

# EPROVAL VALUE JOURNEY

## CITY GOAL

Moving the special event process online will be a transformative and innovative move for our Special Event Office and stakeholders, which will streamline the customer experience, provide the public with real-time status, and save time and energy by reducing the need for paper and in person meetings.

## eapproval timeline

### TODAY

- Long, complex, non-intuitive process
- Administrative challenges
- **Dysfunctional paper-based system**
- Multiple silos of data, files, emails, errors, risks and no search function
- Costly, time-consuming, frustrating
- Unsatisfying to event applicants, city staff
- **No transparency between departments**
- Lackng coordination & communication
- No flexibility to change manual system

### 3 MONTHS - GO LIVE

- Online, convenient, smart
- **User Friendly**
- Enhanced stakeholder satisfaction
- Centralized digital storage
- Data accuracy, quality
- Real-time transparency
- **Department coordination and control**
- Self sufficient edits and changes to application

### 6 MONTHS

- **Access to reporting, data insights, identification of bottlenecks**
- Create adjacent permitting, film, grants, economic development Parks & Recreation
- **Recognition for innovation & SmartCity initiatives**
- Talent acquisition and retention
- Enhanced revenue & expense management
- Stakeholder engagement

### 12 MONTHS

- **Legal records to reduce liability**
- Less stakeholder fatigue
- Permits moving to revenue center versus cost center
- More time for high value tasks
- **Improved customer service**
- Application reduced from 90 to 30 days
- 50% reduction in meetings
- 50% faster process
- 75% reduction in errors
- 75% reduction of waste (paper)