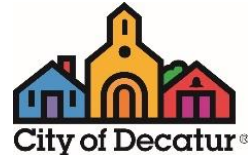




INNOVATIONS FOR PERMITTING & PLAN REVIEW:

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

GovSENSE



AGENDA:

- 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