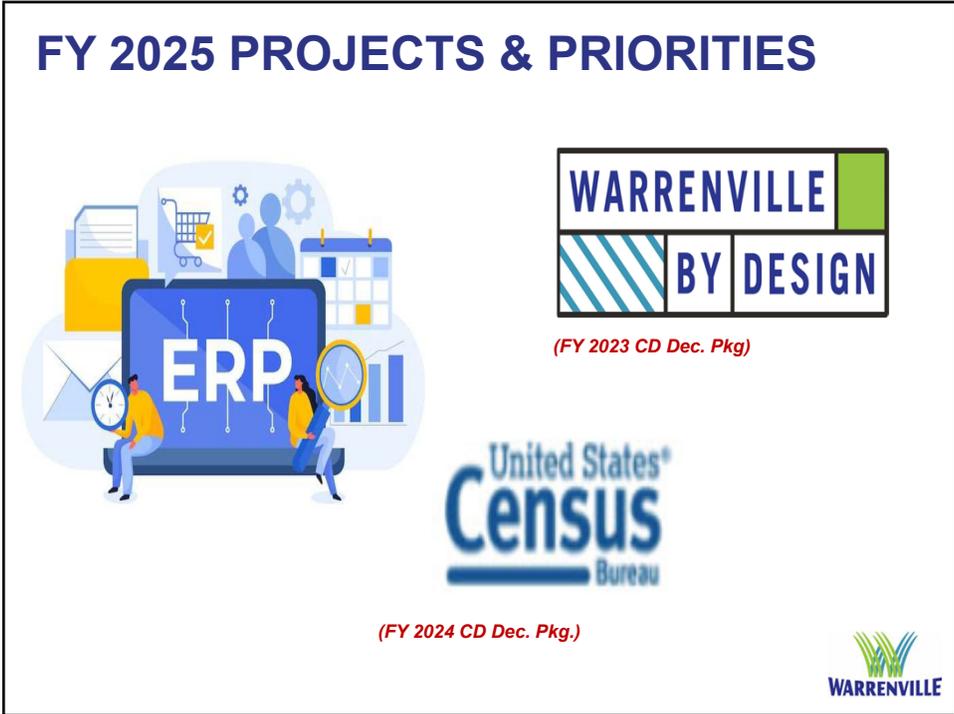




1



2



ROAD MAP

- ERP “Go Live” 2025
 - Vision
 - Challenges
 - Pathway to Success



3



VISION

- On-Line, Not In-Line
- Efficient
- Outstanding Customer Service
- Data-Based Decision Making



4

PZE PROCESS
00000004

AMOUNT DUE: \$0,000.00 | PZE PROCESS TYPE: New Subdivision | STATUS: In Process

02-00-00-000-000 > 14965 ABBEY LN > 00000004

GENERAL | **PROCESS STEPS** | TRANSACTIONS | BONDS/ESCROWS | PREREQUISITES | ADDITIONAL PEOPLE | INSPECTIONS

PROCESS STEPS

STEP NUMBER	TITLE	STATUS	STARTED	COMPLETED	DUE	DETAILS...
1	Subdivision Application - Prelim	Approved	12/29/2021	01/04/2022		DETAILS...
2	Final Review	Approved	01/04/2022	01/04/2022		DETAILS...
3	Streets Review	Approved	01/04/2022	01/04/2022		DETAILS...
4	Public Utilities Review	In Progress	01/04/2022		01/05/2022	DETAILS...
5	Engineering Review	Not Started			01/07/2022	DETAILS...
6	Pre-construction Meeting	Not Started			01/09/2022	DETAILS...
7	Planning Commission Meeting	Not Started			01/11/2022	DETAILS...
8	Recording of Final Plat	Not Started			01/15/2022	DETAILS...

WORKFLOW
CD - Permit Expiration Notice - Notify when permit has expired

Title: CD - Permit Expiration Notice
Description: Notify when permit has expired
Module: Community Development - Overridden
 Suspended

SCHEDULE WORKFLOW
 Use Recurring Schedule
Next Recurrence Date: Not Specified

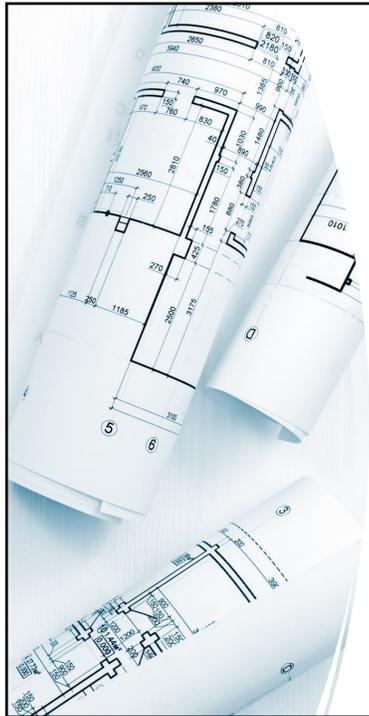
WORKFLOW DIAGRAM

```
graph LR; A[PERMIT EXPIRED Event] --> B[SEND EMAIL Action]; B --> C[SHOW YES/NO PROMPT Action]; C --> D[RUN PERMIT LETTER Action];
```

5

6

6



Accomplishments (SO FAR)

- **Documented Desired Processes**
- **Provided Data**
 - Parcel
 - Permit
 - Staff
 - Code Requirements
- **Developed Templates**
 - Letters
 - Standard Review Comments
 - Process Notifications
 - Alerts



7

Challenge Ahead

- **Testing, Testing, Testing**
- **Timing**
- **Unknowns**
- **Failure is Not An Option**



8

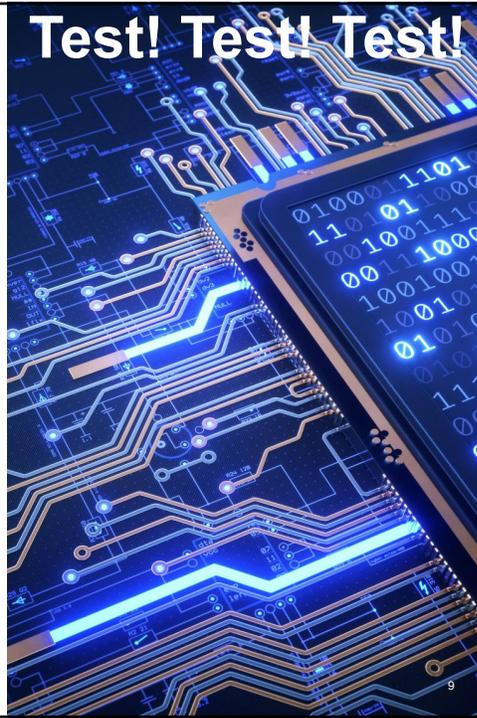
• **THE GOOD** - We WILL have robust, accurate, helpful systems

• **THE BAD**

- 202 tests for Planning & Zoning
- 75 tests for Code Enforcement
- 100+ tests for Business Licensing
- 175 tests for building/inspection
- 80 tests for Engineering

Test for All Services!

- Planning = 12 Processes
- Code Enforcement – 11 Violation Categories
- Licensing = 22 Types
- Building /Inspections – 56 Permits
- Engineering – 2 Permits



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Planning & Zoning Process Testing Checklist							
Module	Process Area	Process for Testing	Test Item (detail)	Pass? (Y/N)	Describe What Did Happen	Describe The Expected Result	Additional Details Describing How the Test Item Failed
P/Z	Planning Application	Online portal - Planning/Zoning Application	Portal limits access to apply only for those permit types as setup by the City. i.e., the portal does not contain any permit types not included in the Zoning Information with Required and Optional Documents Spreadsheet.				
P/Z	Planning Application	Online portal - Planning/Zoning Application	Portal screen shows correct application fields (to be completed by the applicant). Review & verify each application type listed in the Zoning Information with Required and Optional Documents Spreadsheet. Compare the fields in the online application to the Planning & Zoning application documents.				
P/Z	Planning Application	Online portal - Planning/Zoning Application	Portal screen shows lists the correct optional submission documents. Review & verify each application type listed in the Zoning Information with Required and Optional Documents spreadsheet & compare to the requirements in the portal.				
P/Z	Planning Application	Online portal - Planning/Zoning Application	Portal screen shows lists the correct required submission documents. Review & verify each application type listed in the Zoning Information with Required and Optional Documents spreadsheet & compare to the requirements in the portal.				
P/Z	Planning Application	Online portal - Planning/Zoning Application	System allows applicant to upload supporting documents				
P/Z	Planning Application	Online portal - Planning/Zoning Application	System assess the correct application fee based on the application type. (See Annual Fee Schedule for application fee for each application				
P/Z	Planning Application	Online portal - Planning/Zoning Application	System prevents submission of application if fees are unpaid.				
P/Z	Planning Application	Online portal - Planning/Zoning Application	On submission, the system sends the applicant an automated email				

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		<p>TIMING...</p>
		
		

11

<p>— Unknowns</p> <hr/>	
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12

12

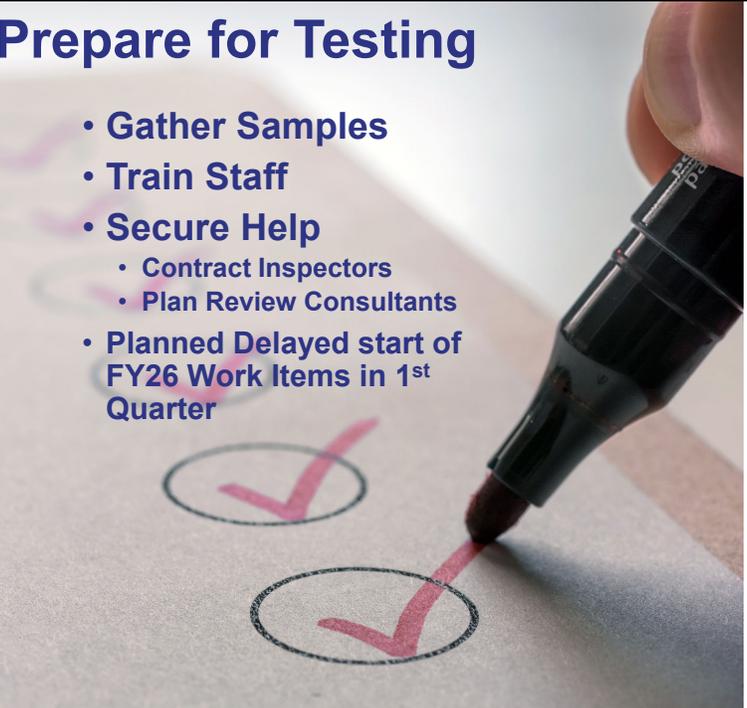


— Pathway to Success

- Prepare for Testing
- Dedicated Time to Test
- Communication
- Temporary Service Adjustments



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Prepare for Testing

- Gather Samples
- Train Staff
- Secure Help
 - Contract Inspectors
 - Plan Review Consultants
- Planned Delayed start of FY26 Work Items in 1st Quarter



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Dedicated Time to Test

- **April 28 – May 23, 2025**
 - Baecore & BSA on-Site
 - Staff Training
 - System Goes Live in May
- **Office Closure Week of 4/28**
 - EXCEPTIONS for Active Construction Inspections, Code Enforcement & Emergencies
 - No Permit Applications Processed
 - No Plan Reviews
 - Counter Closed
- **Closed Tuesday & Thursdays**
Thursdays May 5-23



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Temporary Service Adjustments

- **Extended Plan Review Periods**
- **Extended Permit Review Periods**
- **Contractor Assistance**
- **May PC/ZBA Agenda Limits**
- **CD Committee of Whole Schedule Change**



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Communication Plan

- **Early & All Outlets**
 - Web Page
 - Social Media
 - Hometown Happening
 - Email Sign Offs
 - Direct Customer/Contractor Communications
- **Often**
 - Before, During & After 4-Week Period
- **Impacted Parties**
 - **COMMUNITY DEVELOPMENT:**
 - Permit Applicants
 - New Business License Applicants
 - Active Construction Projects
 - **FINANCE**
 - In-Person Payees



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— Pathway to Success

- **PREPARE**
- **COMMIT**
- **COMMUNICATE**
- **ADJUST**



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**LEAVES OF SUCCESS
(OUTCOMES)**

- **Highly Productive**
- **Prepared** – Professional at all times
- **Energized** – Part of something bigger than just the task at hand
- **Valued & Appreciated**
- **Ethical**

**TREE TRUNK –REACHING & GROWING
(AS A TEAM WE STRIVE FOR)**

- **Outstanding Customer Service**
- **Innovation** – Ask Questions, Try new Things, Embrace Opportunity
- **Expertise** –ALWAYS learning and growing to be our best!

**ROOTS
(FUNDAMENTAL PRIORITIES)**

- **Proactive** – Organized & Positive
- **Honest & Fair**
- **Respectful**

**THANK
YOU!**

City/Department Staff
City Council

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