



Department of Environmental Protection

eGovernment

What is eGovernment?

eGovernment is the use of information and communication technology to provide and improve government services, transactions and interactions with citizens, businesses, and other arms of government.

DEP eGovernment Projects

DEP has worked on several key eGovernment projects over the last five years. These projects have ranged from making sportsmen's licenses available on-line to enabling electronic reporting of air emissions data. These solutions have effectively used technology to collect, store and provide on-line access to environmental information and data.

Benefits of eGovernment

The flexibility of eGovernment improves overall customer satisfaction and creates a two-way connection between government and its citizens/customers.

The benefits of eGovernment include:

- Improved customer service – instant, 24-7 accessibility of information and services
- Increased efficiency – eliminating paperwork and avoiding unnecessary data and information processing
- Reduced costs – less staff time needed as a result of simplified processes
- Increased transparency – data and information more accessible to the public
- Improved quality control – minimizes risks of key stroke errors in course of data entry

DEP eGovernment Projects – Accomplishments

External

External eGovernment projects are designed for and directly involve DEP's constituents. They provide direct electronic interaction with our agency addressing various business functions.

- I. Air Emissions Inventory System – EMIT
 - Provides the regulated community an on-line interface for reporting air pollution emissions from Title V sources, in accordance with the federal Clean Air Act.
- II. Discharge Monitoring Reporting on-line – netDMR
 - Provides the regulated community a self reporting tool to submit data to EPA which is required to meet NPDES (National Pollutant Discharge Elimination System) permit reporting requirements under the federal Clean Water Act.

- III. CT Environmental Conditions Online – CT ECO
 - Provides municipal officials, businesses and the public a variety of GIS tools and data for viewing and sharing statewide natural resource and environmental information.
- IV. Camp Ground Reservation System – Reserve America
 - Provides an on-line system to reserve campsites at state park and forest campgrounds.
- V. On-line Sportsmen Licensing
 - Provides a public web site for purchasing Connecticut fishing, hunting, and trapping licenses, as well as all required deer, turkey, pheasant and migratory bird permits, stamps and tags.
- VI. Emergency Spills Response & Underground Storage Tank – ESRUST
 - Release 2 will provide on-line access for the regulated community for registration and renewal of Underground Storage Tanks (USTs).
- VII. DEP Web Site at www.ct.gov/dep provides:
 - Forms
 - Electronic Documents
 - Access to various environmental databases
 - General postings of agency-specific information

Internal

Internal eGovernment projects enable DEP staff to be more responsive to the public, the business community, and other government entities.

- I. Site Information Management System – SIMS
 - Provides staff a single view of integrated data, electronic documents and geographic information related to Air, Water, and Waste for regulated facilities.
- II. Emergency Spills Response & Underground Storage Tank – ESRUST
 - UST Registration: Gives DEP staff the ability to enter and track new registrations or renewal of existing registrations of USTs.
 - UST Inspections: DEP's enforcement staff collects field data on laptops and can also access, create and instantly distribute compliance documents, including Notice of Violations (NOVs). This system then synchronizes information via Air Card to DEP's main UST Registration Database.