



# TOWN OF GREENWICH

Town Hall  
101 Field Point Road  
Greenwich, CT 06830

## **Permit Process Improvement Initiative** **Quarter 3 Update**

**Date:** April 15, 2019

### **INTRODUCTION**

As follow-up to the Town's July 16<sup>th</sup>, 2018 Permit Process Improvement presentation, below is our Quarter 3 update on our initiative's progress. A full copy of the report, presentation, and previous quarterly reports can be found online at <https://www.greenwichct.gov/1408/Permit-Process-Improvement>.

### **QUARTER 3 STATUS**

#### *Municipality (and Online Application for Trade Permits)*

The owner of Municipality is working with the Town to develop customized applications for our software package that meet unique operational needs. Once fully developed and testing is complete, training and implementation will begin. While this is taking longer than anticipated, the first features are still set to roll out in late Spring 2019.

#### *Online Records Access*

Inland Wetlands and Watercourses Agency has records dating back to 1973 available online. Planning and Zoning and the Department of Public Works are working on a solution for increasing records access. To address privacy concerns, both departments have distributed proposals to the Greenwich Police Department and Town Information Technology Department for review and recommendations.

#### *Review Paper Forms*

A diverse team of Town staff and members of the community were asked to review all of the forms related to land-use permitting applications. Each team member shared their feedback with a member of the project committee, who was able to compile and assess for trends to identify strengths and weaknesses. In a coordinated effort, the departments are redesigning forms for consistency, common terminology, reduced redundancy, and ease of use. This effort is being coordinated simultaneously with the implementation of online permit application technology.

#### *Website*

Departments uploaded an online digital guide designed for residential permitting customers for [installing a pool](#). Feedback is greatly appreciated. Near completion are guides for replacing a deck and making a minor home addition.

### **ADDITIONAL IMPROVEMENTS TO PRIOR PROJECTS**

#### *Improve Signage*

In addition to Q1 and Q2 updates, DPW continues to work on developing a new system to help enhance customer navigation through Town Hall. It will involve a numbering system and various

types of alternative signs will be evaluated. Updating signs throughout Town Hall will be incorporated into the budgeting process. For the permitting departments specifically, a custom template has been shared with the Departments to create a consistent look and feel to hours that will soon be posted. All permitting departments have been encouraged to streamline the signs and information in their public areas to help the customer experience.

**OTHER NOTABLE ACTIVITY**

- After consulting with the Tax Collector, Building Inspection Division determined that there is no simple solution to eliminate the trip to the Tax Collector’s office for verification with current process. The two departments are now including this required verification step in the design and development of the online permitting software solution (Municipity).

**OUR PLAN**

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

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