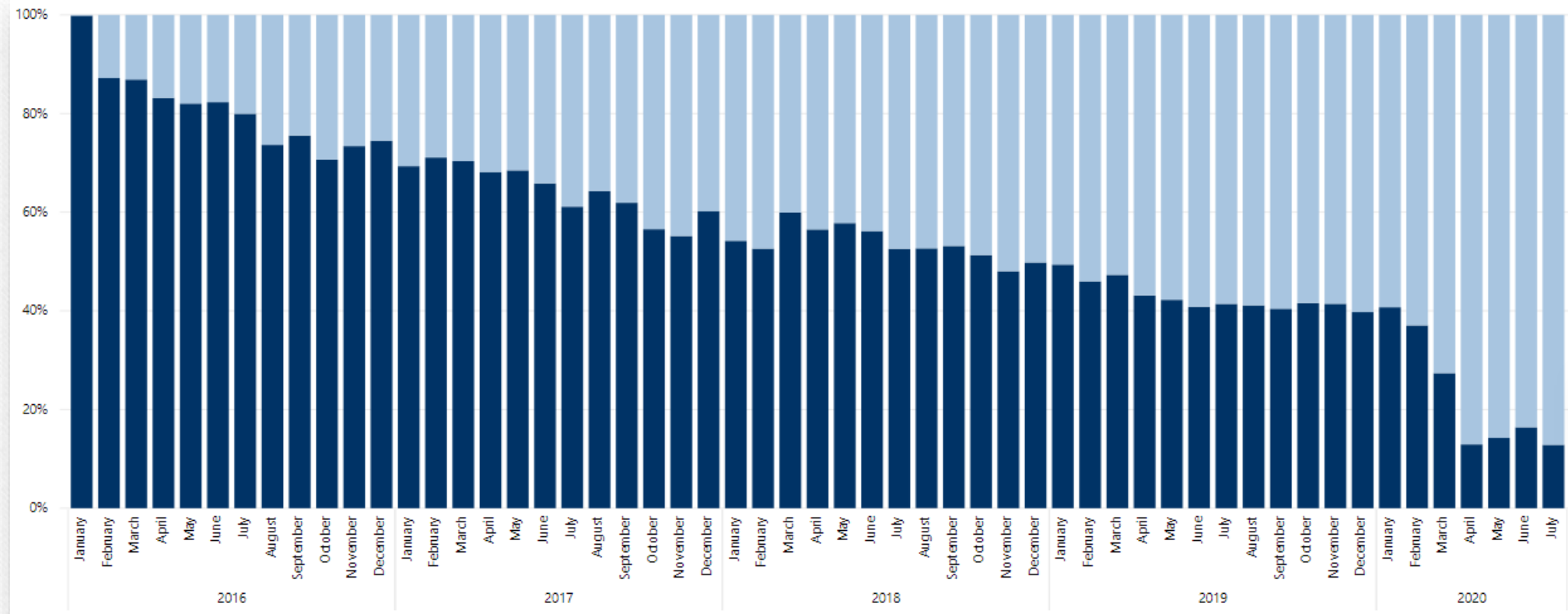# PAPERLESS PERMIT PROJECT

Process Improvement

A Glance at Electronic Plan Review (EPR)

Building Applications

Paper
Electronic

Paperless Permit Project

- Moving towards 100% electronic plan review (EPR) and submittal.
  - With the onset of the COVID 19 pandemic, building applications are now exceeding 80% electronic submittal

- What are we trying to improve?
  - Streamline business process
    - Dedicating resources to one process.
  - Record Keeping
  - Visibility and Accountability
  - Continuity of business
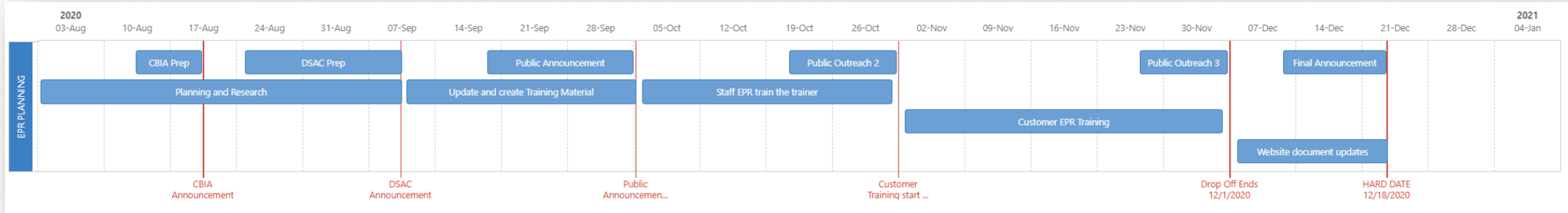 - Increase reporting capabilities

Paperless Permit Project

What stays business as usual?

- Customer consultations
- Payments
- Records
- Scheduling inspections
- Other existing non-EPR services (Zoning Certifications, Temporary Use Permits, Business Tax Receipts, etc.)

Additional Customer service!

- Front counter EPR portal overview and customer service
- Online EPR training by appointment
- Updated EPR videos and job aids on E-Permitting webpage

EPR Hard Date: 12/18/2020

Drop Off End Date: 12/1/2020

Customer Training Start Date: 11/1/2020

Public Announcement 10/1/2020