

November 04, 2013



Technology
Improvements for
Planning & Development
Review

Presentation for
Comprehensive Planning
and Transportation

Agenda

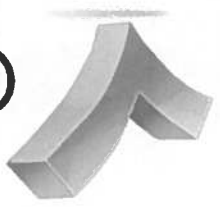
- Problems and Solution Strategy (reported 06/01/13)
- Customer Wait Management
- Business Intelligence
- Phone Tree
- Online Transactions
- Electronic Plan Review
- Website
- Hardware
- Completed Efforts (Summary)
- Next Steps

Problems and Solution Strategy

(Reported 06/01/13)

- 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 (07/03/13)
 - Text messaging feature "page on position" - sends customer a text message when 5th in line for service
 - Visibility of queue on website and mobile devices
- Results / Next Steps
 - Permit Center average wait times are reduced over 50% since June (45 to 21 minutes)
 - Continue operations with existing system



Business Intelligence

- PDR management lacked information to manage workflow bottlenecks
 - PDR implemented for Residential and Commercial dashboards (short term)
 - Converted Residential and Commercial dashboards to Microstrategy (10/22/13)
- Results / Next Steps
 - Data is updated 2x per day; supervisors see workload intake and distribution
 - Continue to refine dashboard data views



- Incoming calls unanswered, misrouted or long hold times experienced by customers
- Implemented phone tree design changes (07/20/13)
- Results / Next Steps
 - Improve and clarify choices for callers
 - PDR reviewing phone statistic reports monthly
 - Peak call times per call group
 - Total inbound calls
 - CSR answered calls
 - Etc.

Online Transactions

- Customers experienced slow turn around times and time spent to visit One Texas Center



- Implemented "Contractor Self Assignment" (08/31/13)
 - Trade contractors can self-assign to building permit
 - Eliminates need for fax or paper applications which must be processed by staff
- Results / Next Steps
 - Self assigned permits - 596 issued online as of 11/01/13
 - Formal decision to build Change Outs online in current portal or focus on Portal II (impacts to Portal II project)
 - Implement Portal II and expand online transactions
 - JP Chase engagement initiated for payment processing requirements and design

Electronic Plan Review

- Paper submitted to One Texas Center must be distributed and transported (several iterations) as part of the plan review process
- Implemented electronic markup pilot for select cases (in progress)
- Next Steps
 - Issue RFP for complete solution (Target January 2014)
 - Implementation Target Dec 2014 for Site and Subdivision plan reviews

Website

- Information outdated and difficult to locate
 - CTM responding to citizen feedback in iterations
 - PIO making contact information more visible online
 - PIO/PDR updated FAQ's
 - Created separate search feature for PDR content (06/24/13)
 - Updated 'search' feature to retrieve more relevant content
 - Embedded top search content on the Development webpage
- Next Steps
 - Online message board focus groups – Sentient is recruiting participants

- PDR permanent and temporary staff required computers, monitors and scanners to expedite work
- PDR purchased and installed additional 30+ staff to dual monitors
- Installed 32 dual and/or large monitors for Permitting and Review staff (07/09/13)
- Computers/monitors/phones for Residential Review
- Large format scanner for Residential Review
- Network enabled copier/scanner for Permit Center





Completed Efforts

1. Commercial dashboard in Microstrategy - 10/22/2013
2. Residential dashboard in Microstrategy - 10/10/2013
3. Implementation of Contractor Self Assignment - 08/31/13 (soft go live); 09/20/13 (public announcement)
4. PDR evaluation of incident management tracking:
<http://pdranswers.austintexas.gov/questions>
5. Phone Tree (automated call attendant) design changes implemented - 07/20/13
6. Separated web search feature for PDR (www.austintexas.gov/planning) - 06/24/13
7. Additional large/dual monitors (32) ordered for Permit Center and Residential staff - 07/09/13
8. Permit Center Customer Wait queue visible online (mobile friendly at www.austintexas.gov/departments/permits) - 07/03/13
9. RightFax implementation for Permit Center
10. Embed top search content on Development web page
11. Relocation and network enablement of Canon copier/scanner for Permit Center - 05/03/13
12. Large Format Scanner installed for Residential - 03/29/13
13. Customer Wait Management text messaging implemented for Permit Center - 03/26/13
14. Computers and Phones provided from CTM stock - 01/31/13 and 03/25/13

Next Steps

- Upgrade AMANDA Portal to "Portal II"
- Contractor engagement in progress to design and build "out of the box" portal configuration
- Target March 2014 for go live with credit card payment for a subset of services
- Build and issue RFP for Electronic Plan Review with input from all impacted stakeholder departments
- Target January 2014 for RFP issuance
- AMANDA upgrade planned for FY14
- Project manager assigned; scoping in progress