



## Business-friendly data services

### What's the issue?

Online services are an expectation in today's world. The agency just completed an internal conversion of many outdated database systems into a single, comprehensive database system called Tempo. We now have a platform to offer more than 200 online services. By June 2017, we will have moved about 20 services online. But without more resources, we will move only about 10 more services online over the next five years. Without the electronic services expected by our customers, it will be difficult for the agency to continue to improve its service efficiencies.

### What's the goal?

Businesses regulated by the MPCA expect to submit their permit applications online, and often they need to consult our data to do so. This proposal seeks an \$800,000 biennial General Fund base appropriation to accelerate the online rate for services and data needed for business permit applications.

### Customer service

The MPCA wants to develop and maintain high quality, accessible data systems and user-focused service delivery. The proposal would increase the efficiency of MPCA's business programs systems. MPCA will add convenient, online self-directed services for regulated parties and partners.

### Staff efficiency

When our data is online, staff are able to use it immediately during inspections or assistance visits. Staff can address real-time site conditions, and options to reduce impacts or go beyond compliance. They'll be equipped to have a real impact and not limited to low risk activities that have minimal impact, such as entering data. Our analysis will be more complete and reported in a consistent manner. Our customers tell us we must work in an electronic world to be most effective.

### Proposal detail

This initiative funds two ongoing FTEs. The FTEs will support:

- Providing data to the public through online reporting and data projects
- Evaluating program data to improve efficiencies in inspections and permitting
- Designing online services, finding opportunities for one service to serve multiple programs

This staff will help in placing more services and data online over the next several years, including low risk permit applications (wastewater general, solid waste permit by rule/recycling, feedlot interim and construction short-form permits). **The online service would allow nearly automatic issuance for most permit types, including for amendments and modifications.** Below are the expected activities for the next several biennia.



### Expected new online services in FY2018-19:

- NPDES and SDS General Permit for nonmetallic mining operations and associated activities
- New site form for construction sand and gravel, rock quarrying, and hot mix asphalt production facilities
- Construction short-form feedlot permit application for an animal feedlot or manure storage area
- Interim permit application for an animal feedlot or manure storage area
- Three wastewater general permits
- Biosolids annual report (required of municipal wastewater treatment facilities)
- Industrial by-product (IBP) annual reporting form
- Permit change request

### Expected new online services in FY2020-21:

- Solid waste transfer notification
- Demolition debris disposal notification
- Site closure form for demolition debris disposal facility
- Solid waste recycling facility notification
- E-waste recycling facility notification
- Source separated organic materials transfer facility notification
- Biosolids site application
- Industrial by-product application
- Clean Water Act section 401 Water Quality Certification
- Variance request
- Preliminary effluent limit review request

### Expected new online services in FY 2022-25:

- Feedlot registration online – there are more than 16,000 feedlots that must register once every four years. Because of the sheer numbers, it is treated like a four-year census activity. With online registration, feedlot registration can be ongoing for more convenience to producers and more **real-time information** for policymakers and the public.
- Environmental assessment worksheets – an online service **allows submission of more complete documents at the start** saving the permittee time as well as taxpayer dollars.
- 401 certification applications – **improved data quality and processing.**
- Air registration permit applications (4 types) and amendments for such things as name changes. The permits are non-expiring and name changes for contacts, etc. are not uncommon.
- General reporting structure, where specific documents are received electronically, automated, and made available through online reporting tool.
- Enhanced online document search. This will benefit citizens interested in documents and responsible parties doing parcel searches. It also will reduce staff time spent on very simple document request.

## Customer benefits

By providing more online services, our customers will save time and money while our agency improves efficiency and processing time. This proposal, if funded, allows us to better serve both our customers and the public.

## For more information

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