

# Development Services – 100% Paperless

**Celebrating Success**

Mike Brennan, Jake Hesselgesser,  
Monica Brown

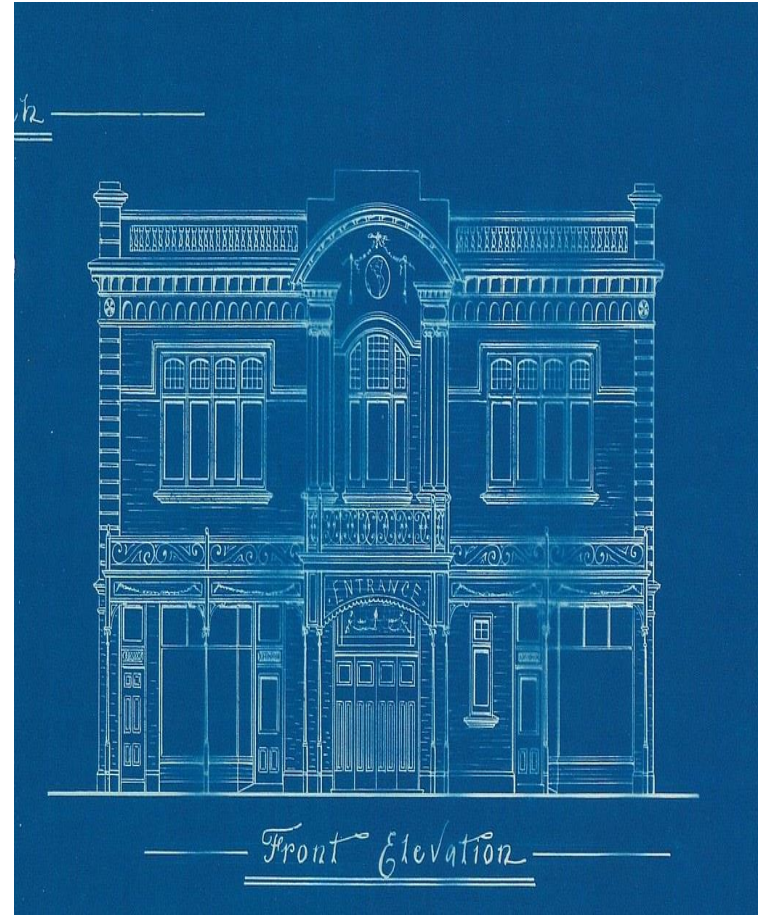
Development Services

September 16, 2019



# Council Briefing

Friday September 6<sup>th</sup>,  
Development Services met  
the long sought-after goal of  
becoming 100% paperless,  
where the over 15,000  
permits issued annually will  
now be submitted and  
processed in an electronic  
format.



# The Paperless Journey – Pre 2003

---

- 
- A background image showing several hands of different skin tones stacked together in a pyramid shape, symbolizing teamwork and collaboration. The hands are wearing white long-sleeved shirts.
- Customer needs led to regional collaboration
  - eCityGov Alliance and MyBuildingPermit.com created
  - Technology and processes were aligned to meet customer needs



# The Paperless Journey – 2003

---

- Over-the-counter permits - mechanical, electrical, and plumbing permits are now available online through [MyBuildingPermit.com](http://MyBuildingPermit.com)



# The Paperless Journey – 2011-2013

- Paperless plan review launched - now available through [MyBuildingPermit.com](http://MyBuildingPermit.com)



# Running the Last Mile

- DS Roadmap
- Customer survey
- Systems alignment



# Customer Benefits

- Efficiency in process and technology
- Reduce number of front end permit intake steps





# Environmental Benefits

- Reduced printing and storage costs
- Reduced customer trips to City Hall saves fuel





# 100% Paperless for All Permits

Success! All permits are  
required to be applied  
through  
[MyBuildingPermit.com](http://MyBuildingPermit.com)

