

Save a Tree - And Your Peace of Mind:

How Modernizing Your Internal Business Processes
Improves Efficiencies & Community Satisfaction

Meet our speakers!



Dan Ralley

Assistant City Manager
City of Hilliard, OH

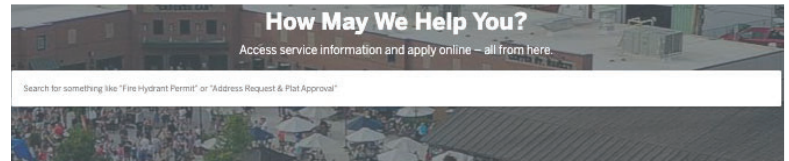


Gerrod Franklin

Manager, Solutions Engineering
OpenGov

Hilliard, OH

- Everything in one place for staff and applicants
- Single source of truth
- Efficient, cross-department collaboration
- Digitize other type of non-building forms



Start a Project

Choose below to start a project



Solar Panel Installation

[Get Started](#)



Swimming Pools

[Get Started](#)

Discover Online Services

Choose below to browse services by department



Building Standards Division

Commercial Plan Review, Building Permit - Commercial + 11 more

[Explore](#)



Planning Division

Address Request & Plat Approval, Board of Zoning Appeals Application + 8 more

[Explore](#)



Property Maintenance Complaints

Property or Zoning Complaint, Grass/Wood complaint

[Explore](#)



Engineering Division

Civil/Site Plan Review, Curbs, Driveway Approach



Contractor Registration

Contractor Registration



Events & Solicitations

Street Closure / Neighborhood Block Party

Is the Status Quo Working for You?



**Digital Services:
Opportunity**

58%

public sector leaders say it's the greatest opportunity for local government to serve their communities*

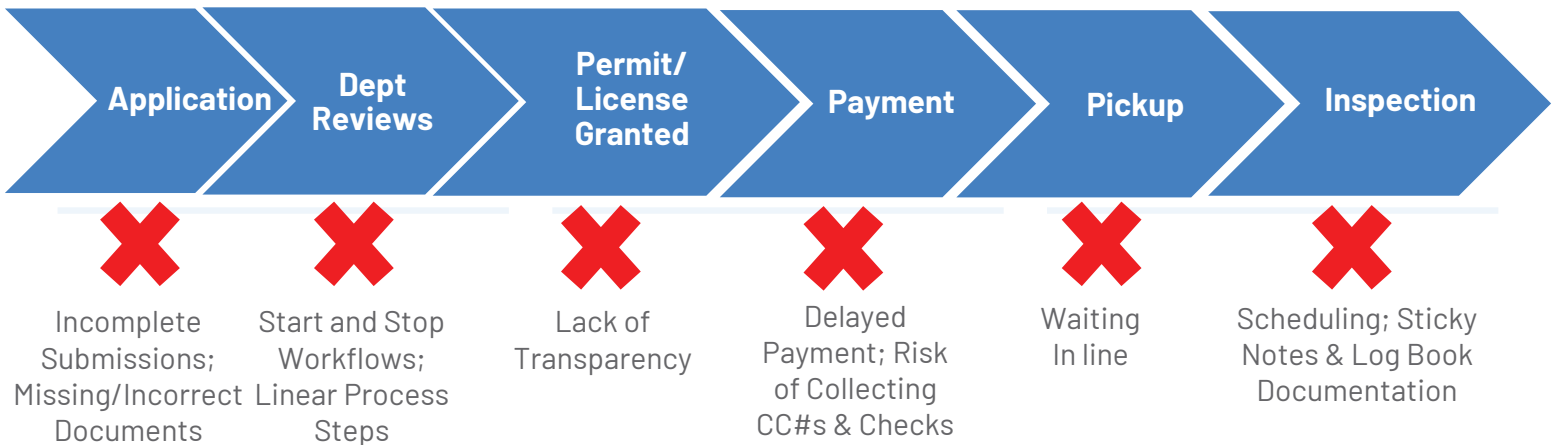
**Digital Services:
Investments**

44%

of local governments launched / expanded in past 12 months (up from 31% last year)*

OpenGov State of Local Government Survey (2023)

Challenges of In-Person, In-Line, and On-Paper Permitting



Time to Permit: 3-4 Weeks (Highly Variable)

Waste is Found in Outdated Processes

Defects: Lack of controls to ensure that forms are completed correctly

Waiting and Unnecessary Motion: Printed forms are manually routed for review and approval

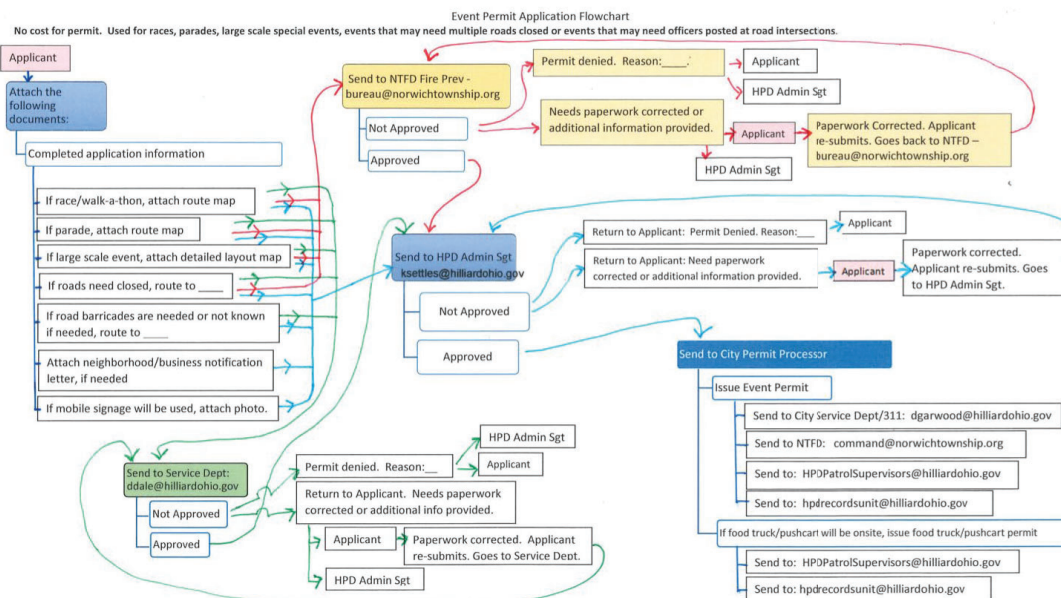


Overproduction: Outdated paper forms often continue to circulate resulting in defects

Extra Processing: Manual re-entry of paper or pdf forms into back-end systems



Modern Processes for Permitting & Licensing

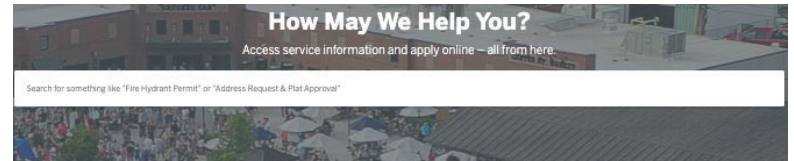


Insight: One person never knows all of the details necessary for approval



Modern Processes for Critical Workflows

- Everything in one place for staff and applicants
- Single source of truth
- Efficient, cross-department collaboration
- Customer can see status of review
- Improved customer experience online



Start a Project

Choose below to start a project



Solar Panel Installation

[Get Started](#)



Swimming Pools

[Get Started](#)

Discover Online Services

Choose below to browse services by department



Building Standards Division

Commercial Plan Review, Building Permit - Commercial + 11 more

[Explore](#)



Planning Division

Address Request & Plat Approval, Board of Zoning Appeals Application + 8 more

[Explore](#)



Property Maintenance Complaints

Property or Zoning Complaint, Grass/Weed complaint

[Explore](#)



Engineering Division

Civil/Site Plan Review, Curbs, Driveway Approach



Contractor Registration

Contractor Registration



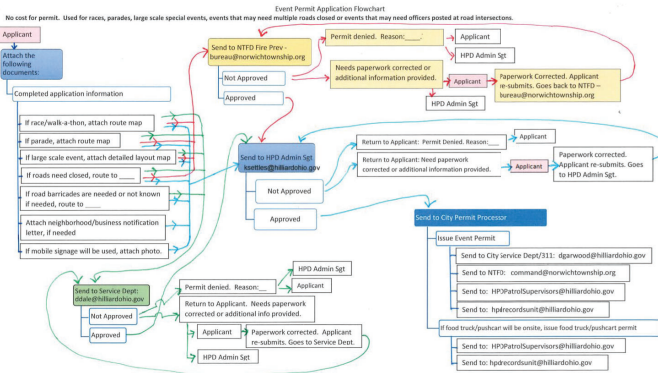
Events & Solicitations

Street Closure / Neighborhood Block Party

Steps to Take Today - and Throughout - Your Modernization Transition

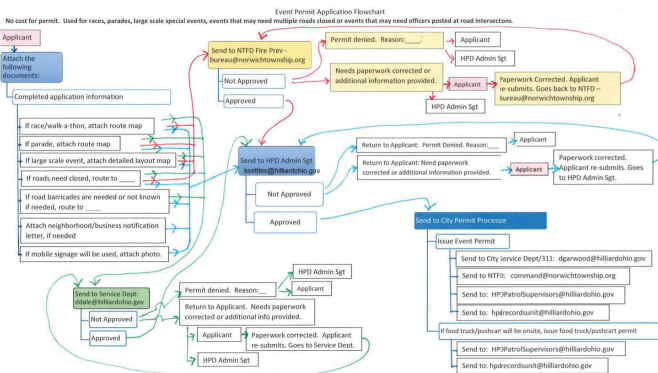


Next Steps



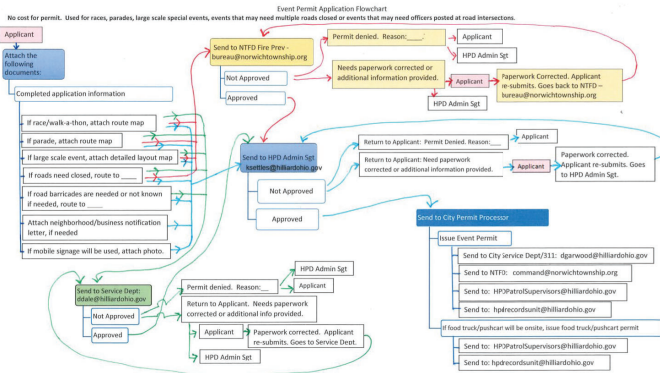
Build Trust: Map the processes for a couple of forms in your office that have pain points

Next Steps



Think about submission from the customer perspective

Next Steps



If not fully digital, it's time to evaluate tools for accepting and processing forms digitally



Last Thing: Do These 3 Things for Optimal Form Digitization



Best Practice: Get the Right Data



Best Practice: Enable Collaboration



Data means:

- Projects job data.
- Types of business data.
- Other data points unique to your community and its goals.

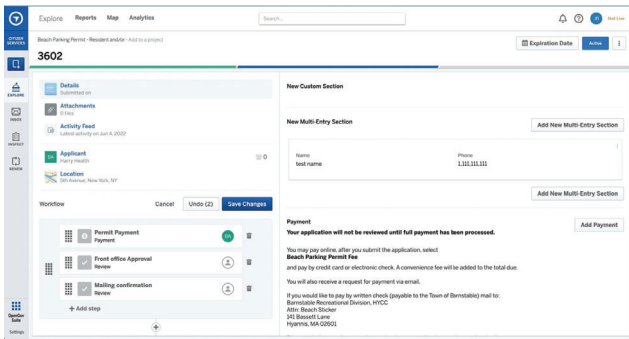
Getting the data you need can be the difference between intentional growth and chaos.

Collaboration means:

- Enabling businesses to be true partners with the city.
- But also breaking down internal silos, allowing for cross-departmental collaboration.

Push to streamline communication, processes, and systems so everyone is on the same page.

Best Practice: Control Your Systems



Control means:

- Flexible reporting.
- Staff are in the driver's seat for implementing changes to license process.
- You can be accountable and proactive, helping build trust with residents.

Having control over your systems improves business relationships, staff experience, and can help you get the data you need, when you need it.

Poll Question: What would you most want to see improved in your permitting and inspection process?

- Collecting the necessary information from applicants at start
- Communicating with applicants
- Review and inspections steps happen one at a time, and do not run in tandem
- Scheduling inspections
- Calculating and/or collecting fees
- Reporting on fees and permits
- I don't know

Questions?