



TESSA Update

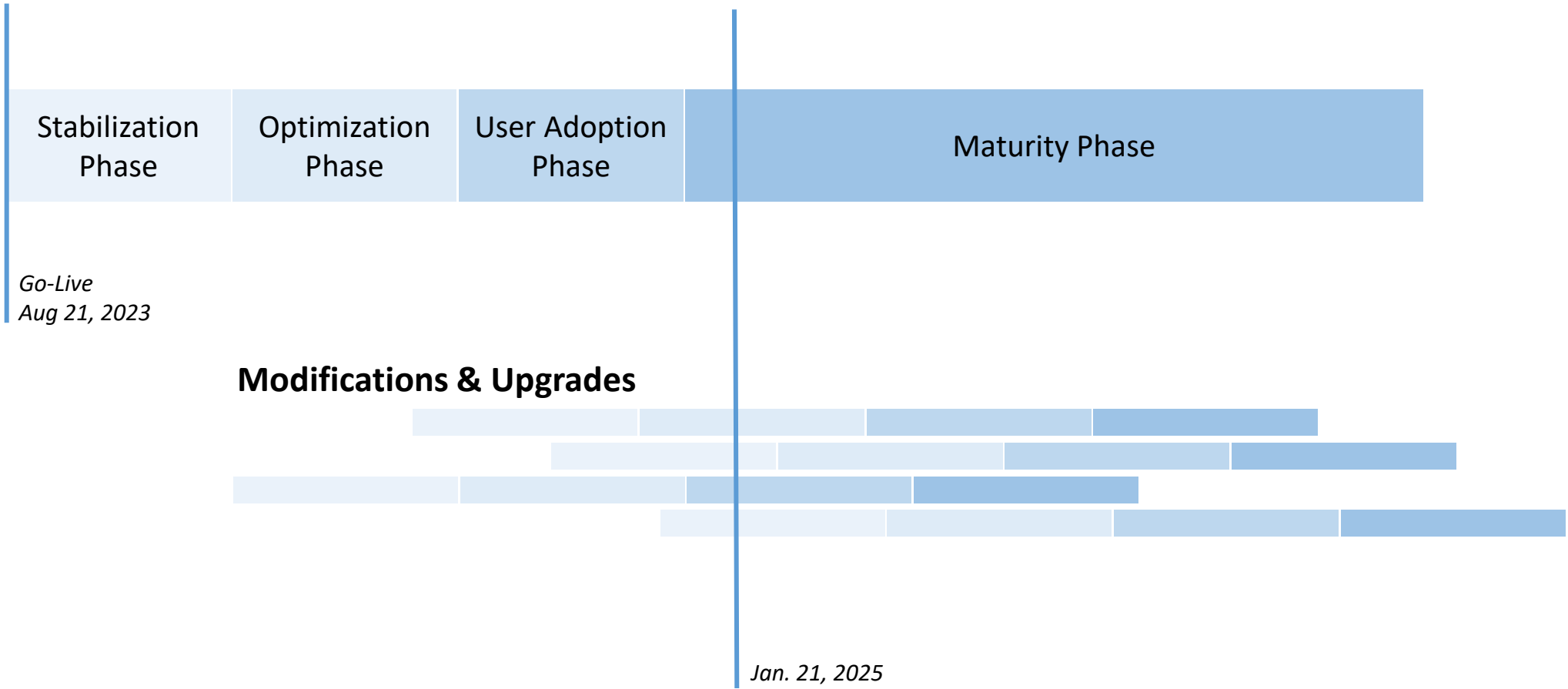
Planning Commission Meeting

January 27, 2025



Implementation

TESSA



Continued Improvements

At Go-Live – August 21,2023	Since Go-Live
Launched City-Wide	Added 15 New Applications
Imported 25 years of data	Adding additional historical data daily
Simple on-line public interface	Added over 50 automations and emails
Launched geographic/map-based system	Added dozens of layers for public
Enhanced transparency	Updated instructions, Provide staff directory
Streamline processing	Updated procedures, removed steps
Paperless processing for staff	Revisioning what an application is digitally
Remote access for staff, real time data	Code Enforcement Remote Integration
Greater accuracy	Greater efficiency 30% decrease processing
Established system to gather data	More reliable data / improved reporting

User Acceptance

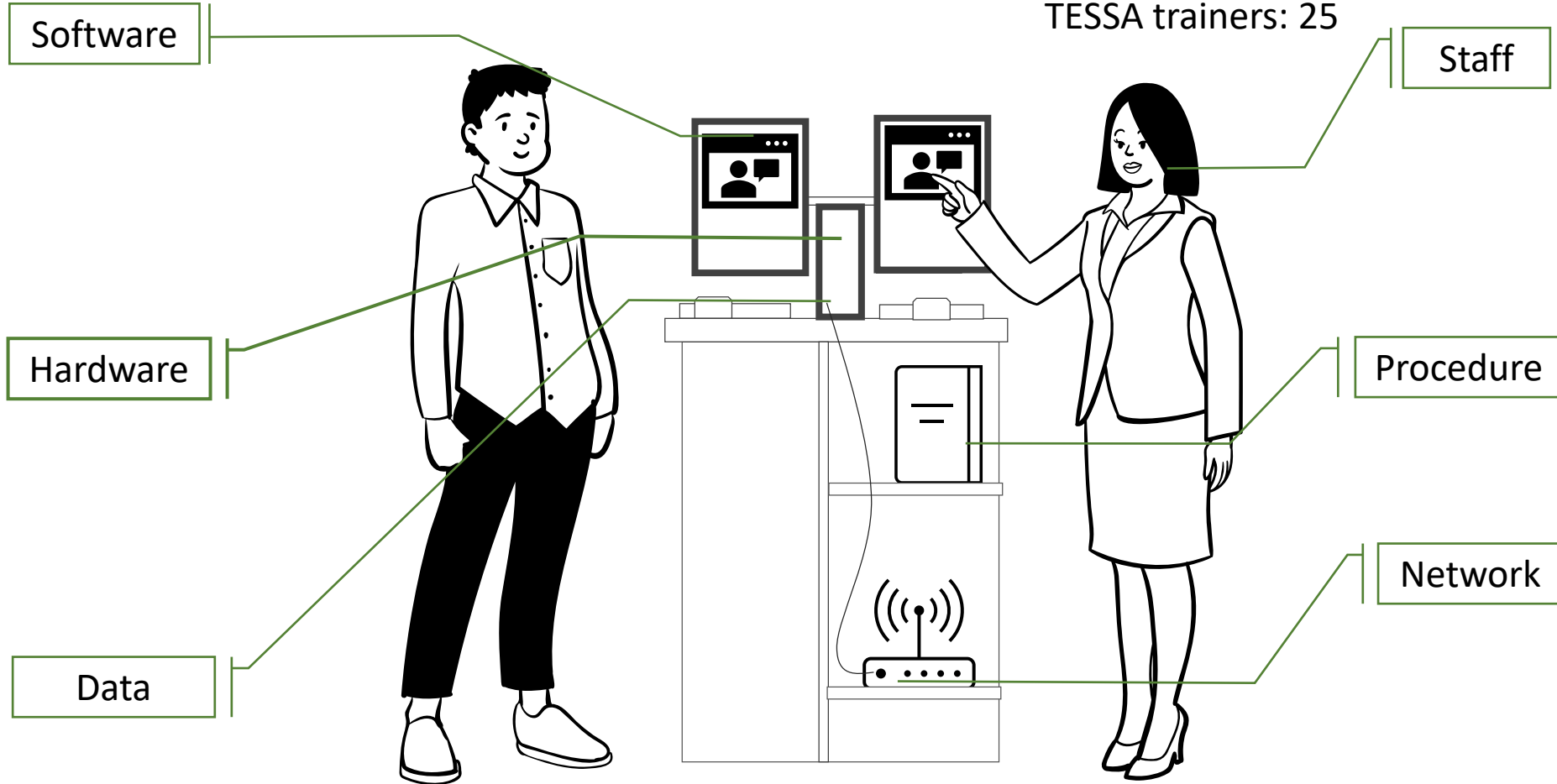
Customer

Registered: 14,432

Staff

Users: 220

TESSA trainers: 25



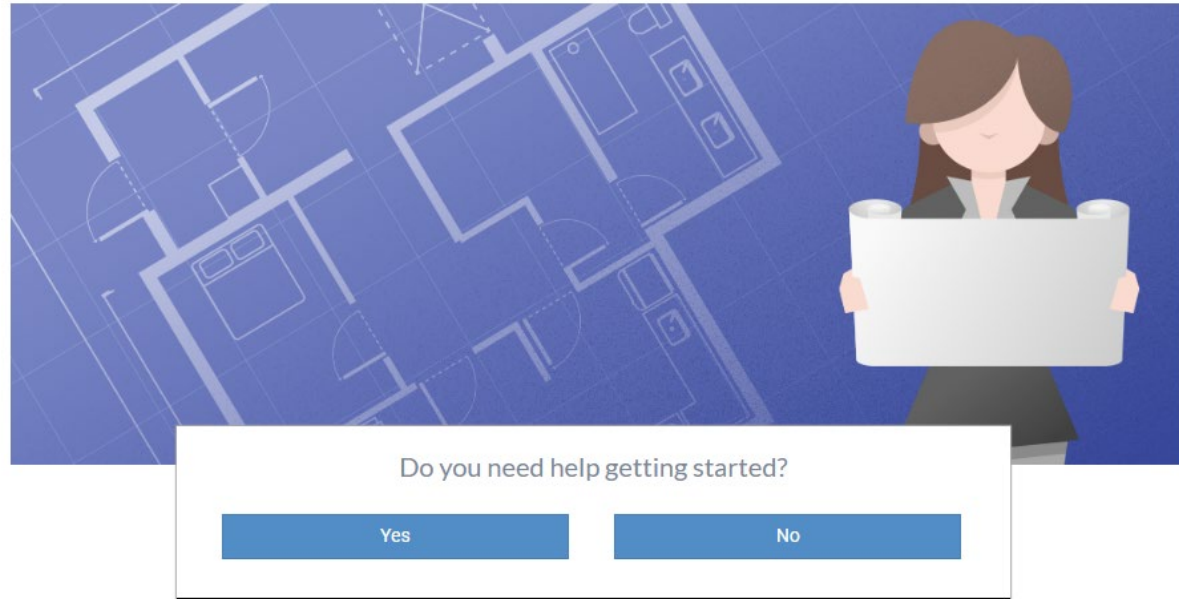
Insta-Permit

- Residential Re-roof
- Residential EV Charger
- Residential Solar
- Temporary Power
- Residential Panel Upgrade
- Residential HVAC
- Residential Water Heater
- Residential Repipe
- Pool Demolition



Innovative

- Application selection guide
- City-wide system
- Digital permits/approvals
- 10 Insta-Permits



In the Future

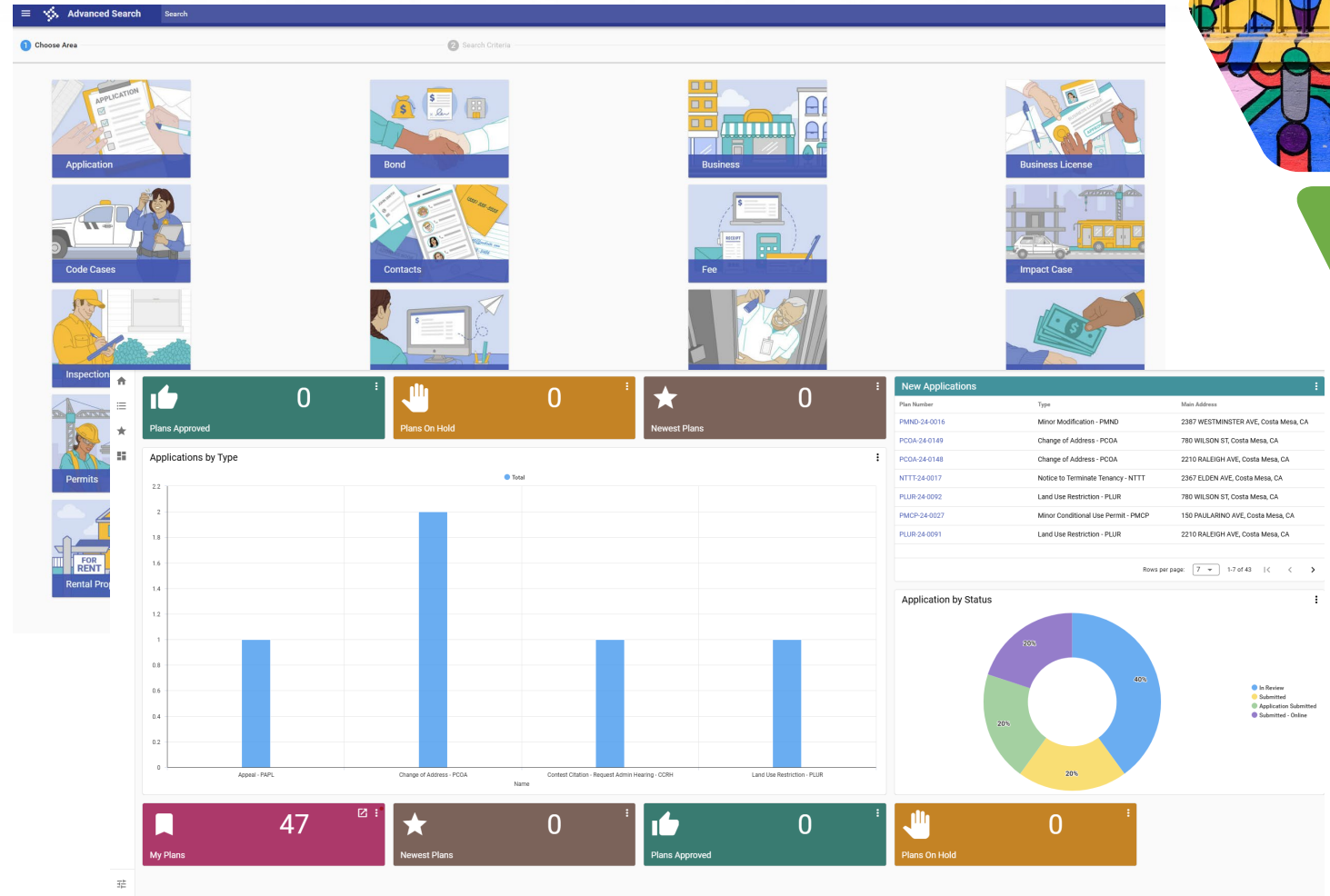
- More dynamic features
- Standardized handouts
- Express permits
- Cover sheets for permits

From Log-in to Issuance it is no more than 20 minutes



Monitoring & Reporting

- Regular Subject Matter Expert Meetings
- TESSA issue tracker
- Regular Training
- Continued meetings with regular users
- Performance Reports by Division



Next Steps

- Continue monitoring the system
- Continuing to add upgrades and modifications requested by staff and community users
- Continue to train staff
- Seek opportunities to increase customer-service interface and make applications more certain, simple & swift



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