LOMBARD ELECTRONIC PERMIT SUBMITTAL & PLAN REVIEW IMPLEMENTATION

Village Board Presentation

March 5, 2020

COMMUNITY DEVELOPMENT VISION

Change occurs rapidly. In 2010:

- Inspection results were *hand-written* on *three part forms*

- Inspection information carried back to the Village Hall for *typing* and follow-up

- Staff types and *called applicants* back with results

- Customers *picking up permits* would first go to the downstairs counter, pick up the fee schedule, bring it upstairs for payment, return the receipt back downstairs to get the permit.

- Historical building records were on *microfiche*

- Code enforcement pictures taken using *Polaroid cameras or 3.5" discs*

COMMUNITY DEVLOPMENT VISION

2016 Budget Presentation (5 year goal):

"You don't have to come to the Community Development Department unless you want to"

SELECTION OF NEW SOFTWARE
CITIZENSERVE

- Meets desires & needs of development community

- On-line submittal

- On-line response, approval and payment

- 24/7 access for submittal & tracking

- Compatibility with Existing Processes

CONTRACTOR FIELD OFFICE - 2018

PERMITS FOR ELECTRONIC SCANNING

CD Software Product	First Year		Annual Cost Every Year After	(First Year + 4 Annuals After) Total Cost After 5 Years	Net Difference
TYLER/NEW WORLD/CURRENT VENDOR DO NOTHING					
Ÿ Not Cloud Based	$ 27,500		$ 27,500	$ 137,500	$ -
Ÿ Less than 10% permits available online. No ability to submit digital plans.					
Ÿ Report a concern not tied to software					
Ÿ Unreliable Product					
CITIZENSERVE					
Ÿ **Cloud Based**	**$ 60,000**		**$ 30,000**	**$180,000**	**$ 42,500**
Ÿ **100% of permits available online**					
Ÿ **Report a concern tied to software directly**				***No Upgrade Costs**	
BS&A					
Ÿ Not Cloud Based	$ 188,935		$ 17,410	$ 206,345	$ 68,845
Ÿ 100% of permits available online					
SMARTGOV					
Ÿ Cloud Based	$ 124,371		$ 35,946	$ 268,155	$ 130,655
Ÿ 100% of permits available online					
Ÿ Includes advanced integrated plan review that would eliminate need for Blue Beam					
Ÿ Proven track record of 100% paperless permits at many municipalities					
TYLER/ENERGOV					
Ÿ Not Cloud Based	$ 188,840				
Ÿ 100% of permits available online					
Ÿ Easy conversion and tie to existing New World (Finance Keeping)	$ 24,000	Travel			
since EngerGov and New World owned by same parent company (Tyler)	$ 212,840		$ 27,860	$ 324,280	$ 186,780
Ÿ Also proven track record of paperless permits					

CITIZENSERVE IMPLEMENTATION

- **2017-2018: Purchased, developed and implements for internal use**
    - Covers Building, Code Enforcement and Clerk functions
    - Customized for Lombard processes
    - Internal training of employees

- **2019: External Use Refinements**
    - Beta-testing with contractors
    - Completion of edit functions
    - Engagement with BOBA through process

CITIZENSERVE IMPLEMENTATION

Beta-Test Efforts

- In 2019, of 2,865 permits issued, 511 **(>17.8%)** were approved through electronic permit submittal

  - Most were to larger contractors pulling multiple permits (e.g., window contractors, roofers and the like)

  - Several local builders engaged in efforts

- Roll-out will also establish **benchmarks** for future measures of accomplishment

COMMUNICATIONS

Recognize varying audiences (homeowners, architects, and contractors)

- Press Releases
    - Distributed in Winter/Early Spring 2020
    - Posted on Village website as news item
    - Shared in weekly E-Pride Newsletter

- Article in the Spring 2020 (Lilac Time/April) of Lombard Pride
    - Follow up article in the Summer issue, focusing on code enforcement but also reminding about online permitting

COMMUNICATIONS

Created "how to" video

- Reviewed by the Board of Building Appeals

- Outreach through weekly e-blast

- Twitter (721 impressions)

- Facebook (1,115 views)

- Website (715 views)

ON-LINE PERMIT SOFTWARE

QUESTIONS?