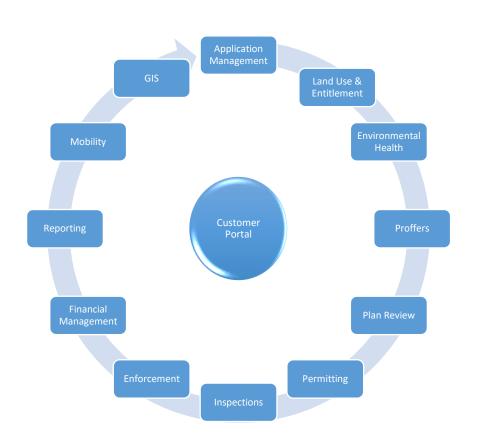# PLUS System Overview – November 18, 2021

Adam Kelly

PLUS Production Support Program Manager

Land Development Services

## Core Stakeholders:

- Land Development Services
- Dept. of Planning and Development
- Health Dept., Environmental Services
- Office of Fire Marshal
- Dept. Code Compliance
- Industry

## Collaborative review Agencies:

- Public Works, Parks, Fairfax Water, Schools, DOT, VDOT, etc.

# PLUS PROJECT – Legacy Systems

Replace legacy systems that are heavily customized and not able to meet County business process and customer service goals.
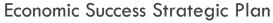
- Replace **ZAPS** in Department of Planning and Development
- Replace **PAWS** in Land Development Services
- Replace **LDSNet** Legacy Land Development Information Portal
- Replace **FIDO** permits, inspections, complaints
- Replace **Healthspace** in Health Department
- Replace **ePlans** submission
- Replace **multiple ancillary systems, internal databases & spreadsheets**
- Integrate with 20+ **Interfaces**

## Alignment with County Strategic Initiatives

Economic Success Strategic Plan

- Economic Success Strategic Plan
- Fairfax First
  - P7 – Service Delivery Model
  - P9 – Technology
- zMOD
- Land Use Committee Recommendations
- County Technology initiatives for:

  - Modern, private-sector like experience
  - Digitization and multi-system integration opportunities

**Vision:** Integrated technology that enables seamless customer and staff interactions, and supports land use and development operations.
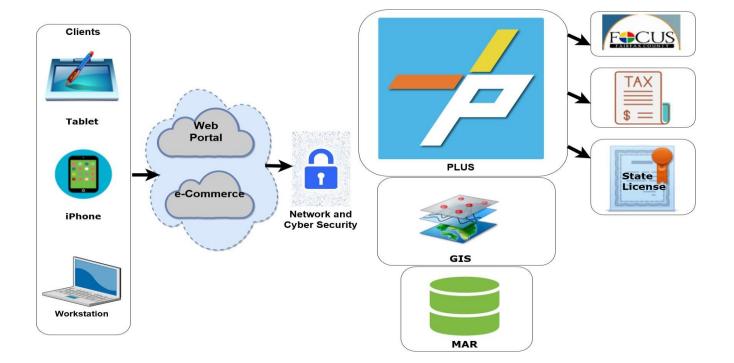
Land Development Modernization

## PLUS Project - Key Outcomes

- **Decrease** process/cycle timeframes and shorten the time to market for land building and permitting

- **Improve** the customer experience and provide a "One Stop Shop"

- **Unify** siloed and disparate business processes

- **Improve** data analytics and metrics

- **Enable** real time status for land use processes

- **Enhance** the mobility experience for customers and staff

- **Employ** modern technology architecture



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# Land Development Modernization

## PLUS Project – The Solution



- Scalable and flexible modern technology platforms:
  - Accela and e-Permit Hub
- Customer service WEB portal for industry and residents
- Mobile ready
- GIS integration
- Integration with Financial System (FOCUS)

# PLUS Project – Integrated Solution

# Land Development Modernization

**PLUS Timeline – Jan 2020 – Oct 2022**

# Customer Resources and Preparation

## PLUS YouTube Channel



## PLUS Customer Help Center

# PLUS News and Updates

- Visit the PLUS Support site, for current project information, https://www.fairfaxcounty.gov/plan2build/plus

- PLUS Project Information:
  - *Adam Kelly – PLUS Support Program Manager*
    *Adam.Kelly@fairfaxcounty.gov*