

RIGHT-OF-WAY KAIZEN IMPLEMENTATION

Flood Control District Right-of-Way Kaizen Implementation Plan Status

ISSUES		SOLUTION	CURRENT STATUS	BENEFIT OF IMPLEMENTATION & STATUS OF COMPLETION		
#	Issue			% Completed	Completion Due Date	
1	Permit application for contractor phase: combine with owner applicant permit (include overall checklist, bond, insurance, work plan, EAP, copy of approved stamped plans)		Forms published online	Improved communications with contractors, developers and engineers; provides a comprehensive look at all requirements for obtaining a permit.	100%	9/22/2015
	No standardized details or design approach (plans don't meet district design standards)	Develop and publish District Design Standards (ADOT CBC, MAG, headwalls and other items, FCDMC standards - grouted riprap, wire fencing gates / breaks, wire wrought iron, access roads, compaction, slope protection, safety rails, deadlines for FCDMC development)	Progress is incorporated in status below	Creates consistent standards for permits and capital projects, and makes them available for the District and outside consultants.	100%	12/1/2015
	Plans don't address location of district property					
	Need more details in applications and plans / Incomplete plans	Develop and publish District Policies and Standards applications (software applications, first flush, spillways, policy interface with other agency standards, inspection policy and requirements, as built requirements, utility encasement policy, trail policy requirements, dam and levee standards and policies)	Standard Details are now available on the website in the Business Tab	Creates consistent standards for permits and capital projects, and makes them available for the District and outside consultants.	100%	12/1/2015
	Permit application form isn't current					
		Provide references to USACOE, ADWR, NRCS standards online or with links on public website	The links and associated structures will be incorporated in solution above	Provides a link to the standards of external agencies that impact design requirements of some District structures, making it easier for customers to find these requirements.	100%	12/1/2015
2	No Pre-App Checklist	Develop and publish pre-application checklist (property tie downs, concept information, timeframe / schedule)	Forms published online	Provides guidance to customers on District requirements and how to prepare for a pre-application meeting.	100%	9/22/2015
		All checklists, standards, etc. should be published and available online	Forms published online	Provides guidance to customers on District requirements and how to prepare plans for District review.	100%	9/22/2015
3	Too much paper	Create SharePoint site for central storage of docs	On District Sharedrive	Allows staff to place all files in a common location for easy reference and review; allows staff to review co-workers comments for consistency.	100%	3/31/2015
4	Independent hard drives					
5	Lack of email tracking					
6	Too many emails					
7	Comments are sent via email rather than directly through database	Create standardize review/comment form	On District Sharedrive	Provides a consistent method of communicating review comments with customers.	100%	3/31/2015
		Create SharePoint site for central file storage of docs and post review comments for all to see	On District Sharedrive	Allows staff to place all files in a common location for easy reference and review; allows staff to review co-workers comments for consistency.	100%	4/9/2015

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8	Not enough physical file storage	Update existing database	Need to update Database eliminated	Eliminates the need to separately track project data on multiple spreadsheets and makes more efficient use of Permit Coordinator's time.	100%	4/21/2015
9	A lot of interruptions (starts/stops) throughout the day	Block out time each week for meetings with primary reviewers (Wednesday from 9 a.m. to noon)	New system implemented	Makes meetings easier to schedule by having a prearranged time of availability.	100%	2/18/2015
		Block out time slots to perform review or tasks	New system implemented	Makes more efficient use of staff time for reviews.	100%	3/18/2015
10	Lack of workspace organization	Create central work area for staging (this will not be needed once new database system with all electronic submittals and reviews is implemented)	Workspace created	Has helped to clean up permit paperwork backlog and keep the work area organized.	100%	3/20/2015
		File and close backlogged permits	Hired Development Services Technician	By cleaning up backlog with additional staff support, Permit Specialists can concentrate on current permit activities.	100%	11/23/2015
11	No backup for ROW Permit Specialists Retiring Employees	Cross training for specialists (others to help)	Hired Development Services Technician	The permit process will be able to continue, uninterrupted, in the event of vacation, illness or retirement.	100%	11/23/2015
		ROW Permit Specialists maintain regular assignments; assist each other as needed	Permit Specialists support each other as necessary	Permit Specialists are trained to back each other up, which allows coverage during vacation or illness.	100%	2/5/2015
		Succession planning; backfill, double-bunk, contract after retirement, etc.	Created & filled ROW permit support position (Development Services Technician)	Upon retirement or absences of Permit Specialists, replacement staff can fill in.	100%	11/23/2015
12	Current database not user friendly	Online registration and new database	<ul style="list-style-type: none"> <li>Workflow processes have been documented</li> <li>Requirements for an Online Application and internal application for the ROW Use Permits have been completed</li> <li>A decision was made to buy the redlining piece and the internal application using OnBase EPlan Review and Workflow. ITC will develop the online application and any necessary integrations to the internal application.</li> <li>Review and validation of requirements to begin in March 2016 with configuration of EPlan Review and Workflow commencing shortly after. Anticipated completion of the vendor portion of the project will be by June 2016. Once the vendor application is configured, ITC will complete the online application. Anticipated completion is scheduled for August 2016.</li> </ul>	<ul style="list-style-type: none"> <li>The completion of the documented work processes and work flows has provided a clear definition for what will be required for the application</li> <li>The clearly defined work flows will provide a streamlined application process for permit applicants</li> <li>The online application will integrate internal and external applications, provide online payment processing for permit application and other related fees</li> <li>Provide a platform for assigning and tracking plan reviews</li> <li>Provide a platform for the permit applicant to track their application, plan review, permit approval, inspection and permit closure in one consolidated online application and provide better overall coordination for FCD staff</li> </ul>	58%	8/17/2016
13	Multiple systems for reporting - no automated connectivity					
14	Applicant is unable to check permit status online					
15	Lack of mobile technology (software)					
16	No time tracker for reviewers (tickler)					
17	Project data kept in multiple databases					
18	Understaffed					
19	Not enough time / staffing to perform administrative tasks (currently performed by ROW Permit Specialists)	Create support permit position	Created & filled ROW permit support position (Development Services Technician)	Provides more efficiency to the permit process and helps ensure accuracy of permits.	100%	11/23/2015

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20	Why is easement acquisition tied to permitting?	Real estate easement process (permanent) for utilities and government agencies to be processed independent from the permit approval process	Two permits resulted in 5 easements on the next Board of Directors meeting agenda, prior to construction completion/permit close out	Land rights in advance of construction completion aids developer in marketing lots, as access via city roadways is shown as existing. Another advantage is that it is easier to process an easement document while the permit is current and all involved are in agreement.	100%	7/15/2015
21	Easements not issued until job is complete					
22	Unable to receive large digital files	Provide FTP instructions to applicant until new database is online	FTE site being used	Provides flexibility to applicants related to how permit data is submitted.	100%	2/18/2015
23	Reviewers are unable to redline docs electronically	Explore software to allow redlining of electronic submittals	Reviewed several several redlining tools and decided to go with Hyland's ePlan Review. Not only is it a great tool, but this decision also works with the solutions for item #'s 12 - 18 above. ePlan Review will be implemented in June 2016.	Allow FCD staff to electronically review and comment on plans and provides a more consistent and efficient process. It also supports any future efforts to accept electronic submittals of plans.	90%	6/30/2016