Technology Improvements for Planning & Development Review

Presentation for Comprehensive Planning and Transportation

June 03, 2013

Agenda

- Problems and Solution Strategy
- Customer Wait Management
- Business Intelligence
- Phone Tree
- Online Transactions
- Electronic Plan Review
- Website
- Hardware
- Next Steps

Problems and Solution Strategy

- Problems
  - Backlog of Residential plan reviews
  - Long customer wait times at Permitting Center
  - Difficult to get answers to questions quickly and easily
- Solution Strategy
  - Respond with immediate business and technology changes to address biggest pain points
  - Escalate progress toward vision of end-to-end electronic processes (online applications, payments, plan reviews, and permits)

Customer Wait Management

- Single customer queue with long wait times
- Implemented text messaging feature "page on position" - sends customer a text message when 5th in line for service
- Feature ready to launch: Visibility of queue on website and mobile devices
- Next Steps
- PDR business decision on additional features to existing system
- PDR business decision to replace existing system
  - Enable online registration and customer kiosk capability

Business Intelligence

- PDR management lacked information to manage workflow bottlenecks
- PDR implemented for Residential and Commercial dashboards (short term)
- CTM assisting PDR to expand use of business intelligence dashboards with Microstrategy

Phone Tree

- Incoming calls unanswered, misrouted or long hold times experienced by customers
- CTM working with PDR to redesign automated attendant choices
  - Improve and clarify choices for caller
  - Implement call groups to improve response rate
  - Target June 30

Online Transactions

- Customers experienced slow turn around times and time spent to visit One Texas Center
- Replaced paper fax machine process with "RightFax" for Trade permit applications
  - No paper and dual monitors facilitates faster turn around
  - Enables staff to work remotely in off hours
- Expand Online Submittals and Escrow Payment Options
  - Contractor Self Assignment
    - Trade contractors will self-assign to building permit
    - Eliminates need for fax or paper applications which must be processed by staff
  - Change Out Permits (Water Heaters, HVAC)
  - Tree Permits
  - Express Plan Review applications

Electronic Plan Review

- Paper submitted to One Texas Center must be distributed and transported (several iterations) as part of the plan review process
- PDR staff trained to use online collaboration tool (Adobe Connect)
- Electronic Plan Review (EPR) project started including:
  - Online submission of plans
  - Version control and status tracking
  - Electronic **markup** and comments
  - Integration with AMANDA
- Next Steps
  - Train additional staff to use Adobe Connect
  - Implement **markup** pilot for select cases
  - Issue RFP for complete solution

Website

- Information outdated and difficult to locate
  - Updated 'search' feature to retrieve more relevant content
  - Embedded top search content on the Development webpage
  - PIO working with PDR to update content, including FAQ's
  - Contract with 3rd party (Sentient) reprioritized to review and analyze PDR pages first
- Next Steps
  - Create separate 'search' feature for PDR content
  - Begin implementing changes as 3rd party review results are analyzed

Hardware

- PDR permanent and temporary staff required computers, monitors and scanners to expedite work
  - Computers/monitors/phones for Residential Review
  - Large format scanner for Residential Review
  - Network enabled copier/scanner for Permit Center
- Next Step
  - Install 32 dual and/or large monitors for Permitting and Review staff

Next Steps

- Upgrade AMANDA Portal to newer technology
  - Launch Chase project for select online transactions on new portal
- Build and issue RFP for Electronic Plan Review with input from all impacted stakeholder departments
- Deepen and expand website design changes as results are analyzed from 3rd party review
- AMANDA upgrade planned for FY14