Region 1 & MA DEP* RCRA Part B License Renewal Process Lean Project

*MA DEP: Massachusetts Department of Environmental Protection

THE PROCESS

The Lean project examined the process to renew a RCRA Part B license. The license controls the activities of Treatment, Storage and Disposal facilities (TSDf), large facilities that collect and process hazardous waste. Massachusetts is home to 11 facilities that must maintain Part B licenses, which are renewed every 5 years according to statute.

IMPROVEMENT OPPORTUNITY

Region 1 and MA DEP were frustrated with the time-consuming license renewal process and resulting backlog of renewals for facilities within Massachusetts. RCRA Part B licenses contain 16 sections and involve multiple, miscellaneous attachments. Lead time often took several years, which meant facilities operated under licenses that were not updated.

KEY RESULTS & OUTCOMES

- Meet with the licensee using a standard agenda to clarify expectations and timeline before initiating the renewal
- Divide the renewal by section among a staff team, rather than one staff person handling all 16 sections of the license
- Implement a tracking sheet to track completion of each license in 6-8 months

<table>
<thead>
<tr>
<th>Metric</th>
<th>Current</th>
<th>Future</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Steps</td>
<td>31</td>
<td>24</td>
<td>22%</td>
</tr>
<tr>
<td>Processing Time (DEP technical staff time per license)</td>
<td>24 weeks</td>
<td>20 weeks</td>
<td>17%</td>
</tr>
<tr>
<td>Wait Time</td>
<td>36 weeks</td>
<td>16 weeks</td>
<td>57%</td>
</tr>
<tr>
<td>Total Time to Public Notice</td>
<td>15 months</td>
<td>8 months</td>
<td>41%</td>
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Results are actual based on a pilot of the new process.

EVENT TEAM

Champions: Greg Cooper, MA DEP, Greg.Cooper@state.ma.us; Beth Deabay, EPA Region 1, Deabay.East@epa.gov
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“IT was great to take the time to sit back and think about the process, it really helped to improve the process and lay the groundwork for continued improvement.”

– Dave Ellis, MA DEP