



Development Services

Continuous Improvement Update

November 13, 2023



Agenda



- Results of Spring Rapid Improvement Event “New Ground Up” process
- Building Permit Alignment
- Fall Rapid Improvement Event
- Accela Update
- Zoning Ordinance Text Amendments
- Department Recognition

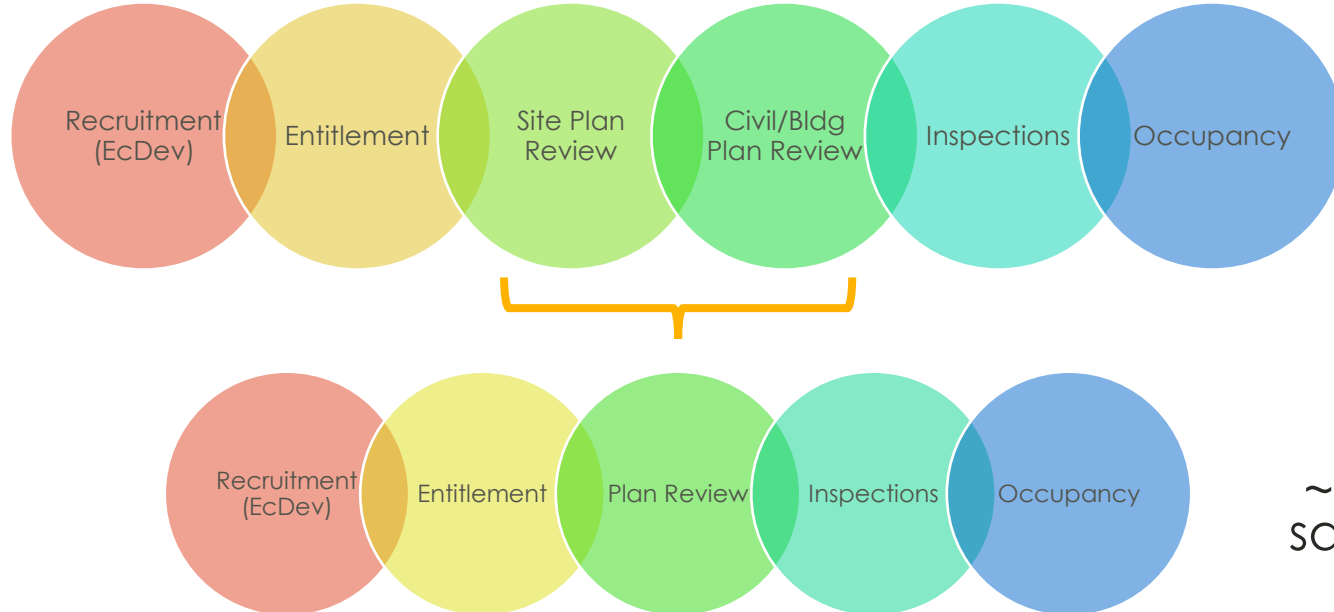
Results of New Ground Up Process



New Process



CI: COM, MF, IND GROUND UP – MAY 2023



~168 days
savings per
project

New Ground Up Projects

Project	Review Cycle				
	1	2	3	Oversight	Approval
GSQ Garage	1	2	3	Oversight	Approval
McDonald's Indian School and Sarival	1	2	3	Oversight	Approval
Winco	1	2	3	Oversight	Approval
O'Reilly Auto Parts	1	2	3	Oversight	Approval
Vantage	1	2	3	Oversight	Approval
Liberty Well Site	1	2	3	Oversight	Approval



**GSQ Gen 2 Garage =
46 days!**

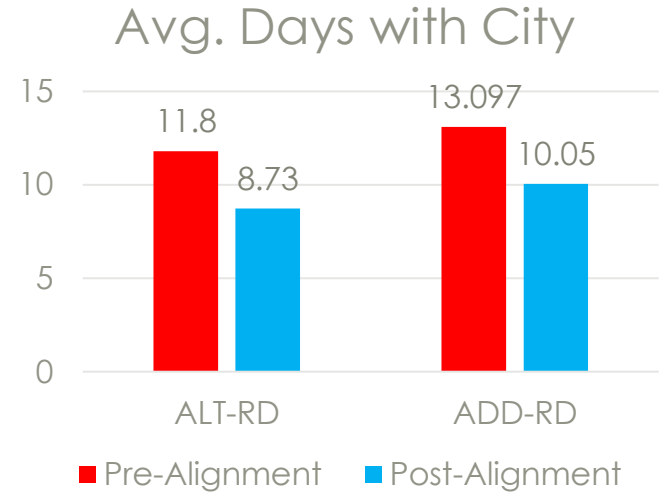
Building Permit Alignment



Building Permits - Residential

ALIGNMENT

- Daily coordination on reviews
- Started September 2023
- Alterations (ALT-RD) = 23% Time Saved
- Additions (ADD-RD) = 26% Time Saved

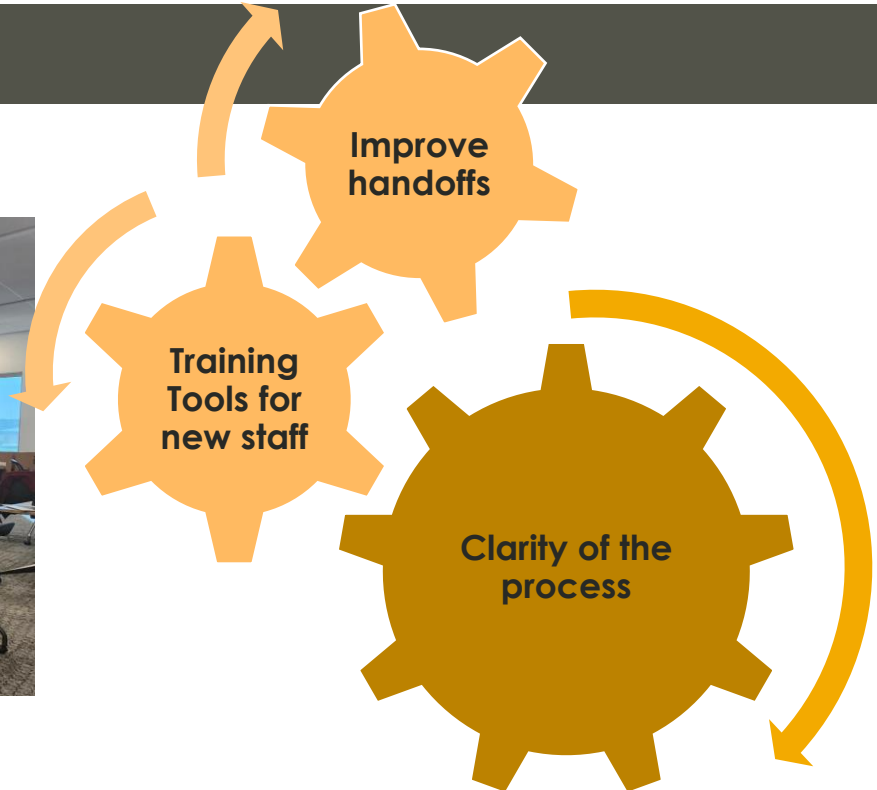


10/30/23-11/2/23 Rapid Improvement Event Results

Single Family Final Plats



RAPID IMPROVEMENT EVENT



Accela Update & Zoning Ordinance Text Amendments



Accela – Permit Software



UPDATE

NaviLine Workspaces x BP - Permit information master in x +

Permit Master Information Inquiry

✓ OK
✗ Exit

Refresh
Subset
Switch View
Toggle View

– Jump To

Street Number Pre Qualifier Direction

Street Name Suffix Post Direction

Post Qualifier Apartment →

Direct access fields

Option Year Number

Export

Option	Year	Number	Property Address	Type	Status
▼	95	00005939	*UNASSIGNED	A	AP
▼	95	00004929	*UNASSIGNED	IS	AP
▼	95	00004936	*UNASSIGNED	PLMB	AP
▼	95	00004960	*UNASSIGNED	IS	AP

Zoning Ord Text Amendments



Text Amendments:

- Noise revision: 
- Use Permits & Churches: December WS
- Business Park: 
- Mobile Overlay: Jan/ Feb

Department Recognition

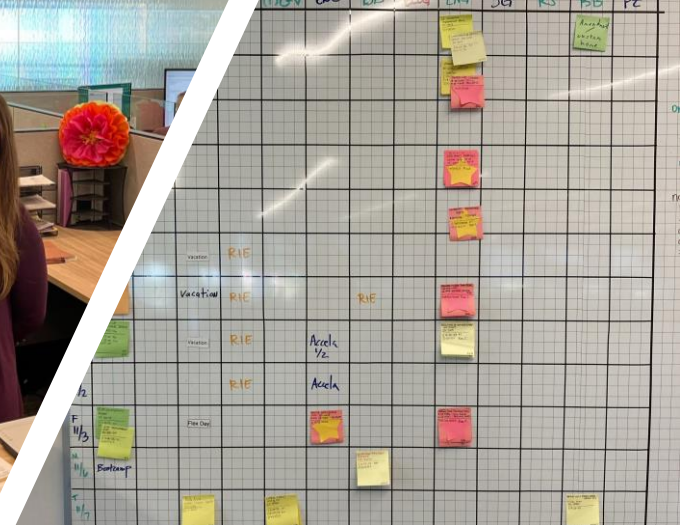


Department Recognition



- League Invitation
- MoreSteam – Best Practices for Operational Excellence Conference Presentation
- NAIOP Research Foundation – Transparency Exemplar
- Charles Garrison – Empathy Award





Q&A

