



Division of Fire Safety Fireworks Permits

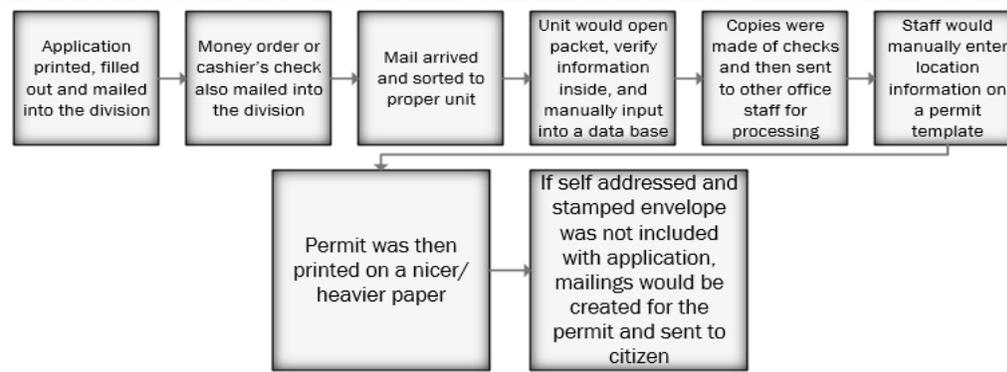
The Scope

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- The team recognized that the process was very outdated, labor intensive, and inefficient: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

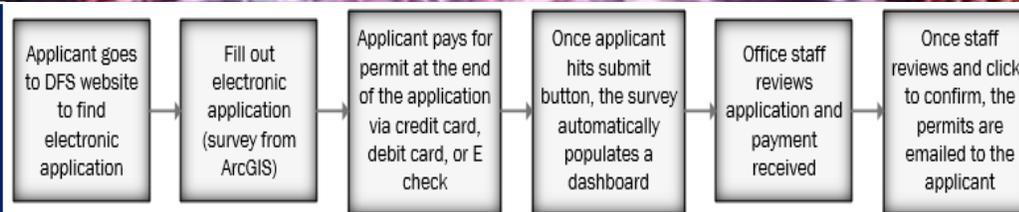
The Process Then



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 23rd 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!"