

# Permit and Development Center Updates

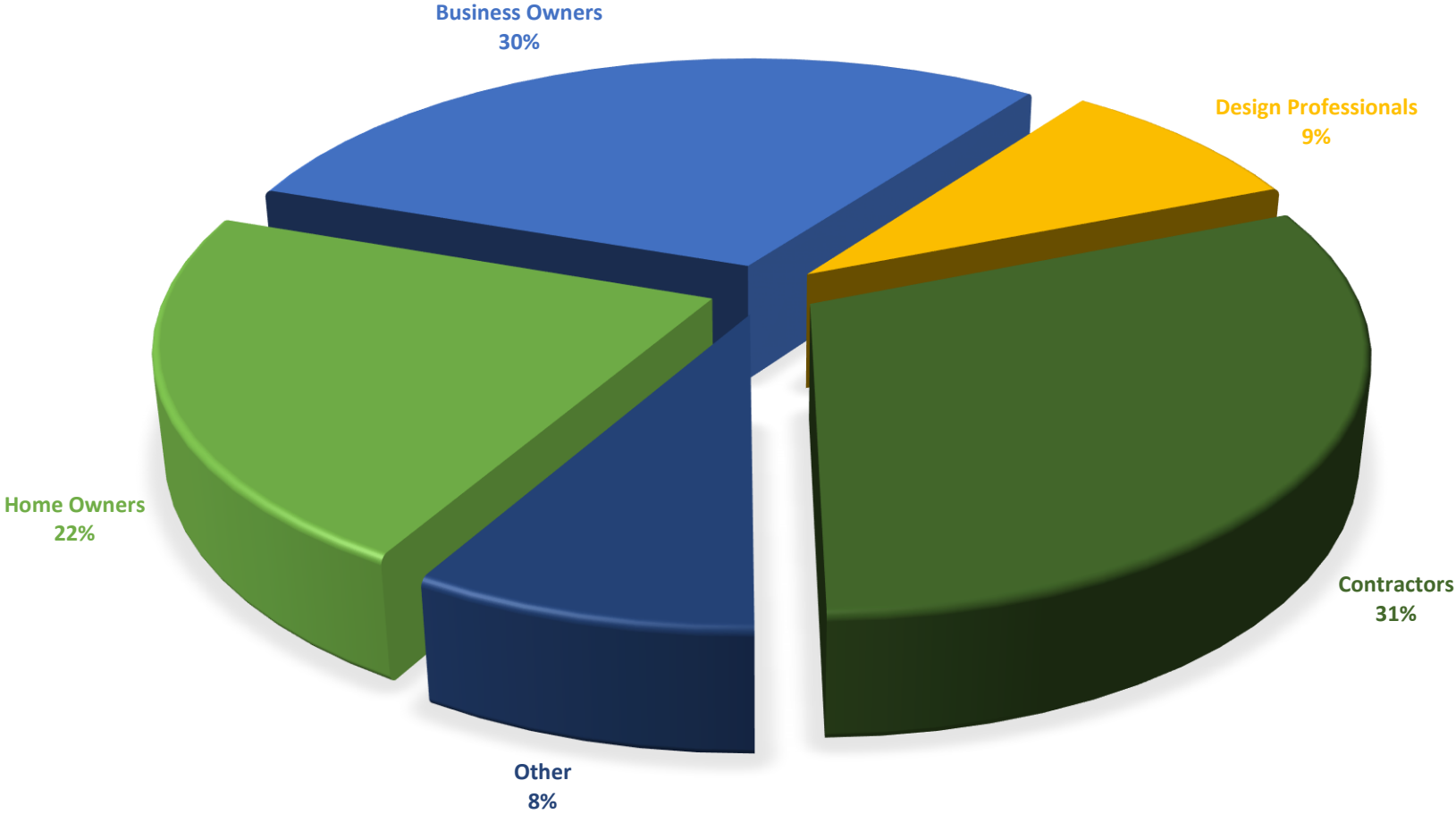
# We are open for business!

- Pandemic fundamentally changed our operation.
- March 2020 moved to online apps and drop off/pick up only.
- June of 2021 reopened with appointment model.
- Lobby 8:00 – 4:45 Monday, Tuesday, Thursday, Friday.
- Closed on Wednesdays to catch up on online/paper submittals.
- Customer lobby is still open for plan pick up drop off or info sheets.



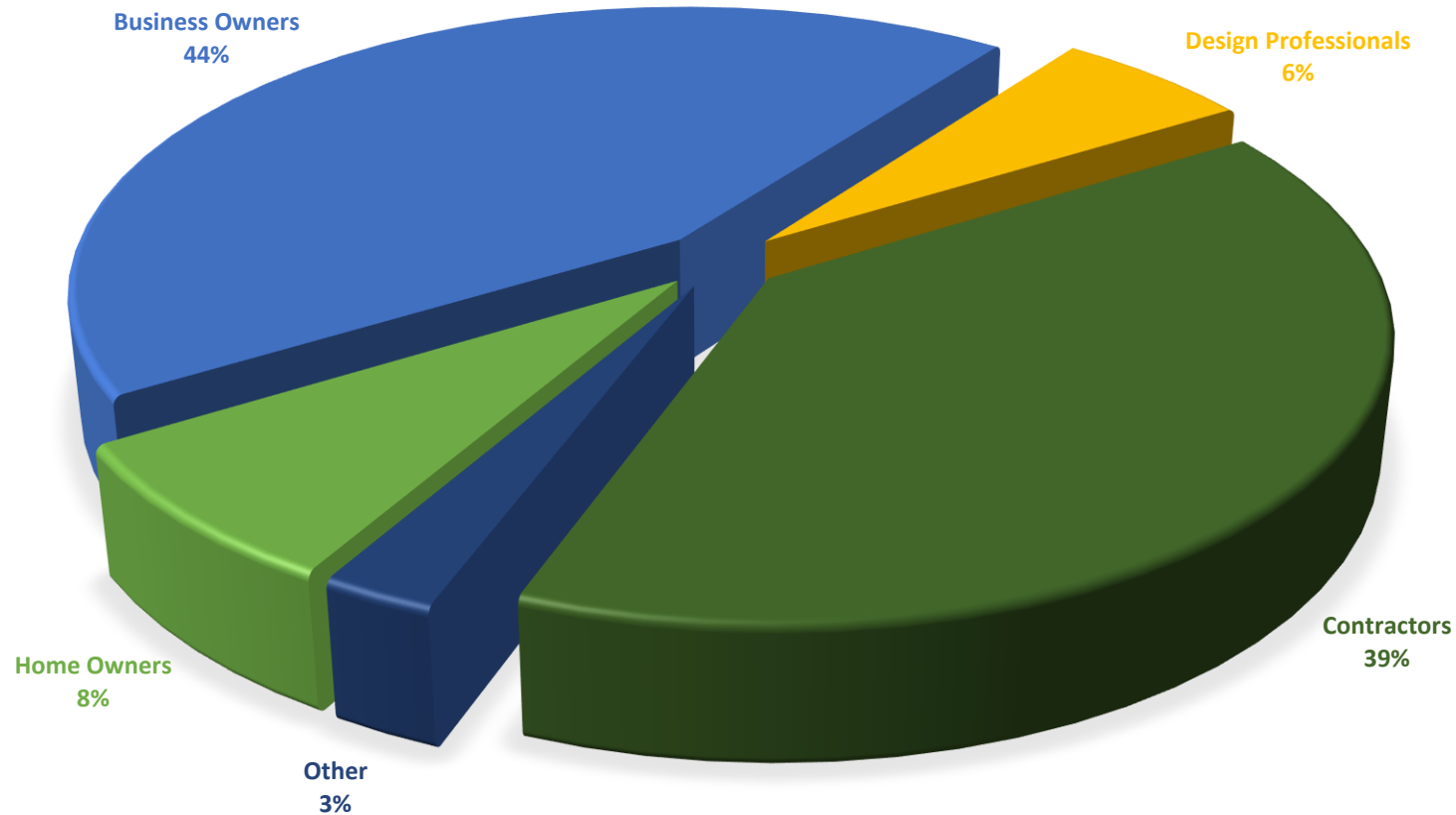
# Who Visits Us?

2019 DEVELOPMENT CENTER WALK-IN CUSTOMERS



# Who Visits Us?

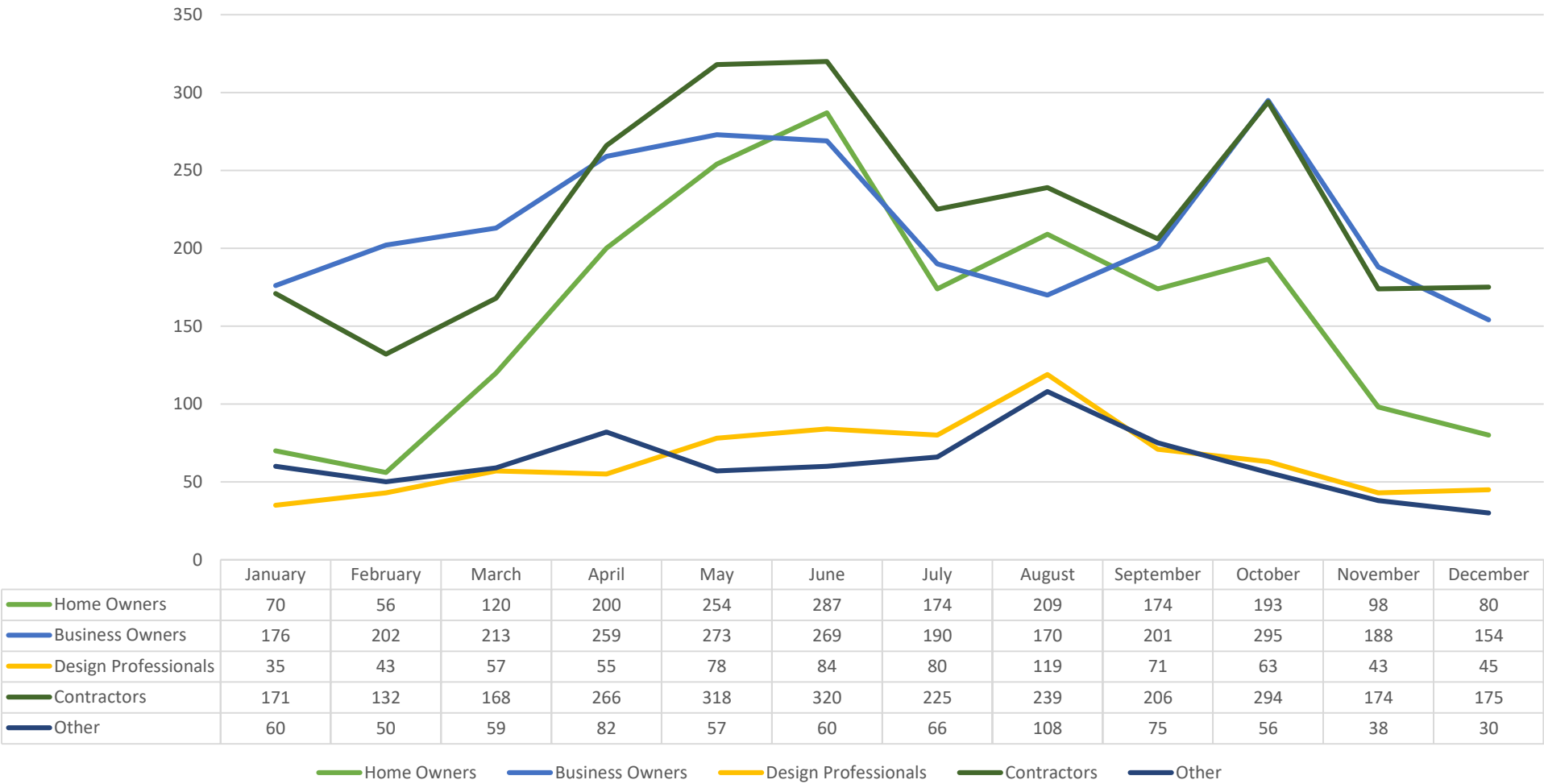
## 2022 DEVELOPMENT CENTER WALK-IN CUSTOMERS



- Main Street Bounce Back Program - CO YTD 88% above 2019. 64% above 2021.

# When Do They Visits Us?

WALK-IN CUSTOMERS BY CATEGORY





**Pre-2019** – Check-in and waiting system that was not interactive.

- Customers show up and wait, sometimes hours.

**2019** – Implementation of Virtual Queue

- Allowed customers to join virtually from anywhere.
- Provides real time updates.

**June 2020** – Reopened with appointment model

- Limited capacity with safeguards in place.

Join Our Virtual Line and Wait Where You Want

Online Check-In

Powered By QLESS™

Ways to Join the Line:

- Download the QLess App
- Call or Text "mkecd" to: (414) 751-6795
- Visit: [milwaukee.gov/permits](http://milwaukee.gov/permits)
- On-Site Kiosk

The Wait is Over • No More Lines!

- JOIN A LINE**  
1 Join the line from anywhere
- MOVE FREELY**  
2 Wait whenever you want
- GET UPDATES**  
3 Receive wait time updates
- BE SERVED**  
4 Get notified when it's your turn

City of Milwaukee DEPARTMENT OF NEIGHBORHOOD SERVICES

Smartphone screen content:

10:56 AM 100%  
Messages QLess Details

Today 10:56 AM

Welcome to the Permit Office! You're currently 16th in line, and your estimated wait is 54 minutes. We'll text when you reach the front of the line.

10:52 AM

Your estimated wait is now 15 min. Please head to the Permit Office. Need more time? Reply with "M".

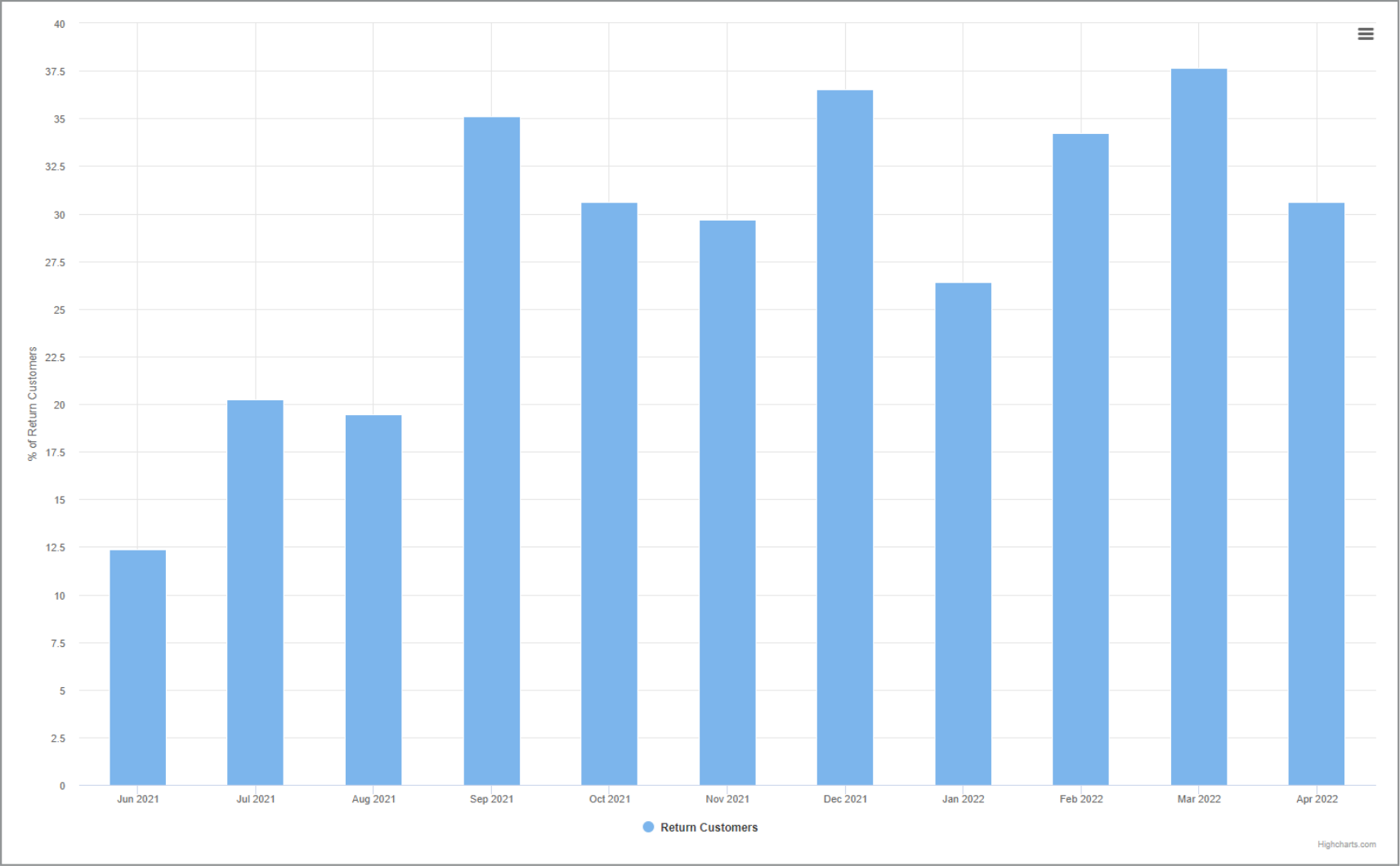
10:41 AM

You have reached the front of the Permit line! Please proceed to Window 7. Thanks for waiting!

10:36 AM

iMessage

# Return Customers

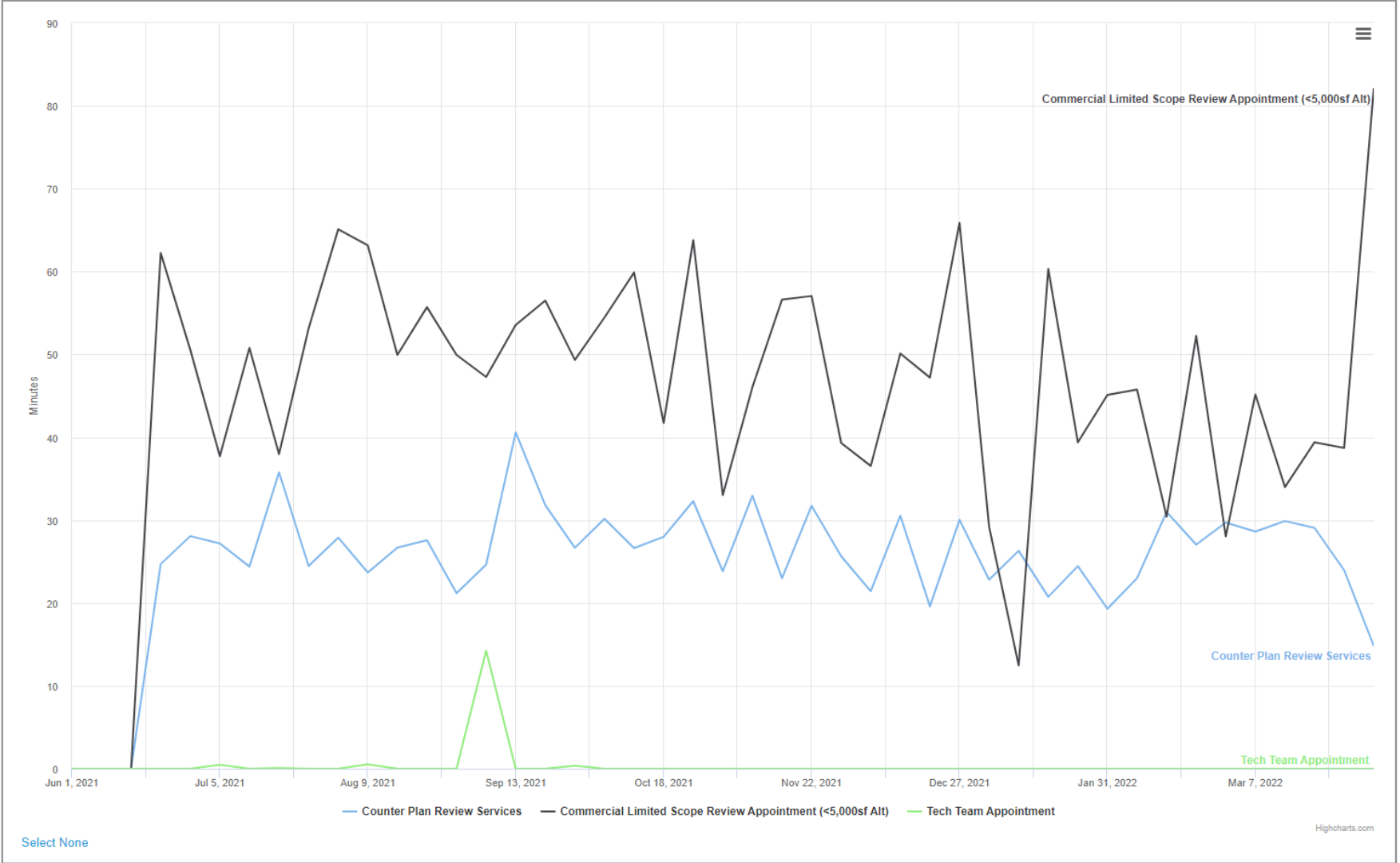


# Appointments

- Further refinement of our service delivery model.
- Meaningful interactions with customers – our service is not transactional.
- Every interaction involves some level of research, sometimes intensive across multiple disciplines.
- Appointment model was part of our operational plan pre-pandemic.
- As a reaction we were forced to pivot to accommodate customers and reopen our doors.
- Strategic decision to provide defined measured service based on the resources we have available.
- Most customers prefer the certainty an appointment provides.
- Staff are still apprehensive – no control over vaccination status or masks for visitors.



# Service Duration by Queue



# Evaluate our Services and Respond to Customer Needs

## Capacity Adjustments

- Learn from our data and customer feedback.
- Counter Plan Review Services - Reallocating resources - adding a 3<sup>rd</sup> queue.
- Commercial Limited Scope - Decreasing appointment times to increase availability.
- 27% increase in total appointment capacity.
- 50% increase in Counter Plan Review Services capacity.
- We don't currently track the number of customers that are helped by our admin staff.
  - A large volume of the customer we would have traditionally served as a walk in are provided with the Information the need by our OA's or Permit Techs.
- Permit review evaluation – eliminate review requirement for standardized submittals (foundation repair permits)

# Staffing/Challenges

## 2019

- Retained Arena Plan Examiner III position
- Converted 2 Construction Inspectors to Plan Examiners
- Created Permit Desk Supervisor position
- Added a 3<sup>rd</sup> Permit Tech

## 2022 into 2023

- Request to add positions as part of 2023 budget.
- Problem - Additional staff necessitates additional space.
- Working with DPW on options for increasing our footprint.
- Dev Ctr due for full renovation in 2025.



# Continuous Evaluation and Improvement

- How can we better serve our customers?
- Are the services we provide a reflection of their needs?
- July 2021 added customer feedback survey.
- In the process of implementing electronic plan review.

*"Process was efficient."*

*"Improve online permitting."*

*"...it was my first time there so now I know I can get my business taken care of efficiently."*

*"In comparison to the process in the past, this was a seriously great upgrade."*

*"Extremely patient, helpful, and informative with a new business owner who is new to the DNS process."*

*"Go back to being able to walk in and pick up a permit."*

*"Try to get caught up with plan exams so that we have a window of 2 to 3 weeks to get our plans reviewed and permits issued."*

