



TOWN OF GREENWICH

Town Hall
101 Field Point Road
Greenwich, CT 06830

Permit Process Improvement Initiative **Quarter 1 Update**

Date: October 17, 2018

INTRODUCTION

As follow-up to the Town's July 16th Permit Process Improvement presentation, below is our Quarter 1 update on our initiative's progress. A full copy of the report and presentation can be found online at <https://www.greenwichct.gov/1408/Permit-Process-Improvement>.

QUARTER 1 STATUS

Accept credit card

All permitting departments now accept payment by credit card.

Unify Counter Hours

All permitting departments now have the option for scheduling appointments with staff from 8:00am to 4:00pm. Town Administration is working with Department Heads to ensure that all permitting departments have unified public walk-in counter hours between 8:00am-1:00pm. Information about hours of operation has been improved in-person at Town Hall and on the new website.

Improve Signage

Temporary signs have been installed to better direct visitors to permitting departments in Town Hall. The team is collecting feedback on the new signage and permanent signage is currently being designed. Building Inspection and Zoning Enforcement have replaced signage in their office help visitors navigate to the appropriate counter services. A new directory map of Town Hall has been uploaded to the website, is available at the Town Hall visitors' reception desk, and posted in IWWA.

Website

Town launched a new website on August 8, 2018, which is optimized for mobile devices. As part of the launch, online instructions were rewritten and content was better linked across permitting departments. Forms and applications were reorganized to increase ease of use. The permitting departments have assembled a joint team that are further streamlining web information and creating "one-stop-shopping" philosophy guides for different types of permits and projects.

OTHER NOTABLE ACTIVITY

- Contract has been executed with Muncicity and development of online application for certain trade permits will begin when software testing and design is complete.
- Town tracked visitor information for three weeks and is assessing data to better redesign customer queuing processes and instructions.

- Paper forms and applications have been collected by a joint team of staff from multiple departments currently exploring options to consolidate the number and reduce variation in forms.

OUR PLAN

Q1	July to September	Accept Credit Card (3) Unify Counter Hours (8) Improve Signage (10)	Website
Q2	October to December	Customer Service Training (7) Queueing System (11) Customer Fast-lane (12)	Website
Q3	January to March	Online Application-trade permits (4) Online Records Access (5) Review Paper Forms (2)	Municipality & Website
Q4	April to June	Ongoing Assessment Tool	Municipality & Website
Y2	Year 2	Video Tutorials (6) Customer Concierge (9)-explore elements earlier	Municipality & Website

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