

Government Unlocking AI How Early Adopters Will Benefit from AI and Machine Learning in Permit Processing

Local governments are in a pinch. Feeling the squeeze between worsening talent shortages and the need to hit increasingly tight deadlines, many municipalities struggle with the resources needed to deliver.



By Becky Tamashasky, Chief Product & Technology Officer, Avolve

When you look at the employment numbers, it's not hard to see why. The public sector's decades-long struggle to compete with the private sector has only gotten worse since the pandemic. One analysis of the U.S. Bureau of Labor Statistics 2023 Jobs Report showed there were 851,000 vacancies in public and private sector jobs in November 2023 compared to 331,000 hires. Our own experience with customers reflects this; almost every government organization we speak with reports being understaffed.

Meanwhile, municipalities must accelerate development project approvals to sustain community growth and address the housing crisis. Stricter Service Level Agreements (SLAs) now demand faster turnaround times, forcing local agencies to accomplish more with fewer resources and tighter deadlines than ever before.

Artificial Intelligence (AI) offers solutions to these challenges — but how will it transform permit processing and electronic plan review in practice?

Slashing the Administrative Burden

The soonest and most realistic use case of AI and machine learning in permit processing is as a sophisticated administrative assistant.

Consider current application submissions: Plan reviewers devote substantial time to reviewing application packages before beginning the actual plan review process. Plan review staff typically work through a 30-plus-item checklist, comparing requirements against submissions — all of which creates bottlenecks and takes them away from the actual plan review process.

It's all too common that staff discover errors midway through review, meaning they must stop, notify

applicants, return applications, and request the missing documents. And staff often end up on the phone with applicants to guide them through the required docs or resubmittal process. All this occurs before the technical review and approval process even begins.

AI will change this, acting as a highly practical tool to eliminate time-consuming work for immediate efficiency gains and optimize community development plan review processes.

These inefficient workflows are time-consuming work, plain and simple. Rather than leveraging their expertise to accomplish more pressing tasks at hand, plan examiners and back-office staff end up adopting the role of customer service managers.

AI will change this, acting as a highly practical tool to eliminate time-consuming work for immediate efficiency gains and optimize community development plan review processes. Offering the ability to instantly scan submitted applications, AI can verify that the documents meet your organization's design specs, check for scale, ensure a state-mandated stamp is present on all the numbered pages — to name only a few examples.

Rather than team members having to spend valuable time spotting errors on their own, using AI and machine learning in permit processing allows jurisdictions to more readily identify missing documents, compile a list of required elements that need to be submitted, and provide immediate feedback to applicants.

AI holds tremendous promise and potential for local governments, especially those that adopt models early on to accelerate internal digital transformation.

This leads to a shorter cycle for the submission process and frees up staff time to complete plan reviews that are already in progress.

How Early AI Adopters Will Accelerate Local Agencies

AI holds tremendous promise and potential for local governments, especially those that adopt models early on to accelerate internal digital transformation. What's more, as increasingly sophisticated AI models emerge, early adopters will be more confident exploring how artificial intelligence can further streamline permitting and electronic plan review.

Benefits of AI in Plan Review

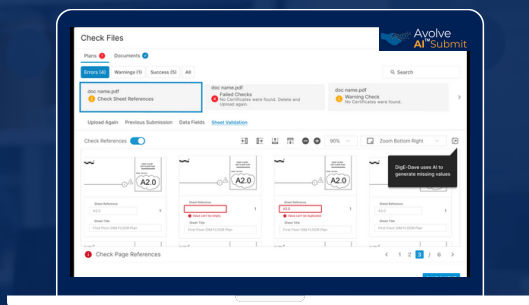
- Reduced administrative workload
- Faster initial processing times
- Shorter cycle for the submission process
- Enhanced accuracy in starting the plan review process
- Better use of staff expertise
- Improved applicant experience
- A lower risk starting point for AI adoption

Introducing Avolve AI Submit

With AvolveAI Submit, one of four transformational innovations introduced this year, we bring together AI and electronic plan review to act as a “front gate” to catch submission errors in real-time before they become roadblocks. Built on Microsoft's OpenAI, Avolve AI Submit provides secure, intelligent assistance based on repeatable industry best practices. When plan examiners start with cleaner plans, projects move faster, and ROI is evident from day one.

Avolve is proud to be the first plan review solution to debut AI-driven submission checks as part of our plan review software functionality. We recognize that government technology solutions must also be at the forefront of automation with artificial intelligence to best support the communities we serve.

AI-POWERED Avolve Plan Review



Avolve AI Submit

AI-powered submission checks to flag common submission errors before they become roadblocks.

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