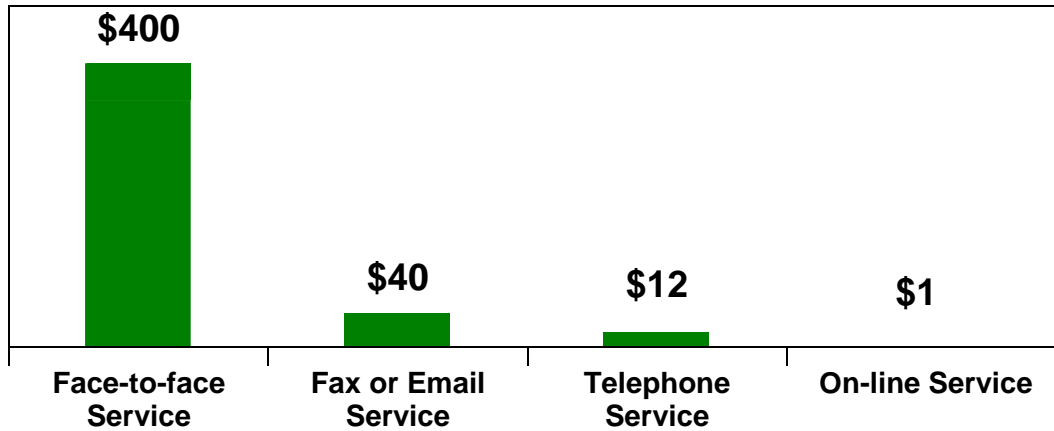# Enterprise Land and Asset Management System
Return on Investment Analysis

Building and Sign Permits Issuance.

According to Gartner Research, cost of face-to-face interactions is $400.00 per transaction. That same transaction costs $40.00 by fax or email, $12.00 by telephone and $1.00 when conducted online.

For calculation purpses, we are going to use the following:
- A conservative estimate of $100.00 for face-to-face transaction costs.
- Almost 18,000 permits issued in Building Inspection Annually
- Assume no growth in permits issued or cost of doing business increases.
- Assume growth in permits issued on-line until a plateau of 70%

Cost savings for issuance of permits

	Total Permits	Total Counter Transaction Cost	% of Permits Pulled Online	Annual Online Permits	Annual Cost Savings
Year 1	18,000	$1,800,000.00	5%	900	$89,100.00
Year 2	18,000	$1,800,000.00	10%	1,800	$178,200.00
Year 3	18,000	$1,800,000.00	25%	4,500	$445,500.00
Year 4	18,000	$1,800,000.00	35%	6,300	$623,700.00
Year 5	18,000	$1,800,000.00	45%	8,100	$801,900.00
Year 6	18,000	$1,800,000.00	55%	9,900	$980,100.00
Year 7	18,000	$1,800,000.00	65%	11,700	$1,158,300.00
Year 8	18,000	$1,800,000.00	70%	12,600	$1,247,400.00
Year 9	18,000	$1,800,000.00	70%	12,600	$1,247,400.00
Year 10	18,000	$1,800,000.00	70%	12,600	$1,247,400.00
					$8,019,000.00

Building Inspection & Code Enforcement

On average 5,462 inspections occur monthly by 25 inspectors.
Average time to manually route each inspections: 2 minutes
Time saved each month by using an automated process: **10,924 minutes.**

10%, or 546 need follow up calls to office staff for more information.
Each call averaged 5 minutes of staff time to find the information.
Time saved each month by empowering personell in the field with the information they need:
2,730 minutes.

According to a Accela, the time spent by inspectors in the office gathering inspection assignments, afternoon wrap up, travel, and inspection result logging (minutes): 105 minutes daily per inspector. For our purposes we will assume a more conservative productivity increase of 60 minutes per inspector per day (20 days per month): **30,000 minutes per month.**

Accumulated monthly time savings: 43,654 minutes or **727.57 hours monthly.**

Monthly Value of productivity gained $29,554
Annual Value of productivity gained $354,648
Seven Year total of productivity gained*   **$3,546,480**
*Assumes no increase in inspections, and no increase in salaries.

Sewer Utility Operations

A detailed analysis was conducted on the operations of Sanitary Cleaning, TV Inspections, and Repair Work which resulted in an annual gain in productivity of 3,316 hours at an annual value of $109,691.91.

These operations represent 57% of the total operations of the Sewer Utility. Projecting those calculations to the entire operations results in:

Hours saved annually   5,818
Annual Value of productivity gained $192,000
Seven Year total of productivity gained*   **$1,920,000**
*Assumes no increase in inspections, and no increase in salaries

Return on Investment Summary

Function	Ave. Annual Value	10 Year Value
Plan Review and Zoning	?	?
Building / Sign Permits Issuance	$ 801,900	$ 8,019,000
Bldg. Insp. & Code Enforcement	$ 354,648	$ 3,546,480
Other Permit and Contractor Licensing	?	?
Rent abatement	?	?
Fire Inspection	?	?
Health Inspections and Licenses	?	?
Business Licenses	?	?
Bicycle Registrations	?	?
Dog & Cat Licensing	?	?
Animal Control Incidents	?	?
Service Requests	?	?
Parks Assets	?	?
Parking Utility Assets	?	?
Traffic Engineering Assets	?	?
Engineering Assets	?	?
Sewer Utility	$ 192,000	$ 1,920,000
Water Utility	?	?
Total on 3 of 18 areas studied	**$ 1,348,548**	**$ 13,485,480**

Intangibles

- Increased Transparency of Processes
- Increased Availability of Information
- Increased Responsiveness to Citizens and Businesses
- Increased Efficiencies across Enterprise
- Leveraging technology amongst agencies
- Empower staff with info when and where needed
- Increased efficiencies within agency
- Reduced rate of growth in staffing costs
- More accurate measurement of resources expended, resulting in better allocation & coordination of resources
- IT Stewardship Gains – one system to manage for authentication, encryption, continuity of operations, etc. instead of 15.
- Compliments The Natural Step by reducing by paper consumption, reducing driving and parking congestion downtown by inspectors, contractors, and citizens.
- Meets Mayor's Goal # 2 – Basic City Services are Excellent
- Dovetails well with the Neighborhood Indicators Pilot Project
- Could serve as a foundational piece for a Dial 311 or other hotline for municipal services and information