



Department of Environmental Management

Spotlight on Environmental Protection

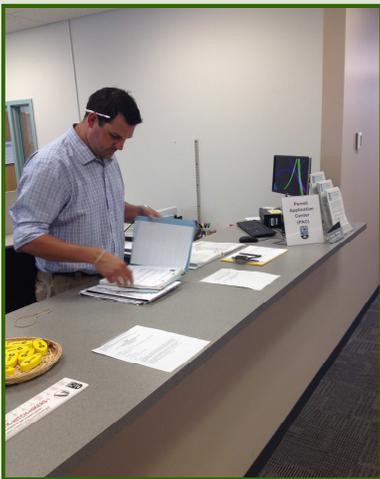
Permit Application Center (PAC)

Permit Application Center Contact Information

Mailing Address:

Rhode Island
Department of
Environmental Management
Permit Application Center
235 Promenade Street
Providence, RI 02908

Ryan Moore
ryan.moore@dem.ri.gov
Phone: 401-222-4700
Ext. 7265



WHAT is the purpose of the PAC? The PAC is DEM's gateway into the Department for applications and people. It is the Department's latest effort to provide customers with consistent, high quality customer service. DEM's customers deserve consistency, convenience, and communication with DEM during their application process. The PAC enhances the process by providing a single location for permit application submission. The application is reviewed at submission to check for missing documents or incorrect fees. This initial review allows technical staff to focus on the technical review, and will provide improved communication with our customers at the starting point of the process. The PAC will also serve as DEM's primary reception area for our visitors.

HOW will the PAC work? When an application is submitted a quick review, as mentioned above, will ensure the customer that the application submitted meets minimum qualifications to move to the appropriate program. Within one business day the PAC will start the initial customer communication by confirming receipt of the application and if necessary, advise them of missing items. The PAC will follow-up on applications that did not meet the initial review and will work with the customer to correct the application. The PAC is designed to allow DEM to meet the changing needs of staff and customers.



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Other Services Provided by the PAC



To schedule a file review,
please contact:

Angela Spadoni
angela.spadoni@dem.ri.gov
Phone: 401-222-4700
ext. 7307
Fax: 401-222-3810



FILE REVIEW COORDINATION: Another one of the PAC's key aspect is File Review coordination. File reviews, also known as Open Records Requests, are coordinated through the PAC. All file reviews are subject to RIGL 38-2, which requires reviews to be scheduled or completed within 10-14 days after the initial file review request is received. DEM conducts File Reviews on Tuesdays and Thursdays at 235 Promenade Street - Suite 260, Providence, RI 02908.

PRE-APPLICATION ASSISTANCE: This service coordinates pre-application assistance to businesses and individuals seeking environmental permits. Applicants are able to have a single point of contact for permit information, including permits for large facilities where perhaps multiple environmental permits are required. The PAC will assist scheduling pre-application meetings with key DEM personnel and follow up with a summary letter.

INFORMATION REPOSITORY: The PAC maintains DEM's webpage www.dem.ri.gov where DEM houses regulations, policies and general Rhode Island related materials for easy public access.