



## Mariposa County, CA- Building Dept. Customer Success Story-Government

The Mariposa County Building Department, located in Mariposa, Calif. enforces state and county laws concerning the safety of structures within the county. With 9 employees, the Building Department is responsible for issuing permits, as well as inspecting buildings and structures to verify that construction or alteration work is performed according to approved plans, and in accordance with the provisions of applicable codes. Each year, the department issues more than 2,600 building construction, mobile home installation and septic permits.

Since mid 1977, hard copies of Mariposa County's building permits and records were filed in drawers. When these drawers reached capacity, older documents were placed into boxes and stored in a basement to make room for new files. To keep track of these documents each file would be tagged with a handwritten 3" x 5" index card. Employees would use these cards for cross-referencing purposes and to log where and when permits and records were being stored and accessed.

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John E. Davis,  
Building Director,  
Mariposa County

This means of filing was not only taxing on the Mariposa County Building Department, it was time-consuming and extremely inefficient. Even more concerning was the potential impact this filing system could have on the safety of building structures in Mariposa County. If records and permits could not be physically located, the Building Department had no way of proving or disproving that the structures in question were built to code. This left property owners and buyers at risk, and in the dark when it came to the structure's history

of permits and inspections by the Building Department.

In 2003, a Development Service Technician (DTS) for the Mariposa County Building Department, met with her department head to discuss replacing the County's outdated filing system with a computer-based, electronic document management system. "We looked at several leading vendors and chose Questys Solutions based on its user-friendly interface and the ease of integration with our existing H.T.E. government information technology systems," said John E. Davis, Building Director. "Also, Questys Solutions' training services and support was outstanding and helped bring our non-computer savvy employees up to speed on the document management system quickly."

It has been 3 years since the Mariposa County Building Department completed its implementation of Questys Enterprise and the results speak for themselves. Today, employees can access permits and records within minutes, versus several hours or days. Verifying whether structures in Mariposa County have been built or expanded with a valid permit is fast and accurate, giving potential buyers access to the complete history of a structure prior to purchase. Residential building plans, which had previously been discarded 90 days after the completion of a structure, are now scanned and readily available to be reproduced at any time. In addition, the police and local fire departments are able to request building floor plans during emergency situations, which allow them to respond faster, mitigate risks and better protect and serve the community.

In the future, the Mariposa County Building Department plans to add two computer terminals in its lobby to provide the public access to permits and records information. "This ability to expand our document management system in ways that will better help us serve the public is another reason why we chose Questys Solutions," concluded Davis.

### Overview:

#### COMPANY

Mariposa County Building Department

#### HEADQUARTERS

Mariposa, CA

#### INDUSTRY

Government

#### NO. OF EMPLOYEES

9

#### BUSINESS CHALLENGE

The County Building Department lacked a formal filing system and was hard-pressed for space and resources. Building permits and records were being stored in drawers. Older records were kept in nearby basement storage. Hand-written 3" x 5" index cards were used for cross-referencing file storage locations. When index cards or permits were misfiled, locating records or verifying permit status became virtually impossible.

#### SOLUTION

Questys Enterprise: An intelligent and flexible electronic document management solution designed to improve productivity by simplifying the process of filing, storing and retrieving files.

#### RESULTS

- An accurate and organized electronic filing and storage system that is easy to use even for non-computer savvy employees.
- Notable improvements in the Department's business processes and customer service.
- Reduced physical storage space requirements.
- Employees can research properties in minutes with nearly 100 percent accuracy.

