

Communication from the
Dept. of Neighborhood
Services, Information
Technology Management
Division, Health Department,
and License Division to
Streamline Operations

April 25, 2023

Challenges

▶ External

- ▶ Applicants are not aware of all license/permit requirements upon initial application and lose time when they discover another requirement
- ▶ Applicants do not have a real-time dashboard of outstanding requirements
- ▶ Lag between final inspections and license/permit issuance

▶ Internal

- ▶ Staff time spent entering information across multiple databases
- ▶ Asymmetry in office hours causing frustration for applicants
- ▶ Training staff to recognize when additional department references are needed.

Implemented Solutions

- ▶ Regular interdepartmental meetings with CEH, DNS, and LD to better understand where our processes are siloed for the purpose of leveraging Accela automation and regular meetings with ITMD and Accela to implement solutions
- ▶ Solidified an internal network of division managers, supervisors, and field staff that are immediately available to facilitate communication when issues arise
- ▶ Staff across all Departments have been working together to script the process at the application stage so that applicants are receiving all the same information regardless of where they start the process.
- ▶ Filling staff vacancies
 - ▶ Permit Desk Supervisor
 - ▶ Trades Inspectors
 - ▶ License Coordinator, License Specialists

Intermediate and Long Term Goals

- ▶ Regular cross department updates to keep process improvements on track
- ▶ Development Center is looking to secure additional staff to handle walk in applicants
- ▶ Health Department and DNS field inspection ability to update license and permit records in real-time
- ▶ ITMD is currently working to improve the Occupancy application workflow within Accela
- ▶ Departments are working with ITMD to Automate as much of the permit and License process that can be done
 - ▶ Citizen Access reminders
 - ▶ Accela workflow advancement
- ▶ License Division continues to work with Accela Professional Services to migrate from LIRA

Additional Partnerships

- ▶ Active role in BID 21/Wisconsin Restaurant Association Workgroup
- ▶ UWM Lubar Business School Executive MBA Program
- ▶ UWM School of Architecture and Urban Planning/DCD Short Term Rental Workgroup

Benchmarks for Success

- ▶ Online applications for all licenses and permits
- ▶ Inspection results are updated from the field triggering issuance of the Certificates of Occupancy and Licenses
- ▶ Applicants can see all licenses, permits, and applications in their Accela Citizen Access dashboard including their actions items