

DOCUMENT ADVANTAGE WELCOMES HILLSBOROUGH COUNTY PUBLIC WORKS TRAFFIC SERVICES DIVISION

MAY 19, 2007 - PUBLIC WORKS OFFERS AN ARRAY OF SERVICES IN ORDER TO PROVIDE A TRANSPORTATION SYSTEM SATISFYING DIVERSE MOBILITY NEEDS WHILE RECOGNIZING CONCERN FOR SAFETY AND THE ENVIRONMENT.

SERVICES INCLUDE:

MAINTENANCE AND REPAIR OF ROADWAY AND STORM WATER INFRASTRUCTURE

MANAGING TRAFFIC SIGNALS, SIGNS, STRIPING, AND STREET LIGHTING AND RELATED INFRASTRUCTURE

MANAGING TRAFFIC CALMING PROGRAMS

CONTROLLING THE MOSQUITO POPULATION AND VEGETATION USING A VARIETY OF AERIAL AND SURFACE

SPRAY TECHNIQUES

DEVELOPING AND RANKING TRANSPORTATION AND STORM WATER SYSTEMS MAINTENANCE,

REHABILITATION, AND IMPROVEMENT PROJECTS

PROVIDING COMMUNITY STORM WATER AND ENVIRONMENTAL EDUCATION PROGRAMS

CHALLENGE

DURING THE PROCESS OF PRESERVING THE TRANSPORTATION SYSTEM, PROVIDING USER SAFETY AND MOBILITY, AND EXPANDING SYSTEM CAPACITY,

THE DIVISION HAS GENERATED VAST PAPERWORK, THAT NOT ONLY INCLUDES THE DOCUMENTS PHYSICALLY WITHIN THE DIVISION BUT THE

DOCUMENTS STORED ON CDS AND IN THE COUNTY'S WAREHOUSE. CONSEQUENTLY, DOCUMENT STORAGE SPACE IS BECOMING SCARCE. IN ADDITION,

JUST THE TRAFFIC SERVICE DIVISION GENERATES APPROXIMATELY 199,032 DOCUMENTS PER YEAR.

TIME THAT COULD BE USED TO HANDLE CRITICAL BUSINESS FUNCTIONS IS SPENT ORGANIZING THESE DOCUMENTS IN PREPERATION FOR FILING.

THE PREPARATION PROCESS AND THE ACTUAL FILING OF THESE DOCUMENTS MANUALLY IS VERY TEDIOUS AND MISTAKE-RIDDEN. AS A RESULT,

THE DIVISION HAS HAD TO CONTEND WITH LOST, MISFILED, AND MISPLACED DOCUMENTS. VALUABLE STAFF TIME IS WASTED SEARCHING OR RECREATING DOCUMENTS.

FURTHER PROBLEMS ARE:

BOTTLENECKS IN MANUAL WORKFLOW PROCESSES

INABILITY TO PROVIDE SHARED ACCESS TO DOCUMENTS WITHIN COUNTY CENTER AND FROM REMOTE LOCATIONS

LENGTHY REVIEW AND APPROVAL PROCESSES

AMOUNT OF TIME IT TAKES TO RETRIEVE HISTORICAL DOCUMENTS

TIME AND SPACE REQUIREMENTS USING PAPER STORAGE MTHODS

THESE PROBLEMS COMPELLED THE PUBLIC WORKS STAFF TO SEEK A REMEDY; A PROCESS THAT LED TO THE CREATION OF THE STRATEGIC AUTOMATION PLAN PROJECT.

SOLUTION

DOCUVANTAGE IMPLEMENTS A WEB BASED DOCUMENT AND WORKFLOW MANAGEMENT SYSTEM THAT PROVIDES THE ABILITY TO CAPTURE AND RECOGNIZE DOCUMENTS AND INFORMATION FROM ANY LOCATION. ELECTRONIC SIGNATURE CAPABILITIES STREAMLINE AND ENABLE FASTER

PROCESSING TIME FOR DOCUMENTS MOVING THROUGH THE AUTOMATED APPROVAL WORKFLOWS. MULTI-LEVEL SECURITY ALLOWS VARIED LEVELS

OF ACCESS AND USE FROM ANYWHERE; WORKGROUP PERMISSIONS AND BE CONTROLLED SYSTEM WIDE. THE ABILITY TO MANAGE DOCUMENTS TO THE

RECORD LEVEL FOR ARCHIVAL AND LEGAL REQUIREMENTS.

BENEFITS

THESE BENEFITS WILL ENABLE THE DIVISION TO PAY FOR THE SYSTEM DURING ITS PROJECTED LIFETIME:

DO MORE WORK WITH EXISTING STAFF

ELIMINATE PLANNED OR POTENTIAL STAFF INCREASES

ELIMINATE NEED FOR FILING EQUIPMENT AND SUPPLIES

DRASTICALLY REDUCE THE NEED FOR PHOTOCOPIES BECAUSE MULTIPLE USERS CAN REFERENCE DOCUMENTS

SIMULTANEOUSLY ON THE COMPUTER SYSTEM

ELIMINATE THE COST OF STORING INACTIVE RECORDS.

THE DIVISION WILL NOT ONLY BENEFIT QUANTITATIVELY BUT THEY WILL ALSO BENEFIT QUALITATIVELY. FOR INSTANCE, BECAUSE DOCUMENT

IMAGING INVOLVES TAKING HARD COPY ORIGINALS AND SCANNING THEM TO PRODUCE ELECTRONIC IMAGES, ONCE DOUCMENTS HAVE BEEN SCANNED

THEY CAN BE INDEXED USING MULTIPLE INDEXING SCHEMES, WHICH FACILITATES FAST AND EASY RETRIEVAL OF DOCOUMENTS. THUS, SEVERAL DAYS

OF TRACKING DOWN INFORMATION FOR CUSTOMERS AND ACCESSING DOCUMENTS REMOTELY WILL BE CUT DOWN TO MINUTES. ALSO, TRACKING

FEATURES AVAILABLE THROUGH THE DMS WILL ENABLE THE DIVISION TO MAINTAIN CONTROL OVER THEIR DOCUMENTS, FACILITATING RETRIEVAL

OF COMPLETE AND TIMELY DATA. FURTHER, PUBLIC WORKS™ MANUAL WORKFLOW PROCESSES WILL BE AUTOMATED, MOVING ELECTRONIC

DOCUMENTS QUICKLY AND EFFICIENTLY ALONG ASSIGNED ROUTING PATHS.

THE MAJOR ADVANTAGES TO PUBLIC WORKS WILL BE A SIGNIFICANT REDUCTION IN THE TIME IT TAKES TO PROCESS CLIENT DOCUMENTS, IMPROVED

WORKFLOW, AND THE ADDED BENEFIT THAT ALL DOCUMENTS WOULD BE MAINTAINED IN A CENTRAL LOCATION AND SECURED AGAINST UNWARRANTED ACCESS OR USE.