



Volusia County, Florida

How Volusia County Leveraged Amanda to Streamline Operations and Improve Resident Services

10-12K

Building Permits

issued per year, 30-35k folders added to Amanda records annually

18-24 MONTHS

to recoup original Amanda investment

ONE FILING

of civil engineering plans

reduced from 16

AUTOMATED UPDATES

of county systems

pulled nightly from state contractor licensing database

OVERVIEW

This fast-growing county, best known for its beaches, uses Amanda to manage land use, building standards, endangered species protections, beach protections, permitting, and much more to provide residents and businesses with efficient services.

SITUATION

Prior to 2008, when Volusia county began to implement Amanda, most data exchanges were conducted via paper and email distribution, and most departments were using manual processes and paper files. Different departments used multiple software systems that did not interconnect. Customer service was suffering from the lack of readily available data, and the county's regulatory responsibilities were growing.

SOLUTION

When Volusia County first implemented Amanda, the county's planning and zoning departments began redesigning their folders from the ground up. That helped ensure that various departments that often needed to share the same data had identical folders. Because of Amanda's enterprise capabilities, the county was able to use the software to manage almost all of the regulatory type functions they were providing for county residents.

RESULTS

Today, the county can meet most requests online. Residents easily submit a variety of requests – including building permit and inspection needs, environmental permits, special use permits, contractor licensing, and more. Most county departments are working on Amanda, meaning data is easily shared, and only has to be requested by a business or resident once.

MUST HAVE SOLUTION

Amanda

“ A lot of people here at Volusia County call me Amanda's mother. I do refer to Amanda as 'her' and they know I have a passion for Amanda because I don't know of anything that she can't do.”

- Mary Schnebly, Business Process and Technology Manager and Amanda Project Manager