



# **Going Paperless and Digital**

**Presenter: Robert Mathias, CBO**

**Monday, September 11, 2017**

**4:00 PM - 5:30 PM**

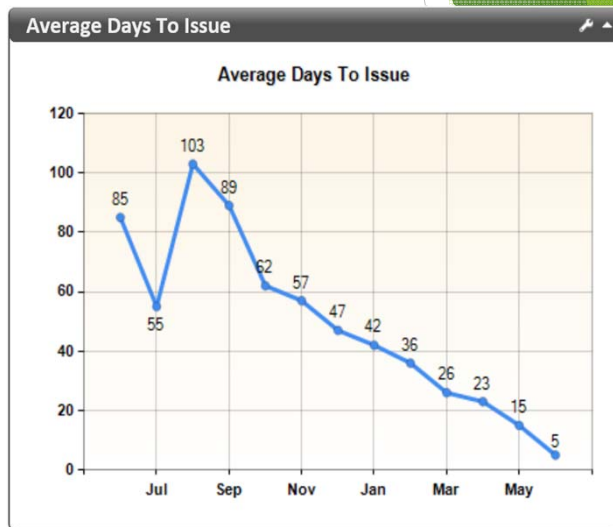


# Benefits of Going Paperless and Digital in Your Regulatory Program

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City of Maricopa, Arizona  
ICC Annual Conference, Columbus, Ohio September 11, 2017

## 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

Name ^	Description	Status
BUILDING SAFETY	Building Department	Active
CODE ENFORCEMENT	Code Enforcement	Active
COMMUNITY SERVICES	Community Services	Inactive
ENGINEERING	Engineering	Active
FINANCE	Business License	Active
FIRE PREVENTION	Fire	Active
LICENSING	Licensing Department	Inactive
PLANNING AND ZONING	Planning and Zoning Department	Active
POLICE	Police	Inactive
PUBLIC WORKS	Public Works	Active
TRANSPORTATION	Transportation Department	Inactive

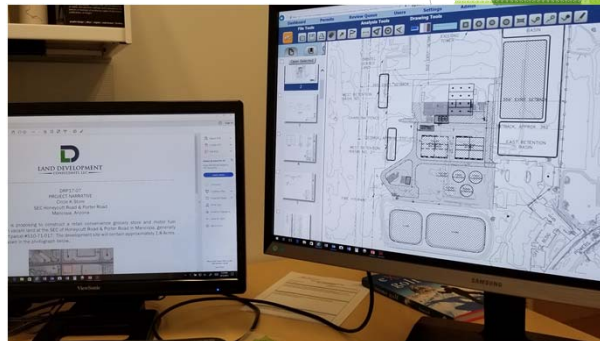
## Applications/Permits

- ▶ 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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- ▶ Case Study <http://www.maricopa-az.gov/web/developmentservices/resource-center?download=2402:city-of-maricopa-case-study>
- ▶ <https://ci-maricopa-az.smartgovcommunity.com/Public/Home>
- ▶ <https://office.smartgovcommunity.com/Public/Account/LogOn>