

PROJECT NAME

Electronic Enforcement Document Routing

PERFORMANCE MEASURE BASELINE

- » Consistency of Use
- » Time Spent in Routing
- » Time spent to enforcement document delivery
- » Amount of paper used
- » Efficiency
- » Potential for use in routing of other MPCA documents

THE IDENTIFIED PROBLEM

Need to streamline enforcement processes and automate document routing using electronic tools.

VOICE OF THE CUSTOMER

- » Internal: MPCA staff frustration with time taken to route enforcement documents and not knowing who had it
- » External: Minnesotans (regulated parties, legislators, citizens, etc.) want effective and timely resolution of enforcement actions and a return to compliance.

RESULTS

- » The OnBase workflow was created to route enforcement documents electronically both within St. Paul and between regional offices.
- » Everyone involved can see the “real time” status of documents.
- » Decreased time spent routing with receipt averaging 4 days for regional actions; 1.7 days for St Paul actions.
- » Decreased FTE time by 250 hours per pay period.
- » Decreased use of approximately 864 sheets of paper each calendar year.
- » The workflow continues to evolve. For instance, as a result of the Fiscal/ Enforcement Kaizen, invoices for penalties due will be developed and routed through the workflow.

