



MICHIGAN DEPARTMENT OF
ENVIRONMENT, GREAT LAKES, AND ENERGY

Using Technology to Improve NPDES Permitting Pace and Quality

Using MiEnviro to Process NPDES Permits

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Agenda

- Disclaimer
- Before MiEnviro Portal System
- Currently in MiEnviro Portal System
- Favorite Functions
- What Does the Data Show?
- Overall Improvements

Disclaimer

I am not a paid spokesperson for the nCore system created and managed by Windsor Solutions. I will highlight the components of the system that helps Michigan with the quality and pace of processing NPDES permits.

Before MiEnviro

Paper applications

- Lost in the mail
- Late receipt
- Coffee stains from reviews
- Missing pages
- Filled out incorrect sections



Before MiEnviro



Non-internet-based database

- Staff could only access applications and develop documents in the office
- Slower speeds for starting a public notice
- Public could not access the files

Before MiEnviro

Long emails explaining permit application deficiencies

- Applicants may not carefully read instructions
- Many references to keep track of
- More back and forth between applicants

MI0025054. I need some information provided and/or verified before moving the permit along.

- No phone numbers are provided. Please provide phone number for the application contact (you), the facility and billing contact (Jeffery Beltaire), the owner (Sun Communities) and the facility (Countryside Village MHP).
- Section I.#10. Water Flow Narrative Description. Please provide a water flow narrative.
- Section II.A.2. Service Area Information. Please provide the service area information.
- Section II.B.1.H. Inflow and Infiltration. Please provide inflow/infiltration information.
- Please verify that the facility is requesting to discharge from all 3 outfalls.
- Please verify the location of Outfall 001. I have provided a link to the map to show where I believe the location is based on the facility map that was provided in the application.

Along Came MiEnviro

Permitting & Compliance

What can I do here?

For registered users, MiEnviro Portal supports several types of actions:

- **Apply for permits**
- **Manage your permits (pay fees, apply for renewals)**
- **View issued permits**
- **Submit reports (required by your permit or certification)**
- **Submit compliance notifications**
- **Submit service requests (such as Wetland Identification or Floodplain services)**
- **See your email notifications**
- **Review evaluations / site inspections**

To get started, you'll need an account.

[Create a MiEnviro Portal Account](#)

[Sign in with an existing account](#)

Public Information and Services

These services are provided to be freely used by the public; no account is necessary to make use of them.



Public Notice Search

Find public notices, hearings, and other events. Access documents made publicly available through these events.



Site Map Explorer

Use our mapping tools and advanced search capabilities to navigate available public information.



Submit Complaint of Pollution, Spills, or Unauthorized Activities

Submit a complaint of pollution (air or water), spills, or unauthorized activities impacting air quality, wetlands, lakes or streams. File a report with anonymity if you choose.



CSO/SSO Discharge Search

Search for Combined Sewer Overflow (CSO), Retention Treatment Basin (RTB), and Sanitary Sewer Overflow (SSO) discharge events.



Sign Up For / Manage Alerts

Sign up to receive notifications when



Currently in MiEnviro



Far less paper used

- Electronic submittals
 - Instant receipt
- Reviews completed electronically

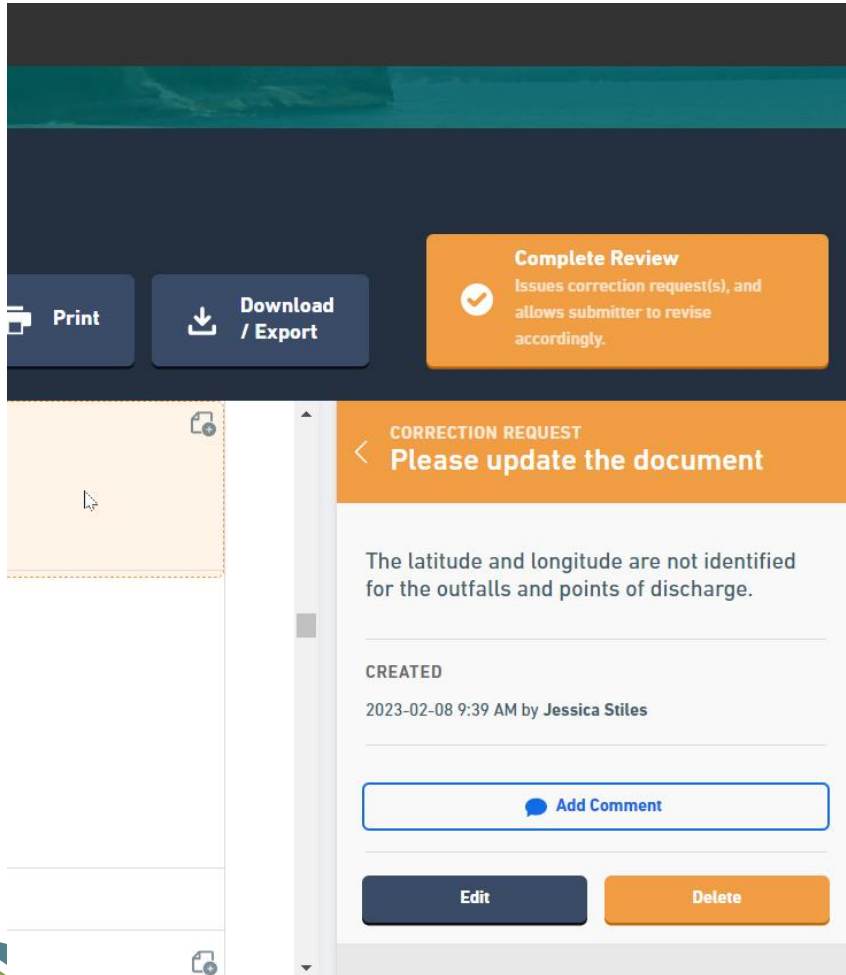
Currently in MiEnviro

Internet-based database

- Staff and applicants can access any time from anywhere with an internet connection
- Increased transparency with Public



Currently in MiEnviro



Correction Request Feature

- Staff can pinpoint on the application form where there is a question or deficiency
- Applicant can respond and update those specific questions
- Notifications automated for when the review is occurring and complete

Currently in MiEnviro

Notifications to applicants

- When it is time to reapply
- When an application is being reviewed
- When an application has correction requests



Currently in MiEnviro



Notifications to internal staff

- Task assignments
- 7-day reminder for task due date
- Can include comments
- Application processor is notified when tasks are completed
- Email or MiEnviro notification or both

Currently in MiEnviro

Data queries

- Quicker than the previous database
- Customizable
- Any field entered in MiEnviro can be queried
- Creating more as needed



Currently in MiEnviro

The screenshot displays the MiEnviro web application interface. At the top, there is a navigation bar with links for Home, About, Contact, and Sign Out, along with a 'MI.gov Home' logo. Below this is a search bar and a user profile for Jessica Stiles. The main content area is divided into three tabs: 'acts', 'Program Components', and 'Relations'. The 'Program Components' tab is active, showing a map of a facility location with various features marked. A dropdown menu above the map indicates 'Showing all features'. To the right of the map, there is a 'Site Features' section with an 'Add New' button. Below this, there is a checkbox for 'Show Only Permitted Features', a dropdown for 'Show Program Feature Types' (set to '- All -'), and a 'Filter by name' input field. A list of features is displayed, including '001 - 001 Outfall' (marked as 'Actively Permitted') and '001B - Discharge from the Tandem Mill'. The bottom of the page includes a footer with 'Policies' and 'Copyright 2023 State of Michigan'.

Site Plan

- Each permittee has a site plan showing:
 - Facility location
 - Outfall locations
- External users can upload their own points

Currently in MiEnviro: Intersections

EGLE MiEnviro Portal Home About Contact Sign Out MI.gov Home

My Tasks Inbox Admin Reports Explorer nSPECT Search Jessica Stiles

Site Details 11597

Details Site Plan Documents Events Contacts Program Components Relations

Show Labels Street Layers + - Tools 6 features hidden

Site Features Add New

Show Only Permitted Features

Show Program Feature Types - All -

Filter by name

OUT 001 - 001 Outfall

OUT 002 - 002 Outfall

MI.gov Home MiEnviro Portal Home Contact Policies Copyright 2023 State of Michigan

Favorite Functions

- Correction Requests
- Intersections on the site plan
- Copy documents from one record to another
- Quick data returns
- Notifications



These are a few of my
Favorite Things...

What does the data show?

- More qualitative than quantitative
- Data does not account for lost time due to staff changes



Overall Improvements



- Applicants appreciate real-time submittals
- Internal staff have better luck with applicants fully answering questions
- Public likes improved transparency
- All-in-one database
- Complies with the e-reporting rule

Questions?

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