



# Division of Fire Safety Fireworks Permits

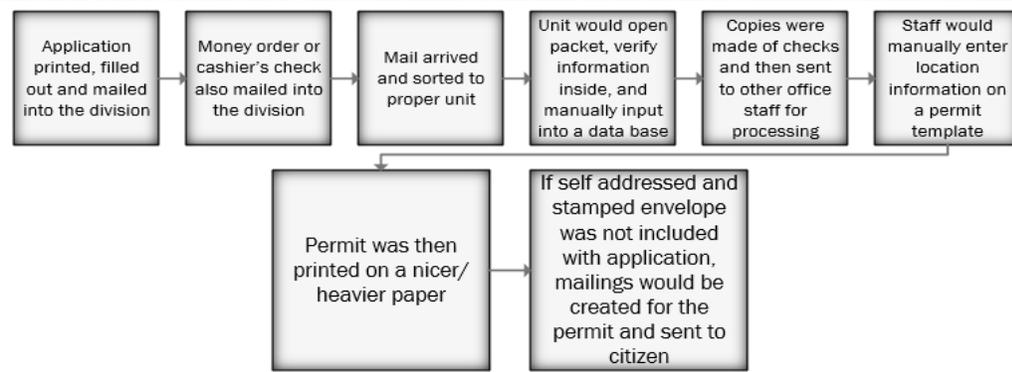
## The Scope

Every citizen in the state that wishes to sell fireworks is required by law to have a permit from the Division of Fire Safety (DFS). Without a permit, selling fireworks is subject by regulation to a \$1,000 fine. There's an average of 1,300 permits processed each year.

## The Problem

- The team recognized that the process was very outdated, labor intensive, and inefficient:
- Application was filled out and mailed to DFS along with a cashier's check or money order
  - Mail was sorted to the proper unit
  - After received by unit, packet was checked to verify all information was received
  - Information was manually put into a data base
  - Checks would be copied and sent to other staff for processing
  - After checks were processed, a check log was returned to the unit for approval

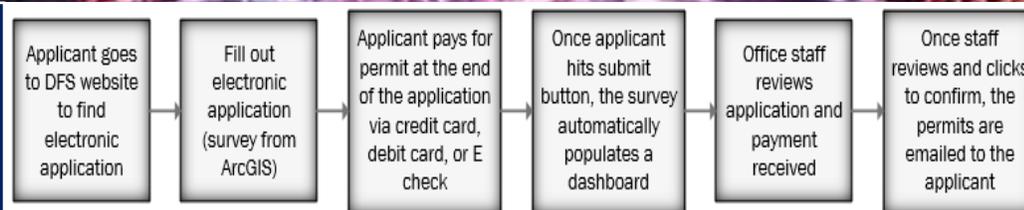
## The Process Then



## Action

Greg Dickens (Program Manager- DFS) and Matt Luetkemeyer (Assistant State Fire Marshal- DFS) teamed up with Brandon Wolfe (OA-GIS) and David Nykodem (OA-GIS) to utilize ArcGIS to streamline the application process by eliminating unnecessary steps, increasing efficiency, and eliminating paper. The team set up a survey in ArcGIS and JetPay to allow citizens to quickly fill out the application and submit their payment, eliminating the need for any mailings or copies.

## The Process Now



## The Savings!

Previously, it could take an average of 10 minutes to process each application (10 x 1,300 apps = 13,000 minutes). This now can be completed in seconds. The unit made copies of checks that were received, which cost about \$0.10 per copy. Permits were printed on nicer paper equaling about \$0.25 per copy. If needed, mailings cost another \$0.75 to mail permits.

## Happy customers!

Below are multiple responses received from citizens since the new process has been implemented:

- "I applied for a permit online - this was a smooth experience. I also had a question while completing the application online regarding location listed on MO Sales Tax License, so I called the office and left voice message. I got a call back within a couple of hours which was great and license was approved within hours. GREAT SERVICE!"
- "The online permit application process is great and has a very quick response time!"
- "Love the online application for fireworks permit!!"
- "This is the 23<sup>rd</sup> year I have applied for a Seasonal Fireworks License; the online application this year was the easiest. I simply filled out the online application; the license was emailed to me within 24 hours...NICE."
- The new online certification for seasonal fireworks is wonderful. Thank you very much for improving this process immensely."
- "The online application process to obtain the annual state fireworks permit was very intuitive and user-friendly. The response time to obtain my permit greatly exceeded my expectations. Moving this entire process online makes sense for all involved and I'm sure saves a lot of time and expense for MO DFS. It certain makes it easier for seasonal retailers like myself. Thank you!"