

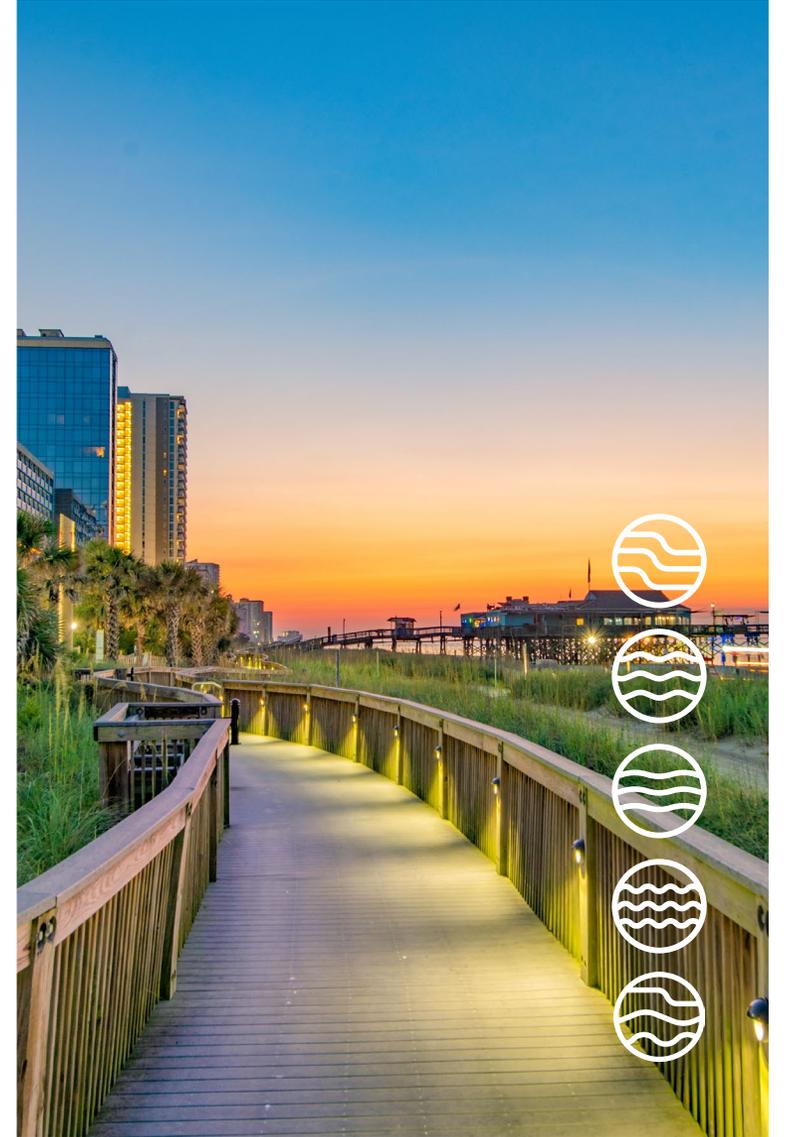


SC DEPARTMENT *of*  
**ENVIRONMENTAL  
SERVICES**

# Permitting Dashboards

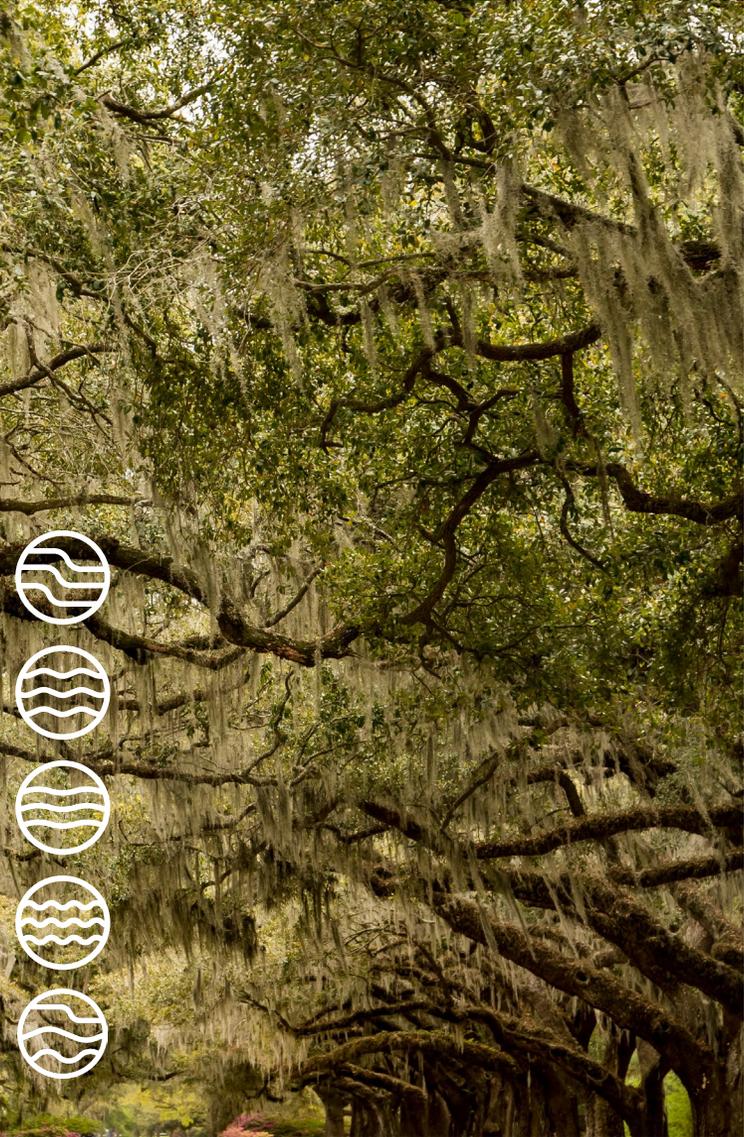
March 25, 2026

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# Agenda

- The Foundation for Reliable Permitting Data
  - Dashboard Suite
  - Benefits for Staff & Internal Operations
  - Reactions From External Users
  - Lessons Learned & Implementation Insights
- 



# The Foundation



# Enterprise Solutions

Our permitting dashboards are possible because of the successful implementation ePermitting.

- Standardizes data capture across programs
- Data is replicated to a data warehouse nightly
- Warehouse accessed through On-Prem Data Gateway
- Every employee is licensed for Power BI



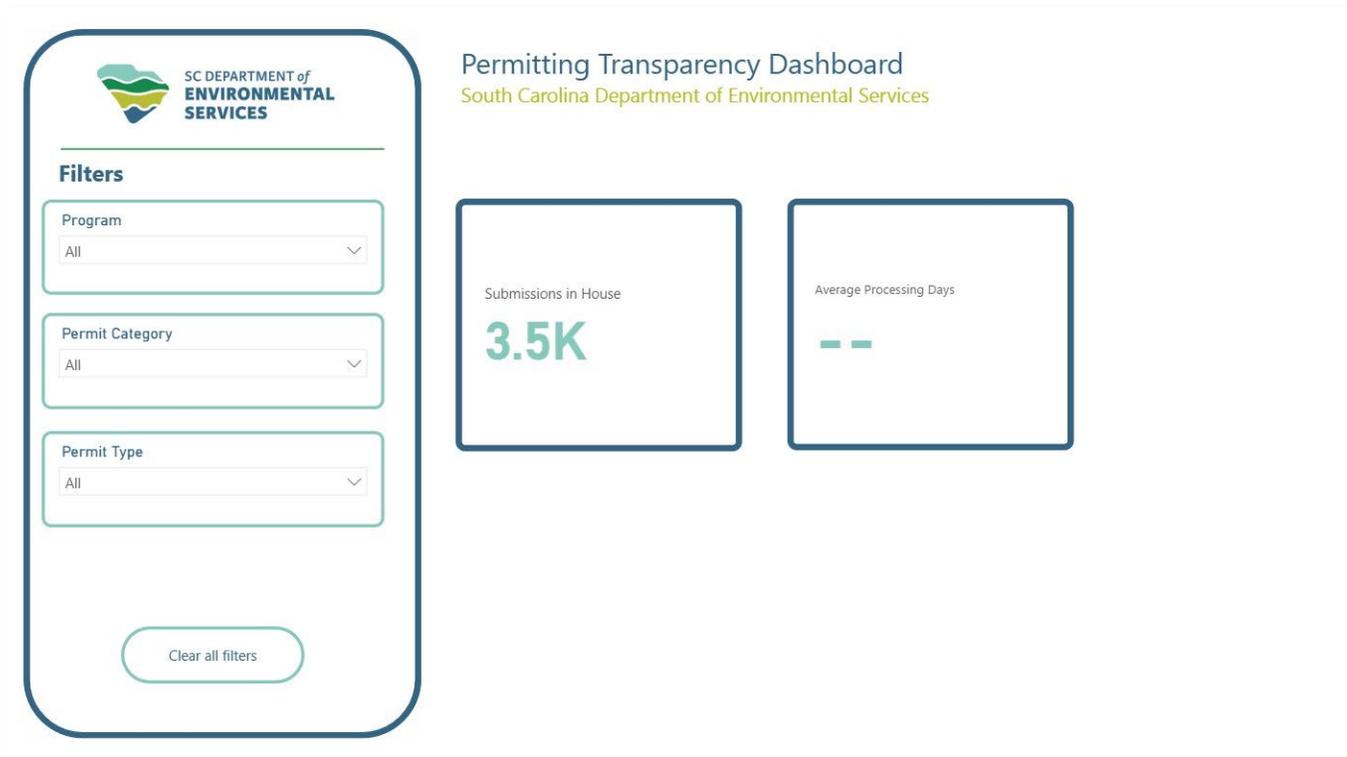
# Dashboard Suite



# Public Facing

Built directly from ePermitting data and accessible on our website, this dashboard provides the following:

- Information by program, permit type & category
- Average processing times
- Volume



# Executive Level

Provides leadership a single pane of glass with quick, consolidated view of KPIs across all programs including:

- Number of submissions
- Average processing days
- Status

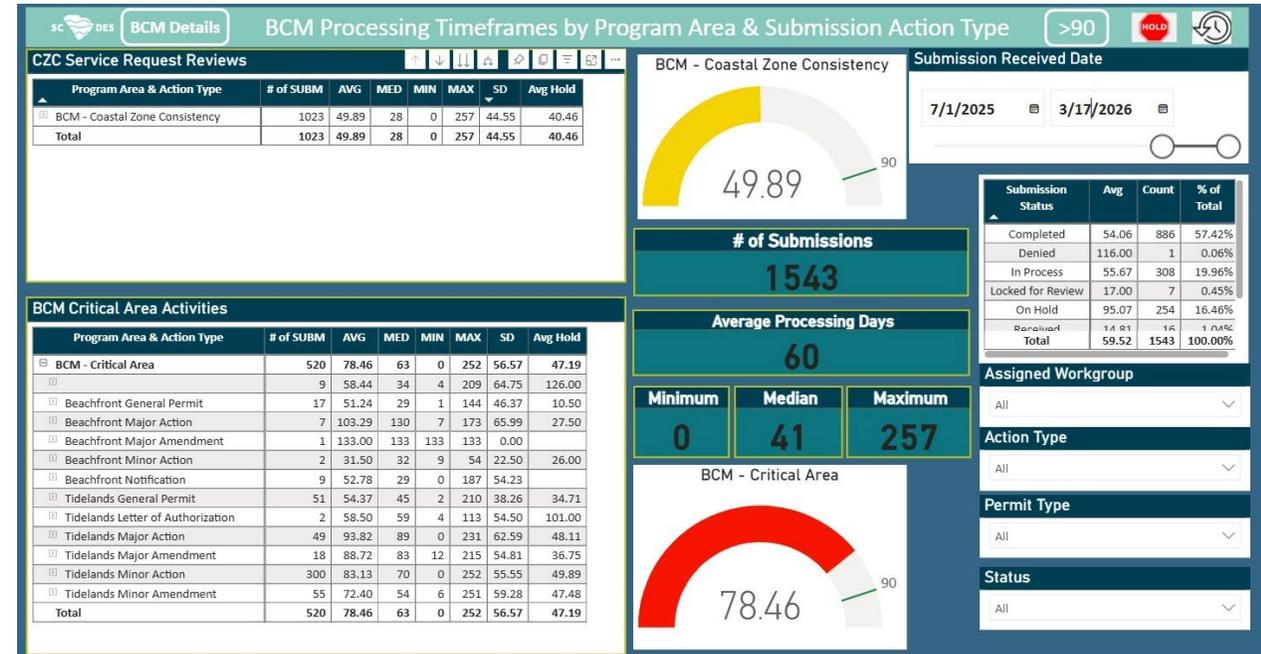
Ask a question about your data

# of Submissions AIR	Avg. Processing Days AIR	# In Process AIR																
5	93.20	<table border="1"><thead><tr><th>Submission Status</th><th>Avg</th><th>Count</th><th>% of Total</th></tr></thead><tbody><tr><td>In Process</td><td>132.50</td><td>2</td><td>40.00%</td></tr><tr><td>On Hold</td><td>69.50</td><td>2</td><td>40.00%</td></tr><tr><td><b>Total</b></td><td><b>93.20</b></td><td><b>5</b></td><td><b>100.00%</b></td></tr></tbody></table>	Submission Status	Avg	Count	% of Total	In Process	132.50	2	40.00%	On Hold	69.50	2	40.00%	<b>Total</b>	<b>93.20</b>	<b>5</b>	<b>100.00%</b>
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# of Submissions CZC	Average Processing Days CZC	# In Process CZC																
786	58	<table border="1"><thead><tr><th>Submission Status</th><th>Avg</th><th>Count</th><th>% of Total</th></tr></thead><tbody><tr><td>Completed</td><td>46.06</td><td>616</td><td>78.37%</td></tr><tr><td>In Process</td><td>78.04</td><td>53</td><td>6.74%</td></tr><tr><td><b>Total</b></td><td><b>57.63</b></td><td><b>786</b></td><td><b>100.00%</b></td></tr></tbody></table>	Submission Status	Avg	Count	% of Total	Completed	46.06	616	78.37%	In Process	78.04	53	6.74%	<b>Total</b>	<b>57.63</b>	<b>786</b>	<b>100.00%</b>
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# of Submissions CRITICAL AREA	Average Processing Days CRITICAL AREA	# In Process CRITICAL AREA																
415	91	<table border="1"><thead><tr><th>Submission Status</th><th>Avg</th><th>Count</th><th>% of Total</th></tr></thead><tbody><tr><td>Completed</td><td>79.33</td><td>235</td><td>56.63%</td></tr><tr><td>Denied</td><td>116.00</td><td>1</td><td>0.24%</td></tr><tr><td><b>Total</b></td><td><b>91.27</b></td><td><b>415</b></td><td><b>100.00%</b></td></tr></tbody></table>	Submission Status	Avg	Count	% of Total	Completed	79.33	235	56.63%	Denied	116.00	1	0.24%	<b>Total</b>	<b>91.27</b>	<b>415</b>	<b>100.00%</b>
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# of Submissions NAV WATERS	Average Processing Days NAV WATERS	# In Process NAV WATERS																
103	26.73	<table border="1"><thead><tr><th>STATUS</th><th>AVG</th><th>Count</th></tr></thead><tbody><tr><td>Completed</td><td>25.40</td><td>92</td></tr><tr><td>In Process</td><td>38.90</td><td>10</td></tr><tr><td>On Hold</td><td>27.00</td><td>1</td></tr><tr><td><b>Total</b></td><td><b>26.73</b></td><td><b>103</b></td></tr></tbody></table>	STATUS	AVG	Count	Completed	25.40	92	In Process	38.90	10	On Hold	27.00	1	<b>Total</b>	<b>26.73</b>	<b>103</b>	
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# Program Level

Real-time tracking of permit progress that supports trend analysis and adherence to 90-day permitting mandates.

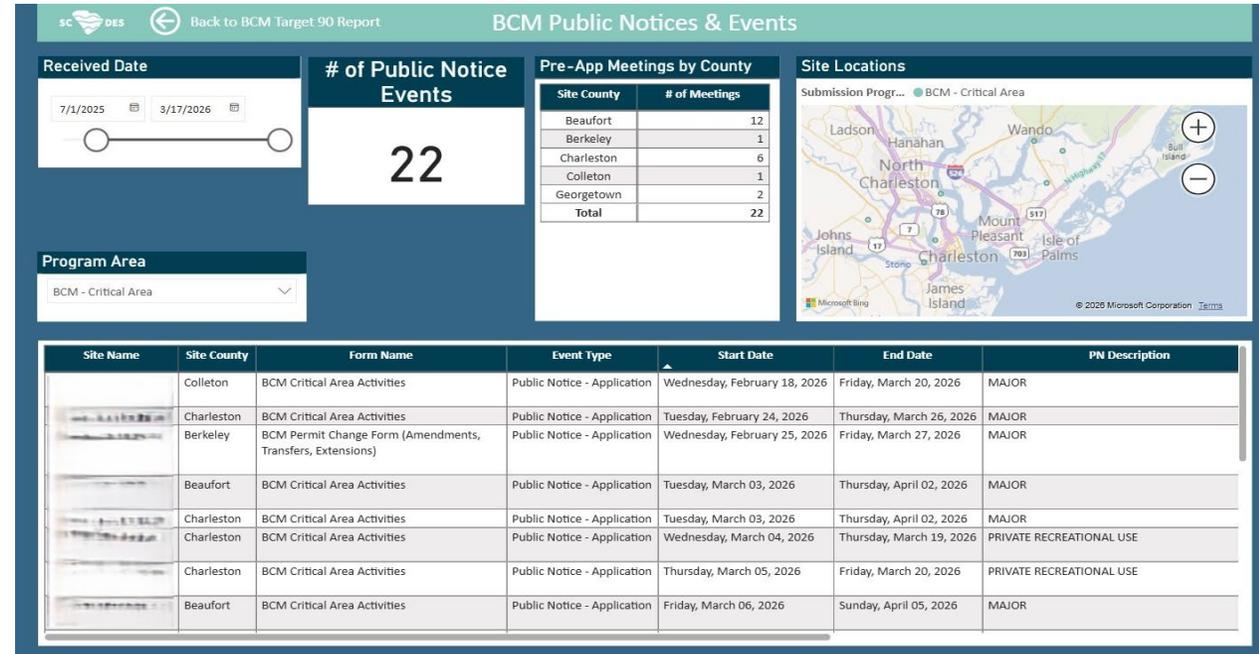
- Granular metrics
- Status, Holds, Mapping
- County, Processor, Consultant



# Energy Projects

Supports multi-media views for high priority energy projects and adherence to 180-day permitting mandates.

- Spatial mapping
- Public engagement
- Pre-application meetings



# Benefits & Lessons Learned



# Staff & Internal Operations

- Quarterly and Federal Reporting from days to hours
- Standardized, agencywide KPIs create shared understanding
- Increased accountability leading to better quality of incoming submissions
- Quicker executive insights
- Better QA/QC of permitting data



# Reactions from Our Customers

- Consulting groups rely on dashboards for planning and workload forecasting
- Shared with Commerce for business recruitment opportunities
- Opportunity for more user education



# Lessons Learned

- Data availability and readiness is key
- Simplifying internal labels is essential
- Standardized inputs = more powerful and reliable analytics
- Multi-program dashboards reveal cross-program bottlenecks early
- Training and empowering agency staff accelerates innovation





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# Get in touch

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