How Government Professionals Are Building Digital-Enabled Thriving Communities

Safer, smarter and thriving communities across the United States rely on technology to support budding communities, although many continue to be challenged by siloed systems, cumbersome processes, and barriers to visibility. Yet, approving construction projects quickly adds tremendous value to communities with the development of new homes, renovating leisure areas, or creating new business premises that provide jobs.

Technology to Empower

The public sector has often been brushed with a reputation as a being archaic, especially when it comes to the world of digital solutions. This may feel a little unfair, especially when some have made moves to modernize their permitting and planning processes, despite limited technological resource support or scarce budgets.

However, there is a growing cohort of public servants who are bending the confines of this perception, uncovering the potential of technology to shape their community with a new sense of momentum, simplicity, and impact.

Mirroring the growth of construction development in cities and counties across the United States is a rise of technology solutions specific for government organizations. This has provided extensive options for the public sector, but also created some level of uncertainty about this new digital world and what meets the needs for their organization.

Unlocking this technology potential is what stands between a community that is good, to one that is thriving.

Purpose-Built for Government

A critical question when evaluating a solution is: 'does it meet the need for government?'. Has it been purpose-built for the unique use cases, or tailored enough to be efficient and not hinder progress?

Often the government sector is left to use software built for construction or engineering purposes, without considering the more complex controls required in government to ensure legislative compliance or multi-departmental collaboration, for example.

Specialist, purpose-built solutions, like Avolve's plan review products are government-focused with functionality built from close feedback and liaison with customer agencies. Built to enhance the reviewer efficiency and applicant experience.

Innovation for Tomorrow

The public sector knows too well how quickly things can change. Federal laws, new state regulations, headcount in departments all fluctuate and influence the ability to effectively serve communities to the fullest extent.

This is where innovation in technology can go beyond the standard to create efficiencies that take plan review to the next level.

Imagine accessing your Geographic Information Systems (GIS) data from within your plan review solution, being able to add comments to plan sets offline in the field, through an effective mobile app, or utilizing the power of AI to reduce costly delays in your submission process? It's time to discover how Avolve can help you.

The innovation of tomorrow is here today, purposefully built for government organizations to positively impact processes, citizens, and communities. Invest in your thriving community.

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PIMA COUNTY MANAGES TIGHT DEADLINES FOR PLAN REVIEW

Pima County, Arizona is one of the state's most populous counties, home to more than one million people. As a forward-thinking jurisdiction with big plans for their community's future, Pima County processes a high volume of applicants and has tight deadlines for plan reviews. But the lack of integration between Pima's former ePlan solution and Accela, their permitting system, created a host of inefficiencies.

To best serve the needs of their community, Pima County sought better integration between their electronic plan review and permitting, as well as automation in the back-and-forth with applicants.

Pima County introduced DigEplan to support their electronic plan review needs which only allowed for five days for plan review. DigEplan enabled them to:

- submit applications faster, removing bottlenecks
- improve transparency for effective queue management
- enhance department collaboration
- provide applicants with at-a-glance updates
- fully integrate into the Accela workflows
- access lightning-fast implementation, utilizing DigEplan in just weeks.

"Now it's all in the same system and everyone can see the status of applicants no matter who gets the call. Any one of the team can just pick it up and run with it, so that's been amazing."

Amanda Fisher, Business Systems Analyst, Pima County

CITY OF BOISE, ID REMOVED LIMITATIONS AND INEFFICIENCIES
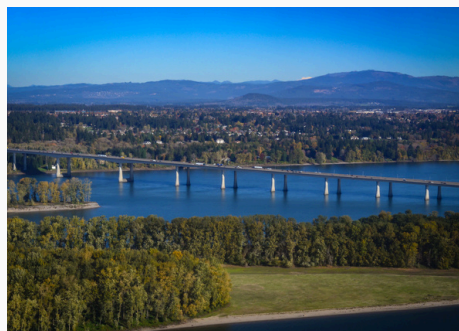
"ProjectDox allows us to have review meetings not only face-to-face, but digitally recorded, tracked, timestamped on a case-by-case basis in a queuing system."

Joe Bu Morrisroe, PDS Business Process Analyst, Planning and Development Services, Boise, ID

Boise is a vibrant community of more than 230,000 citizens. As Idaho's largest city, Boise's transition to electronic plan review over 10 years ago has supported the jurisdiction in meeting their community development goals.

Boise also faced an increasing demand for digitalization. Users, including both applicants and staff, expressed a desire for electronic plan review due to the limitations and inefficiencies of paper-based processes. "The users were ready to move towards delivering plans online," says Joe Bu Morrisroe, PDS Business Process Analyst, and Development Services, Boise, ID.

ProjectDox electronic plan review has enabled Boise to:

- build multi-departmental review collaboration
- provide an easy process for applicants with improved clarity and communication
- create efficiencies for employees involved in the review
- ensure a place of record for all reviews that are timestamped, recorded and tracked
- utilize third-party outside reviewers
- optimize task management.

Empowering Thriving Communities with

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