



Mayor Byron W. Brown's
**Civic Innovation
CHALLENGE**
BUILDING TOGETHER | POWERED BY  AT&T

REVERSE PITCH

PERMIT & INSPECTION SERVICES

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PROJECT:
ASK AN INSPECTOR

CHALLENGE

The Department of Permit & Inspection Services receives frequent calls asking about what types of businesses need to be licensed, finding and interpreting building code and other city ordinance requirements, and other questions from businesses and the general public. Due to the sheer amount of information available on the Department's webpage, it can be time-consuming and challenging to find answers to narrow questions regarding City ordinances, business licenses, and building codes.

OPPORTUNITY

Both City staff and the public both need quick access to pertinent information. A solution would provide a way to access information and answer frequently asked questions about permits, licenses, inspections, and any services offered by the Department of Permit & Inspection Services, e.g., a web-based virtual assistant or search engine.

The solution could provide a search query function where users could ask specific questions like "Do I need a license for this business?" and results would quickly provide the requested information and/or provide links to existing information, e.g., links to specific sections of the Buffalo Green Code or other City resources. Ideally, the solution would capture keywords, search terms and user feedback to optimize future searches.

VALUE PROPOSITION

This solution will enable our department and the City to better serve and empower residents, businesses, and visitors with accurate and relevant information. There will be less uncertainty for business owners and investors about what they need to complete and adhere to when doing business in the City of Buffalo.

Streamlining knowledge transfer would reduce workload on behalf of City departments and lead to more efficient allocation of City resources.

A more informed and knowledgeable community could lead to a more prosperous and productive city and region.

For additional documentation regarding pitches and contest details, visit: buffaloinnovates.com

