

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	

Transportation Permitting Process Improvement

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

Impact



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

TABLE OF CONTEN

Applying for a Permit1
Who Needs a Public Assembly Permit?
How to Apply
Role of Parks and Recreation and Public Works
Role of Event Organizer
Deadlines and Fees2-3
Application Deadlines
Definitions of Event Types
Additional Expenses and Service Fees
Permit Process Overview4
Reservations and Limitations
Reservation Policy
Special Events Calendar
Limitations on Race, Walk, and Parade Events
Limitations on Race, wark, and Parade Events
Event Infrastructure6-7
Closure of City Streets
Noise Control and Amplified Sound
Food
Waste Management Plan
Restrooms
Liquid or Semi-solid Waste Disposal
Temporary Structures
Fire Department Permits
Alcohol8
Event Safety9
Traffic Control for Street Closures
Emergency Action Plan
Weather Conditions
Security
Public Notification
City of Roanoke Special Venues11

Elmwood Park

FS	
River's Edge Sports Complex Century Plaza Wasena Park Fallon Park Washington Park Market Square Park More Options	
arking and Transportation	
surance Requirements13	
ost-Event Evaluation	L
AQ15	
esource Glossary	

Roanoke Public Works Perr

For Additional Information, consult the Special Events Planning Gu Note: Obtaining permits and paying fees accompanied with he permit is the responsibility of the event organizer

When is your permit due?

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

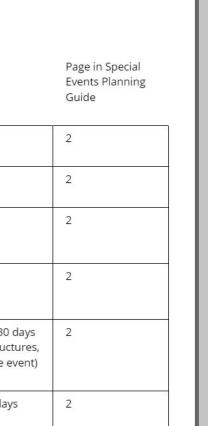
Results

Macro-Based Excel

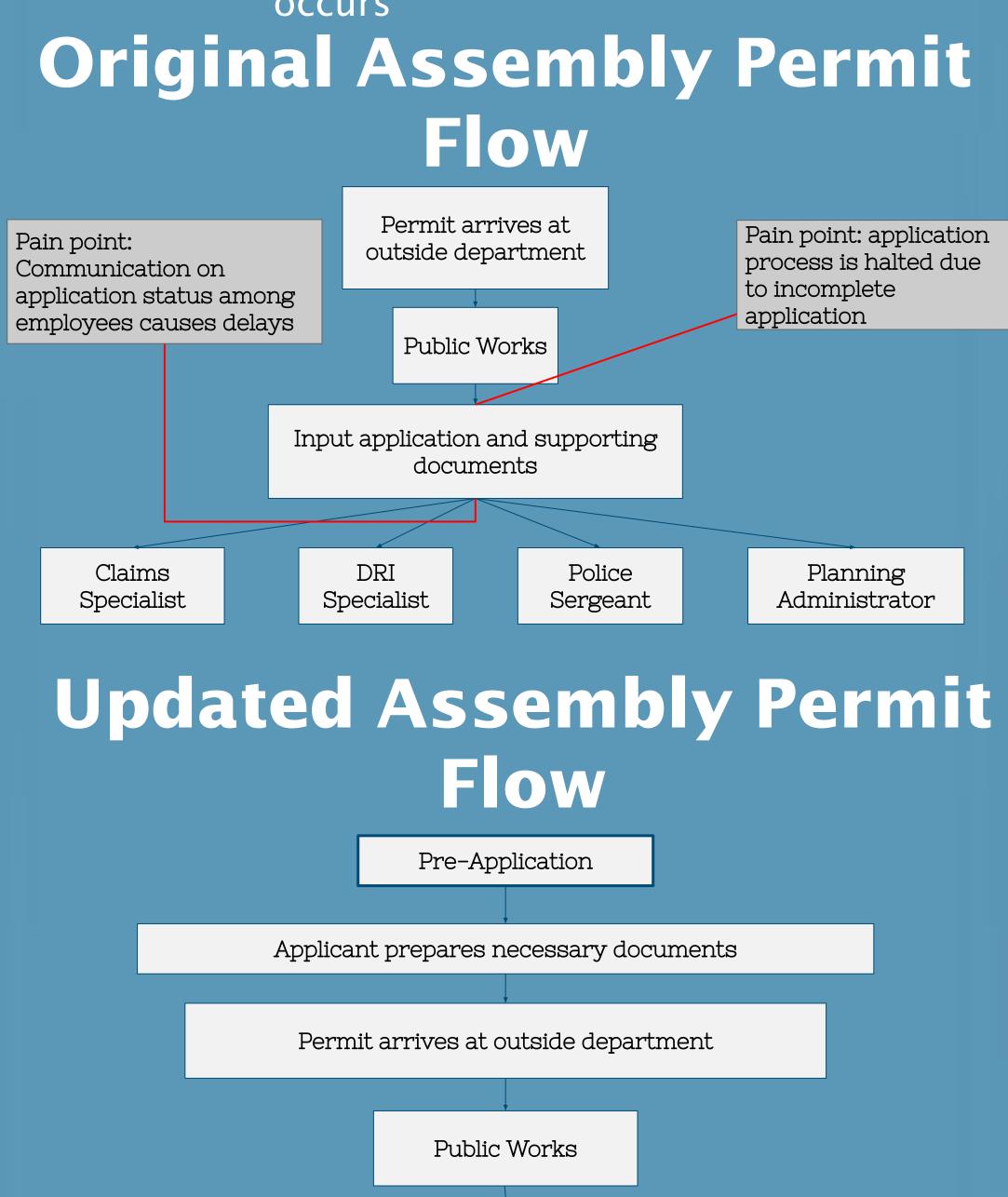
	Event Details	Org	anizer Information		Additional D	ocuments	Ар	proval Information	
/ent	race	Name	Lauren G		Document	Status	Name	Email	Status
ent	28-Apr	Phone	571-926-4566		Route Map	F	Dwayne Nelms	dwayne.nelms@roanokeva.gov	F
	AP20_000001	Email	laurng5@vt.edu		COI	IP	Bob Bengston	bob.bengston@ronaokeva.gov	IP
۱	The race will have 500 people			uo	EAP	NS	Trevor Shannon	trevor.shannon@roanokeva.gov	NS
	running through downtown			Common				#N/A	
	Roanoke			Cor				#N/A	
								#N/A	
								#N/A	
	How to properly input permit	t information:						#N/A	
	1) Fill out all necessary information			Extra				#N/A	
	2) Change status to F, IP, or NS			Ĕ				#N/A	
	3) If Permit is IP or NS fields: Select	Save to In-Progre	ess					#N/A	
					Lege Finished In-Progress Not Started	nd F IP NS			
	o In-Progress mit Page		& Move to ed Permits Pa	ge	Viev	w in Progr Permits	ress	View Completed Permits	

mit (Guide	
de		
ding a pub	olic assembly	

Permit Guide



- From 28 pages \rightarrow 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

 \checkmark

 \sim

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

Input application and supporting documents into excel application