

“Digital Reel gives us exactly what we need - simplified access to our large format documents and building records previously archived on physical microfiche sheets. We’re able to quickly email digital copies to our constituents and customers, providing faster service than with previous solutions.”

Lorraine Purcell, GIS Specialist
Livermore Administrative Services Department

INDUSTRY

- Local Government – Community & Economic Development Department

LOCATION

- Livermore, California | San Francisco Bay Area

CHALLENGES

- Legacy processes to scan, store and access large format documents
- Critical community development records only available on aging microfiche archive
- Limited capabilities to email requested records

BMI PRODUCTS & SERVICES

- Large format document scanning and indexing services
- Digital Reel microfiche conversion solution
- BMI-hosted storage of digitized large format building and engineering drawings and related documents

BENEFITS

- Conversion of microfiche records with little City staff needed
- Improved blueprint image quality with adjustable grayscale
- Expanded document access to internal staff from any system
- Easy email capability to citizens and other City departments

Case Study



Overview

Faster, Digital Access to City Building Records

The City of Livermore, California Community & Economic Development Department provides services that relate to land use, building construction, infrastructure development and economic development. The Department strives to consistently improve methods to access the critical information required by citizens and other City government departments.

The Community and Economic Development Department has been working with BMI Imaging for over 15 years. BMI continues to scan and index large format paper documents such as building plans, structural calculations, grading plans and utility maps.

When the City’s microfiche reader/printers began to fail, Livermore took the opportunity to explore digital options because many of the Department’s constituents were requesting emailed copies of records rather than paper copies printed from the microfiche archive.

After exploring options, the Department selected BMI’s Digital Reel as its microfiche replacement solution. In addition, all large format paper documents are digitally available from the Digital Reel viewer.

Large Format Document Scanning for Building & Engineering Records

BMI and the City have developed efficient and cost effective document conversion processes that provide digital images with accurate indexing data from the City's GIS and Building Permitting systems.

Lorraine Purcell states, "Our department has been scanning our large format records for years now with BMI. They have a track record of quality service and they're an important extension of our operations."

Digital copies of the large format building and engineering records were stored in a product called ImageView. When ImageView was retired, the Department looked at multiple options, including BMI's Digital ReelL.

Microfiche Conversion Solution

The City of Livermore also had microfiche sheets containing building permits, entitlement records, building plans and zoning ordinances. Outdated microfiche machines required to access these records had begun to fail.

Purcell continues, "Not many building departments we collaborate with have addressed their physical microfiche archives because of the perceived staff time required to manage a microfiche conversion project. Digital ReelL was unique because each microfiche sheet was digitized in its entirety, preserving the existing indexing we have in place. As a result, very little of our staff time was required to address indexing questions."

All records converted with Digital ReelL are stored in non-proprietary formats (e.g. TIFF, JPEG, PDF), making the records easily exportable to other document management systems, if necessary.

Custom Indexing for Addresses and Full Text Search For Anytime, Anywhere Access

BMI Imaging was able to provide the City with custom indexing, labeling records by street names and other attributes.

"Without going through multiple levels, screens and clicks, users can quickly locate records using street names and specific addresses," states Purcell.

"Full text search makes information searchable in ways not possible with the physical microfiche," explains Purcell.

Document Hosting Eliminates IT Oversight

Livermore is storing all documents in BMI's secure and high availability SSAE 16 Type 2 compliant data center facilities.

IT Manager, Neal Snedecor, states, "We did not have to worry about the technical implementation or locate additional storage to store the large file sizes that are typical with microfiche conversion projects."

Snedecor concludes, "In the past, our on premise solution was tied to a particular computer host. With Digital ReelL, any staff member can log into the system from any computer. Everyone in the City, regardless of department, can now access our record repository."



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