



City of Orlando, FL

Permitting Services and Code Enforcement

“Upgrading to version 4.0 of VoicePermits enabled us to add more time-saving features. The DIS (Dynamic Information System) module has helped us tremendously, and the version 4.0 Administration Tool is easier to use and also has web-based reporting, so it makes it easier to share access and information with other staff members. It’s now very easy for the division managers in Permitting and Code Enforcement to see what their activity was for the previous month.”

~Frank Usina, Logistics & Technology Manager

With a population approaching 2 million, the Orlando area continues to experience substantial growth. Inspections have nearly tripled in the past five years, and even though the City’s existing *VoicePermits* system was successfully handling all inspection requests, they were ready to let the system do even more. They decided to upgrade *VoicePermits* so they could enhance their system with additional functionality and take advantage of current Microsoft technology.

“Initially, our primary reason for doing the upgrade was that we wanted to add *Payment Processing*, which requires the extra security enhancements built into version 4.0 of *VoicePermits*,” said Frank Usina, Logistics & Technology Manager for the City. “But then we realized that if we added *Code Enforcement*, *WebPermits* and *DIS* at the same time, we’d save money in the long run while helping ourselves and our customers.”

Despite several delays in the project due to hurricanes, it was important to the City and Selectron to bring the new system online as quickly as possible with all of the new enhancements. “It was easier than starting from scratch, because we still had all the documentation from the original implementation process and were able to use parts of that,” Usina continued. “We had to prepare the voice scripts, re-implement our business rules and test. Fortunately, these tasks were well laid out.”

All the work paid off in the end, because it provided a chance to fine-tune their call flows to ensure the menu navigation was as logical and user-friendly as possible. Now the City has a robust and technologically advanced system with the capacity and capability to grow in the years ahead.

Business Challenge

Orlando uses Tidemark Advantage as its permitting application. Because of tremendous growth in the Orlando area, they wanted to enhance their existing version 3.0 *VoicePermits* system with additional functionality and capacity to provide better service to their community.

Solution

Upgrade *VoicePermits* to version 4.0 and add *WebPermits*, Code Enforcement, Dynamic Information System (DIS) and Payment Processing.

Tangible Benefits

Leveraging the features of *VoicePermits*, the City allowed access for inspection scheduling and viewing results with the newly added *WebPermits* module. *Code Enforcement* lets citizens leave complaints, check back for updated status, and determine lien amounts by phone without tying up City staff. Using both the telephone and the web, customers can now pay permit re-inspection and business license renewal fees 24 hours a day, 7 days a week, at their convenience.

Future Plans

The City will be adding the Code Enforcements features to its *WebPermits*.

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“Time is money for developers, so if the system is down, this is trouble for us and inconvenient for our customers. Selectron’s support team understands this and is always very responsive.”

~Frank Usina, Logistics & Technology Manager

About Us

Selectron Technologies, Inc. is the premier provider of single agency and enterprise-wide interactive **Voice, Web and Mobile solutions** for city and county governments throughout North America. Our solutions are based on our core interactive platform, which enables easy access to jurisdiction information through a variety of secure communication media and simultaneous host connections.

Leveraging the experience and expertise gained from **more than 300 implementations** and our commitment to customer satisfaction, Selectron offers a vast technical base, and an unprecedented understanding of local government business rules, processes and solutions that span the **local government** arena.

“The *Dynamic Information System* module has helped us tremendously, and the version 4.0 Administration Tool is easier to use and also has web-based reporting, so it makes it easier to share access and information with other staff members,” Usina added. “It’s now very easy for the division managers in Permitting and Code Enforcement to see what their activity was for the previous month.”

Overall, the upgrade and additional modules have enabled staff to realize significant time savings. The *Payment Processing* and *Code Enforcement* modules have provided improved customer service and convenience. *WebPermits* use by customers has been increasing steadily since its implementation, far exceeding the City’s original expectations.

“Extending the initial solution with features like *Payment Processing* has provided a big service to our customers,” according to Usina. “For example, every person who pays their fees through the IVR or through *WebPermits* is one less person that has to visit our office. It has cut the process of being able to request a re-inspection down from hours or days to just seconds or minutes.”

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