



License Division Accela LMS Update

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NOVEMBER 14, 2024

Agenda

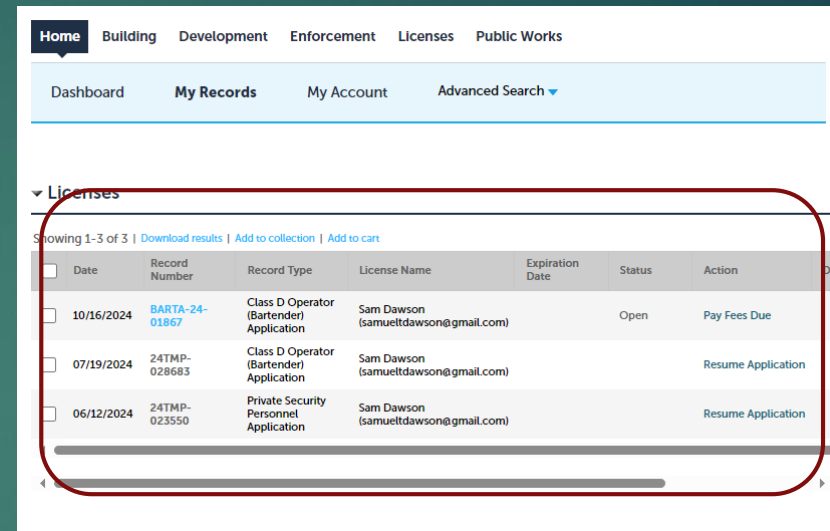
- ▶ Status of Accela LMS Project and Timeline
- ▶ Public User Experience
- ▶ Cross-departmental Workflows
- ▶ Alderperson Workflow
- ▶ Alderperson Tools
- ▶ Questions/Feedback

License Division Online Licensing Platform Status and Timeline

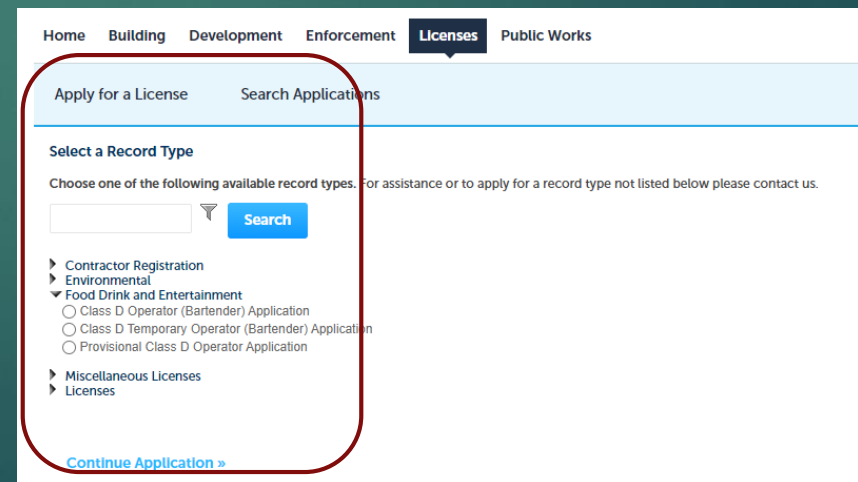
- ▶ Individual Licenses:
 - ▶ Class D Operators (Bartenders) are live.
 - ▶ Municipal Identifications are also processed by in Accela by the License Division. Using Accela LMS allows us to include signatures on the cards, a key feature in increasing the utility of the cards.
- ▶ Business Licenses
 - ▶ We are currently in Phase III of the project, which involves testing the product as public users and administrators to identify bugs, such as incorrect fields, workflow errors, and report creation.
 - ▶ Critical the success of the launch is training with License Specialists and other City personnel.
 - ▶ The License Division is creating guides for public users and staff to assist with navigating the new interface.
 - ▶ The goal is to take the Business Licenses live in early 2025, with the understanding that this may be delayed in order to ensure the product is ready for public users.

Public User Experience

- ▶ The transition to Accela presents **significant time savings for applicants**, who will no longer have to visit City Hall to submit applications, and allows for **streamlined communication between City personnel and applicants**.
- ▶ Applicants will be able to submit and manage applications and licenses online at www.Milwaukee.gov/lms.
- ▶ In their account, applicants can apply for new licenses, renew existing licenses, pay fees, update their contact information, review the status of their applications and amend licenses.
- ▶ Applicants applying for multiple licenses can easily incorporate existing information, such as premises data and hours of operations, into supplemental application, reducing redundancies in the application process, and ensuring consistency in information across applications.



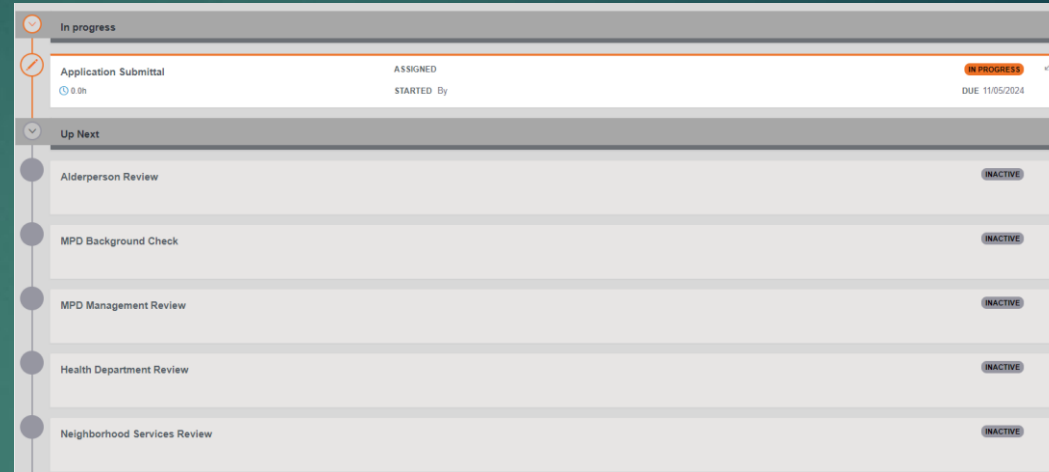
This is an example of what users see. In the top image, a user can review actions needed for applications or licenses.



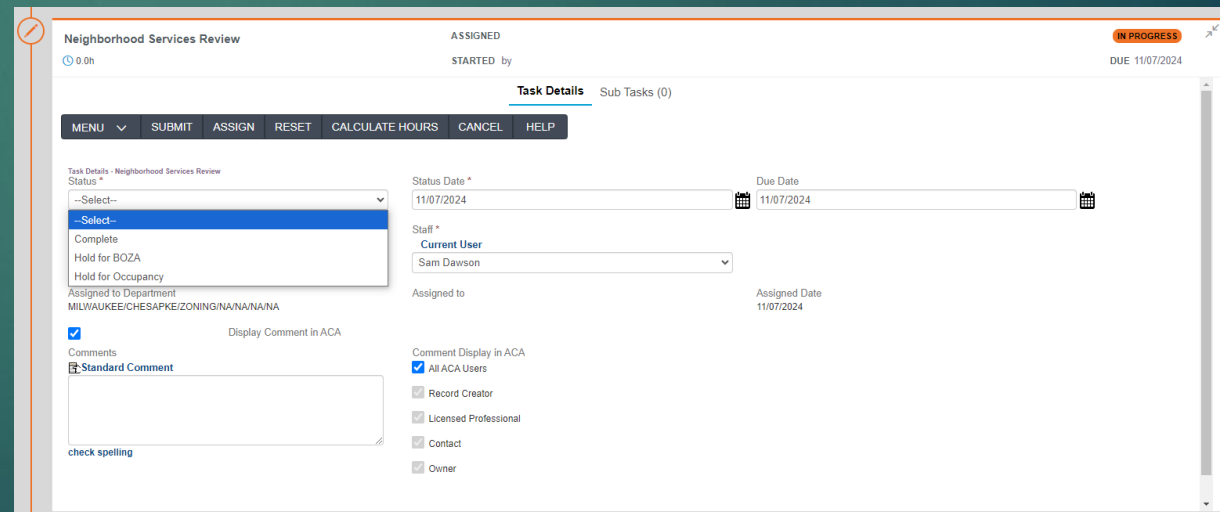
In the bottom image, a user can select the type of License they wish to apply for.

Cross-Departmental Workflows

- ▶ Once applications are submitted, the License Division will certify the application before advancing it to other departments in the workflow.
- ▶ Other departments, such as the Department of Neighborhood Services, will be able to sign-off on the status of the application as it relates to their department, **ensuring that licenses are not issued without proper departmental approvals.**



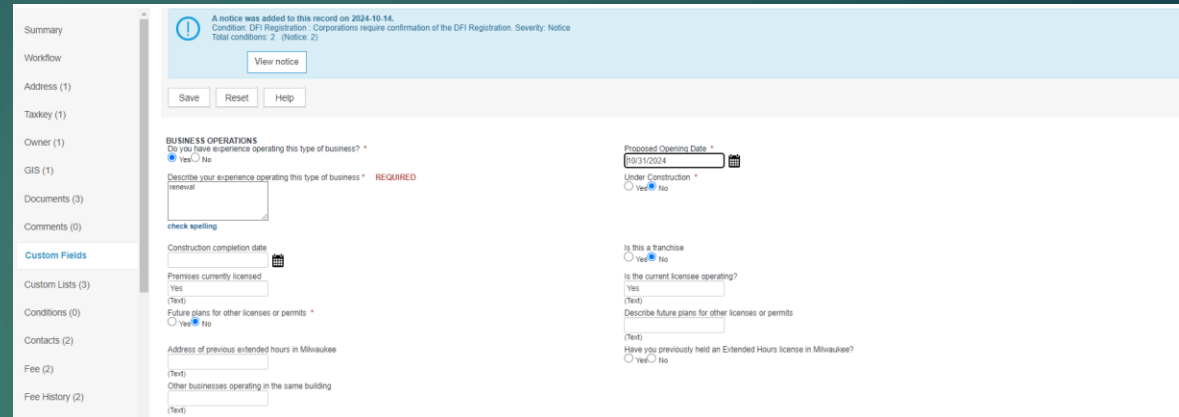
This image shows an overview of an application workflow.



This image shows the Neighborhood Services Review Workflow step.

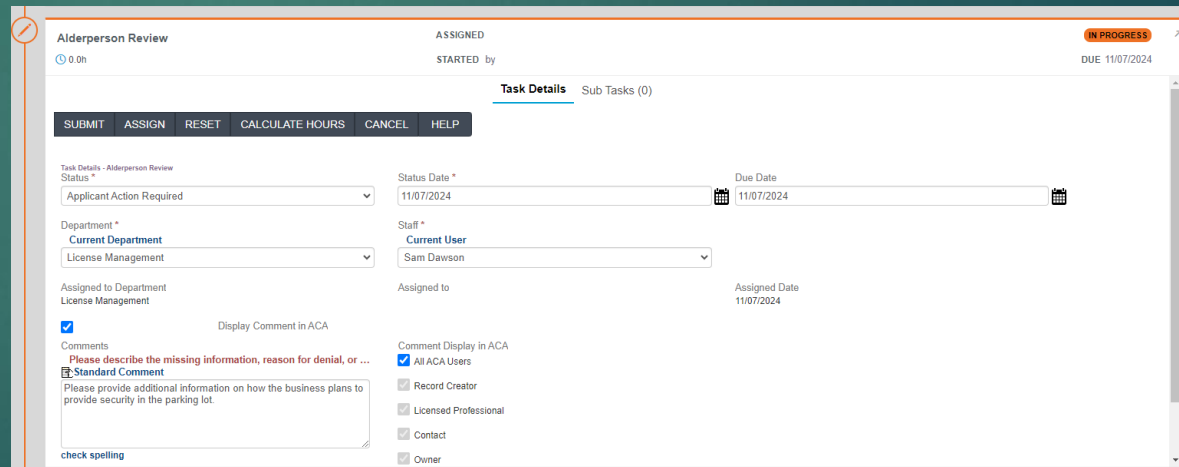
Alderperson Review

- ▶ When an application is ready for Alderperson review, the Alder will be notified. The **Alder can review applications and request additional action by the applicant if needed.**
- ▶ Once reviewed, Alders are able to advance the application through the workflow.



A screenshot of a web application interface showing the 'Custom Fields' tab. The interface includes a sidebar on the left with navigation options like 'Summary', 'Workflow', 'Address (1)', 'Taxkey (1)', 'Owner (1)', 'GIS (1)', 'Documents (3)', 'Comments (0)', 'Custom Fields', 'Custom Lists (3)', 'Conditions (0)', 'Contacts (2)', 'Fee (2)', and 'Fee History (2)'. The main content area displays a form with various fields and sections. A notification at the top states: 'A notice was added to this record on 2024-10-14. Condition: DFI Registration - Corporations require confirmation of the DFI Registration. Severity: Notice. Total conditions: 2 (Notice: 2)'. Below this, there are buttons for 'View notice', 'Save', 'Reset', and 'Help'. The 'BUSINESS OPERATIONS' section contains several required fields: 'Do you have experience operating this type of business?' (radio buttons for Yes/No), 'Describe your experience operating this type of business' (text area), 'Construction completion date' (calendar), 'Premises currently licensed' (radio buttons for Yes/No), 'Future plans for other licenses or permits' (radio buttons for Yes/No), 'Address of previous extended hours in Milwaukee' (text), and 'Other businesses operating in the same building' (text). There are also fields for 'Proposed Operating Date', 'Under Construction', 'Is this a franchise', 'Is the current licensee operating?', 'Describe future plans for other licenses or permits', and 'Have you previously held an Extended Hours license in Milwaukee?'.

This image shows the Custom Fields tab for an application. This is where information on operations are saved.



A screenshot of the 'Alderperson Review' workflow task details. The task is assigned and has a status of 'IN PROGRESS'. It was started on 11/07/2024 and is due on 11/07/2024. The task details include a dropdown menu for 'Status' (set to 'Applicant Action Required'), a 'Status Date' field (11/07/2024), and a 'Due Date' field (11/07/2024). The 'Department' is 'Current Department' (License Management) and the 'Staff' is 'Current User' (Sam Davison). The task is assigned to the 'License Management' department. There are checkboxes for 'Display Comment in ACA' (checked) and 'Comment Display in ACA' (checked). The 'Comments' section contains a 'Standard Comment' template: 'Please describe the missing information, reason for denial, or ... Please provide additional information on how the business plans to provide security in the parking lot.' There are also checkboxes for 'Record Creator', 'Licensed Professional', 'Contact', and 'Owner'.

This image shows the Alderperson Review Workflow. In this example, the Alder wishes the applicant to share more information about security. By submitting this request, the applicant will receive an email asking them to address the matter.

Alderperson Tools

- ▶ **Ebook Report:** when a license application is brought to committee, the License Division will generate an Applicant Ebook. This document will incorporate **the plan of operation and attach any relevant documents, including police reports, concentration maps, and objections.**
- ▶ **License Renewal Changes Report:** this report will **highlight all changes to the plan of operation between the existing license and the renewal application**, such as hours of operations and persons involved in the business.

BUSINESS LICENSE PLAN OF OPERATION
 Office of the City Clerk License Division
 200 E. Wells Street City Hall Room 105 Milwaukee, WI 53202
 Phone: 414-286-2238 E-mail: license@milwaukee.gov
<https://city.milwaukee.gov/cityclerk/license/LicensesPermits>

Type of Business

Applying for: _____

Detailed description of the type of business planned for operating:

Experience operating this type of business:

Business Operations

Proposed Opening Date: 10/15/2024

Is the premise under construction? No Estimated completion date: _____

Is this a franchise? No

Is this premises current licensed? No

Is the current license operating? _____

Future plans for other licenses or permits: No

Address of previous extended hours in Milwaukee: _____

Other businesses operating in same building: _____

Litter & Noise

How are grounds kept clean? _____

How often will grounds be cleaned? _____

Grounds cleaned by: _____

How are noise issues prevented and/or addressed?

Describe sound amplification system if used: _____

Smoking & Sanitation

Are there designated outdoor smoking areas? Yes Describe areas: ashtrays are provided

Number of Garbage Cans Inside: 4 Describe locations: bathrooms, behind bar, near door

Number of Garbage Cans Outside: 2 Describe locations: smoking area

Describe crowd control barrier, if used: None

Number of restrooms on premises: _____

Name of solid waste contractor: Waste Management

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This excerpt from a Ebook Report shows a summary of the plan of operation. The Ebook also includes attached documents, such as floor plans and objections.

Changes on BFOOD-R24-00005 from BFOOD-24-00003

CONTACT CHANGES	
Change Type	Description
Addition	Addition of Business Shareholder - UCC/ELA PROPERTY, INC. - ATTN: JUAN A. RUIZ C/O KEVIN A MARTIN - MICHAEL BEST & FRIEDRICH LLP

CUSTOM FIELD CHANGES		
Field Group	Field Name	Description of Change
SMOKING AND SANITATION	OUTSIDE GARBAGE CAN LOCATIONS	CHANGE FROM '1' TO '2'
GENERAL INFORMATION	ALDERMANIC DISTRICT	CHANGE FROM '4' TO '8'
GENERAL INFORMATION	FOOD DISTRICT	CHANGE FROM '23' TO '11'

CUSTOM LIST CHANGES	
Table Name	Description of Change
Monday	Changed from closed= to closed= No
Monday	Changed from open time= to open time= 2:00pm
Monday	Changed from close time= to close time= 5:00pm

This excerpt from a License Renewal Changes Report compares the existing license information with the changes presented on the renewal application.



Thank you!

Any questions or feedback?