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EnerGov's Mobile Apps Give Marco Island Inspectors Freedom and Efficiency in the Field

Industry: Local Government

Population: 16,413

Years as a Tyler Client: 2

Tyler Products Used: EnerGov™ iG Inspect and iG Enforce Mobile Applications

Key Challenges

- Heavy paper traffic
- Communications with back office
- Efficiency in the field

Benefits

- Real-time project communication between field, back office, and citizens
- Workflow control in office and the field
- Reduced paperwork
- Increased availability of digital documents and resources
- Reduced mileage and calls to office for information

In Their Own Words

"Our inspectors enjoy the freedom that comes with using their iPad®. They're not tied to driving back to the office 10 times per day, and they don't have to call the office all of the time for information."

— Lisa Loewer, Customer Service Supervisor

New Perspective on Managing Code Enforcement and Inspections

Marco Island, Florida, is best known for its beaches, water, and panoramic views off the Southern Gulf Coast of Florida. It's long been a paradise for artists and photographers, but the city is now painting a new picture of how to manage code enforcement and inspections: one of real-time, efficient customer service using EnerGov's iPad mobile applications — iG Inspect and iG Enforce.

The City of Marco Island took notice when other cities began to find ways to relieve the same challenges they were having with heavy paper traffic, back office communications, and efficiency in the field. EnerGov, a Tyler Technologies solution, acknowledged these issues and offered the enterprise version of EnerGov as a vehicle to overcome them. With that came the mobile technology they needed to work in the field in real time and serve their jurisdiction more effectively.

Real-Time Information, Communication, and Workflow Control in the Field

With four building, two fire, and three code enforcement inspectors and more than 100 assorted permits to process per week, it's always a priority to get inspectors into the field quickly every morning. After retrieving and entering any additional inspection requests and making any necessary changes to their schedule and routes, inspectors hit the road with iPads in hand. And what has made the biggest impact? Real-time results in the field.

"Our inspectors went from not wanting an iPad to loving it," said Lisa Loewer, Customer Service Supervisor for the City of Marco Island's Building Services Department.

"Our inspectors went from not wanting an iPad to loving it."

— **Lisa Loewer**, Customer Service Supervisor
City of Marco Island, Building Services Department

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Now with mobile technology in hand, Marco Island inspectors have the ability to control several workflow functions in the field, including rescheduling, modifying, and reassigning work to other inspectors if their schedule changes. That works both ways, too.

"When an unexpected phone call for an immediate inspection comes in, I can assign it to a specific inspector and it will appear on their iPad in minutes. Our inspectors enjoy the freedom that comes with using their iPad. They're not tied to driving back to the office 10 times per day, and they don't have to call the office all of the time for information. We can attach documents at the permit level and they are immediately visible," said Loewer.

Marco Island has invested heavily in scanning plans and documents to reduce the paper load and help with online document visibility. Inspectors can also access publicly available GIS-based maps of the city and vendors' web-based material specifications to help them with real-time decision-making at inspection sites.

When Marco Island went live with their technology, a digital version of a paper inspection ticket was already available for use in the field. Inspectors saw an immediate benefit as there was no paper shuffle and they could immediately record their actions in the field as opposed to travelling back to the office and having to remember what processes they performed.

Workflow Efficiency Leads to Added Customer Service

The City of Marco Island serves as a resource for others researching the EnerGov software. While potential customers are curious about workflow efficiencies and the potential ability to downsize once it is implemented, Loewer counters with a different perspective.

"EnerGov is well worth the money and is a powerful and robust software," she said. "It does what we need it to do, and that helps us do more and provide more service for people."

A small staff can get big results with the right technology. The City of Marco Island has proven it. Inspectors are now more empowered with workflow control, availability of digital documents and resources, and real-time communication from the field. In turn, they have been rewarded with a decrease in paper flow, increased productivity, and savings in time and travel from the field — all proof they made the right choice in partnership with Tyler Technologies.

"[EnerGov] does what we need it to do, and that helps us do more and provide more service for people."

— **Lisa Loewer**, Customer Service Supervisor
City of Marco Island, Building Services Department

★ City of Tulsa, Oklahoma

Deploying Integrated Products for Time and Labor Benefits Across the Organization

As the second-largest city in Oklahoma, Tulsa is home to more than 403,000 residents. The city's government strives to meet the needs of every one of those constituents, and unremittingly seeks to improve its processes. Central to meeting those needs and improving those processes is the city government's dedication to pursuing a single mission, realizing a single vision, and representing two core values.

- **Mission**: Build the foundation for economic prosperity, improved health, and enhanced quality of life for the community
- **Vision**: Be a globally competitive, world-class city
- **Values**: Represent committed teamwork and high expectations

Because of these efforts, the City of Tulsa implemented new software resulting in a drastic decrease in the number of walk-in customers, a significant increase in the number of completed inspections, and tens of thousands of dollars saved in processes and labor.

Strategic Plan

Tulsa seeks alignment with its mission, vision, and values through a strategic plan dubbed the Action and Implementation (AIM) Plan. The AIM

WINNER

Organization Profile

- Tyler Client Since: 2016
- Number of Employees: 3,800
- Population: 403,000+
- Location: Oklahoma
- Tyler Products/Solutions: EnerGov, Munis, Brazos, Tyler Content Manager

Results:

- 26.5% reduction in walk-in customers
- 14% increase in inspections
- $20,000+ saved in processes and labor

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Plan's desired outcome is to guide city departments on how to allocate resources and create more detailed action plans to achieve city-wide strategic goals.

For planning and development in particular, the AIM Plan objectives are as follows:

- **First Plan Reviews**

  90 percent conducted within 10 business days

- **Commercial Plan Reviews <$1 million**

  90 percent conducted within 25 business days

- **Commercial Plan Reviews >$1 million**

  90 percent conducted within 35 business days

- **Infrastructure Development Plan Reviews**

  90 percent conducted within 15 business days

- **Self-Certification Permits**

  98 percent issued within two business days

- **Regularly Scheduled Inspections**

  98 percent conducted same day

- **Overtime Critical Inspections**

  100 percent conducted within 24 hours

As part of achieving these outcomes, the city sought a solution that would simplify and streamline processes for code enforcement, inspections, permits, reporting, licensing, financial data, and document storage. Tulsa's government wanted to automate business licensing processes and provide constituents with an online platform to request, track, and purchase permits.

"Tulsa needed a solution that would bring the city into a modern era," said Project Manager Jon Galchik.

Galchik and his team launched a project to find the needed solution. They outlined project objectives with two-fold benefits: making employee lives easier by making their jobs more efficient and ensuring the city's services have a bigger impact on the lives of citizens.

Potential vendors were given scores from one to one hundred in multiple categories including technical specifications and vendor background. The competition was fierce, and Tulsa did its due diligence to ensure the best vendor was selected for the city's requirements. The city ultimately decided Tyler Technologies' EnerGov™ software was best suited to meet its needs.

EnerGov is Tyler's comprehensive civic services solution. It is specifically designed to automate and centrally connect critical processes including permitting, planning, regulatory management, inspections, code enforcement, and more.

"The City of Tulsa decided to select EnerGov after we ranked it most likely to meet our needs with the majority of scores exceeding the 90th percentile," said Galchik. "The competitive process began with 18 [potential vendors], then we narrowed it down to six, then three, then two before selecting Tyler. Tulsa required a comprehensive, modern solution like EnerGov to streamline processes and centralize actions in a single system."

The City of Tulsa went live with EnerGov on April 30, 2018, within budget. Tulsa now rests assured its decision to implement EnerGov was a good one, as the new software has played a major role in helping the city meet its AIM Plan objectives.

Objective 1: Deliver high-quality core services that citizens expect from municipal government

EnerGov allowed Tulsa to deliver excellent administrative support services to citizen-facing departments while simplifying the ways constituents do business with the city through its online capabilities.

"The addition of this online service has dramatically increased our productivity and reduced the number of applications received in-person," said Galchik. "The City of Tulsa has experienced a 26.5 percent reduction in walk-in customers since EnerGov was deployed."

Additionally, 45 percent of Tulsa'a applications are now coming in online and the city expects that percentage to continue increasing. This reduction in staff workload has allowed customer service to be significantly enhanced.

Objective 2: Deliver quality world-class services that meet the needs of Tulsans

EnerGov simplified plan reviews for the city with its paperless plan review functionality and its citizen-facing portal. This saved both time and money for the City of Tulsa.

"The review function in EnerGov allows data to flow seamlessly within EnerGov workflows," Galchik said. "The city estimates it has saved tens of thousands of dollars from the improved processes and labor."

One of the city's development services clients vouched for the portal's ease of use as well, saying, "It's step-by-step common sense. It'll walk you through step-by-step how to do it and you shouldn't need help. It's straightforward and simple."

In Their Own Words:

"The City of Tulsa has experienced a 26.5 percent reduction in walk-in customers since EnerGov was deployed."

—Jon Galchik, Project Manager

Objective 3: Responsibly manage resources through continuous improvement and collaborative partnerships

- **Inspectors**
  EnerGov allows inspectors to remain in the field without the need to return to city hall to complete paperwork, which, Galchik said, was costing them a few hours of field work each day.

  "The majority of their work is [now] completed in the field before returning to the office," he elaborated, "resulting in more timely inspections for the citizens, resulting in a 14 percent increase in inspections in October 2018 over October 2017."

- **Emergency Personnel**
  EnerGov's business licensing feature includes alarm permits, which Tulsa uses to feed 911 dispatchers with accurate information on active alarm permits.

  "This integration allows the City of Tulsa to dispatch emergency personnel to alarms with valid licenses," Galchik explained. "The data stored also enables us to track the number of times a location has had a false alarm, allowing us to cancel permits for those who exceed the number of false calls."

- **Health Department and Indian Nations Council of Governments**
  The City of Tulsa partners with its county health department to eliminate duplicate inspections and with

the Indian Nations Council of Governments (INCOG) to integrate the council into the city's workflow. Both partnerships are positively impacted by the city's use of EnerGov for continuous improvement. INCOG in particular provides planning and coordination services to assist in creating solutions to local and regional challenges in areas like land use, transportation, community and economic development, environmental quality, public safety, and services for the elderly.

"Partnering with these entities speeds up the processes of inspections and the flow of data from one entity to another, providing a significant benefit to our peers and the organization," said Galchik, adding, "INCOG has realized our benefit and they too are pursuing access to EnerGov."

- **Vendor**
  The City of Tulsa believes a partnership with Tyler and its employees is the best way to strengthen the bonds between the entities.

"During execution, project leadership focused on building a lasting, meaningful relationship with the employees of Tyler Technologies," said Galchik. "The goal was to integrate the Tyler team into the Tulsa team without barriers and classifications."

That integration between teams has proven incredibly beneficial.

"The implementation of EnerGov saved tens of thousands of dollars through paper reduction, staff costs, and the removal of the IVR service component," said Galchik, adding, "There are some things that we would be falling behind on if we didn't have [EnerGov]."

- **Internal**
  Something unique about Tulsa's EnerGov story is the city was internally deploying both EnerGov and Tyler's Munis® ERP solution at the same time. This provided the city with a much-welcomed opportunity to improve communication and relationships within the organization.

"Admittedly, we struggled with departmental silos, which strained relations at times," said Galchik. "Both [the EnerGov and Munis] projects required the city to coordinate and communicate efforts across multiple departments."

Implementation began with what Galchik called a "fun" kickoff meeting where project leads, executives, and other leadership all worked together to define expectations and brief all parties.

They worked on communication, process mapping, and white belt training for Lean Six Sigma, a process improvement methodology. Everyone on Tulsa's project team is now at least a yellow belt in Lean Six Sigma, and the biggest takeaway from the meeting was the use of Lean Six Sigma to align everyone with a specific process for improvement. The city uses this process improvement methodology to develop benchmarks and make continuous improvements, particularly when it comes to process mapping.

"We used systems-thinking approaches to process mapping so we understood which direction the data needed to flow," explained Galchik.

Financial & Document Storage Integrations

In addition to strengthening internal relations and supporting AIM Plan objectives, another benefit of implementing multiple Tyler products at once is their ability to integrate.

"The City of Tulsa sought to consolidate business workflows within a group of systems," explained Galchik. "We are working with Tyler to ensure the integration between EnerGov and Munis meets our needs. We use EnerGov for business licensing, permitting, inspections, code enforcement, etc. The integration between the two products allows financial data to flow from EnerGov and into Munis, where it is recorded."

Included with EnerGov and Munis is Tyler Content Manager™ (TCM), designed to streamline the flow of digital information and easily transform paper forms and documents into electronic images.

"The TCM integration is a welcomed benefit for both systems," Galchik said.

Before implementing EnerGov and Munis, the City of Tulsa was using several systems to manage documents. Because of the TCM integration built into its new software,

In Their Own Words:

"TCM's integration into Munis and EnerGov has saved the City of Tulsa tens of thousands of dollars in labor as we were able to reallocate resources to complete more meaningful tasks that benefit the constituents."

—Jon Galchik, Project Manager

Tulsa now uses a single system that pulls documents in from several sources for easier reference. For example, supervisors can now see real-time images at job sites instead of waiting to be back in the office to search for the images in another system.

"Searching the legacy content management system was difficult and often had to be completed by the IT Department or the Clerk's Office," said Galchik. "The integration allows quick access to documentation without the need for other departments. TCM's integration into Munis and EnerGov has saved the City of Tulsa tens of thousands of dollars in labor as we were able to reallocate resources to complete more meaningful tasks that benefit the constituents."

Additional Benefits

In addition to the many benefits listed above, Tulsa is now experiencing real-time insight into all staff and case activity thanks to its EnerGov implementation. This enhances transparency throughout the organization and the community.

The city also reports saving significant amounts of time due to the automatic expiration of permits and licenses and the ease of searching and reporting.

A Connected Community

Tulsa's city government is pleased with its decision to implement EnerGov, and so are its constituents and contractors.

"The City of Tulsa has received several compliments from constituents on the ease of the system," said Galchik. "[They] have expressed their satisfaction with the product and have praised its capabilities."

Galchik said a local architect even thanked the project manager for the implementation of EnerGov. He stated the system greatly improved processes, is easy to use, and the workflow allows permits to flow through effortlessly.

"Overall, contractors and inspectors appreciate the transparency of the system," Galchik went on to say, "which allows them to see where projects or code violations are in their lifecycle. Contractors can also see who is doing the review. Inspections supervisors state their most significant advantage is the ability to see inspections in real-time, allowing supervisors to address issues immediately."

The City of Tulsa's selection of EnerGov has proven beneficial to multiple departments, constituents, contractors, and stakeholders.

"We are delighted to partner with Tyler for several software solutions," said Galchik. "Our switch to EnerGov ushered our organization into the 21st century. The city is proud to state that we use EnerGov. Our community is a better place as a result of the implementation. Tyler Technologies has made our lives easier. We made an excellent choice!"

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With an Eye Toward the Future, Henderson, Nevada, Implements New Technology

Although Henderson, Nevada, is the state's second largest city with more than 310,000 citizens, it proudly retains its small-town values and atmosphere. The community's commitment to its ambience is backed up by its Forbes ranking as the second safest city in America and its three-time appearance on MONEY magazine's list of Best Places to Live in America.

"Henderson is not just a place to live, but truly a place to call home," said Tommie Weckesser, GIS coordinator.

Staying true to its familial outlook on what it means to be a city, Henderson takes as much care with the technology it implements to run city operations as it does with everything else. Henderson not only ensures the software it selects can meet its government and residents' needs but can also set the community up for future growth and success.

Adapting to Change

When Henderson found out its legacy civic services software was no longer going to be supported, it issued a request for proposal in search of a new system.

"We needed to get off for supportability, technical reasons, security, all that," said James Ketelsen, senior system support analyst.

Through the RFP process, Henderson decided on EnerGov™, Tyler's civic services software designed to meet the needs of local governments of all sizes. Henderson implemented EnerGov's land management and business licensing functionalities along with its online portal for reporting issues and requesting inspections, permits, etc. This decision proved beneficial for the city in a few ways.

Reaping the Rewards

Henderson didn't have to wait long to begin seeing benefits from its EnerGov implementation.

The city, which has been on ArcGIS since 1989 and won the Esri® 2017 Special Achievement in GIS (SAG) award, is a powerhouse of GIS knowledge and capabilities. So EnerGov, which has embedded Esri-based GIS technology and integrates directly with ArcGIS, is a great fit for the city's GIS needs.

"For GIS, EnerGov is a huge win," said Weckesser. "The fact that [it] uses the feature services and uses this technology right…it's made our lives exponentially easier."

GIS is hugely important to local governments because it allows them to use spatial data to analyze complex situations, improve coordination, increase accuracy and transparency, and more. Esri is the most powerful platform for GIS technology available, so its capabilities play a major role in local governments' successes.

When asked about winning the SAG award, Weckesser added, "Actually, what we won it for was our addressing project that specifically came from our EnerGov upgrade." She said, "The whole time [we] were implementing, we were working

Citizens: 310,000+

Location: Henderson, Nevada

Tyler Solutions: EnerGov, Socrata

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on cleaning up the address data and making sure it was ready for use. So that's a huge win for us also now."

The biggest benefit Henderson has enjoyed, however, comes from its plan to make the most of their investment by taking advantage of new releases and upgrades via Tyler's evergreen philosophy. This allows the city to receive new releases and upgrades for the life of their maintenance or subscription agreements without relicensing fees and with minimal changes to core business logic.

"We're on a platform that provides regular updates. There's responses on our requests for updates for security vulnerabilities. That's huge for us," said Maria Goldberg, senior system support analyst.

"We're going through an upgrade right now and it's much easier the way that [Tyler uses] the technology and it's not hooked into certain versions of the database," added Weckesser. "That's what we like about EnerGov: even upgrades, which can be very painful, are going to be a little bit easier."

This positive, forward-thinking mentality can be seen throughout Henderson's relationship with Tyler.

Looking Ahead

Henderson is excited to see what its future holds as it continues to roll out additional phases of its EnerGov implementation, including upgrading to Tyler's latest citizen portal, EnerGov Citizen Self Service (CSS).

"Our citizens are really chomping at the bit to start doing online plan submittal," said Ketelsen, adding, "Online applications will really take us a big step forward."

EnerGov CSS gives citizens and contractors dynamic access to information and enables them to apply and efficiently be approved for permits and licenses, request inspections, pay invoices, and more — 24/7/365. Since connecting with citizens is a major priority for Henderson, the city is eager to begin using this tool to meet citizens' needs.

The city is also excited about the future of GIS and what EnerGov can help accomplish in that arena.

"What we wanted to do is be able to give our power users the ability to create their own applications, their own story maps. So that's the road that we've been going down is trying to leverage ArcGIS online and let our users do a little more so that IT doesn't have to develop all these custom applications," said Weckesser.

"There's a lot of cool stuff coming," added Ketelsen.

This all boils down to a simple fact: Henderson is a city that cares. It cares about its citizens, its visitors, its government operations, its future, and the software it utilizes — the software itself and what the city does with it. Henderson is the type of city that will get the most out of every tool at its disposal. The city's staff makes careful decisions and knows how to play to the city's strengths, which ensures that no effort will be wasted. Henderson is a vibrant, connected community dedicated to innovation and success, and its use of EnerGov demonstrates that dedication.

To learn more about the benefits EnerGov can provide your organization, email CommunityDev@tylertech.com or call 888.355.1093.

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New Hanover County, NC, Wins 2019 NACo Achievement Award

The National Association of Counties (NACo) sponsors a yearly Achievement Awards Program aimed at recognizing county governments throughout the country for innovative programs across 18 categories. These programs must offer new or gap-filling services to citizens, improve existing programs, enhance employee working conditions or training, increase citizen involvement or understanding, be helpful to public policy making, or encourage intergovernmental problem-solving. They must creatively and innovatively go above and beyond requirements and common practices produce measurable results, and align with acceptable governmental standards.

Tyler Technologies is proud to announce New Hanover County, North Carolina, received the 2019 Achievement Award in Community and Economic Development for its implementation of EnerGov™, our comprehensive community development solution.

New Hanover went live with EnerGov ahead of schedule and under budget, despite facing a natural disaster, thanks to the county's systematic approach to implementation. **EnerGov Citizen Self Service (CSS), the citizen portal, was adopted by more than 1,600 users in the first month and a half, and three quarters of permit applications are now coming in online.** But the real win was how New Hanover made garnering citizen and customer buy-in part of the software selection process; leveraged those stakeholders throughout implementation, configuration, and launch; and are still involving them in processes moving forward.

Seven other EnerGov clients join New Hanover County in this achievement including Charleston County, South Carolina; Chester County, Pennsylvania; Los Angeles County, California; Loudoun County, Virginia; Miami-Dade County, Florida; Oakland County, Michigan; and Wake County, North Carolina. New Hanover County also won NACo Achievement Awards in the Children and Youth; Civic Education and Public Information; County Resiliency: Infrastructure, Energy, & Sustainability; Health; and Risk and Emergency Management categories.

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New Hanover's Winning Program for Community and Economic Development

When it came to permitting and inspections, New Hanover County was struggling to align disjointed processes, causing a lack of project insight for both the county and its citizens. When the county's legacy permitting system was retired by the vendor, New Hanover jumped at the chance to implement a system that would help align processes throughout the organization and put the customer at the heart of its efforts. This opportunity and the way New Hanover County rose to the challenge led to the program that won the prestigious NACo Achievement Award.

New Hanover County's winning program stood out amongst the applicants because of its innovative goal to put the focus on the customer and its creative approach in doing so. The county decided to include the development community in requests for proposals (RFPs) and RFP responses, vendor demonstrations, final selection, and system configuration. Developers weren't the only constituents New Hanover County aimed to please, however. Representatives from every county department that interacted with land development (five total) were included in the same processes, as was an executive sponsor from the county manager's office and stakeholders from outside agencies like the local utility authority and city planning and zoning officials.

This team of subject matter experts worked together to identify their collective needs and narrow down the pool of software solutions that could meet them. They decided EnerGov was the best system to meet the county and citizens' needs in early 2017. They used an iterative, agile approach to govern implementation masterfully, and the system went live in February 2019, less than two years after selection, despite operational setbacks due to Hurricane Florence.

This speedy implementation helped the county come in under budget due to hours saved, and the new system enabled New Hanover to more transparently and efficiently process plan reviews, permits, and inspections. The county used EnerGov to merge the regulatory and business requirements of diverse departments into a single platform supported by a robust customer service portal.

"In the end, we have provided a new way of delivering GIS services that enables many features within the new system," said Chief Strategy Officer Elizabeth Schrader. "We have provided streamlined mobile apps for our field staff to perform inspections, and our plan reviews have become entirely paperless in the back office. Most importantly, our customers are able to complete almost all of their interactions with us online."

In the first six weeks following go-live, New Hanover County had more than 1,600 users create accounts on its instance of CSS, which the county has branded as COAST, or Customer Online Access Services Tool. More than 75 percent of permit applications are now coming in through this portal, which allows staff to review the applications faster and allows customers to receive permits without having to come to the office in person.

"For the first time ever, all the various agency reviews are being done in a single place, off of a single set of plans, with a common set of comments and required corrections," said Schrader. "No more calling around to various departments and agencies to find out where a review is stuck."

The governance team is now focusing on continuous improvement of this already successful program, including creating a dashboard that allows leadership to view analytics from the new system.

The structure New Hanover County established that led to the selection of EnerGov and recognition from NACo — establishing a team of subject matter experts, putting the focus on the customer, and taking an intentional and iterative approach to implementation — will be used as a model for how the county implements other new systems going forward, and is a great model for any local government to follow.

"Using this process, we were able to implement a very complex system in record time, under budget, and still delight our customers. A win all the way around," said Schrader.

Interested in learning more?

For more information, visit tylertech.com/energov or call 888.355.1093.

At a Glance:
City of Miami Beach

- Client Name: City of Miami Beach

- Phone Number: 305.673.7000

- Website: www.miamibeachfl.gov

- City: Miami Beach

- State: Florida

- Number of Employees: 2,000 +

- Population: Approximately 92,000

- Tyler Client Since 2015

- Tyler Products/Solutions: EnerGov, Tyler Cashiering, and Munis

Coastal City Leverages Technology for Increased Efficiency and Workflow

A few years ago, Miami Beach City Manager Jimmy Morales asked his staff to identify ways to improve the delivery of their services. The staff's assessment unearthed less-than-optimal results: the city's current practices were cumbersome, manual, and, in many cases, paper laden.

Additionally, the city used several stand-alone/siloed systems for permitting and other functions, even though none managed more than just one city process. Procedures that should have been integrated were operating in silos, which further restricted the city's ability to conduct timely reviews and implement important checks and balances.

Carmen Sanchez, the deputy planning director for the City of Miami Beach, said the findings showed the city had room for improvement.

"All the inefficiencies were resulting in uncollected fees and inconsistent issuance and enforcement of regulations," she said. "Plans and permits were reviewed on paper or on aging software that was at end-of-life and unsupportable."

Miami Beach's planning department struggled with unwieldy procedures — they were required to review all applications and revisions on paper. The process generated no less than thousands of documents and more than 2,000 boxes that were permanently housed in a storage facility. Staff had to regularly sift through these paper records to gain access to important information. The paper-focused approach also restricted the department's ability to make edits and revisions on the fly, which resulted in a long, tedious process. It was time for a change.

"In addition to the struggles we faced," Sanchez said, "our citizens were having to search our webpage for links that provided only limited information. We wanted to enhance our business processes and provide a better experience for our customers."

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"From our perspective, communication is key. We needed to make sure that everyone could see the same information, which we did not have before. Everyone works different hours, so to be able to have instant access to the information you need 24/7 is very important"

— Carmen Sanchez, Deputy Planning Director, City of Miami Beach, Florida

Integration Is Key

After vetting several vendors, Miami Beach selected Tyler Technologies to deliver the technology they needed to get their processes back on track. The city selected Tyler's EnerGov™ software — along with Tyler Cashiering™ and Tyler's Munis® software — to update their business processes while implementing a system that provided cross-departmental integration and efficiency. Sanchez explained integration was of the utmost importance to Miami Beach.

"From our perspective, communication is key," she said. "We needed to make sure everyone could see the same information, which we did not have before. Everyone works different hours, so to be able to have instant access to the information you need 24/7 is very important."

Automating and Streamlining the Review Process

"Throughout the implementation process, our focus did not shift. We stayed on course to deliver the best customer service possible. Because of everyone's efforts, internal and external clients can now benefit from the great new technology," Sanchez said of Miami Beach's implementation of EnerGov.

Through the software, Miami Beach has been able to automate their previously archaic process in planning. Gone are the manual processes of hauling heavy sets of plans to and from various offices. Instead, planning staff can now review and make comments directly on electronic submittals using the EnerGov eReviews feature. Sanchez said the technology has transformed their daily processes.

"We've been able to cut our review time significantly, since we can now request and receive revisions in minutes," she said. "Now, 100 percent of our applications are submitted online and reviewed electronically via eReviews."

Sanchez said the software allows planning staff to communicate quickly and efficiently with architects and engineers alike.

"Planning staff and other disciplines that would not usually review applications, but whose input is crucial in some projects, can now conduct concurrent reviews and provide comments to clients expeditiously," she said.

Connected Processes Yield Increased Insight

Because EnerGov is specifically designed to automate and centrally connect critical processes, Miami Beach employees have greater insight into the progress of planning-specific tasks. This insight allows them to better manage the collection of fees, assess the status of plan and permit cases, and keep the process as efficient as possible.

Additionally, improved tracking allows for better projections and statistics that empower Sanchez and her team to strategically allocate their resources.

"We track the number of cases and permits processed, which allows us to determine the levels of staff needed to maintain high customer ratings," Sanchez explained. "This has greatly increased our productivity."

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Providing Enhanced Customer Service

In addition to the benefits Sanchez and her team have enjoyed, the city's citizens are also reaping rewards. Miami Beach citizens can now easily access plan, permitting, and code compliance cases; apply for business licenses online; and research the status of pending applications all from the comfort of their homes (or rather, from the beach).

"The transparency and integration of Tyler software allows us to work as a multidisciplinary team to assist both our internal and external customers," Sanchez said. "It has really helped us fulfill the city's desire to deliver excellent customer service."

A "Greener" Miami Beach

The new processes Sanchez and her team have implemented have also helped the city keep its commitment to green initiatives, which is another way Miami Beach aims to serve its citizens.

"Miami Beach is greatly affected by sea level rise and climate change, so implementing green initiatives that reduce our carbon footprint is very important to our city and its citizens," Sanchez said. "Eliminating the reliance on paper has gone a long way in helping us reach that goal."

So, what became of the 2,000 boxes of files in storage?

"We are happy to announce we're digitizing the contents, providing access to the information via EnerGov, and giving the paper files a destroy date!"

Sanchez explained that the office building she shares with her staff used to contain 15 filing cabinets, all stuffed to the brim with city documents and forms. Thanks to EnerGov, there's nary a filing cabinet to be found.

"We are using the old storage space to create a new conference room, a new area for reception and a flex space that can be used for a lot of different things," Sanchez said. "We have a lot of meetings with architects, developers, and engineers, so we're pleased we can now provide a nice, clean space that is used for something more productive than simply storing paper."

More Than Software

Sanchez said her staff is always quick to offer advice to other municipalities facing the same issues that plagued Miami Beach before the implementation of EnerGov.

"We have received many calls from other cities regarding our selection of Tyler software," she said. "We systematically tell them that it's not just about the software — Tyler is an excellent provider and enjoys a good reputation in the industry. We tell them all about the Tyler team, their corporate philosophy, our experience with them, their guidance, and their good sense of humor.

"We tell them to not be afraid to think beyond the obvious, because software can be used in surprising ways to address problems that are unique to your organization."

Interested in learning more about EnerGov?

Visit us at **www.tylertech.com/energov**, or give us a call: **888.355.1093**.

For more information, visit www.tylertech.com

Why St. Lucie County, Florida, Chose Tyler Technologies' EnerGov Software

St. Lucie County, off Florida's southern east coast, is the quintessential representation of everything that comes to mind when thinking of Florida. The streets are lined with palm trees, beachgoers, and stunning views in every direction. White sands and blue waters stretch for miles. However, the landscape alone is not enough to make St. Lucie County a great place to live and work. For a county to truly thrive, it needs a well-run government working diligently behind the scenes, and St. Lucie County is fortunate to have just that.

The mission of St. Lucie County is to provide the services, infrastructure, and leadership its citizens and businesses need to keep the community safe and sustainable, ensure a high quality of life, and protect the natural environment. Embedded in the county's mission are focuses on increasing access and transparency, utilizing spatial information to enhance economic development, mapping workflows and processes, and leveraging mobile capabilities.

How Tyler Technologies' Solutions Align With St. Lucie County's Mission

To better align its processes with its mission, St. Lucie County knew it needed a fully integrated permitting system backed by GIS with a citizen-facing front-end. The county is interested in increasing access and transparency for citizens, contractors, and businesses as well as using spatial information to enhance future land development and the utilization of county resources.

St. Lucie County's leadership went through a request for qualification process to identify a system that would meet their needs. The county ultimately decided on Tyler Technologies' EnerGov™ software in December 2018.

EnerGov is a comprehensive civic services solution designed for enterprise workflow and process regulation. From planning, permitting, and licensing to asset management and citizen

Location: Fort Pierce, Florida
Population: 313,000
Tyler Solutions: EnerGov, Tyler Cashiering
EnerGov Users: 100

requests, EnerGov uses GIS to automate and connect critical processes, streamline workflow, improve communication, and increase productivity.

"We wanted to move toward an integrated system that would allow for online review by all our partners," said Director of Planning and Development Services Leslie Olson. "The Tyler EnerGov solution had the kind of integration [we needed]."

At present, the communication between St. Lucie County's departments and stakeholders is not always as efficient as it could be. By implementing EnerGov, St. Lucie County will create a workflow that unifies all permitting and development-related bodies under one umbrella. Also, as the county is geographically widespread, utilizing a solution like EnerGov will give field workers the ability to operate without Wi-Fi or cellular service.

The unification and accessibility St. Lucie County will experience with EnerGov will provide better visibility and coordination across the enterprise, making the county more productive and efficient, a major goal for its government. St. Lucie County's other expectations for go-live are to be able to digitize and automate many of its current paper-based efforts and increase its transparency.

Current Permitting Processes

Currently, St. Lucie County relies on an effective yet cumbersome homegrown system for permit and plan review tracking. When paper permits are submitted at the front desk, permitting technicians manually enter the information in the existing system. Some over-the-counter permit types can be

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submitted via email to make things more efficient for customers, but the permit types that can be submitted that way are limited, no payment integration exists, and permitting techs must still manually enter the information. Additionally, while plan reviewers enter their comments in this homegrown system, the actual plan reviews do not integrate.

"You have the plans in one place on paper, and then you have the comments in another place, digitally," said Olson. "That's the problem for tracking, storage, and efficiency. It's a problem for site plan review, and it's a problem for transparency with our public, who would like to have easier access to those documents."

The integration and transparency St. Lucie County will experience with EnerGov are just the tip of the iceberg when it comes to the value it's sure to gain. St. Lucie County will now be able to offer completely paperless permitting to its citizens and staff, including online payments, which will save time and effort across the board. Also, with the ability to store plans and plan reviews in the same system and make that information accessible externally, everyone will be more informed about developments in the county.

Benefits of Implementing EnerGov

While St. Lucie County has many expectations for the value it hopes EnerGov will provide, one benefit it has already experienced from preparing for the Tyler conversion is the mapping of its application-type processes.

"We have mapped 156 different processes that we currently do here, not only in planning and development services, but also environmental resources, engineering, stormwater, and property acquisition," said Olson.

She went on to explain that as a result of performing this mapping, the county realized the full extent of where different departments' processes overlap.

"We'll be integrating not just planning and development services processes," explained Olson, "but multiple processes … to make sure the entire county's application processes are integrated. As a result of doing this mapping … we have already identified new efficiencies that will save our staff time and allow our customers to receive their fully completed and compliant applications more quickly."

The commitment Olson's staff has shown to the system before it has even gone live is a true testament to their faith in the benefits the county will reap post-implementation.

Additionally, St. Lucie County currently has a goal to review 90 percent of all plans within 21 calendar days. This means they're aiming for a three-week turnaround on providing comments to customers. Anything the county can do to shorten that timeline will result in more customer satisfaction as well as higher volumes of completed permit requests, which leads to more revenue for the county and the ability to show ROI for its EnerGov investment. Because of the customer-facing portion of that ROI, citizens will know the county is investing in solutions to enhance the community as a whole, which will strengthen community-government relations in St. Lucie County as well.

"We're hitting that goal," said Olson, "but it's a difficult goal for us to reach with our staffing level and paper-based process. Our next goal, once we're hitting this one, will be 14 days."

Olson expects EnerGov to help the county's staff hit that new 14-day threshold with ease.

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Full Internal Support

Often, because of the drastic changes to existing processes, software implementations can be hard on staff and management can be met with pushback. This is not the case in St. Lucie County, however.

"We chose Tyler not because it was the cheapest, but because we thought it was the best," said Olson. "As a result, our staff is really excited about the possibility. We actually just had a building official retire who helped us choose the Tyler system. One of his regrets about retirement is that he couldn't see it implemented. We really have a team that's on board with this, and they're ready to work, as is evidenced by the fact they just mapped 150 processes."

To further strengthen that internal support, St. Lucie County plans to make any and all necessary training available to its staff so they're fully prepared when go-live comes.

"We are going to make available whatever resources are needed for our staff to ensure the system is properly implemented and our staff understands how to use this system before we go live," said Olson.

Why St. Lucie County Believes in EnerGov

St. Lucie County is excited about everything it'll be able to offer its citizens once EnerGov goes live. Olson knows the county will be more transparent, efficient, and easier to work with once its systems are updated.

"You can upload your site plans and your building permits from home," she explained, "and pay for them from home and see where your inspections are scheduled from home. We do that currently … but it will all be integrated now, and you'll be able to find all that information in one place."

St. Lucie County understands how the progression of technology is shaping society's expectations and it knows EnerGov will help it keep up with its citizens' needs.

"[Citizens] expect a system that is integrated and easy to use," Olson said. "They expect to be able to pull up a map … click on a parcel, and know what's going on there, and that's what the system does. It can create heatmaps for commissioners that tell us where we're having code enforcement problems … You can do the same thing with development applications … to know where the hotspots are for development. People expect to be able to receive that from their governments now, and we're very excited we'll be able to deliver it."

Olson added, "This Tyler investment is no small change for us … This is a real sacrifice for us … We had to decide to not do other things in order to do this … This transparency and this efficiency is really, really important to the county, and so we have the support of our policy makers and our administration. I'm really looking forward to getting to work, to rolling up our sleeves."

Interested in learning more?

For more information, visit tylertech.com/energov or call 888.355.1093.