

Greg:

County staff has been working with the current land management system for almost 12 years.

This update is intended to inform you of the progress we have made in delivering a new Land Management system that streamlines the efforts of a number of departments and will help the citizens of Calvert County.

What is Land Management ?

- Site plans, building permits, inspections
- Subdivisions, road names, locations
- Assessment data, land records, trade licenses
- Geographic Information System data
- Agriculture preservation, historic preservation
- Zoning violations, Board of Appeals
- Environmental health, business licenses
- Infrastructure: utilities (water lines, meters, plant), roads
- Emergency response to correct location



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Greg:

We originally thought of just using computers for permit tracking. But we have come to realize that they can serve many more functions to provide improved customer service, data collection, and management. We began to realize that data is important for all of these applications and that it is important to share information between these applications.

County Land Management System

Prior to 1999

- Lengthy review time for permit applications; 6-8 weeks
- Records stored as paper data; “cards” not backed up
- Minimal tracking options
- Could not routinely answer basic questions
- Old system not Y2K compliant



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Greg:

Prior to 1999, we had a simple permit tracking system. It served its purpose, but permits were taking a long time. And they were still stored as paper data. We could only search old permits by owners name. The tracking system couldn't tell us much about the properties. AND the old system wasn't Y2K compliant.

County Land Management System

New System Implementation

- Cross-departmental process analysis
- Funding approved, live December, 1999 for Hansen Land Management System building permit module
- 2007: customer service module added for Departments of Planning Zoning and Public Works; track citizen concerns
- 2008: added tracking of site plan review process



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Greg:

In 1999 we implemented a new system that further improved our ability to track building permits.

In 2007 we added a customer service module so that we could collect and share information on customer comments and complaints, and therefore, provide quicker, more accurate responses. In 2008, we added site plan review to coordinate all agency comments.

Process Improvements

- **Reduced permit review time**
 - Three weeks in 2007; six days in 2010
 - Same-day for “accessory structures”
 - “Fast-Track Wednesday”
- **Improved tracking**
 - Can search for permits by name, address, parcel
 - Inspections and reviews reassigned if needed
- **Enhanced real-time reporting**
 - Quicker answers to routine questions



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Greg:

Over time, the system we currently know as Hansen has reduced permit review times. The system has given us the ability to even do same-day permits for accessory structures and additions outside the Critical Area. We only need the premise address, the map and parcel numbers, or owners name to find a property and know everything that has been approved on the property in the last 10 years. The Hansen system has also given us the ability to track permit review times and reviewer efficiency and comments.

From dozens of work stations, we can check the status of an application.

Latest Land Management Upgrade

- Integrates with county Geographic Information System
- Authoritative source for county-wide addressing
- Tracks subdivision applications
- Provides supervisor monitoring of progress



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Wes: ... So where are we now?

Although the 1999 system has served us well, funding limitations meant we could not get everything we needed... software to make even more significant time reductions in other planning areas. Based on recent funding in the Capital Improvement Program ... we were able to fund an upgrade to the current system... an upgrade that builds on existing features and new “integrating” technologies. Buying a new system would have been too costly.

Back in 1999, GIS did not exist in the County. Now that we have used GIS for several years, we are certain that we want our GIS... to be a seamless part of the land management system... and it is.

As you can imagine, a major project like this cannot be successful without a project team willing to work together to solve a problem... We have a great team, over 30 people from nearly every department in the County... A byproduct of our meetings was a decision to identify the land management system ... as the “authoritative source” for county-wide addressing... This decision is important because all county departments use “addresses” ... in some form or fashion in dealing with people and businesses every day.

It does no good if we can deliver a utility bill to one address... but we cannot respond to the correct location of a 911 emergency... Having a centrally managed address source will help us deliver county services... Sharing this data saves time and reduces confusion.

Another feature of the new system will be introducing automation into the subdivision applications review process... This is where we believe the next significant time savings for our customers will occur... In addition, the new system will allow supervisors and decision makers to “see” where things are taking a long time – and do something about it.

Latest Land Management Upgrade

- **Asset management system**
 - Assets are things we maintain (meters, pipe, signs...)
 - Financial forecasting, operational planning
- **Improved reporting capabilities**
- **Apply and pay for permits via the Internet**
- **E-mail to customers at every stage of process**
- **Integrate with county document management**



Wes:

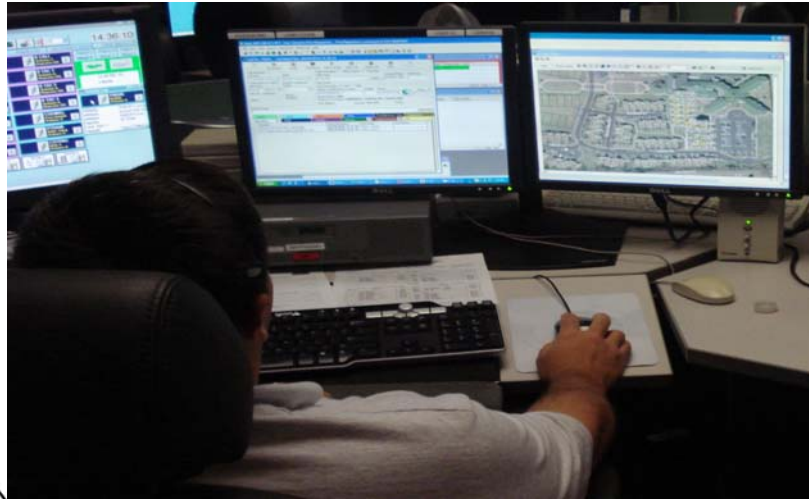
As a citizen, imagine being able to submit your own application on-line... get email notifications at various stages... and then being able to make payments via the internet... Once fully implemented, we can offer those functions.

We all want the ability to keep track of things that cost money... This includes things like water meters (where they are, when their batteries expire)... water and sewer pipes (their construction materials, age, etc)... street signs, and so on. This allows for forecasting and budgeting... of the replacement costs and planning for operational support of such assets.

Finally, using our existing document management system... we can now link scanned copies of customer paperwork... to their corresponding permit application.

The reduced cost of storing of paper will be a "going green" byproduct of this project.

Integration with Public Safety



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Wes:

The public safety system uses GIS daily
in making decisions and responding to emergencies.
We will do the same with the land management effort.

This project also intends to take advantage
of the investment you have already made in Geographic Information Systems.

You have seen many times, in many other presentations,
the benefit of being able to “look” at what you are talking about.
GIS one of the best decision making tools,
because it helps us see what the words or numbers mean.

Authoritative Addressing Source

- **Subdivision planning (proposed names)**
- **Road-range list (approved names)**
- **Land records and State Department of Assessments & Taxation (deed, various spelling)**
- **Permit applications (customer spelling)**
- **Utility billing (meter reading and billing)**
- **Public Safety (911 emergency response)**
- **Future: more, in other county departments**



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Erick:

It's critical that each department have access to timely, accurate address data.

We have approximately 40,000 addresses that appear in various places for all county departments.

Keeping addresses synchronized in many different locations is a challenge.

This new system will be the authoritative source for all County addressing - shared and accessed by all departments.

This is the tool that will keep us 'on the same page'.

Consistent, reliable address data will improve our ability to efficiently deliver services to our customers.

Subdivision Tracking

- Improved tracking and review times
- Improved notification to owners & applicants

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Erick:

Additional tools will better enable staff to electronically track a subdivision through it's review process.

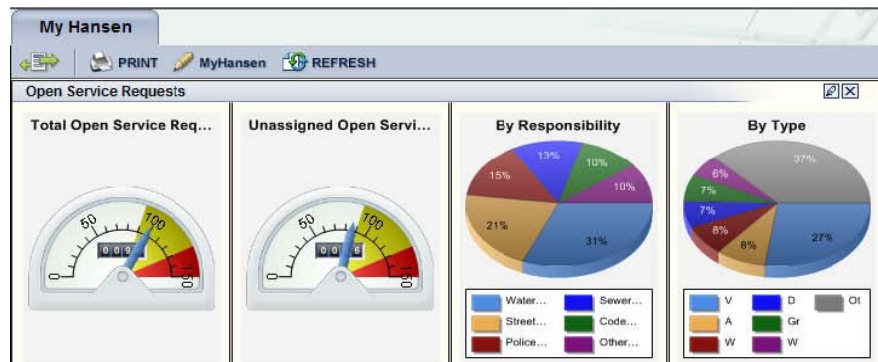
This will result in quicker review time and real-time notification of status to customers.

New addresses, streets and lots are 'born' from the subdivision process.

History will be maintained for each subdivided parcel.

As the subdivision project progresses, the new records have a logical flow into the rest of the Land Management System.

Monitoring via 'Dashboard'



- **Monitoring/reassignment of open service requests**
- **Notification of inspections that have been assigned**



Wes:

The old expression: "If you can measure it... you can improve it..." was never more true.

The new system allows staff, supervisors and decision makers to "see" what is going on using a series of dashboards that are customized for the things they care about.

By measuring how long things take, and identifying where the bottlenecks are, managers can modify the flow of work to shake-out time, and thereby improve the process of getting the work done.

We call it "process improvement", but citizens call it "done".

Customer Data Access

- **24/7 access via web portal**
- **Personal window into Land Management data**
- **Online submission of building permits**
- **Inspection scheduling**
- **E-mail notifications**
- **Customer convenience; save drive time, do business after hours**
- **Future: Online payments (credit card, eCheck)**



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Wes:

In addition to dashboard technology for the staff, one of the biggest features for the citizen is the web portal...
... a web site with access to the county's land data.

This portal gives the citizens an ability to see what is going on with their request
Without having to come to the office.

We are also working toward the ability to accept on-line applications
so that we can save customers a trip to our offices,
avoid spending time in line,
and have the convenience making a payment, even when the office is closed.

We can also accept problem reports
(potholes, signs down, snow removal requests, etc.) at any time.
Automatic E-mail will acknowledge all requests.

Asset Management

- **New tools for Calvert County**
 - Highway Maintenance (signs, potholes, etc.)
 - Utilities (Water & Sewer, Solid Waste)
- **Tracking of work requests**
 - Online reporting from public
 - E-mail notification of receipt and status
- **Forecasting**
 - Repair and replacement budget
 - Personnel costs



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Erick:

The Assets module consists of powerful new tools that better enable staff to manage various types of assets.

Through customer service and the web portal , the public will have a quick, efficient option to make a request for service and will be provided email confirmations of the status of their request.

Managers will have better tools to quickly and more accurately budget for asset repair and replacement costs as well as evaluate personnel costs.

Asset Management – GIS Integration



Erick:

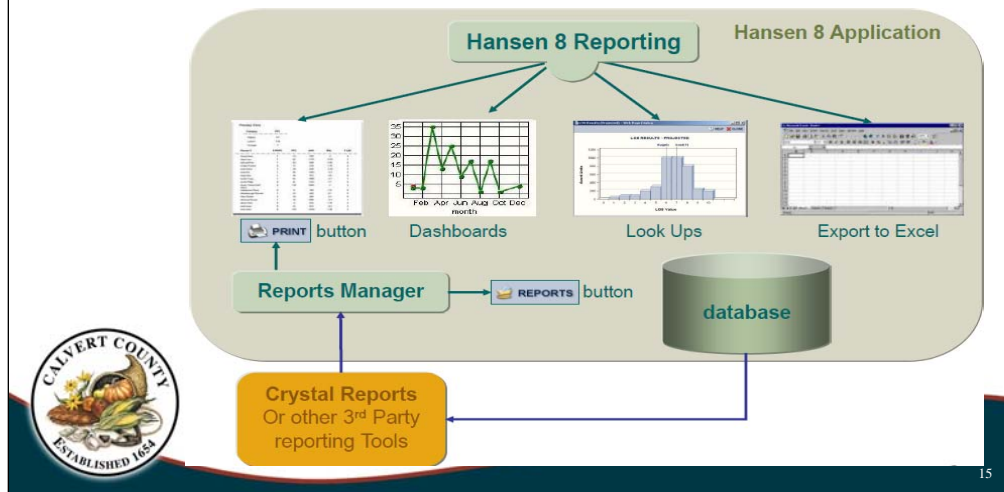
The integration of GIS with the Asset module is a key component of the system.

On the same screen, our users will be able to see a combination of synchronized data: The physical location of each asset on a map; as well as the full historical account of that asset such as the installation date, last time it was serviced, depth and so on.

The map will be interactive; the user can find/select the asset (or a group of assets) on the map and then view the related information.

Enhanced Reporting Capabilities

- Key to budget forecasting
- Eliminates data loss; improves analysis



Dawn:

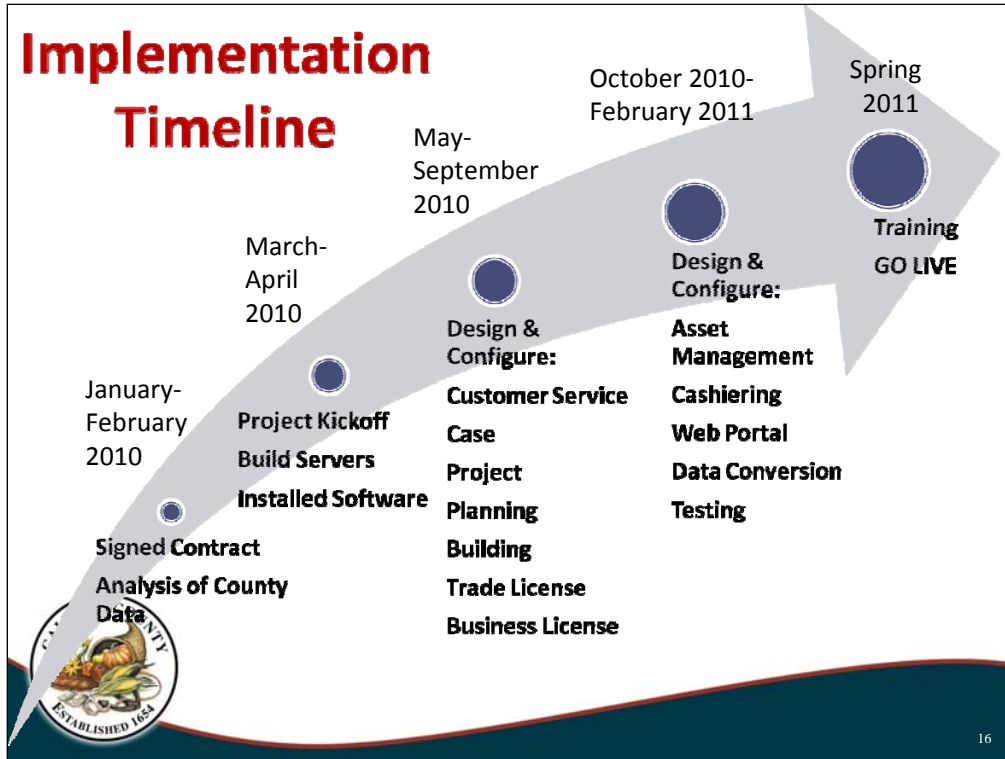
Reporting functions are key components in the Hansen 8 Land Management system.

-Staff can search for information and print reports directly from their computer.

-From Hansen Dashboards staff can print inspections and reviews assigned to them

-And Supervisors can report on the events they have set up to monitor

-Staff can easily lookup information that is collected within the system, which in turn can be exported to Excel spreadsheets for easy distribution.



Dawn:

As you can see by the Implementation Timeline we have been working continuously on this project since the contract was signed in January.

In March the TS Department prepared the servers and software for us to begin design and configuration in May. Since then we have completed many of the application types that we currently use.

We are now in the beginning stages of the design and configuration of new functions such as Asset Management, cashiering functions, and the web portal.

When this is complete we will begin data conversion and testing and then move into Staff Training and GO LIVE.

Progress Updates to Staff

County intranet and "The Cavalier" employee newsletter



Dawn:

The Hansen 8 upgrade by nature is a large and lengthy project and we wanted to make sure that staff was appropriately informed of the improved functionality, benefits, and progress of the upgrade.

The CLIFFS team produces a monthly newsletter that is published on the County Intranet and included in 'The Cavalier' employee newsletter.

Status updates to BOCC and Public

Update to the Board of County Commissioners

- **Replayed on Channel 6**
- **Streaming video available on county web site**

Coming Soon:

- **This slideshow available via county web site**
- **Project Team newsletter available on web site**

www.co.cal.md.us



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Wes:

In addition to keeping the project team informed and motivated about the work we are doing, we also have a commitment to provide an update to those who are sponsoring it.

We hope that today's update will give you an idea of the work that we are doing to wisely spend the dollars you authorized for improving the land management system for our citizens and businesses.

As you know, this presentation can be seen on Channel 6 tonight and throughout the week.

A streaming video is also available anytime by going to the County web site.

Finally, this slideshow is also available from the web site.

Capital Improvement Program

- \$430,000 Budget for upgraded system

NOTE:

- Joint development with *Infor* for initial modules
- County implementation team to do remainder
- Slightly longer development time, but less costly



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Before I conclude, I have to take a minute to tell you about your staff. We are very fortunate to have experienced and dedicated people in key positions who are not afraid to take on a tough assignment.

The staff in front of me ...

Dawn Mister, Permit Coordinator

Erick Pate, GIS Analyst

Aimee O'Connor, Systems Analyst

Wes LaPre, Systems Analyst Supervisor from TS, guiding the project team

are leading us through this incredible process

Due to their aptitude and knowledge, we were able to reduce the budget for this project by over \$800,000. It may take a little longer to get it done, but the knowledge attained and money saved are certainly worth it.