



Permitting Working Group

Focus: Online Forms

March 13, 2025

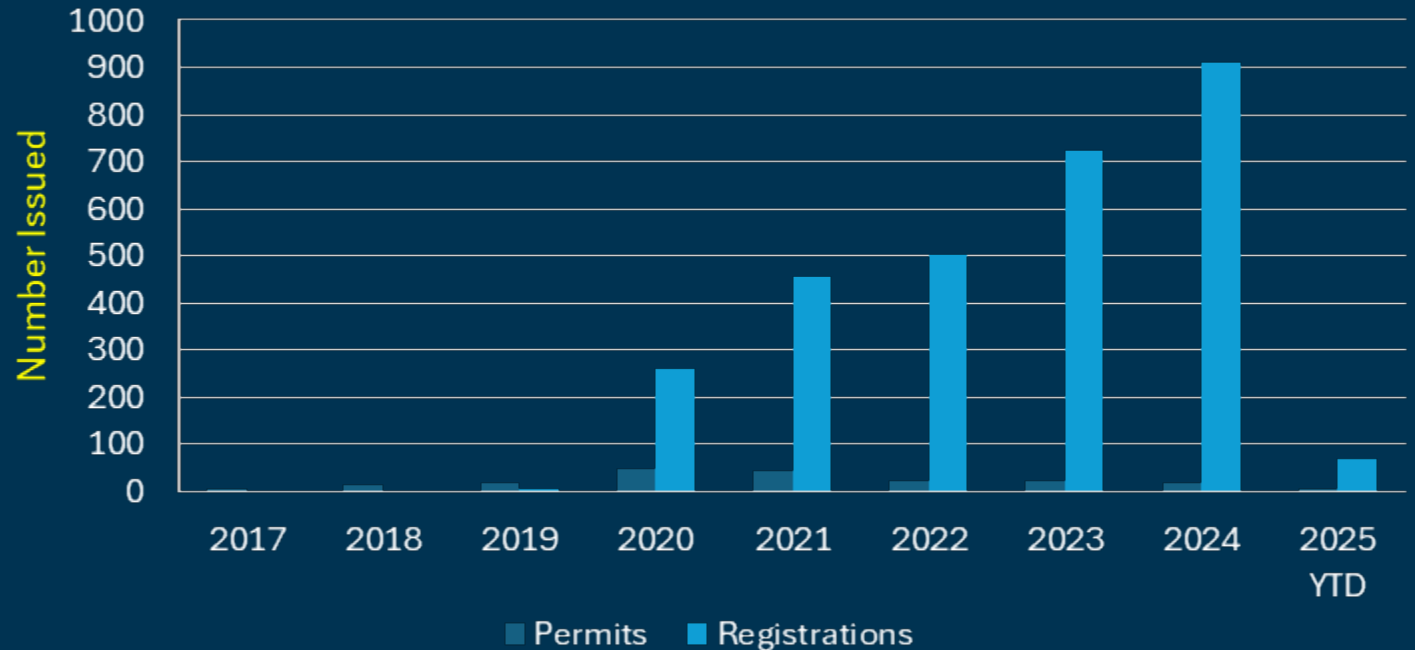
Meeting Topics

- Online Application Submittal Portal
- 400-E-X Form Development Effort
- Permitting Forms Website
- Online Form Instructional Videos
- Request for Feedback from Submitters
- Open Discussion

Online Application Submittal Portal

- Over 900 filings in latest calendar year
- Most commonly used for:
 - Rule 222 registrations
 - Certified emergency engines
 - Dry cleaners

Online Filing Completions



400-E-X Form Development

General Application Filing (Equipment-Specific Forms)

Subject matter experts for each equipment type focused on:

- Required vs optional fields
- Adaptive structure with fields that appear only when relevant, based on selections (nothing to 'skip')
- Ability to add multiple items (burners, blowers, tanks, etc.)
- Ensure complete application submittals
 - **Cut down on delays caused by missing or unclear details that can lead to multiple back and forth follow-ups**

The screenshot shows the 'Online Application Filing - Equipment Selection' interface. At the top, the South Coast AQMD logo is visible. Below the title, there is a 'Select Facility' dropdown menu with '192142 - TESTING' selected. Underneath, the instruction 'Choose the reason for application filing.' is followed by a list of radio button options: 'Dry-Cleaning Equipment', 'Emergency Internal Combustion Engine, Registration', 'Fuel Dispensing And Storage Equipment', 'Spray Booth - Automotive Refinishing Facility', 'Rule 222 Application Filing', and 'General Application Filing'. The 'General Application Filing' option is selected. Below this list is a text input field containing 'IC Engine, Emergency' and '(400-E-13a)'.

Permitting Forms Website

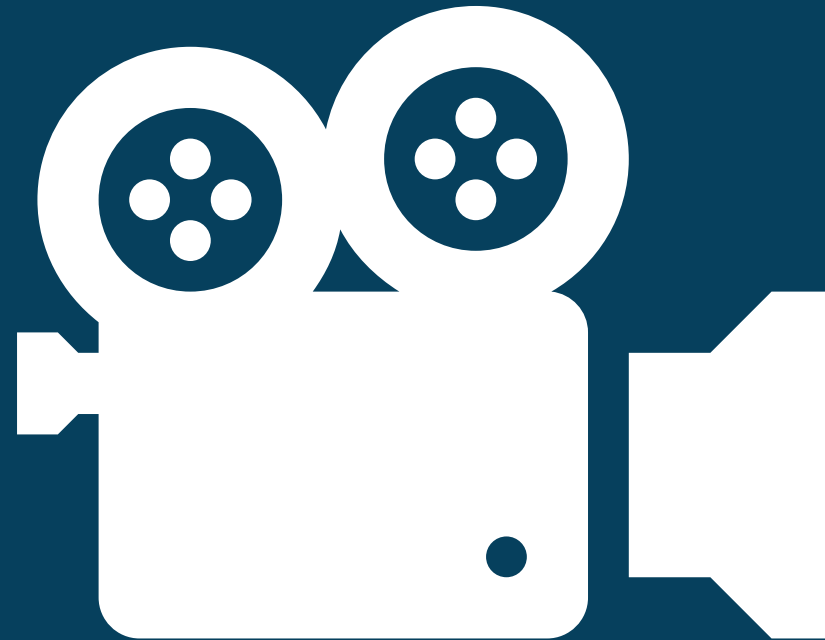
<https://www.aqmd.gov/home/permits/permit-application-forms>

- Website updates will highlight online application process
- Detailed instructions for:
 - Registration
 - Linking existing facilities
 - Creating new facilities
 - Making payments
- New instructional videos
 - Videos generated using AI
 - Posted as they become available

The screenshot shows the website interface for South Coast AQMD. The header is blue with the AQMD logo and a search icon. The breadcrumb trail reads 'Home / Permits / Permit Application Forms'. The main heading is 'Permit Application Forms'. Below this, there is a section titled 'Application Forms' with a sub-heading 'Online Application Filing'. The text states: 'South Coast AQMD is pleased to introduce a new online permit application system for businesses.' Below this text are three links: 'Start the Online Application Process', 'Screenshots and Instructions PDF', and 'Frequently Asked Questions (FAQs)'. On the right side, there is a 'Share:' section with Facebook and Twitter icons. Below that is a 'YOU MAY ALSO LIKE ...' section with a link to 'Contact' and the text 'Contact information.'

Online Form Instructional Videos

Demo of Instructional Videos



Request for Feedback from Submitters

- User experience with online portal
 - Submit actual applications
 - Create applications up to the payment step
 - Schedule a time to meet via Zoom or in person with staff
- Usefulness of training and instructional content
 - Missing content
 - Use of AI tool for training videos

South Coast AQMD

Dashboard | New Application | My Account | Preferences | Welcome, onlineairpermit@gmail.com | Logout

Online Application Filing - Dashboard

Select Facility that you wish to work on by clicking on the facility name from the list below. The number underneath the status bar indicates the number of permit applications associated with that status condition.

If your Facility ID is not listed below, please add/create a new facility using this link: [Add New Facility](#).

Online application tool support: onlinepermits@aqmd.gov.

Facility ID & Facility Name	Number of Applications					
	Created	Payment Needed	Payment In Process	Payment Success	Ready to Submit	Submitted
192142 TESTING	30	0	0	9	7	8

Open Discussion

- Future Topics
 - CPP-Focused Meeting in April
 - Topic Suggestions
- Other Discussion

Staff Contacts

David Ono

Senior AQ Engineering Manager

dono@aqmd.gov

(909) 396-2538

Janice West

Supervising AQ Engineer

jwest@aqmd.gov

(909) 396-3763

Andy Yen

AQ Engineer

ayen@aqmd.gov

(909) 396-3106