




## MEMORANDUM

**TO:** Board of Building Appeals Members

**FROM:** William J. Heniff, AICP, Community Development Director 

**DATE:** September 7, 2016

**SUBJECT:** **Community Development Permit Processes**

As we have informed BOBA members, the Community development Department has been expanding its efforts to provide greater access to submitting permits and information on-line. Attached for reference purposes is a memorandum that we previously sent to the Economic and Community Development Committee in this regard.

At the September 7 BOBA meeting, staff will provide an update on the enhancements that have been undertaken and will show the members both field technology efforts underway as well as other resources we intend to advance in the near future.



## MEMORANDUM

**TO:** Trustee Bill Johnston, Chairperson  
Economic and Community Development Committee

**FROM:** William J. Heniff, AICP, Community Development Director *WJH*

**DATE:** April 11, 2016

**SUBJECT:** **Community Development Technology Enhancements**

The Village Board identified growth in economic development activity as one of their four priorities in their draft Strategic Plan. Within the key outcome initiative of developing a policy targeting reduction of development costs to enhance business retention rates, an action statement was offered for enhanced technology efforts as part of the permit submittal, tracking and issuance processes.

Concurrent with and subsequent to the Village Board efforts, staff has continued to undertake a number of technology enhancements to provide a greater level of service. Many of these enhancements have been introduced at past Village's Board of Building Appeals (BOBA) meetings. At the April 11 meeting of the Economic and Community Development Committee (ECDC) meeting, staff will be presenting a number of these ongoing changes and anticipated improvements through 2016, including:

### **Web-site Enhancements (Business Attraction)**

- Constant upgrades are being incorporated to the web-site to provide businesses and residents with the latest in development data and code requirements
- Data regarding existing projects, available properties and demographic data is provided

### **MyPermits (Implementation)**

- Residents and contractors can have online permit account access, where they can see the status of their permit, request inspections, see the results of their inspections, and receive alerts.
- Contractors can pay for registration renewals online
- Most elevator certificates can now be paid for online

### **Electronic Plan Review**

- The Village purchased the software and hardware for electronic plan review to help more customers to apply online for permits, speed up transmitting plans and allow for common deficiencies to be added to plan sets. This will improve efficiencies by the development community and staff, as changes can be addressed through a few clicks of a mouse rather than hand writing it each time on three sets of paper plans. This effort is in the beta test

stage. The Village also purchased Bluebeam software in late 2015 to assist in the electronic plan review effort.

### **Instant Permits**

- A new category of permits called “Instant Permits” is being added online for window permits, and electric service upgrades, etc. in which a permit can be applied for, approved, printed, and paid for online in the same day (under 15 minutes for returning customers with an account). The inclusion of other types of permits will be explored later this year.

### **Field Technology**

- Most inspectors are now transitioning to use I-Pads for field inspections. This effort will allow for e-mailed reports to customers, reducing paper, reducing staff time typing or filing of reports, providing real time alerts to customers of passed or failed inspections (including what items need to be addressed), allowing access by inspectors to permit information such as past inspections, and improved efficiency as common inspection deficiencies are preprogramed to allow faster report preparation. Access to e-mail, online code books, and construction plans will be an added feature for field inspectors being added as digital plans are available.

### **Data Retrieval**

- The Village previously purchased Optiview software to provide the opportunity for greater electronic storage of past approved plans. This will assist in the data retrieval process and can also assist interested parties in securing electronic plans in a timely manner.

Staff has been working with selected contractors on a number of these implementation efforts and the response has been favorable.

### **COMMITTEE ACTION REQUESTED**

This item is being placed on the April 11, 2016 ECDC agenda for informational purposes. Staff will be presenting a number of these enhancements with the ECDC at the meeting. However, no formal actions are sought at the time.