

S U C C E S S S T O R I E S

Community & Economic Development Program

http://www.lanecounty.org/CAO_EconDev/



What is

Interactive Voice Response?

IVR is an automated method of exchanging data over the phone.

Land Management Inspections Go Digital for Better Customer Service

By Heather M. Edwards

Like any other public works office, the [Lane County Land Management Division](#) is laden with deadlines and paperwork. But unlike other departments, they have to field inquiries ranging from how many dead cattle a property owner can legally bury to whether or not it's legal to run a tattoo parlor out of your home.

Their jurisdiction and objectives necessitate interacting with city governments, DEQ, fire districts and other agencies. This busy department is streamlining and improving the services they offer to Lane County residents.

Answering the Board of Commissioners county-wide initiative to make Lane County government more accessible on-line and to make all of its 72 direct services more efficient, the Land Management Division is implementing voice recognition software.

It's called IVR (interactive voice recognition). And it's easy to use. LMD is innovating to make one of their most popular services more efficient.

Once a homeowner or a contractor has applied for a land use permit scheduling the necessary inspections can be time-consuming and expensive. But Lane County's drive to offer public services more effectively and efficiently is working.

Customers seeking inspections for already-issued permits can call the LMD and schedule an inspection much like you would call your bank and check your balance. Automating this process is expected to save homeowners and contractors valuable time as they are scheduling work crews, ordering supplies and otherwise completing building projects. And the technology will save LMD time as well. Inspectors in the field can call the IVR to issue or decline permit approval from the field. The applicant can then call to check the status of their application within an hour as opposed to the days it may take now to speak to an inspector.

Don't worry. This technology won't be used to the exclusion of talking to a real person. IVR won't replace any LMD staff members; it will simply expedite the permit application process and requests for information.

This option is set to be up and running by July 15, 2006.

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