

SERVICE DELIVERY & GOVERNMENTAL TRANSPARENCY

Technology & Process Improvements

Significant investments are made each year to improve service delivery and improve the efficiency of County operations through technology investments. There have been a number of public facing systems which have improved customer service or enhanced County operations to the benefit of residential and commercial customers. The permitting system revamp in the departments of Community, Planning, Housing, and Development (CPHD) and Environmental Services (DES) is currently under-way and will offer a case management model of customer service and a consolidated customer service center as part of the One-Stop Arlington Permitting Initiative. DES is also upgrading its utility billing system. The Department of Parks & Recreation (DPR) and DES are upgrading their geographic information system (GIS) to better track and manage County owned assets for repair and maintenance throughout the community. The Treasurer's Office is updating its payment portal system to make financial transactions with the community more user friendly. There are also a number of internal systems which assist in transactional, data and records management throughout several County departments. A summary of these systems follows:

Technology & Process Improvements:

One-Stop Arlington Process Improvements – As part of a multi-year initiative, One-Stop Arlington is an ambitious enterprise-wide effort to make it easier to do business with Arlington County Government. The major program focus is to streamline the building and land disturbance permit process and improve customer service. This is also a major cultural shift for our employees that transforms the way we do our work.

The Proposed Budget includes the continuation of investments from the Development Fund in the design of a new online permitting system. The new system, called PermitArlington, is scheduled to go live during early CY 2018. The public benefits will include the ability for customers to apply online for permits 24/7, submit plans and drawings electronically, schedule inspections, check application status, review staff comments, sign up for email notifications and alerts, make online payments, and access real-time information regarding the status of a permit. As part of the building and testing of the new system, there will be opportunities for the public to participate in beta-testing during the first six months of FY 2018. Hands-on training will also be offered to staff and customers as part of the rollout.

Additionally, the planning efforts for a fully consolidated in-person customer service center for building permits and the development of a case management model will begin during the second half of FY 2018. This will result in a streamlined process for customers who will have one centralized place to go for assistance and case management support for large and complex projects throughout the permit process.

Other Technology/System Investments Impacting the Public Directly:

- **Utility Billing System Replacement** -The purpose of this project is to replace the existing utility billing system, which is over twenty years old. The current system accounts for the billing of approximately \$100 million for the County's water, sewer, and refuse services annually but has limited capabilities for customer interfaces. The new system will provide

customers with access to electronic billing and easier access to historical consumption and account information and services. Mobile access for field workers will lead to more efficient response times and more robust and accessible reporting and data analysis features will enhance our customer service capacities.

- **Cartegraph** - Cartegraph is a work order and asset management software platform that tracks the inventory and maintenance of County infrastructure and real assets, including water mains, sewer mains, hydrants, and valves. Inventory is assigned a geographic location and tasks can be created for staff to maintain, replace, or upgrade those assets based upon a number of factors (breakage, age, etc.). The GIS interface enables the layering of information from various departments on different classes of assets and can be utilized to efficiently plan field staff's daily tasks and to analyze various assets throughout the County for patterns and trends. By integrating this mobile system with other County resources such as GIS and continuously updating the asset inventory, the public will have more access to information regarding maintenance requests and will be able to see progress on those requests in real time. The integrated nature of this system will ensure that maintenance information is incorporated into capital projects, determine asset life cycles, and provide additional analysis to better manage capital replacement projects.
- **Assessment and Collection System (ACE)** - The County's tax software, referred to as ACE, is the back-office application used by the Commissioner of Revenue's and Treasurer's Offices. ACE is the software system that handles business and personal property tax assessments, and all tax billings and collections. In addition, ACE manages interfaces with revenue accounting and reporting. The system records more than 80% of the County Government's annual revenues and is an essential and highly visible system to County agencies and constituents alike. The ACE system has not been upgraded since it was implemented in 2008, and Arlington County is the vendor's only customer still on the 2008 version. As a result, without changes, the County will incur higher annual maintenance costs and a decrease in the experience level of vendor staff assigned to support the system. This upgrade will allow for enhanced constituent-focused tax assessment and collection processes while allowing citizens easier access to the County's tax services and data through CAPP. The upgrade also makes it easier to keep pace with industry and County standards for security, information management, infrastructure and technology.
- **Enterprise Payment System** - Over time, the County will be providing a standard suite of payment options for constituents across all lines of business, with a consistent look and feel, making it easier for constituents to transact business with their government. This solution will provide customers with a common view of their payment and transaction records. The County will be able to expand its payment options to include more electronic methods to provide self-service opportunities with a uniform look and feel across all agencies. Constituents will have a common method for making payments while agencies will have a standardized back-office approach to managing transactions.
- **Criminal Justice Records Management System** - The Criminal Justice Records Management System is a records management system used by the Police and Sheriff's Departments to store critical response, case and inmate data. The system is being upgraded to streamline workflow, reduce redundant data entry and lead to faster process times for staff

and residents. The upgraded system allows officers and deputies to spend less time at the station and jail doing paperwork and more time in the community. It also reduces staff time spent on data entry and copying duties. The improved system will provide a centralized data collection point and will aid in the release of impounded vehicles and property.

- **Behavioral Healthcare Electronic Health Record (EHR)** - The Department of Human Services manages mental health and substance abuse programs for the Community Services Board. EHR is a records system that supports CSB programs. The system is reaching end of life and requires updates to: conform to new federal mandates; transfer the records from the existing system; and take advantage of new technologies to provide client information in a secure user-friendly format. The new system meets federal mandates (specifically, Medicaid) that healthcare providers implement a meaningful use-compliant health record or face penalties including reduce reimbursement for services. The system provides more advanced mobile technology that allows clinicians to provide therapy and case management at the client's location in the community. Additionally, the system includes portals that allow clients to make payments, change appointments, and communicate with their clinicians remotely. These portals allow clinicians to exchange a client's medical information with non-County providers leading to improved client outcomes.
- **GRAMS** - The Government Response and Memorandum System is a workflow tracking system that allows the County Board to communicate with County departments and employees through the County Manager. GRAM responses are used to both answer residents' questions and to inform all Board members on community issues. The system is being upgraded. The upgrade will streamline the workflow management process and provide improved search capabilities, additional reporting and analysis tools and the ability to integrate and store social media feedback (Twitter and YouTube).
- **E-Builder** - E-Builder is a program management system used for capital construction projects. The system is an integrated tool to manage cost, funding sources, schedule and scope. The system centralizes cost, schedule and project documentation. E-builder is accessible using the internet which allows for faster and better access to information in the office and in the field. Using this system allows managers greater visibility on project costs and schedules, and will also shorten project delivery cycles and reduce costs.