

ITEM 8
ASSISTANT EXECUTIVE DIRECTOR'S REPORT
Update on New Commission Practices Being Implemented
(info)

I. BACKGROUND

In 2010, the Commission began the creation of an E-Filing system to facilitate the participation of the claimant community and State agencies in the submittal of claims and comments. The integration of this system with the Commission's website increased transparency and allowed parties quick and convenient access to matters before the Commission. The transition to this system reduced the burden of filing on the parties and shifted service requirements from the parties to Commission staff. While certainly an improvement in service to the parties and the public, this system has resulted in many complex and time-consuming processes "behind the scenes." Another challenge associated with the current system is that many of the matters closed prior to the implementation of E-Filing, remain only in paper copy. This makes research and access to past records more time-consuming for parties, the public, and Commission staff.

II. CONCEPT

Commission staff is working on the second phase of the E-Filing system to address the challenges noted above. A true integration of past and current records, contact lists and public-facing information on the website will not only automate and simplify internal processes; it will provide even greater service to the claimant community, other State agencies and the general public. To achieve this integration, staff is designing a custom web-based platform to track pending claims, organize previous records, and maintain appropriate contact lists. This database will automate several of the manual steps that are currently necessary to post new material to the website and provide notice to the parties. It will also maintain real-time, searchable information on the status of pending claims and past Commission decisions.

III. IMPLEMENTATION

The project is currently in the initial testing phase and is planned to "go live" in the first quarter of 2013, after the pending caseload is uploaded. Staff is currently fine-tuning the desired features related to tracking and searching. The next steps will involve importing data, documents and records from several legacy filing systems. Staff will begin with those matters currently pending. Once this information is in the system, staff will conduct beta testing. Following that testing it is anticipated that the new system will be integrated with the Commission's website by the second quarter of 2013. Staff will continue to add past matters to the filing system so that the historical decisions and records of the Commission's activity can be accessed more easily by staff and the public.