Transportation Permitting Process Improvement

Roanoke Public Works Contact: Matt McMahan
Faculty Advisor: Dr. Myounghoon Jeon
Lauren Granata, Cameron Lee, Qing Ye

Company Background

Transportation Division
- 65 permanent full time positions
- Responsible for:
  - Assembly Permits
  - Right of Way Permits
  - Fast Track Right of Way permits
  - Dumpster Permits
  - Banner Permits
- Improving appearance, rideability, and safety

Mayor & City Council → City Manager → Assistant City Manager Operations → Public Works

Project Background

Goal 1
Implement a Standard Operating Procedure (SOP) for the 5 permits:
- Right of Way
- Assembly
- Dumpster
- Banner
- Fast Track Right of Way

Goal 2
Provide supplemental tools to improve communication among employees and applicants

Problem Statement

The permit process is unclear for applicants when filling out applications, is not automated, and the reviewal process of the permits is inefficient.

Objectives

01 — Reduce average time per permit by 35%

02 — Develop Automatic Excel Spreadsheet by March 2020

03 — Develop 5 Standard Operating Procedures by March 2020

Impact

Anticipated Time Saved

Increase in Department Transparency

SOPs Improve Processing Time

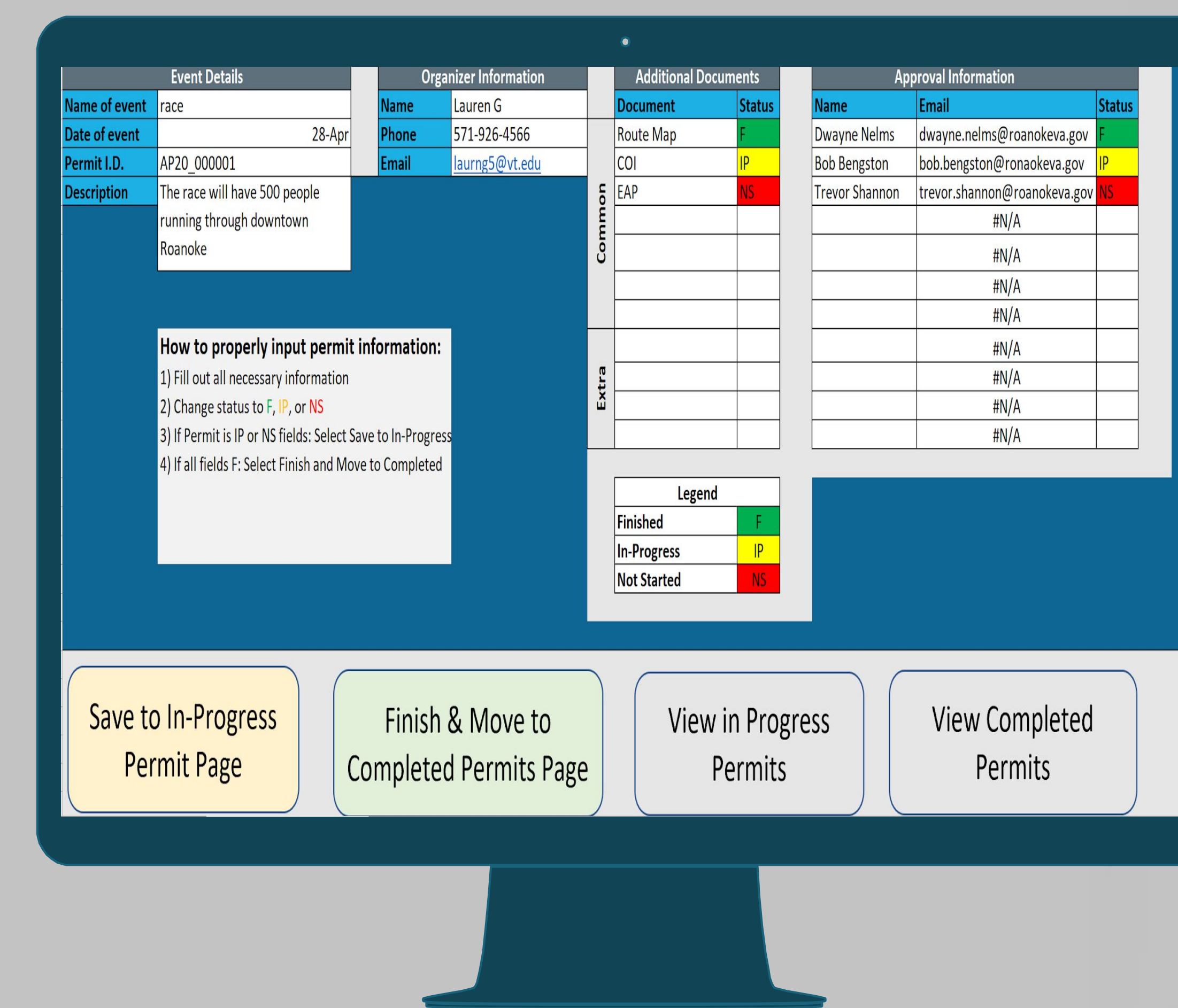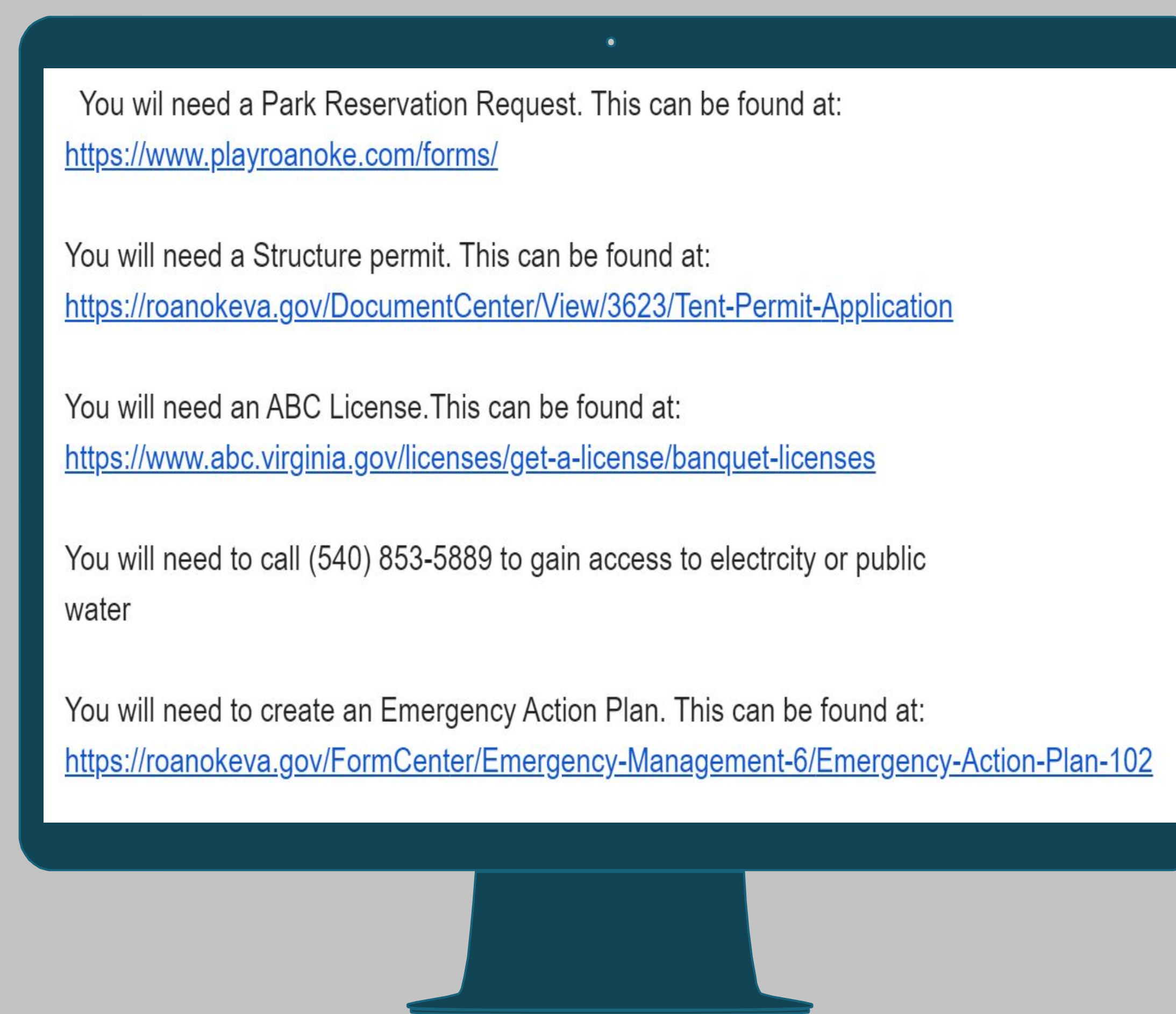## Results

Automatic Email Response

You wil need a Park Reservation Request. This can be found at:
https://www.playroanoke.com/forms/

You will need a Structure permit. This can be found at:
https://roanokeva.gov/DocumentCenter/View/3623/Tent-Permit-Application

You will need an ABC License.This can be found at:
https://www.abc.virginia.gov/licenses/get-a-license/banquet-licenses

You will need to call (540) 853-5889 to gain access to electrcity or public water

You will need to create an Emergency Action Plan. This can be found at:
https://roanokeva.gov/FormCenter/Emergency-Management-6/Emergency-Action-Plan-102

Macro-Based Excel

Save to In-Progress Permit Page | Finish & Move to Completed Permits Page | View in Progress Permits | View Completed Permits

Permit Guide

Roanoke Public Works Permit Guide

For Additional Information, consult the Special Events Planning Guide

Note: Obtaining permits and paying fees accompanied with holding a public assembly permit is the responsibility of the event organizer

When is your permit due?

		Page in Special Events Planning Guide
Parade	120 days prior to event date	2
Walk/Race	120 days prior to event	2
General event (less than 100 persons, no street closure)	14 days prior to the event	2
General event (more than 100 persons OR street closures)	30 days prior	2
Neighborhood Block Party	14 days prior (Apply at least 30 days prior if tents, amusement structures, fireworks, etc. are used at the event)	2
Filming & Photography	14 days prior (one day shoot; 30 days (multiple days or locations)	2

- From 28 pages → 3 pages
- Links directly to special events planning guide
- Much easier for applicants to quickly find what they need to know

Solution Approach
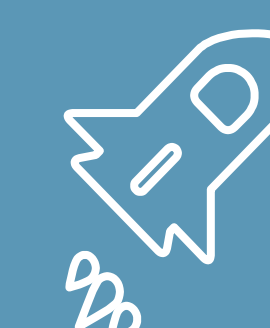
Soar Analysis

Strengths
- Oversight - permit applications are reviewed by necessary people
- Face-to-Face meetings with applicants help to streamline the process

Opportunities
- Weekly list of events happening and progress of applications
- More concise interface for application and questions
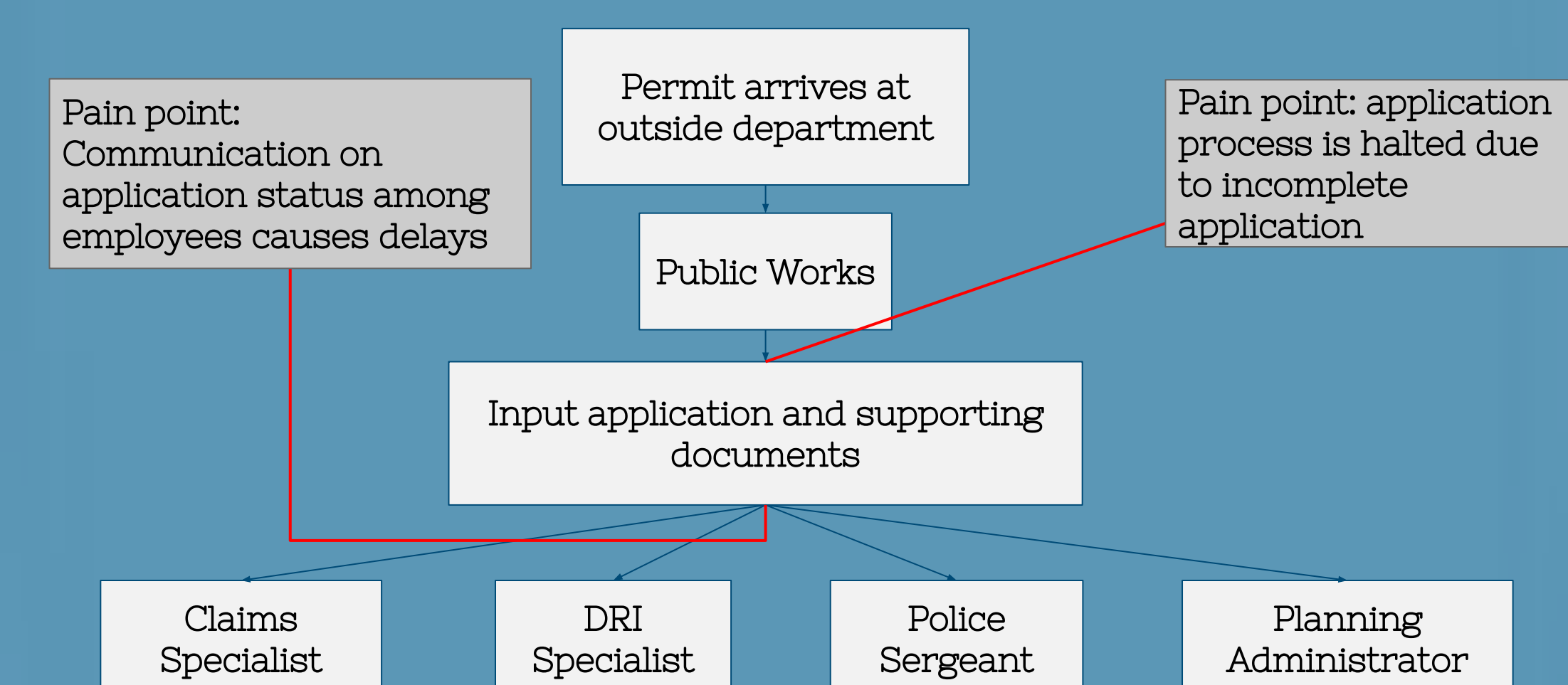
Aspirations
- Simple application interface
- Elimination of the back and forth with applicants to get correct documents and information

Results
- All assembly permit applications should be returned to applicants at least two weeks before the event occurs

Original Assembly Permit Flow

Pain point: Communication on application status among employees causes delays

Permit arrives at outside department

Pain point: application process is halted due to incomplete application

Public Works → Input application and supporting documents → Claims Specialist | DRI Specialist | Police Sergeant | Planning Administrator

Updated Assembly Permit Flow

Pre-Application → Applicant prepares necessary documents → Permit arrives at outside department → Public Works → Input application and supporting documents into excel application