



TOWN OF GREENWICH

Town Hall
101 Field Point Road
Greenwich, CT 06830

Permit Process Improvement Initiative **Quarter 4 Update**

Date: August 2, 2019

INTRODUCTION

As follow-up to the Town's July 16th, 2018 Permit Process Improvement presentation, below is our Quarter 4 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 4 STATUS

Ongoing Assessment Tool

The Town is finalizing a survey to allow customers to provide ongoing feedback to each permitting department. The survey will be brief, designed for the customer to provide immediate feedback about their visit. Tablets will be placed in each permitting department so a customer can simply submit feedback on their way out. Each department is excited about the "live" feedback from customers so they can make constant improvements and identify what is working well on an ongoing basis. Expected go-live for the ongoing assessment tool is the first week of September.

Website

Departments uploaded an online digital guide designed for residential permitting customers for a [new/addition to an existing deck](#). Feedback is greatly appreciated.

ADDITIONAL IMPROVEMENTS TO PRIOR PROJECTS

Improve Signage

Since the Q3 update, the Department of Public Works (DPW) had an architect assess the signage system in Town Hall and provide recommendations. Based on the architect's recommendations, DPW has designed an enhanced navigation and signage system for the building that includes numbering rooms and adding directional signs along pathways. New room signs will be ADA complaint to aid patrons in navigating Town Hall. The outdated push-pin directory in the Town Hall lobby will be replaced with a modern, digital directory that directs patrons who are seeking their location by either department name or by service (i.e. dog license, birth certificates). Expected completion is October 31st, 2019.

Municipality (and Online Application for Trade Permits)

This project is behind schedule, but the team is confident that the delay will translate into a higher quality product. The source of the delay is that Municipality is developing customized software to meet unique operational needs, specifically to allow customers to book appointments and inspections online. Expected initial implementation for the Building Inspection Division is August 26, 2019. Initial features will be extended to the other permitting departments throughout Fall 2019. Additional features, including online permitting, will be implemented on a rolling basis for all permitting departments over the next two years.

Online Records Access

Planning and Zoning and the Department of Public Works are working on a solution for increasing records access. Departments are coordinating this effort with the implementation of Municipality software. A person who has an actual permit will be able to access their detailed information online. Individuals in general will be able to view if other properties have permit records.

Review Paper Forms

Based on feedback from a diverse team of Town staff and members of the community who reviewed all of the forms related to land-use permitting applications, the departments have developed and are working to implement a revised format for all paper applications. Applications in all seven departments will be revised to incorporate similar formatting and terminology by September 1st, 2019. This effort is being coordinated simultaneously with the implementation of online permit application technology.

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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