Q-08	Water Permitting Implementing Team should conduct a study to determine the feasibility of creating an Alternate Dispute Resolution Board to assist in dealing with contested water permitting matters.	Completed: Research was performed on existing Kansas law regarding alternate dispute resolution, and also on ADR systems utilized by other states. The existing Kansas ADR statute permits agencies to defer matters to an ADR Board. The team supports and recommends the use of an ADR Board by the agencies and the communication of the ADR process. No further action is deemed necessary.	0-6 Months	NA	To improve customer service and reduce process flow times.
Q-09	Agencies should maintain accurate telephone numbers and applicant contact information (including the contact's position) on application forms and in computer databases.	Phase II Completed: All agencies have a process in place	0-6 Months	Cost: Within existing budget.	To improve customer service and reduce process flow times.
Q-10	Water Permitting Implementation Team should appoint a sub-committee to study the twenty additional permits and licenses identified through the research performed.	Completed: A review was performed of the additional permits and three were determined to fall within the scope of the teams study. Information was obtained from the issuing agencies and incorporated into the study materials and implementation plans for permit initiatives.	0-6 Months	NA	To improve customer service and reduce process flow times, and reduce customer costs.
Q-11	Water Permitting Implementation Team and Management of Information Systems Team should perform additional study on the legal issues which may impact the implementation of a shared database by water permitting agencies.	Completed: A review was performed regarding the legal issues surrounding the sharing of data between agencies via a water permit network and database. It was determined that no legislative changes would be required to create and maintain the recommended system. No further action is deemed necessary.	0-6 Months	NA	To improve customer service and reduce process flow times, and reduce customer costs.

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Water Permitting Implementation Team

Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
Q-12	Agencies should update and distribute the "Kansas Water Related Programs Manual" to state, federal, and local agencies involved in water management and environmental permitting for use as a reference tool.	Completed: Manual was published and distributed.	0-6 Months	Cost: About \$2,000 for printing about 1000 copies.	To provide user friendly cross reference tool (agency to agency).
Q-13	Steering Committee should send copy of the Water Permitting Team final report to legislators to underscore the importance, complexity, timing, and discussion of water permitting in Kansas. The Water Permitting Team should also present its findings to the House and Senate Natural Resource Committee and the new administration.	Completed: Copies were sent to all legislators. In addition, presentations were made to the Senate and House committees on Energy and Natural Resources, the Kansas Water Authority, the Basin Advisory Committees, and several other water related interest groups.	0-6 Months	NA	To educate and inform legislators and to gain support for implementation of the Water Permitting Teams recommendations.
Q-14	Steering Committee should distribute the laws/regulations matrix to agencies as a water permit reference tool.	In Progress:	0-6 Months	NA	To improve customer service and interagency communications, and reduce process flow times.
Q-15	Agencies should provide a modified version of the laws/regulations matrix to customers as an application reference tool.	In Progress: To be included in M-22	0-6 Months	NA	To improve customer service and reduce process flow time.
Q-16	Steering Committee should provide the standardized work plan and process flowchart to any future teams working on improving permitting processes.	Completed: A standardized work plan and process flow chart were developed and provided to the RKG Steering Committee for distribution to future teams. No further action is deemed necessary.	0-6 Months	NA	To assist future teams in outlining team work plans, reduce start-up times, and determine team process flow requirements.
Q-17	Steering Committee should provide sufficient time to future teams to allow for adequate statistical and fiscal analysis.	Completed: The Steering Committee received this recommendation in the final report. No further action is deemed necessary.	0-6 Months	NA	To improve data for the decision making process.

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Water Permitting Implementation Team

Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
Q-18	Steering Committee should provide any parties interested in attending or participating in future RKG study teams with a copy of the legal opinion prepared by the Dept. of Administration's legal consultant.	Completed: Copies of the legal opinion were provided to parties who had expressed an interest in attending meetings of the Water Permitting Team. No further action is deemed necessary.	0-6 Months	NA	To avoid repetition and duplication of legal analysis by future RKG study teams.
M-1	Legislature should provide agencies with sufficient resources to reduce backlogs of pending applications and to attain the desired level of services.	Completed: Being worked through the annual budget process.	6 Months to 1 Year	Cost: To be developed by agencies	To improve customer service, reduce process flow times and reduce customer costs.
M-2	Agencies should review all existing and new permit application forms for clarity, requests for redundant or unnecessary information, possibilities for consolidation of forms within the respective permit programs. This review should include customer input. Forms should be revised as needed to include clear instructions and definitions, and a process for the collection of old forms	In Progress: Permit review priorities established; permit review checklist prepared; and letters to agencies prepared. Checklist distributed to agencies. Method of retrieving old forms needs to be devised and is partially completed.	1-3 Years	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-3	Legislature should place the water permitting process on a "Pay as you go" basis to allow agencies to recover their costs from the program and to fund future improvements.	Moved to Phase II Phase II: An effort was made during 1995 to obtain a legally mandated fee on water structure permits; however this effort was not successful. The team will continue to explore ways to implement this initiative.	1-3 Years	Reduced cost to the general fund	To reduce cost to the general taxpayers and improve customer services.

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Water Permitting Implementation Team

Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
M-4	Agencies should establish a consumer information office(s) for facilitation and coordination of the water permit application process and to provide a more customer friendly approach to information dissemination and to help improve coordination of multiple permit issuance situations. In addition to Topeka each field office should have similar capabilities.	In Progress. KWO has established a 1-800 number for water related questions from the public. KDA and KDHE have assigned responsibility for providing consumer information to a specific office in the dept. within the existing budget. Home pages have been developed by all agencies. Evaluation of future action will occur later.	1-3 Years	Cost: \$350,00 to \$500,00 for 7-10 offices	To improve customer service, reduce process flow times and reduce customer costs.
M-5	Agencies should develop and implement a pre application planning process for customer assistance.	Phase II In Progress: KDA has a process based on request for assistance.	6-18 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-6	Agencies should develop feasibility of developing "short form" applications for low impact water permits	Phase II In Progress: KDA has evaluated it's forms and has developed short forms where possible.	6-12 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-7	Agencies should develop technical specifications and outreach materials so that agency staff can clearly communicate technical review requirements to applicants.	Phase II	6-12 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-8	Agencies should physically collocate their water permitting and approval activities.	In Progress: Agency field offices have been identified and a map displaying all agency offices was created. Lease dates were acquired from the Dept. of Administration. Recommendations need to be developed and supplied to the appropriate agencies.	1-5 Years	Cost: Moving offices.	Reduce costs through operational efficiencies and improve customer service and costs.
M-9	Agencies should concentrate on improving water permit application process flow times.	Phase III In Progress: Ongoing effort by agencies.	Ongoing	Cost: Within existing budget	To improve customer service, reduce process flow times and reduce customer costs.

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Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
M-10	Agencies should review the application renewal processes and frequencies to ascertain their appropriateness and efficiency	Completed: Implementation complete. (See Q-4)	0-6 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-11	Agencies should develop and utilize standardized legal descriptions and site location designations on all water permits.	Phase III	6-12 Months	Cost: Within existing budget.	To improve customer service.
M-12	Agencies should develop standardized technical specifications for water permits where the technical complexity of the designs is relatively low.	Phase III	6-12 Months	Cost: Within existing budget.	Reduce costs through operational efficiencies and improve customer service and costs.
M-13	Legislation should be pass specific legislation authorizing the use of electronically transmitted documents (including signatures) involved in obtaining a water permit	Completed: Additional research was performed and it was determined that utilizing electronically transmitted documents is already within the discretion of the agencies. No legislative changes are necessary.	1995 Session	NA	Reduce costs through operational efficiencies and improve customer service and costs.
M-14	Agencies should require that all of the water permitting agencies' computer technology be made compatible so that information can be readily shared.	In Progress: Task force has been established which is looking at state agency systems.	1-3 Years	Cost: Requires further study	To improve customer service, improve interagency communications, reduce process flow times and reduce customer costs.

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Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
M-15	Agencies should develop a consolidated electronic water permit application network which is accessible in field offices.	In Progress: Relevant agencies and permits identified. Automated systems vision statement developed. Agencies polled for current computer equipment and capabilities. Sub-Committee set up consisting of technical and permit program representatives from each water permitting agency to evaluate system requirements. Permit tracking software identified. *Sub-Committee will evaluate hardware and software requirements for system.	1-3 Years	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-16	Legislature should, through legislation or resolution: A) encourage the creation of a "water permit database" to be shared by water permitting agencies; b) encourage the creation of a water permit database "policy board" and c) address liability and confidentiality issues.	Completed: The Senate and House passed a concurrent resolution relating to WPT recommendations. Also see M-14 and M-18	1-3 Years	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-17	Agencies should provide or arrange to provide local assistance to the applicants so that applications for water permits can be initiated electronically, i.e. computer access with self-help instructions or data entry assistants.	Phase II In Progress: KDA is using fax transmission capabilities to field offices.	1-3 Years	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-18	Policy Board: If established, should develop uniform policies relating to issues such as the cost of creation and sharing data, fees for users, responsibility for maintenance and updating of the data, accuracy, format, security, access, procedures and rules for users.	In Progress: Being worked with M-14 and M-16.	1-3 Years	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.

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Status Report

Revised: January 4, 1997

No.	Initiative	Status	Time Required to Implement	Cost or Savings	Benefits
M-19	Agencies should utilize electronic data processing to complete as much information as possible on water permit renewal forms prior to submission to customer for completion or amendment.	Phase III In Progress: KDA has already implemented this in the chemigation program successfully and additional applications are being evaluated.	1-12 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-20	Agencies should utilize E-Mail as a means of communicating to avoid the inevitable telephone tag which results on personal contact.	In Progress: Some agencies already do this. Other are being evaluated.	1-2 Years	Cost: Within existing budget.	To improve customer service, improve interagency communications, and reduce customer flow time and cost.
M-21	Agencies should develop and provide educational guides and permit matrices to customers to illuminate confusion regarding: where to start, knowing when the process is complete, and why the permit is required.	In Progress: KDHE has prepared two different brochures and made limited distribution. KDWP has published a brochure on Threatened and Endangered Species in Kansas. KWO published the "Red Book" directory.	6 Months	Cost: Within existing budget.	To improve customer service, reduce process flow times and reduce customer costs.
M-22	Agencies should develop and distribute a modified version of the "Kansas Water-Related Programs Manual" reformatted to reflect subjects and projects rather than agency programs, for use by water permit customers.	In Progress: Document currently under revision. Document may be incorporated into KWO's home page on the internet.	6 Months	Cost: \$10,000 for printing distributing 5000 copies	To provide a user friendly cross-reference tool (agency to public)
M-23	Kansas Water Office should coordinate development of educational programs for k-12 and adults on reasons for water quality and quantity permitting	Phase II	Ongoing	Cost: Within existing budget.	To educate and inform public about need for water permitting and to improve customer service.
M-24	Agencies should utilize interactive television for outreach, public hearings and training, and to connect remote offices to each other and the central location.	Phase III	1-15 Years	Cost: Within existing budget.	To improve customer service, improve interagency communications, and reduce customer flow time and cost.

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