



## Shelby County, TN Office of Construction Codes Enforcement

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~Terry Parker, Computer Systems Analyst

The Office of Construction Codes Enforcement in Shelby County, Tennessee has 93 inspectors who perform an average of 1,000 inspections each week. The 12 staff members in the permit office were handling between 800 and 1,000 calls daily in 2004. With a goal of 24-48 hour turnaround time and the number of permit requests increasing year over year, Terry Parker, Computer Systems Analyst at Shelby County, needed to streamline the permitting and inspection processes.

The Department issued an RFP to find an interactive solution that could schedule and track building inspections in Shelby County. After reviewing the responses, the contract was awarded to Selectron Technologies for their *VoicePermits* Interactive Voice Response (IVR) system, which had been implemented with great success at many other jurisdictions using Accela's 'PERMITS'Plus land management database system. "The driving force behind implementing the *VoicePermits* IVR system was to enable inspectors to post results in real-time and provide contractors with real-time access to the results," said Parker. "Selectron's product was scalable, flexible and offered a proven interface."

Although the system was scheduled to "go live" in January 2005, Parker decided to introduce the system in a phased approach. Initially, the system was made available to only the agency's inspectors, who used the system for about thirty days to provide feedback to Mr. Parker and the project team. "Since inspection results were entered live during the training sessions, inspectors were comfortable with the system from the start," explained Mr. Parker.

The first day on the job, *VoicePermits'* 20-ports handled 1,654 calls. Today, the system averages 1,400 on a daily basis. "Overall the system is very good, very solid," Mr. Parker asserted. "There is already a considerable savings after only being on the system for 60 days." For example, *VoicePermits* has reduced the turnaround time to process re-inspection fees from 2 to 3 days to same-day service, and the 12 staff members in the permit office are now focusing on their core function of managing permits rather than inspection scheduling.

In addition, the *Utility Notification* module has brought about a notable improvement in the way requests for utility activations are handled. Previously, these requests

### Business Challenge

Free up existing staff to manage the rapidly escalating number of permit requests within the desired 24 to 48 hour time frame. Enable inspectors to post results immediately after performing inspections to provide contractors with real-time access to the results. The solution would need to interface with their existing Accela 'PERMITS'Plus system.

### Solution

*VoicePermits*™ IVR system with *Utility Notification* and Professional Voice recordings of system prompts and menu items in both English and Spanish languages.

### Tangible Benefits

The new system averages 1,400 calls a day, easily managing a 36% call volume increase since 2004. The *Utility Notification* module has automated and expedited the request for utility activation process.

### Future Plans

- Phase II of the project added the *Spanish Language* and *Plan Review Status* modules in the Summer of 2005
- When approved, Phase III would add *WebPermits* during 2006

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*“Selectron is a top-notch, professional organization that fosters close relationships with their clients.”*

**~Terry Parker, Computer Systems Analyst, Shelby County, TN**

## 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.

were processed using a manual, paper-based system, and problems interpreting data or transposed number calculations could often take up to two days to rectify. *Utility Notification* has eliminated the need for paper as the “Request for Activation” information is automatically compiled and transmitted to Memphis Light, Gas & Water (MLGW) when an inspector posts the request through the *VoicePermits* system.

Mr. Parker also continues to be impressed with Selectron and the proactive support provided. During the Professional Voice work for adding the *Spanish Language* module in Phase II of the project, for example, Selectron’s professional Spanish voice talent worked with the County to

generate a Spanish version of existing system prompts that would use the spoken syntax most Spanish-speaking callers would expect to hear.

“Selectron is a top-notch, professional organization that fosters close relationships with their clients,” Parker concluded. “We would recommend their products and services to other Accela ‘PERMITS’Plus customers who are looking to increase department efficiency and customer service.”

## Contact Us

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