Minnesota Pollution Control Agency Lowering Costs and Providing Faster Answers

MINNESOTA POLLUTION CONTROL AGENCY

Overview

By working with OnBase to centralize the information request process, the MPCA cut the amount of time spent on each request from over 2.5 hours down to 10 to 30 minutes each

Problem

Investors want to know as much information as possible before buying a property– including any possible pollutants or contamination that may be present in the property. In Minnesota, it is up to the Minnesota Pollution Control Agency (MPCA) to collect and provide property information. Unfortunately, the paper and manual processes were labor intensive and inefficient, creating backlogs, frustrated customers and missed deadlines. The agency needed to cut down the amount of time it took to begin and complete each request.

Solution

Many of the issues faced by the MPCA resulted from the lack of a centralized system for processing requests and information from internal and external parties. With OnBase, as a request comes in, the triage intake staff either receives the request by an internal Unity Form or an external pdf that gets uploaded into the system and assigns it to the appropriate person – guaranteeing that multiple people don't end up working on the same request. OnBase also tracks how many requests are assigned to each person to create equal assignments. Now, the large backlogs that slowed request completion, no longer exist. Now, when a customer contacts them, staff can immediately retrieve their request electronically and tell them who is working on the request, where it is in the process and how long it should take to complete – helping to improve customer relations.

Results

By working with OnBase to centralize the information request process, the MPCA cut the amount of time spent on each request from over 2.5 hours down to 10 to 30 minutes each. The agency predicts this will save them over $280,000 dollars a year based on costs per request. Finally, this solution reduced the delay in responding to customer requests from 5 days on average down to less than 2 days.

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