

CASE STUDY

Mecklenburg County, North Carolina

KEY BENEFITS



Mecklenburg County in North Carolina (population: 1,068,000) serves as a model of how governments can use POSSE to continually enhance their business processes, using it as a long-term enterprise software solution.

Mecklenburg County Code Enforcement is the largest code enforcement authority between New York City and Houston, with a jurisdiction that includes the city of Charlotte and six surrounding towns. The department employs 245 full-time staff, including 126 inspectors that cover a 545 square mile territory. The county considers itself to be a "continuous improvement operation" – they constantly work to plan and prepare for the future, as well as position themselves at the cutting edge of government technology solutions. One example of this is their award-winning Meck-SI paperless special

inspections process and website, which was the first of its kind in the country.

Computronix and Mecklenburg started their partnership in 2002, when the county first chose to implement POSSE. The county's new permitting and inspections system was brought online in 2003. Mecklenburg Code Enforcement Director Emeritus Jim Bartl explains that "the county was impressed with POSSE's ability to adapt to our very specific and complex business requirements, as well as how well the software could manage the volume of permits and inspections we deal with."

County officials quickly recognized that not only did POSSE completely meet their needs, but that the staff at Computronix were willing and able to work with the county on new initiatives and projects, coming alongside them to bring new ideas and suggestions into reality. This included adding new functionality to the existing POSSE system, or integrating with other modules that the county was using to provide a more complete solution.

"POSSE is a backbone of our department, and a real workhorse," said Bartl. "I never had to worry whether the system would be able to do its job. Likewise, Computronix was always willing to work stride-for-stride with us on new projects and ideas."

Bartl has determined that by using various innovative technology solutions and strategies, Mecklenburg County has been

- ✓ Automation and innovation has saved the County 81.5 full-time equivalent positions, resulting in annual savings of \$8M - \$9M
- ✓ Building inspection pass rates have increased from 55% to 80%+ through managed incentives
- ✓ Architectural / engineering pass rates have increased from <50% to 73% also through incentives
- ✓ Over 32% of TIP permits are now processed online, issued as fast as a customer can type
- ✓ Have used POSSE to process over 3.8 million permits
- ✓ First in country to deliver a fully-paperless online special inspections process

A wide-angle photograph of the Charlotte skyline, featuring several prominent skyscrapers like the Bank of America Corporate Center. The foreground shows a green grassy field and a road with some trees.

Charlotte Skyline

able to save 81.5 full-time equivalent (FTE) positions, a total of \$8-9 million in cost savings per year. Many of those solutions have used or been supported by POSSE. The FTE-saving programs, which were designed jointly by customers and Code Enforcement, include:

- Contractor pass rate incentives: Introduced a new set of requirements for developers that drove pass rates up from 55% to 80+%, meaning that fewer inspectors were required, ultimately saving 52 FTEs.
- Architectural/Engineering (A/E) pass rate incentives: Grading A/E's according to their performance drove pass rates up from <50% to 73%, requiring less reviewers and saving 14 FTEs.
- Trades Internet Permits: The Trades Internet Permit tool is designed to make taking out a permit as easy as buying an item online. Currently it manages 32%+

of the permit workload (~29,000/year), saving four FTEs that would be permit writers.

- Special Inspections: The Meck-SI solution automates the special inspection process, reducing paper usage and saving 11.5 inspector FTEs.

By leveraging the power of POSSE, Mecklenburg County has continually been an extremely efficient and capable government agency, and among the most technologically advanced government authorities in North America.

"POSSE is able to adapt to our specific and complex business requirements, and easily manage the volume of work we do."

*Jim Bartl
Director Emeritus
Mecklenburg County Code Enforcement*

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