

BUREAU OF DEVELOPMENT SERVICES TECHNOLOGY ADVANCEMENT INITIATIVE

RESTRUCTURING TO MEET THE NEEDS OF
OUR STAFF AND CUSTOMERS INTO THE
FUTURE

Why Technology? Why now?

- The Bureau of Development Services was studied for efficiencies and opportunities for improvement
- It was discovered that the barrier to improved efficiencies was outdated technology, or the complete absence of technology.
- Implementing new technology, vetting our business practices and improving our efficiencies will be manageable, timely and necessary as we rebuild.

COMPONENTS OF OUR PROPOSED IMPROVEMENT PACKAGE

- Convert all existing records to digital electronic format
- Provide a web portal for customers to view all historic and currently active records in real time
- Provide a web portal for customers to apply for and submit all plans for any of the permits that we issue
- Provide a fully electronic, automated system for plan review and permit issuance
- Automate the field inspection environment
- Install an automated customer queuing system in the Development Services Center

MICRO FICHE

- BDS currently has some 500,000 micro fiche records stored in the Development Services Center.
- Staff spends time with customers, both internal and external, manually retrieving these records.
- Resource records spends, on average, 8 hours each day manually retrieving records. 1 FTE



PAPER RECORDS

- Many of the historic records are kept in paper form
- Hand written notes exist on these stored records that will be transferred to our computerized system for electronic retrieval
- Records do exist in BDS that are not filed and therefore are not retrievable



Provide a fully electronic, automated system for plan review and permit issuance

- Review and issuance of permits is currently a paper intensive operation.
- Most of our customers draw electronically and would prefer to submit plans electronically



PLAN MANAGEMENT

- Once a plan review is completed all of the comments that are written on the plans are manually transferred to one set
- In many cases the plans are physically disassembled and reassembled



ELECTRONIC SUBMITTAL AND PLAN REVIEW IS SUSTAINABLE

- Each day dozens of submittals including large sets of plans find their way to the recycle bin in favor of later versions.
- 4 sets of construction documents are submitted by our customers. Typically two sets find their way to the recycle bin at the time of issuance.



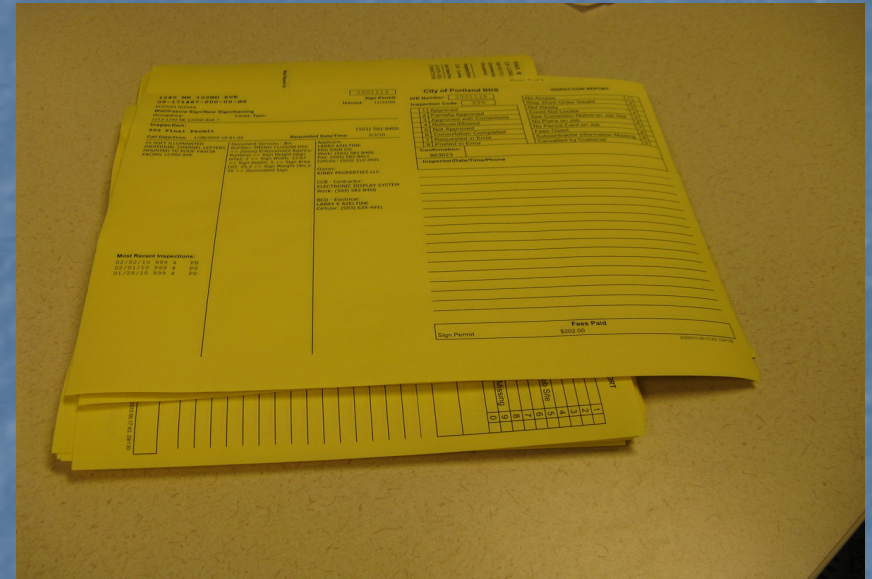
AUTOMATED PLAN REVIEW STATION

- Plans can be reviewed through the use of a larger (32") screen
- The adjacent screen has the checksheet document that is filled out as the plan review progresses
- Checksheets may be sent via e-mail as soon as completed from this station



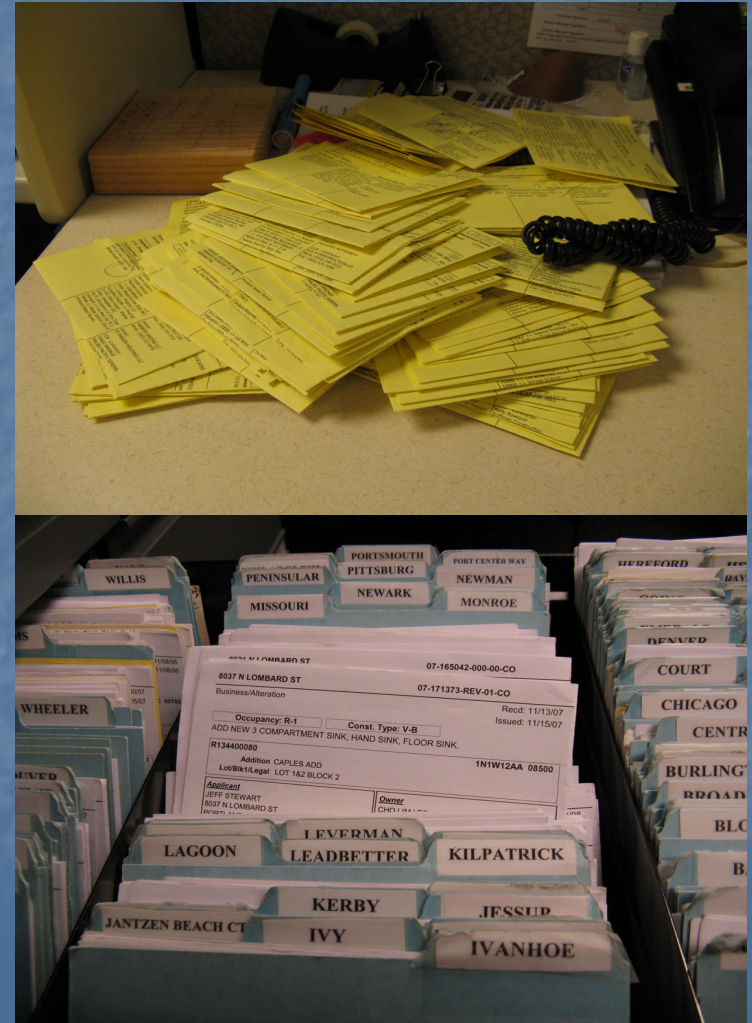
Automate the field inspection environment

- Each day, inspection requests are physically printed up
- Printing of inspection requests result in approximately 700 sheets of paper that will find their way to the recycle bin by the end of each day.



PAPER INSPECTION REQUESTS

- Printed permits are no longer necessary for field inspectors.
- Tens of thousands of permits are printed up each year to be filed until permits are finalled, at which time they are stored in achieves.



AUTOMATED FIELD INSPECTIONS

- Intelligent work assignment and routing
- System will enable inspection staff to input comments on inspection results
- More time per inspector for inspections
- Real time results viewable by customers
- Automated messaging to immediately notify customers that an inspection has been completed

