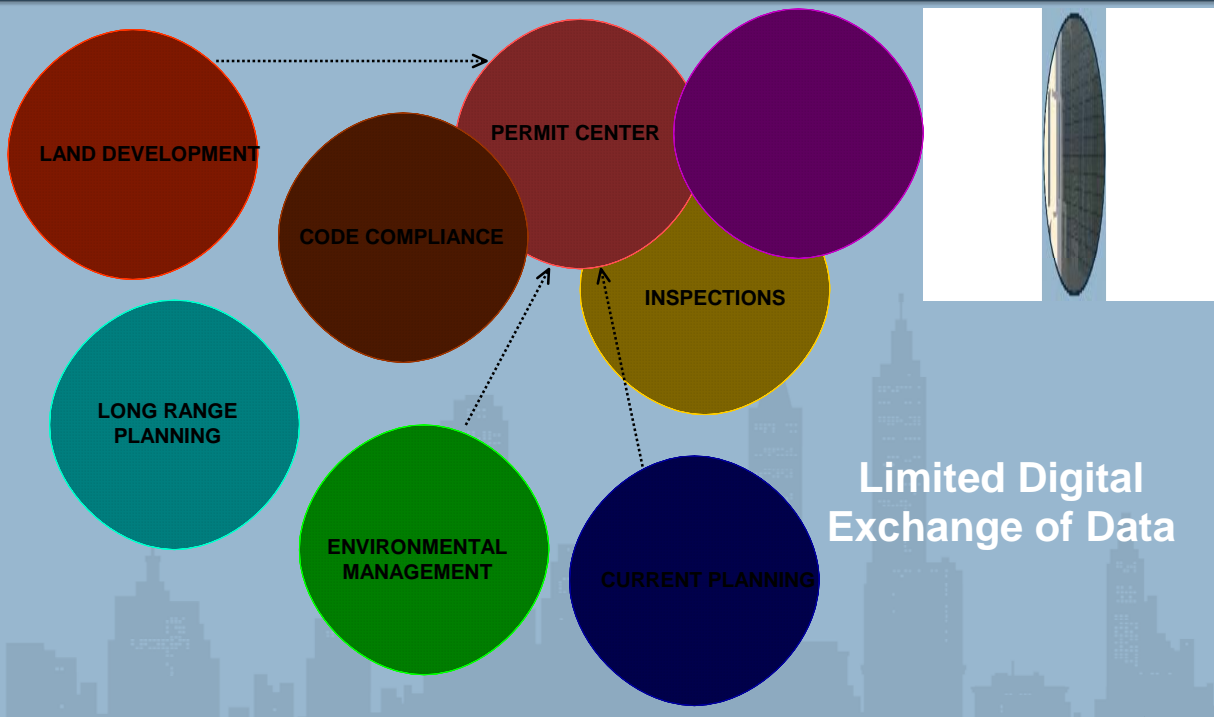




**AMANDA Implementation**  
*“Improving Services by Engaging the Public”*

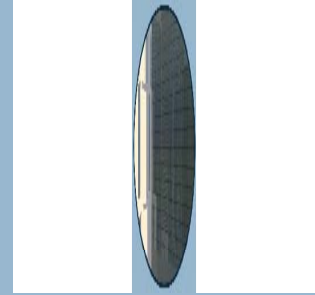
**County Council Update**  
**March 5, 2009**

# Prior to AMANDA...



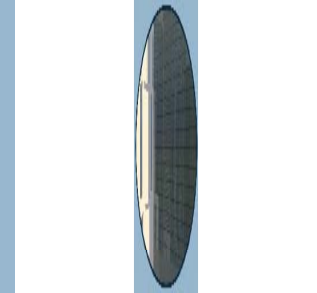
## Prior to AMANDA...

- Most data exchange was via distribution of paper or e-mail
- Multiple software programs were used independently of one another.
- Most activity areas utilized manual processes and paper files.
- Review and inspection reports were created manually.

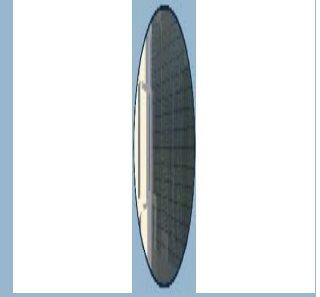
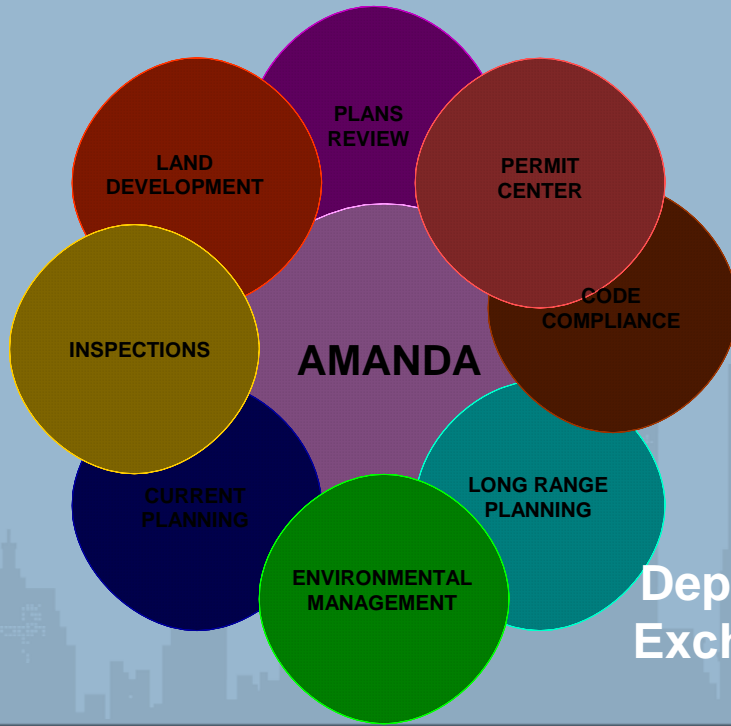


# Customer Service Challenges...

- Lack of readily available real-time data.
- Calls transferred because staff had no access to other information.
- Customers traveled from office to office to obtain answers.
- Staff's inability to provide accurate timely information.



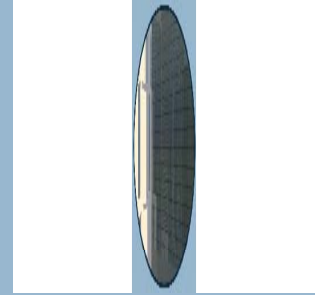
# AMANDA...



Department-wide  
Exchange of Data

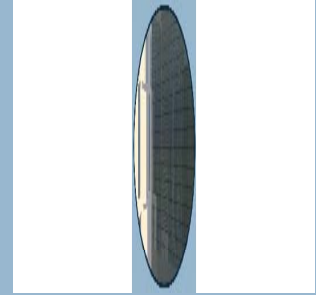
# AMANDA...

- Data is entered directly into the AMANDA System.
- Multiple software programs are utilized within AMANDA.
- Number of manual processes has been reduced with many eliminated.



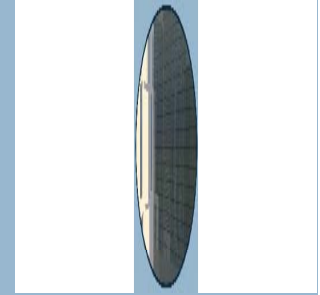
# AMANDA...

- Pre-coded phrases are used to input inspections and comments.
- Reports are generated by batch or merge documents.
- Individual To-do lists with all assigned work and due dates.



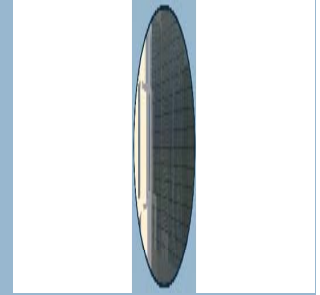
# Customer Service Improvements...

- Readily available real-time data.
- Reduction in the number of transferred calls.
- Many answers in one place rather than multiple offices.
- Staff can now provide accurate timely information.



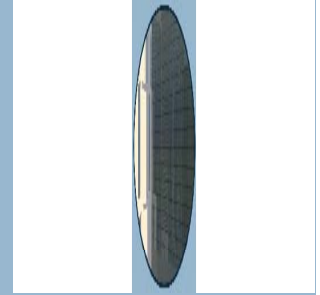
## Current Benefits...

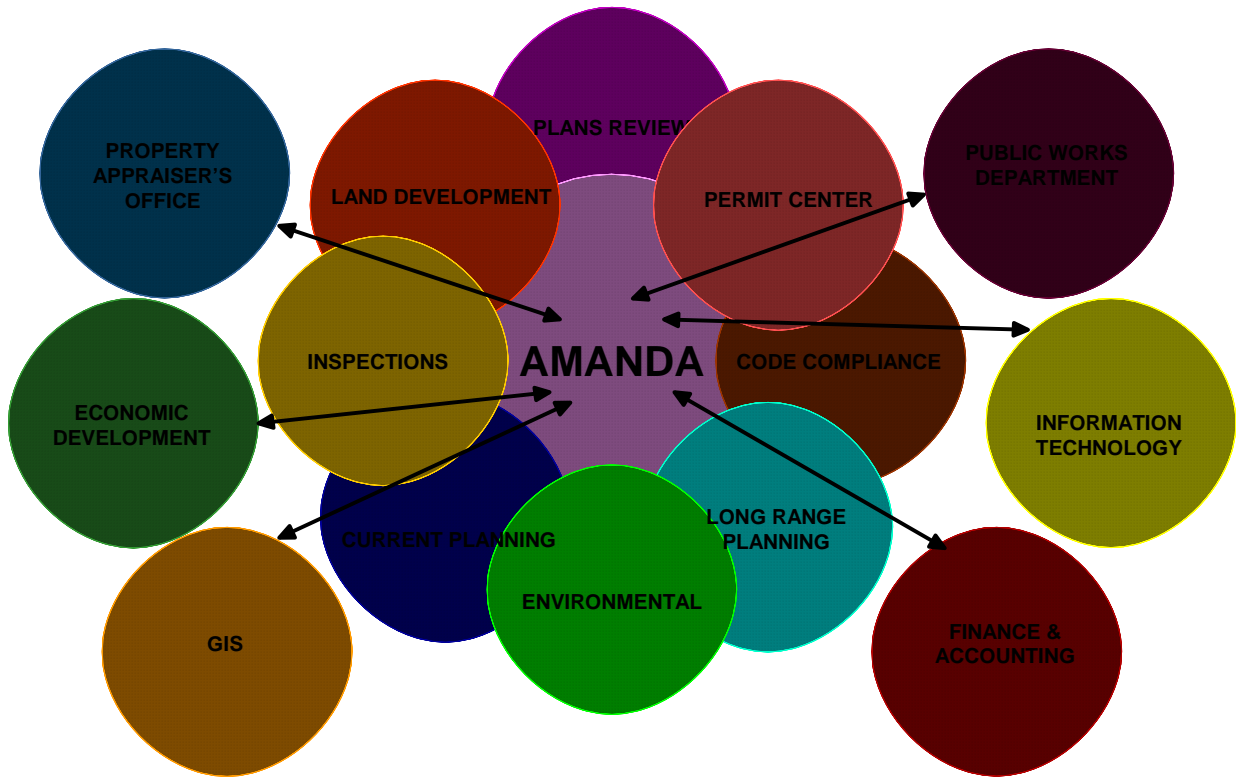
- Availability of real-time information
- Faster response time.
- More effective communication.
- Increase in accuracy of data entry.



## Current Benefits...

- Access to other activities' project data.
- Growth in staff's ability to assist each other and the public.

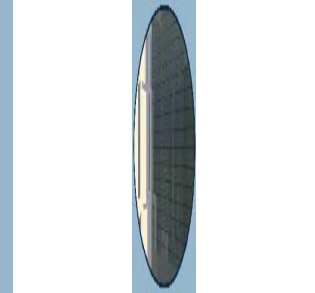




# Future AMANDA...

## • Partnering Opportunities

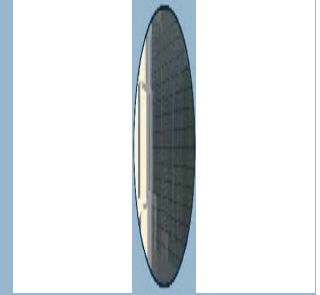
- External Reviewers *May 2009*
- Internal Departments & Divisions *Late 2009*
- Municipalities *Mid 2010*
- Counties *Mid 2010*
  - Neighboring
  - Using AMANDA
- Local & Regional Agencies *Late 2010*
- State & Federal Departments *Late 2010*



# Future AMANDA...

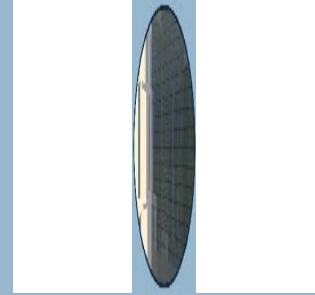
- Web Site Opportunities

- Public Queries *August 2009*
- Apply & Pay On-Line *December 2009*
  - *Building Permits*
  - *Contractor Licenses*
  - *Code Compliance*
  - *Land Development*
  - *Current Planning*
  - *Long Range Planning*



# Future AMANDA...

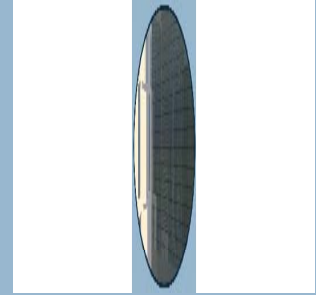
- Web Site Opportunities
  - Check Status *December 2009*
    - *Permits*
    - *Licenses*
    - *Complaints*
    - *Land Development Projects*
    - *Zoning Applications*
    - *Comprehensive Plan Amendments*
  - Inspections *December 2009*
    - *Schedule*
    - *Cancel*
    - *Pass/Fail with Deficiency List*





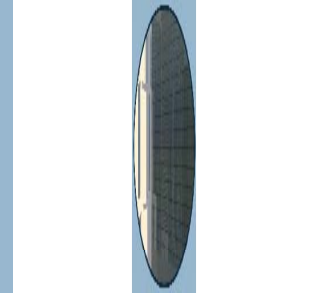
# Web 2.0 Technology...

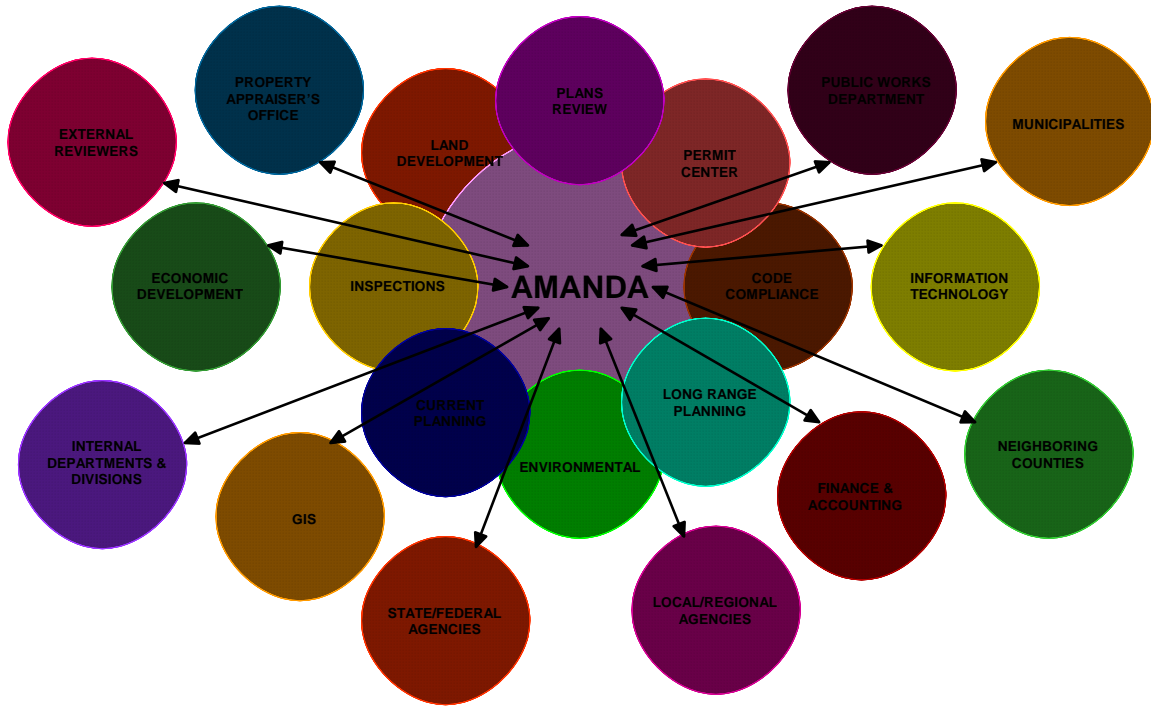
- Videos –  
“How to...” “What’s happening...”  
“Current developments...”
- Social Websites –  
“You Tube” “Google Video”
- Twitter –  
“Follow” “Auto Updates”
- Webinars/Webcasts –  
Educational Opportunities



# Web 2.0 Technology...

- Widgets –  
“Data visualizers”
- Dashboards –  
“Application Intake Staff”  
“Applicant Customizable”
- Text Messages –  
At specified milestones

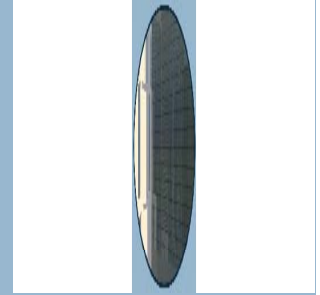




# Future Benefits...

## General Public –

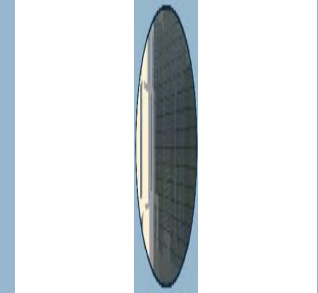
- Query on-line at their leisure.
- Obtain real-time data on-line without calling or coming in.
- Follow a permit or project from start to finish.
- File a complaint on-line.



## Future Benefits...

### Applicants –

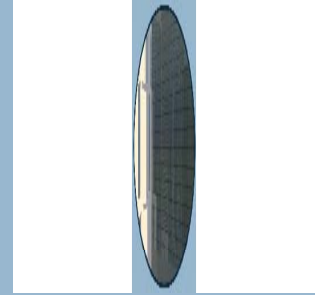
- Apply and pay on-line.
- Reduce costs by submitting digitally instead of paper.
- Save fuel, time and vehicle wear by applying on-line.
- Real-time status, comments and inspection results.



## Future Benefits...

### Staff –

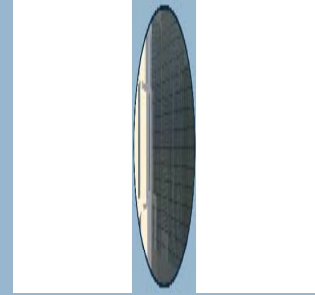
- Vehicles become Virtual Offices.
- Work remotely to eliminate travel
- Full access to all data in the field.
- In vehicle printers allow on-site delivery of documents.
- Increased knowledge by sharing data.



# Future Benefits...

## Process –

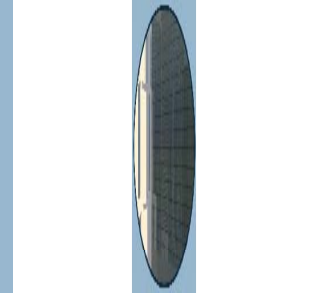
- Capture more accurate and usable information
- Better data for Finance and Accounting
- Enforcing more rules and procedures automatically



# Future Benefits...

## Process –

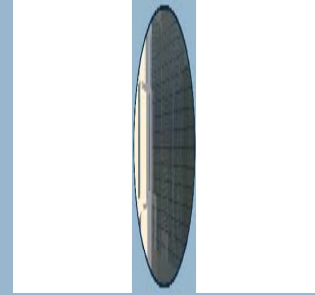
- Digital submissions reduce our paper intake.
- Reduce the need to scan plans and documents.
- “Green” Prudent
  - Fewer cars = Lowered carbon footprint.
  - Less paper = Fewer trees being destroyed.



## Future Benefits...

County –

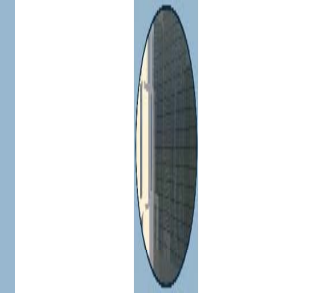
- More efficient use of resources.
- Enhanced Goodwill.
- Doing more with less.
- Cost savings from increased staff productivity.
- Virtual Office cost savings.



## Future Benefits...

### Management –

- Better reporting capabilities.
- Accurate real-time data for better informed decisions.
- Quantifiable processes and work flows.
- Benchmarks for previously untracked work flows, data and processes.



## Costs & Benefits...

### Initial Expenditures

– \$1.9 million dollars

### Savings (Estimated)

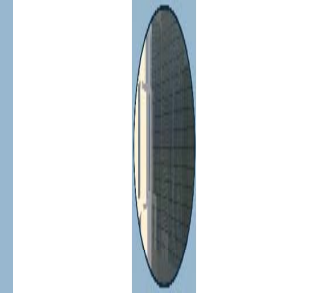
– Average of 8,200 review hours/year

- \$272,000 in saved wages/year

– Virtual Offices

- \$18,000 in saved fuel costs/year

AMANDA should pay for itself within 6 years



Be Benefits  
Future Create  
Creative Pick  
From Pick

AMANDA a.  
Vision...

Dream...

