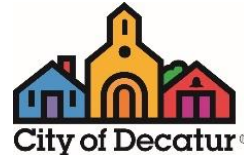




# INNOVATIONS FOR PERMITTING & PLAN REVIEW:

*Concepts from Decatur's  
Design, Environmental  
& Construction Division*

GOVSENSE



# **AGENDA:**

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- 1. Permitting with Customers Front and Center**
- 2. Technology and Permitting**
- 3. Management**
- 4. Leadership**





## PERMITTING WITH CUSTOMERS FRONT AND CENTER

- A. Decatur's One-Stop-Shop
- B. Concept of Omni Channel
- C. Getting In-Step With Customers
  1. External Customers
    - *Surveys*
    - *Focus Groups*
    - *Including Customers in Technology Decisions*
    - *Training Events*
    - *Communicating Why We Regulate*
  2. Internal Customers



## TECHNOLOGY & PERMITTING

- A. Why Online Applications and Digital Plan Review
- B. Big Data Used in Big and Small Ways
- C. Accessibility
- D. Keeping Track: *Digital Files, File Naming, Files, Archives*
- E. How to Approach a New System
- F. Use of Phones, Cell Phones, Network, Tablets, Laptops, Texts and Emails



## MANAGEMENT

- A. Intake Practices
- B. Office Practices/Review, Close Out, Extensions, Changes, etc.
- C. Code Compliance Practices
- D. Field Practices
- E. Communications
- F. Legal Matters
- G. Standard Operating Procedures



# LEADERSHIP

- A. Setting the Tone
  - 1. High Performance Organization Model
- B. Staff
- C. Intervening
- D. Ethics
- E. Other Topics