



Saint Louis County Department of Assessment Efficient Building Permit Processing Results in Increased Revenue and Saved Time

Industry: County Government
Location: Saint Louis County, MO
Population: 998,692
Tyler Client since: 1980

Total Properties on 2012 Assessment Roll: 398,046
Tyler Products Used: asWorld®, Munis®, Tyler Cashiering, Incode

The Facts: Approximately 45,000 building permits are processed by Saint Louis County every year. The County, in general, relies on these permits to increase revenue via new construction/modification. The Department of Revenue/Assessment relies heavily on them to maintain the accuracy of CAMA records.

Contact: Andrea Norton, Application Manager | www.stlouisco.com/YourGovernment/CountyAssessor

Key Challenges

- Recover additional revenue through more accurate and timely building permit processing.
- Increase efficiency by reducing the steps and amount of paper required to process building permits.
- Eliminate the use of parallel databases by integrating building permit and appraisal databases.

Action Taken

In 2012, Saint Louis County Department of Assessment moved the permit processing process from an in-house stand-alone product with diverse inputs to Tyler's iasWorld appraisal and tax software.

Benefits: Financial and Beyond

All permitting and appraisal data now resides in a single database, increasing accuracy, speed of data retrieval and analysis, and reducing processing steps. Additionally, appraisers now have at-hand access to permit status when reviewing a parcel.

Any relevant permits pertaining to a particular property now show up on the Property Record Card for each parcel.

Saint Louis County projects that, in several years, they will have reduced the permitting process from one large once-per-year job to an on-going process with no backlog.

In Their Own Words

"IasWorld provides unending possibilities. I am one who wants systems and processes to be efficient, user-friendly, and reliable. If I can make a change and adapt the system to our needs, I think others can too!"

— Andrea Norton, Saint Louis County Application Manager

Why Tyler?

- Tyler has 75 years of experience in the appraisal and tax software and services industry.
- Tyler provides tremendous flexibility and guidance during implementation of all its software and services. It will work with database connectivity challenges and other vendors to assure a smooth-running integrated system.
- Tyler provides a large array of ongoing support options. Clients consistently give Tyler high marks in customer satisfaction. A recent survey ranked iasWorld Support as superior with 100% of those surveyed reporting they'd recommend Tyler Support.

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The Challenge

Prior to 2012, permits arrived in Public Works and then were passed electronically to the Appraisal Department. These permits were then loaded into an Oracle Table and viewed through an in-house, web-based system separate from iasWorld's CAMA function. This system was a remnant of mainframe days and relied heavily on an antiquated set of codes for permits and structures. Because there was no connection between permits and iasWorld, record changes had to be maintained in parallel systems. This dual environment resulted in a lack of information for appraisers to use and a growing backlog of open permits.

Problematic Data Conversions and Persistent Backlog

Prior to conversion to iasWorld, permit data was loaded into the in-house permit system once a year, usually at the end of the year. Once a permit entered the stand-alone system, a permit could easily lose its identity as the result of a deactivation, split or combination in iasWorld.

Permits were then printed using an outdated version of Crystal Reports with an embedded procedure to access the data. As new versions of Crystal Reports became available, converting the existing report proved to be problematic. Further, since Crystal Reports used a combination of iasWorld data and in-house permit data, any permit having faulty data would not print.

Due to timing, data conversion and the lack of consistency between iasWorld and the in-house permit system, there was a growing backlog of open permits – some permits were more than five years old.

Lack of Knowledge in the Field

Appraisers in Saint Louis County go to the field consistently for a variety of reasons. Prior to conversion to iasWorld, an appraiser on a field visit had no way of knowing if a property had open permits, and had no instant access to either system.

Partnering with Tyler to Create an Integrated Solution

In 2011, a plan was made to move the permit system from the home-grown system to iasWorld. Partnering with Tyler, iasWorld permit transaction capability was enabled, and the permit template was modified to accommodate necessary fields. A PL/SQL procedure was written to move existing open permit data into the iasWorld permit table, and to take the Public Works data and migrate it into iasWorld.

The iasWorld template allowed Saint Louis County to move from old mainframe codes that had no meaning in the CAMA function to a more intuitive type of permit with more room for descriptions and comments.

About Tyler Appraisal & Tax Solutions

For 75 years strong, Tyler has been the trusted provider of integrated appraisal software and services to more than 1,300 jurisdictions in the U.S. and Canada. Given our deep public domain experience, we understand that when it comes to serving your jurisdiction, you need the right blend of innovative functionality and reliable performance in one integrated system.

iasWorld is the most complete appraisal and tax administration software package available. With its advanced features and robust integrations, iasWorld makes it possible for jurisdictions to address their unique assessment, valuation, tax collection and tax administration challenges — anywhere, any time and on any device. Discover how portable and user-friendly tax assessment can be.

Contact Tyler to learn more about this best-in-class solution.

Email at.sales@tylertech.com or call **800.800.2581**.