

Ameren Success Story

The Case

Ameren Real Estate Department Shoreline Management office (SMO) is the owner and operator of the Bagnell Dam and the Osage Power Plant at the Lake of the Ozarks, Missouri. The SMO administers and approves the Lake of the Ozarks landowner shoreline permit application process for project lands, regulating docks, seawall and easement use. The office ensures obstacles are prevented for navigation or threats to the safe operation of the dam and power plant.

Challenge

The Ameren SMO was faced with multiple challenges to efficiently coordinate and track landowner permit applications and enforcing code violations. Ameren originally developed separate, stand-alone systems but quickly outgrew these systems resulting in hard to find permit records, inaccurate data and backlog of permits to process. Customer service suffered due to slow response and processing times and left little time for shoreline enforcement, regulating codes and violations.

The existing Oracle-based Shoreline Information Management System (SIMS) where all permit application package information is scanned and archived was not integrated with the separate MS Access 'Permits' tracking application. Staff use the Permits system daily to input the progress on permit applications. The two systems had to be searched to perform permit reviews and inspections.

An additional Shoreline Management Geographic Information system (SMGIS), maintained by Trailhead GIS to view existing permit mapping information was not connected. GIS maps did not match the permit database and the property to facilities configurations where out of date.

With Reps and Clerks main focus on processing large volumes of permit applications, no time was allocated to identifying shoreline and dock violations and process customer complaints. Staff was not able to assign complaints and violations to appropriate staff and monitor follow-up.

Overall, Ameren Shoreline Management Office needed a flexible, enterprise permit solution to combine the Application Tracking, Application Archiving and mapping systems into one. The goal was to improve customer service by shortening the dock permit application/approval process and capture lost permit revenue by improving the inspection and enforcement process.

Ameren needed consistency administrating codes and regulations to prevent exposure for non-compliance or not meeting regulatory requirements and better supervisor decision support by enhanced reporting capabilities.



Overview

Customer Profile

The Ameren Shoreline Management Office, administers and approves the Lake of the Ozarks, Missouri landowner shoreline permit application process.

“The Adept SMGIS system has become an invaluable tool for the SMO that is ‘light years’ ahead of the old system.”

Jeff Green
Supervisor,
Shoreline Management

The Adept Approach and Solution

As Ameren began to explore available permitting options, requirements for the ideal solution became clear. The solution needed to be browser-based in the latest .NET framework to meet the corporate network security policies and for in-house support by Trailhead GIS. The solution needed to integrate and leverage their existing GIS investment, consolidate their existing data, provide consistent staff coordination and process management procedures.

The Ameren evaluated many permit software systems before selecting Adept Technologies customizable permitting solution. This approach allowed the flexibility to greatly improve their existing permitting process while allowing customization that is unique to Shoreline Management organizations such as providing long-term tracking of Active permits including Modifications and Transfers of Ownership.

“The Adept solution from the very beginning seemed more moldable into something we could utilize to combine and enhance our existing systems” said Jeff Green, Shoreline Supervisor. “Their competitors seemed to be more focused on how our systems would have to conform to their format.”

Adept approach was to modify their Enterprise permit solution to a secure, private cloud browser-based system. Ameren immediately realized gains in efficiency, accuracy, productivity and monitoring.

Application processing times were reduced dramatically with automated workflows and enhanced staff coordination. The Adept work management tool allows multiple users to track and manage permit applications timelines, routing plans and scheduling reviews and inspections.

The seamless integration of multiple systems with GIS greatly increased staff productivity and improved data accuracy. Consistent and accurate system reporting provided a tool for better management decisions and ensured regulatory compliance.

“The new system allows GIS Techs to visualize and easily search and retrieve permit data associated to a property.” said Mike Pellegrino, System Administrator, Trailhead GIS. “All new and historic data is presented in such a way that the time previously spent searching multiple systems has been removed. Previously mapping may not have been completed for up to 12 months after the permit was issued.”

The most significant improvement with the Adept permit solution is violation tracking and enforcement. Reps and Clerks spend less time accessing and processing permit applications allowing for increased enforcement inspections. Violation inspections and enforcement generated a new source of revenue. In the past years, the SMO would issue a dozen violations per year but within six months of using the system, over 500 violations have been issued and most resolved.

The Results

The Adept SMGIS system had a significant gains on Ameren’s productivity and customer service that met and exceeded their strategic goals.

- Average permit turn around times reduced from 45 to 30 days
- Reduced backlog by 80%
- Shoreline inspections increased by 160%
- Achieved 99% compliance on encapsulated foam dock project
- Reduces Real Estate staff by .5 FTE



For More Information

For more information about Adept Technologies products & services, call the Adept Sales Center at 888.392.9623

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