



ASO Digitization & Database Upgrade:

TRANSITION FROM GOLDMINE TO LAMA

Paper Files to
Digitization

GoldMine to
LAMA



Paper Files

- 1971-2016
- Single User
- Manual handling and reviewing
- Misplacing back in file cabinets
- Photo downloading, sorting, and resaving
- Limited Storage
- Inclement weather with paper inspection forms
- Label makers and envelope printing
- Paper cuts



GoldMine

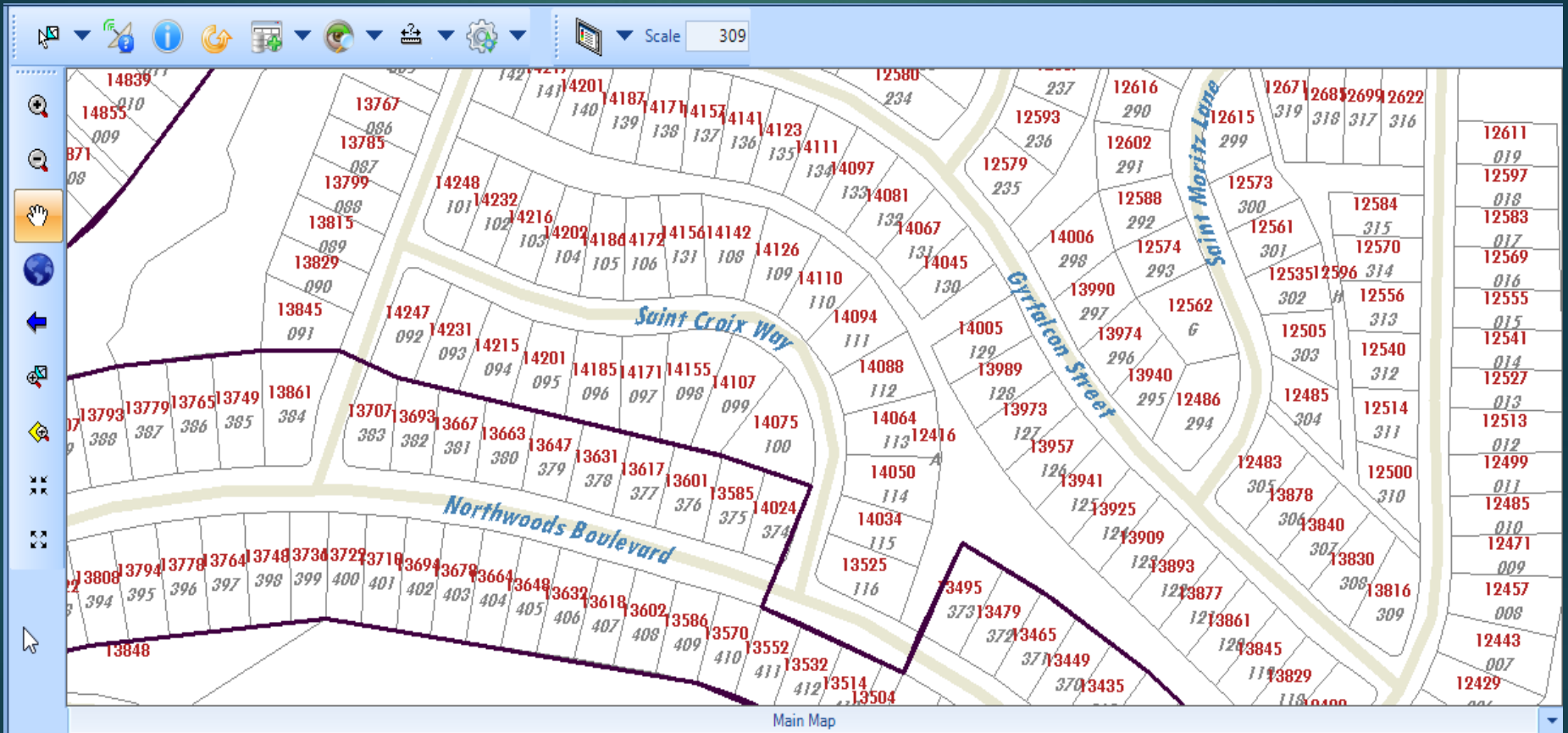
- 2000-2017
- Sales software designed for single user
- SQL programming required to customize
- Data overrides
- Limited functionality
 - Manual linking for files and photos
 - Manual settings for calendar reminders, updates, and log notes
 - Glitches across Microsoft Office and Outlook
- Consultant fees for basic support for bugs/errors/glitches
- 9 Licensed users – restricted user functionality



LAMA

- Automated processing
- Integrated GIS map
- Owner portal
- Inspections conducted with tablets
- Real-time online permit applications/requests
- Integrated inspections, photos, and communications
- Exhaustive search capabilities(past and present projects)
- Real-time reporting
- Applicant notifications and messaging





FAIRPLAY Network

View Module Admin Settings

Miscellaneous Codes Code Enforcement Codes Inspection Codes License Codes Permit Codes Planning Project Codes Default Permit Profiles Users Application Modules ArcSDE Connections Parcels Update Address Update Streets Update Rebuild Parcel Address Index

Projects

Default View Refresh Search Selection Edit Grid Options

Open Projects

- My Starred Projects
- Selected Addresses
- Selected Parcels
- My Assigned Projects
- Meetings
- My Reviews Due
- Unassigned Division Reviews
- My Division Reviews
- All Reviews Due
- Events Due
- Events Incomplete

Fav	Flag	Σ	▼	Closed	Case Num / Name	Location	Case Type	Petitioner
★					02-13-ZBOA 02-13 Rear Yard Setback	1935 SE Delaware Ave	Zoning Board of Ad	Denny Elwell Company
★					02-17-ZBOA 02-17 Open Space Requirements	849 S Ankeny Blvd	Zoning Board of Ad	Bryan Hallenbeck
★	👤				0307-3WQDU 03-07 Conditional Use Permit / Floodplain	Proposed Briar Creek South Plat 1 Lots 1-18	Zoning Board of Ad	DRA Properties LLC
★	👤				0308-AJ1LPG 03-08 Paving / Gravel Access	3769, 3775, 3781, and 3787 SE Convenienc	Zoning Board of Ad	Polk County Aviation Authority
★	👤				0324-01Z2BV 03-24 Paving / Access Drive	1425 & 1525 NE 36th Street	Zoning Board of Ad	DRA Properties LLC
★	👤				0325-USQA6 03-25 Accessory Structure	Lot 4 Carney Industrial Plat 1	Zoning Board of Ad	Larry Halbrook
★					0706-GTJM6R 07-06 Architectural Character	6210 SE Convenience Blvd	Zoning Board of Ad	Dennis Patel
★					0830-K44PCN 08-30 Side Yard Setback	809 NE Vail Ct	Zoning Board of Ad	Mike Haws
★					13-01-ZBOA 13-01 Front Yard Setback / Side Yard Setb	905-917 SW Ordinance Rd	Zoning Board of Ad	Godwin Group, LLC
★					13-03-ZBOA 13-03 Outdoor Animal Exercise Run	630 E Ashmun Blvd	Zoning Board of Ad	Dunkley's Damaged/DNR Company LLC

Permits Violations Projects Contacts Parcels Licenses

Addressing

Search NW Abilene Rd

Select Value ONE-FAMILY RESI Go

Address	Parcel
109 NW Abilene Rd	181 / 00392-009-000
110 NW Abilene Rd	181 / 00392-019-000
113 NW Abilene Rd	181 / 00392-010-000
114 NW Abilene Rd	181 / 00392-020-000
117 NW Abilene Rd	181 / 00392-011-000
118 NW Abilene Rd	181 / 00392-021-000
201 NW Abilene Rd	181 / 00392-012-000
202 NW Abilene Rd	181 / 00392-022-000
205 NW Abilene Rd	181 / 00392-013-000
206 NW Abilene Rd	181 / 00392-023-000
209 NW Abilene Rd	181 / 00392-014-000
210 NW Abilene Rd	181 / 00392-024-000
213 NW Abilene Rd	181 / 00392-015-000
214 NW Abilene Rd	181 / 00392-025-000
217 NW Abilene Rd	181 / 00392-016-000
218 NW Abilene Rd	181 / 00392-026-003
219 NW Abilene Rd	181 / 00392-016-000
220 NW Abilene Rd	181 / 00392-026-003
223 NW Abilene Rd	181 / 00392-065-000
224 NW Abilene Rd	181 / 00392-080-000
229 NW Abilene Rd	181 / 00392-063-000

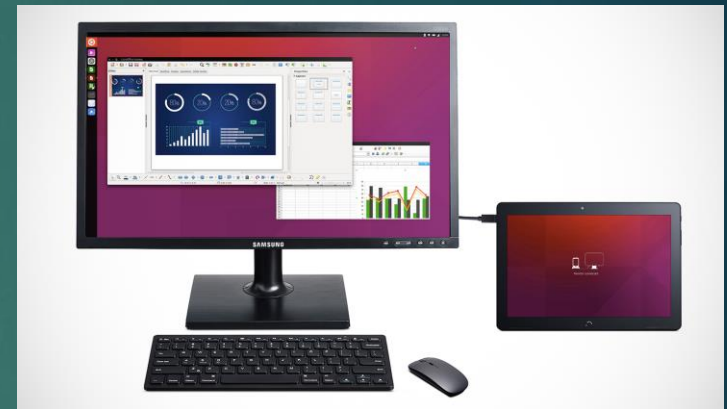
Main Map

Server Mode

x1618606.3 y644443.00 1 in = 663 feet

LAMA: Core Components

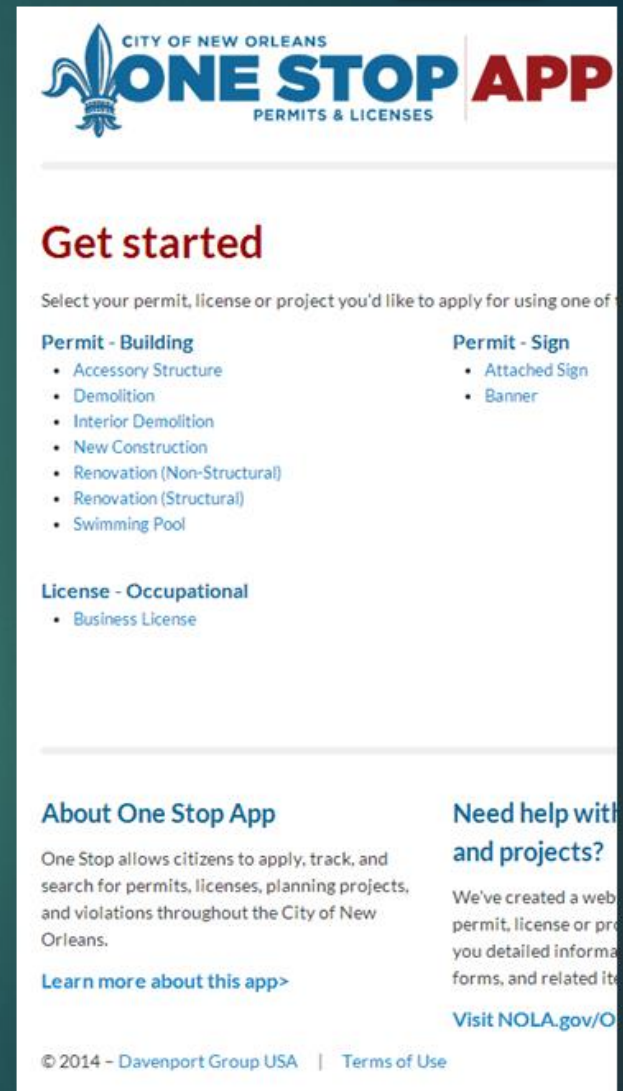
- Owner Portal – One Stop
- Permitting
- Inspections
- Homeowner Inspection Program
- Covenants
- Forestry



Owner Portal

One Stop

- Sign up and create owner account
- Apply and pay for permits
- Apply and pay for extensions
- Report violations/concerns
- Buy firewood by the cord
- Schedule a forestry inspection
- Submit chipping request
- Request a Homeowner Inspection
- Functionality to include viewable plans, deed, and plot map



The screenshot displays the 'CITY OF NEW ORLEANS ONE STOP APP PERMITS & LICENSES' header. Below the header, a 'Get started' section prompts users to 'Select your permit, license or project you'd like to apply for using one of'. It lists three categories: 'Permit - Building' (with sub-items: Accessory Structure, Demolition, Interior Demolition, New Construction, Renovation (Non-Structural), Renovation (Structural), Swimming Pool), 'Permit - Sign' (with sub-items: Attached Sign, Banner), and 'License - Occupational' (with sub-item: Business License). A horizontal line separates this from the 'About One Stop App' section, which states: 'One Stop allows citizens to apply, track, and search for permits, licenses, planning projects, and violations throughout the City of New Orleans.' Below this is a link 'Learn more about this app>'. To the right, a 'Need help with permits and projects?' section mentions a web portal for detailed information and includes a link 'Visit NOLA.gov/OneStop'. The footer contains '© 2014 - Davenport Group USA | Terms of Use'.

CITY OF NEW ORLEANS
ONE STOP APP
PERMITS & LICENSES

Get started

Select your permit, license or project you'd like to apply for using one of

Permit - Building

- Accessory Structure
- Demolition
- Interior Demolition
- New Construction
- Renovation (Non-Structural)
- Renovation (Structural)
- Swimming Pool

Permit - Sign

- Attached Sign
- Banner

License - Occupational

- Business License

About One Stop App

One Stop allows citizens to apply, track, and search for permits, licenses, planning projects, and violations throughout the City of New Orleans.

[Learn more about this app>](#)

Need help with permits and projects?

We've created a web portal that provides you detailed information, forms, and related information.

[Visit NOLA.gov/OneStop](#)

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Permitting

- Real-time online permit applications
- Require specific documents dependent on project type
- Pay fees online
- Inspections conducted via tablet within the software and within the subject property
- Customized notifications and reminders for each project type
- Quick comments with directive pulled into letter if any item fails inspection
- Auto-generated letters/emails to applicant and hired professional

Permits Violations Projects Contacts Parcels Licenses

Addressing

Search NW Abilene Rd

Selection Edit Other

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118 NW Abilene Rd	181 / 00392-018-000
201 NW Abilene Rd	181 / 00392-021-000
202 NW Abilene Rd	181 / 00392-022-000
205 NW Abilene Rd	181 / 00392-025-000
206 NW Abilene Rd	181 / 00392-026-003
209 NW Abilene Rd	181 / 00392-029-000
210 NW Abilene Rd	181 / 00392-030-000
213 NW Abilene Rd	181 / 00392-033-000
214 NW Abilene Rd	181 / 00392-034-000
217 NW Abilene Rd	181 / 00392-037-000
218 NW Abilene Rd	181 / 00392-038-003
219 NW Abilene Rd	181 / 00392-039-000
220 NW Abilene Rd	181 / 00392-040-003
223 NW Abilene Rd	181 / 00392-043-000
224 NW Abilene Rd	181 / 00392-044-000
229 NW Abilene Rd	181 / 00392-049-000

Map showing parcels and streets (College, Abilene, 2nd, Sharmin).

Main Map

Context Menu:

- Show Associations
- Create New
 - Code Incident
 - License
 - Permit
 - Project
- Show Info
- Show On Map
- Edit
- View Journal
- View Documents
- Create Message

Permit Form

Options Edit Messages Shortcuts

Permit No. 17-0003-ADD Submittal Method M LAMA Database Closed

Address 118 NW Abilene Rd Status Application Submitted Edit

Land Use Single Family Data Type Building Addition Details

Inspections (12) Bonds Fees (1) Details Journal Documents

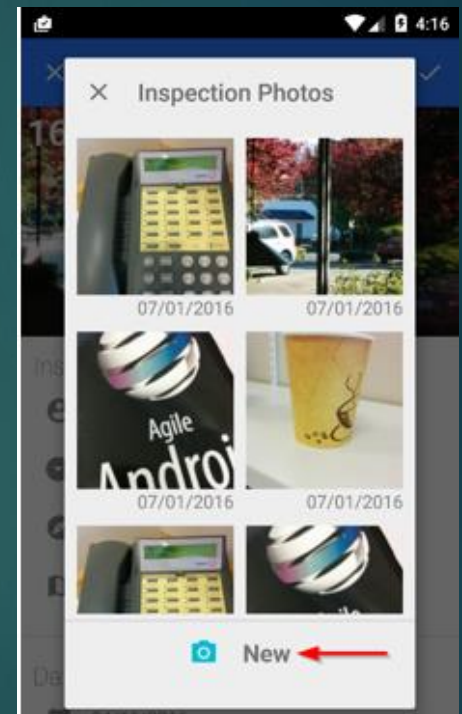
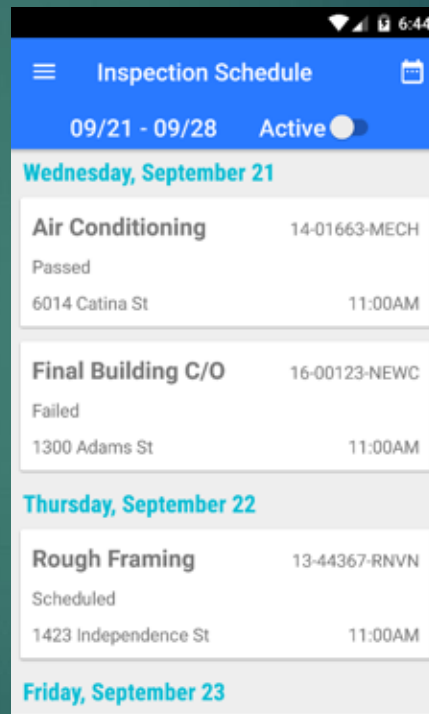
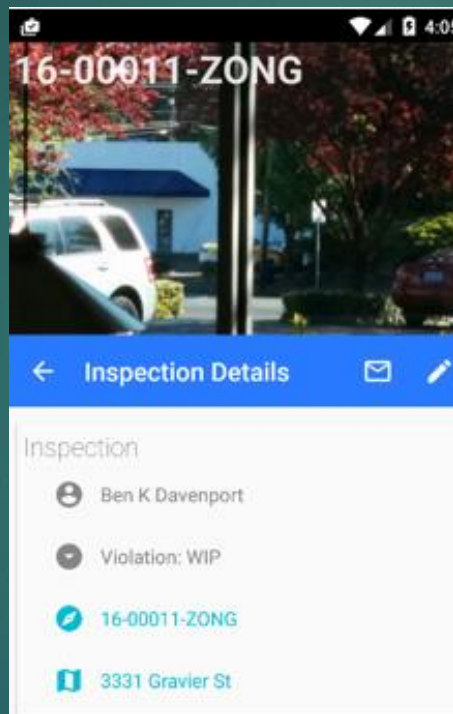
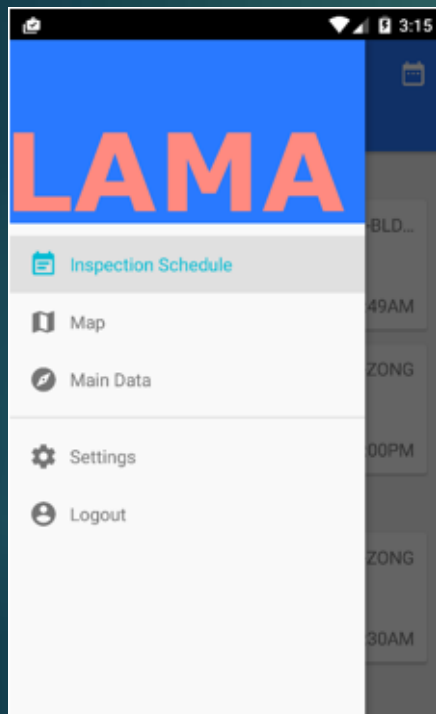
Description Contacts Events (7) Reviews (1) Contractors

Manage Add

Application Submitted Complete	Wed 3/22/17	Admin
Application Review Pending	Mon 3/27/17	
Plan Review Pending	Mon 4/3/17	
Permit Approved Pending	Tue 4/4/17	
Permit Issued Pending	Tue 4/4/17	
Certificate of Occupancy Pending	Mon 10/2/17	
Permit Finaled Pending	Mon 10/2/17	

Project Form Permit Form Parcel Form Violation Form Contact Form License Form

Inspections



Inspections cont.

Edit Inspection

04/12/2016

12:15AM

Notes

Add Note

Checklist Items

INSPECTOR ITEMS

another violation ☐ OK ☒ DEF

new test violation ☐ OK ☒ DEF

Add Item

Edit Inspection

Search Codes

Exterior Property Area

Exterior Structure

Interior Structure

Occupied - Plumbing and Fixtures

Electrical

Fire Extinguishers

Storage of Flammable and Combustible Liquids

Egress

OK

Edit Inspection

Search Codes

A working space of not less than 30 inches in width, 36 inches in depth and 78 inches in height shall be provided in front of electric service equipment (panel). [IFC 605.3] ☐

Are all electrical outlets, switches and junction boxes properly covered with cover plates and is the electrical system safe from any apparent shock and/or other electrical hazards? ☒

Are circuit breakers/fuses labeled so as to identify the area protected? ☐

Are extension cord(s) in good condition, properly grounded and of appropriate gauge? ☐

Are extension cords used only for temporary use and not used as ☐

OK



Homeowner Inspection Program

- Inspections conducted via tablet within the software and within the subject property
- Inspection photos linked to property automatically
- Quick comments with directive pulled into letter if any item fails inspection
- Auto-generated letters/email to applicant and hired professional



Covenants

- Owner can report concerns/violations via Owner Portal
- Assign violations to address or parcel
- Alert flags
- Inspections conducted via tablet within the software and within the subject property
- Customized notifications and reminders for each violation type
- Quick comments with directive pulled into letter/email if any violations are verified
- Auto-generated letters/emails to property owner
- Schedule next inspection

[Home](#) > Forms

Code Enforcement

Report an issue or ask a question regarding code enforcement.

Name*

House Number*

Street Name*

City*

State* ▼

Zip Code*

Contact E-Mail address*

Type of Violation

Question, comment or concern*

* indicates required fields.

Submit

Reset

Cancel

MapInfo Professional

View Module Admin Settings

Miscellaneous Codes Code Enforcement Codes Inspection Codes License Codes Permit Codes Planning Project Codes Default Permit Profiles Users Application Modules ArcSDE Connections Parcels Address Update Streets Update Rebuild Parcel Address Index Other Codes

Violations

Inspections

Not Completed Inspections My Inspections Unassigned Inspections Missed Inspections Open Incidents My Starred Incidents Selected Addresses Selected Parcels Map Shapes Created Today Within Map Frame

Refresh Search Selection Edit Grid Options

Fav	Closed	Flag	Number	Source	Location	Type	Filed	CurrentStatus	Lead Officer	CurrentStatusDate	Creator	ActionR
★			16-0617-NOX		1521 NW Wagner Blvd	Noxious Weeds	10/11/2016	Door Hanger	Davenport Group	10/11/2016	Admin	James
★			16-0616-NOX		1517 NW Wagner Blvd	Noxious Weeds	09/22/2016	Nuisance Notice	Davenport Group	09/22/2016	Admin	
★			16-0615-NOX		1530 NW Wagner Blvd	Noxious Weeds	09/22/2016	Inspection	Davenport Group	09/22/2016	Admin	
★			16-0614-NOX		606 NW Wagner Ridge Ct	Noxious Weeds	09/21/2016		Davenport Group		Admin	
★			16-0613-NOX		613 NW Wagner Ridge Ct	Noxious Weeds	09/21/2016		Davenport Group		Admin	
★			16-0612-NOX		1019 NW 37th St	Noxious Weeds	09/21/2016	Notice	Davenport Group	09/21/2016	Admin	Denise
★			16-0611-NOX		308 SW Carriage Dr	Noxious Weeds	09/14/2016	Weed Notice	John Cabeen	09/14/2016	jcabeen	Bb Equip
★			16-0610-NOX		306 SW Carriage Dr	Noxious Weeds	09/14/2016	Weed Notice	John Cabeen	09/14/2016	jcabeen	Wj Prop
★			16-0609-NOX		2030 NW Lakeside Dr	Noxious Weeds	09/14/2016	Weed Notice	John Cabeen	09/14/2016	jcabeen	Ryan D
★			16-0607-NOX		106 SW Elm Dr	Noxious Weeds	09/13/2016	Weed Notice	John Cabeen	09/13/2016	jcabeen	Kaitlin

Permits Violations Projects Contacts Parcels Licenses

Addressing

Search SE Redbud Ct

Selection Edit Other

Address	Parcel
3404 SE Redbud Ct	181 / 00626-093-961
3504 SE Redbud Ct	181 / 00626-093-962
3505 SE Redbud Ct	181 / 00626-093-971
3508 SE Redbud Ct	181 / 00626-093-963
3509 SE Redbud Ct	181 / 00626-093-970
3604 SE Redbud Ct	181 / 00626-093-964
3605 SE Redbud Ct	181 / 00626-093-969
3608 SE Redbud Ct	181 / 00626-093-965
3609 SE Redbud Ct	181 / 00626-093-968
3704 SE Redbud Ct	181 / 00626-093-966
3707 SE Redbud Ct	181 / 00626-093-967

Select Value ONE-FAMILY RESI Go

Violation Form

Incident No. 17-0001-JNK Closed ☐

Location 3508 SE Redbud Ct Originated Business


Type Junk and Junk Vehicles Lead Officer Davenport Group

Details (4) Journal Documents
General Contacts **Events (4)** Violations (1) Fees Reviews

[Add New](#) [Manage](#)

Inspection	Wed 3/22/17
Violation - Door Hanger	Admin
Door Hanger	Wed 3/22/17
Complete	Admin
Inspection	Wed 3/22/17
Violation - Notice	Admin
Notice	Wed 3/22/17
Complete	

Auto-Generate Notice of Violation

 The Notice of Violation document will be generated now.

☐ Do not show me this message again

Inspection Details

Inspected By Davenport Group Status Violation - Door Hanger ☒ Completed

Inspection Date 03/22/2017 Time 11:15 AM

Resulting Action Create

Next Inspection View 'ed 3/22/2017 12:00 PM by Jared Ruby

Violations APC 51.03

Notes

Inspection Findings

Violation	Abated	Finding
APC 51.03	<input type="checkbox"/>	<p>It is hereby declared that any junk or junk vehicle located upon private property, unless excluded by Section 51.04, constitutes a threat to the health and safety of the citizens and is a nuisance within the meaning of Section 657.1 of the Code of Iowa. "Junk vehicle" means any vehicle legally placed in storage with the County Treasurer or unlicensed and which has any of the following characteristics:</p> <p>A. Broken Glass. Any vehicle with a broken or cracked windshield, window, headlight or tail light, or any other cracked or broken glass.</p> <p>B. Broken, Loose or Missing Part. Any vehicle with a broken, loose or missing fender, door, bumper, hood, steering wheel or trunk lid.</p> <p>C. Habitat for Nuisance Animals or Insects. Any vehicle</p>



Forestry

- Inspections conducted via tablet within the software and within the subject property
- Group mailing capabilities for Defensible Space Program
- Quick comments with directive pulled into letter if any item fails inspection
- Auto-generated letters/email to applicant and hired professional
- Customized reporting
- Real-time online requests
- Exhaustive search capabilities(past and present projects)
- Real-time reporting
- Automated chipping requests
- Online firewood purchase and management



Summer 2017

- May 18 Staff Training
- May 20 Board Presentation
- May 22 Launch
- May/June – TD News and E-blasts
- LAMA Training Workshops
 - June 14 – ASC Meeting – Contractor/Engineer/Architect Focus
 - June 25 – After Board Meeting - Member Focus
 - June 28 – ASC Meeting – Contractor/Engineer/Architect Focus
 - Ongoing Workshops will be scheduled throughout the year