



Planning and Development Services

Proposed Integrated Software Solution (ISS)



10/29/2020

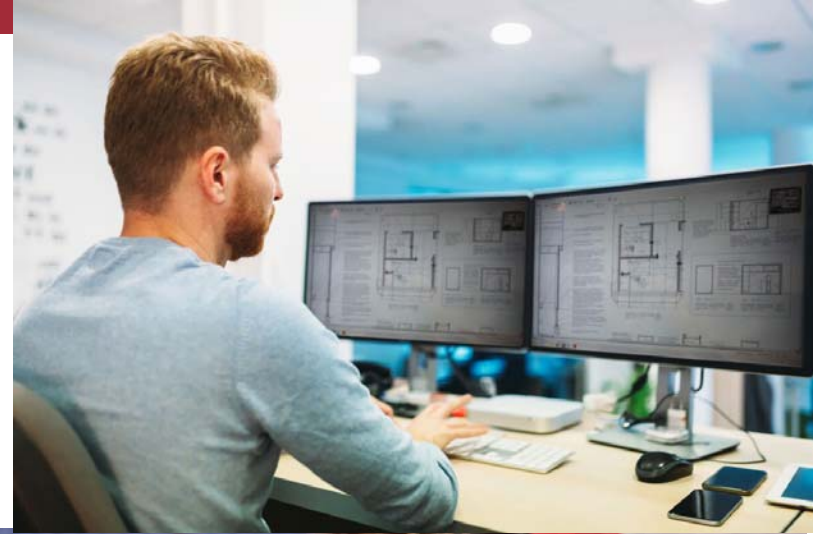
Our Processes (What We Do)

- Land Development
- Building & Zoning Permits
- Fire Prevention Licensing
- Strategic Planning



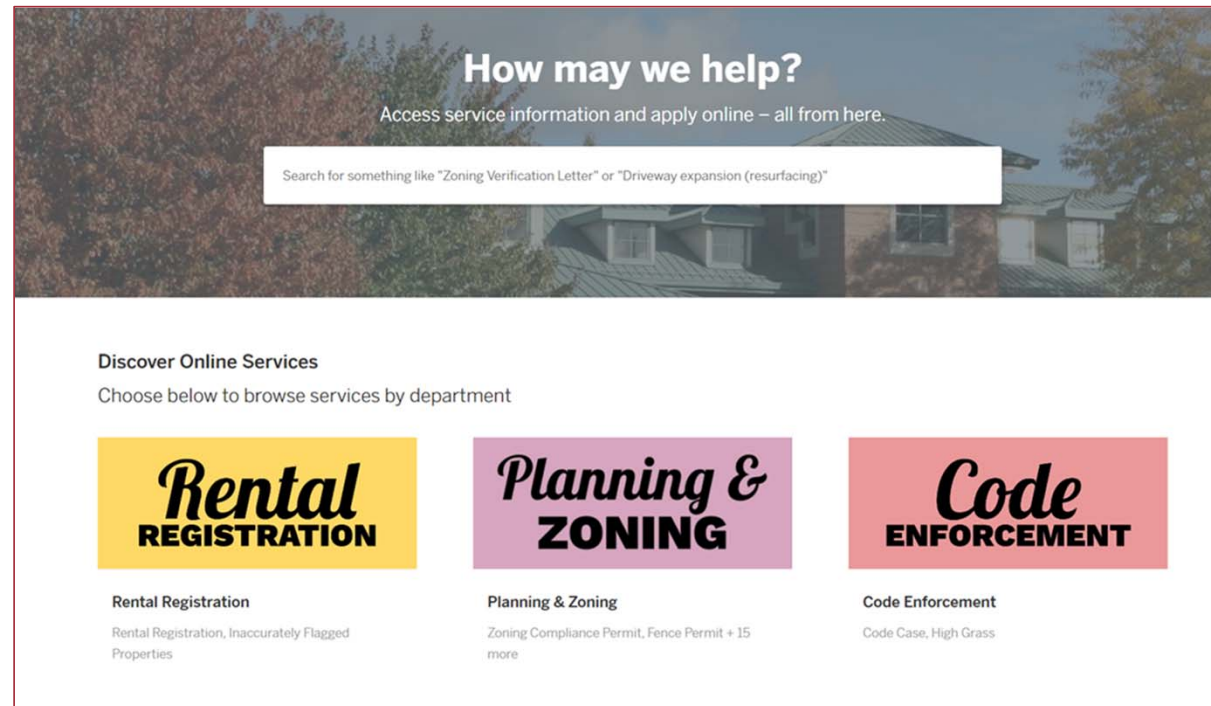
Goals We Want to Accomplish:

- New customer portal to provide easier access
- Increase efficiency in our processes
- Replace the current paper-based system which is becoming obsolete
- Business continuity



Ease of Access

- Customer portal:
 - Land Development Applications
 - Building and Zoning Permit Applications
 - Fire Prevention Licensing
 - Inspection Scheduling



Screenshot taken from online customer portal of Boardman, OH

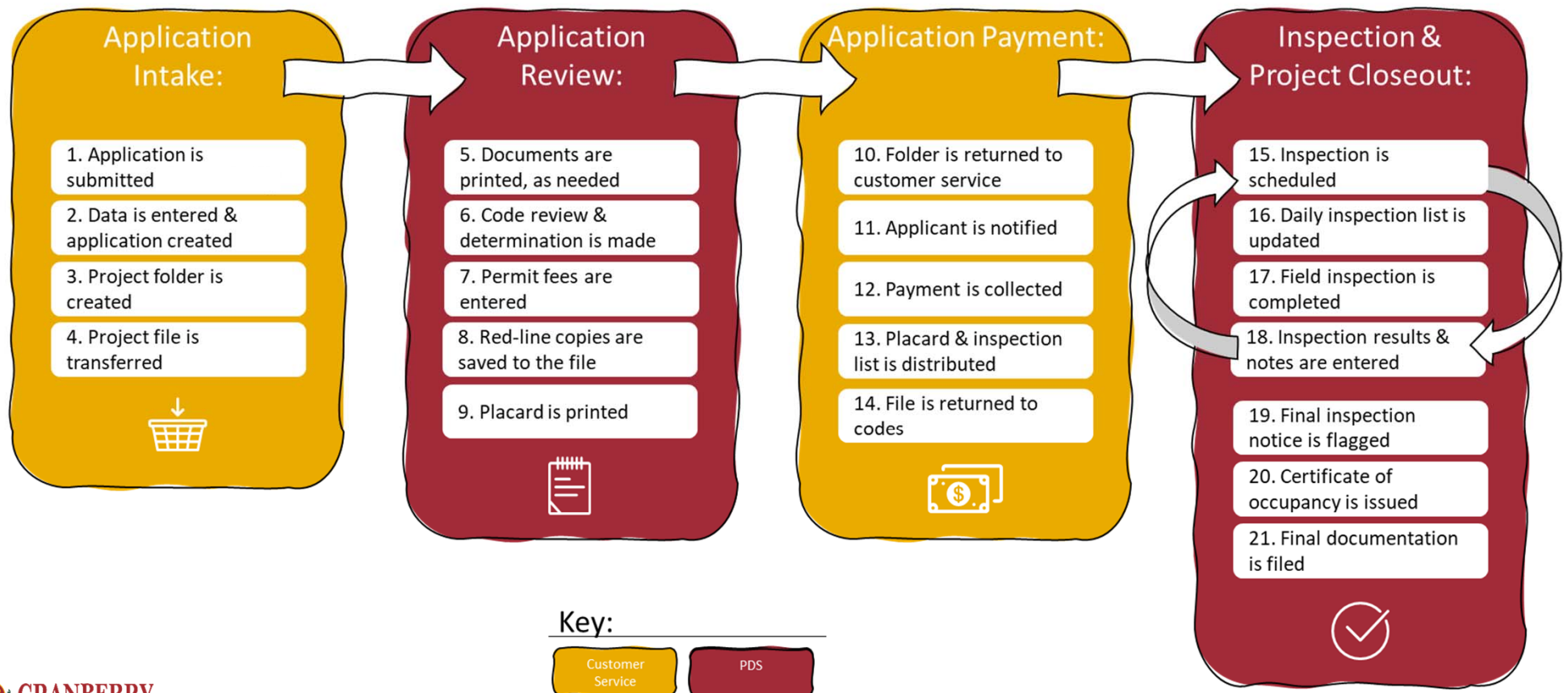
Slide 4

DS1

Dean Simpson, 10/14/2020

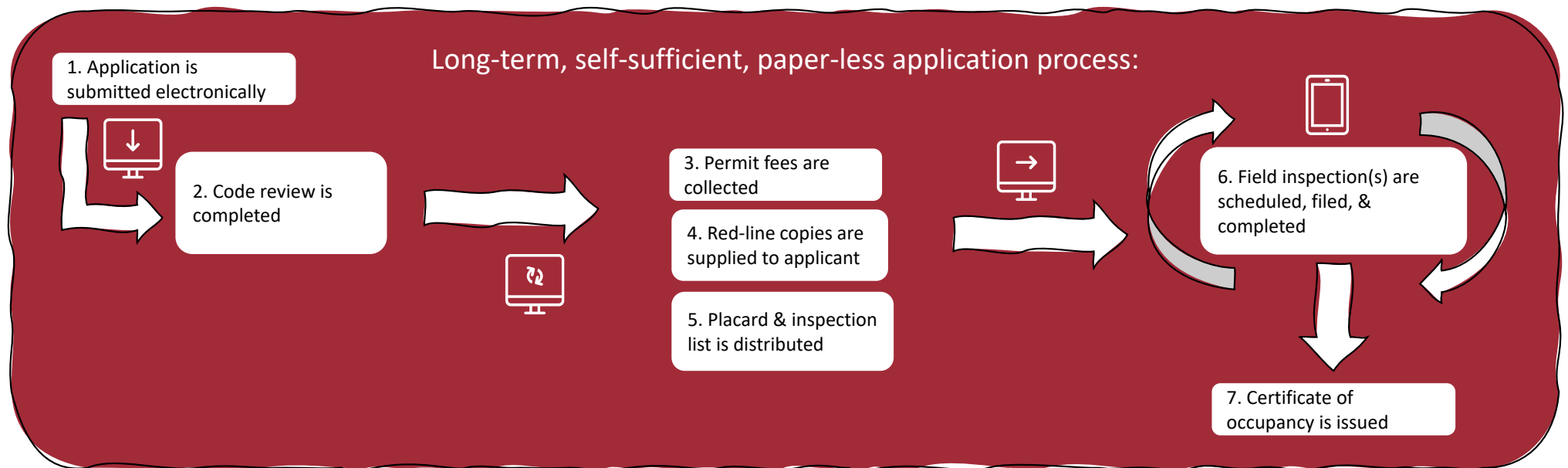
Efficiency

Current Application Process:



Efficiency

Streamlined Application Process:



Key:

Customer
Service

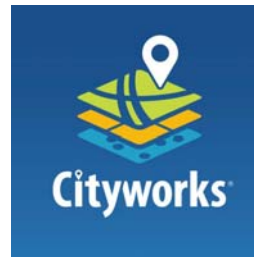
PDS

Business Continuity

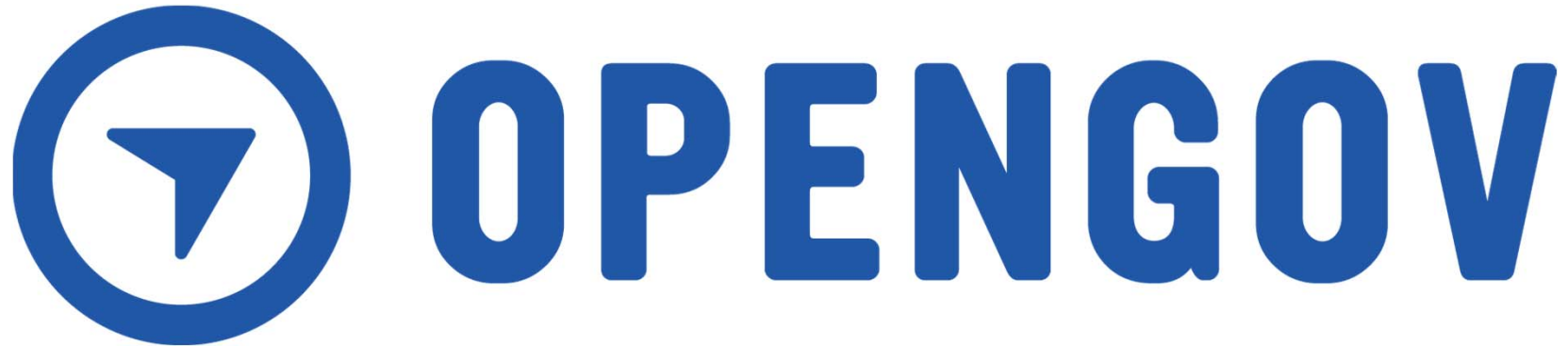
- Digital submission process
- Digital plan review
- Digital permit issuance
- Mobile capabilities for inspectors

Decisions, Decisions...

- Narrowed search to seven potential industry solutions to achieve our goals:



The Right Solution to Meet Our Goals



- Cloud based
- Online customer portal
- Mobile inspections
- Integrates with current plan review software
- Paperless

Added Benefits of The Preferred Product

- Additional services that can be offered to our customers in the future:
 - Rental inspection program
 - Remote Virtual Inspections
 - Contractor licensing
 - Business licensing

Conclusion

- OpenGov will allow staff to continue to provide efficient and cutting-edge services to our customers
- Request the Board consider authorization of Purchase Approval (later in the agenda)



