Going Paperless and Digital

Presenter: Robert Mathias, CBO

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4:00 PM - 5:30 PM
Benefits of Going Paperless and Digital in Your Regulatory Program

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City of Maricopa, Arizona
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Benefits of Going Paperless and Digital

- Faster Permit Issuance
- Faster Plan Reviews
- Faster Inspection Results to Customers
- Fewer Walk-in Customers
- Better Tracking of Projects
- Concurrent Plan Reviews
- All Departments Working as a Single Team
- More Time for Staff Training
- Happier Workplace
- Happier Customers
Getting Started
What Will You Need

- Desire, You Have to Want to Make the Transition
- Drive, You Need a Person or Team Willing to Do the Hard Work
- Support, You Need the Tools and Fiscal Ability to Make This Happen
- The Right Software (cloud Based Preferably), a Program(s) that Includes all Necessary Components for Success
- A Plan, What do you Want, How are You Going to Get It
- A Timeline, Set Goals, Give Dates, Have Something to Strive For
- Hire a Consultant, Make Sure it is Someone That Has Done This Before
- Due Diligence, Do not Rush, Pick the Right Program
- RFP (Request for Proposals) Details, Timelines, Cost, Implementation

We All Do the Same Five Basic Things

- Applications
- Reviews
- Issuance of Permits
- Inspections
- Closing Permits

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUILDING SAFETY</td>
<td>Building Department</td>
<td>Active</td>
</tr>
<tr>
<td>CODE ENFORCEMENT</td>
<td>Code Enforcement</td>
<td>Active</td>
</tr>
<tr>
<td>COMMUNITY SERVICES</td>
<td>Community Services</td>
<td>Inactive</td>
</tr>
<tr>
<td>ENGINEERING</td>
<td>Engineering</td>
<td>Active</td>
</tr>
<tr>
<td>FINANCE</td>
<td>Business License</td>
<td>Active</td>
</tr>
<tr>
<td>FIRE PREVENTION</td>
<td>Fire</td>
<td>Active</td>
</tr>
<tr>
<td>LICENSING</td>
<td>Licensing Department</td>
<td>Inactive</td>
</tr>
<tr>
<td>PLANNING AND ZONING</td>
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<td>Active</td>
</tr>
<tr>
<td>POLICE</td>
<td>Police</td>
<td>inactive</td>
</tr>
<tr>
<td>PUBLIC WORKS</td>
<td>Public Works</td>
<td>Active</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>Transportation Department</td>
<td>Inactive</td>
</tr>
</tbody>
</table>
Applications/Permits

- Your Application Process Should be Seamless and Available 24-7
- You Will Need a Customer Facing Portal
- Customers Need the Ability to Pay Online (Credit Cards or E-Check)
- Customers Need to be Able to Track Their Projects in Real Time
- Customers Need to Be Able to Upload Plans and Documents
- Customers Need the Ability to Print Plans and Documents
- Customers Need to be Able to Get Their Permits, Receipts and Licenses Online

Reviews

- You Will Need a Program that Allows You to Do Electronic Plan Reviews
- You Will Need the Proper Hardware Example: 32” HD Monitor for Plan Review
  24” HD Monitor For Document Review
- Training, Train the Most Computer Savvy First, Let them Help Train the Others
- Do Not Allow Electronic Plan Reviews to be Optional
- Set a Date as to When You Will Be Totally Digital
- Follow Through Stay on Top of It
Inspections

- All Requests are Made Through the Portal
- Limit Inspection Request Availability to Midnight
- Limit the Number of Requests to the Number of Inspectors
- Provide a Means for the Inspectors to Enter Inspections in Field (We Use Panasonic Toughpads)
- Give Your Customers Real Time Results
- Review Plans Electronically (No Paper Plans Required Onsite)

All Departments Are Impacted

- Building Safety: 95% Fewer Walk-in Customers, 80% Faster Plan Reviews
- Planning: All Land Use Permits Digital, Quicker Turnaround Times
- Engineering/Public Works: All Public Right of Way Work Processed Quicker
- Fire Department: All Annual Fire Inspections Paperless
- Business Licenses: Automatic Renewals, Quicker Turnaround
- Code Enforcement: Public Portal, Automated Letters, and Notices
- Concurrent Reviews, Nothing Lost
- On The Horizon: Alarm Permits, Special Events, Police Non-Emergency Requests
Other Features

- Built In GIS Mapping
- Project Estimates
- Public Notices
- In-House Reports
- Users Able to Modify Their Own Dashboard
- Create Permits From the Map
- Add Users In-House
- No IT Support Needed
- Full Audit at the Click of a Button

Live Demonstration/Questions

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