TENETS

Accurate & timely intelligence shared by all

Effective tactics and strategies

Rapid deployment of resources

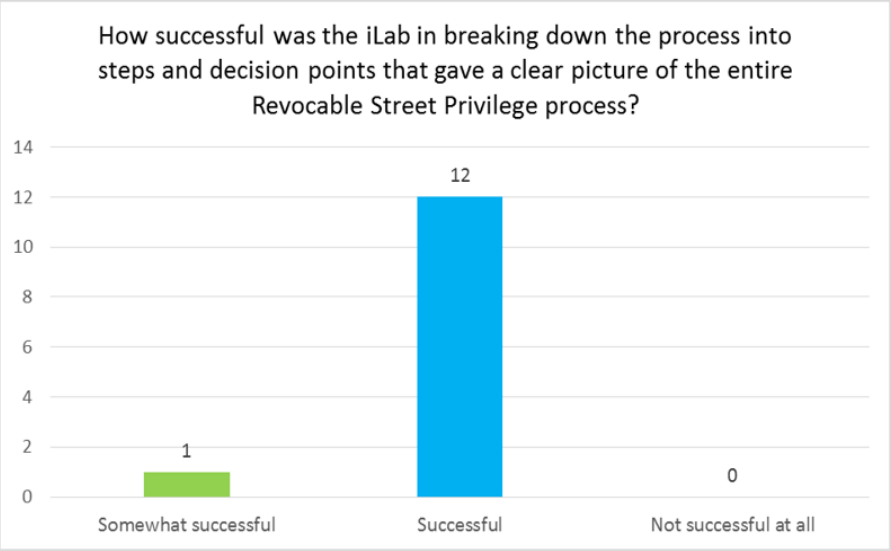
Relentless follow-up and assessment

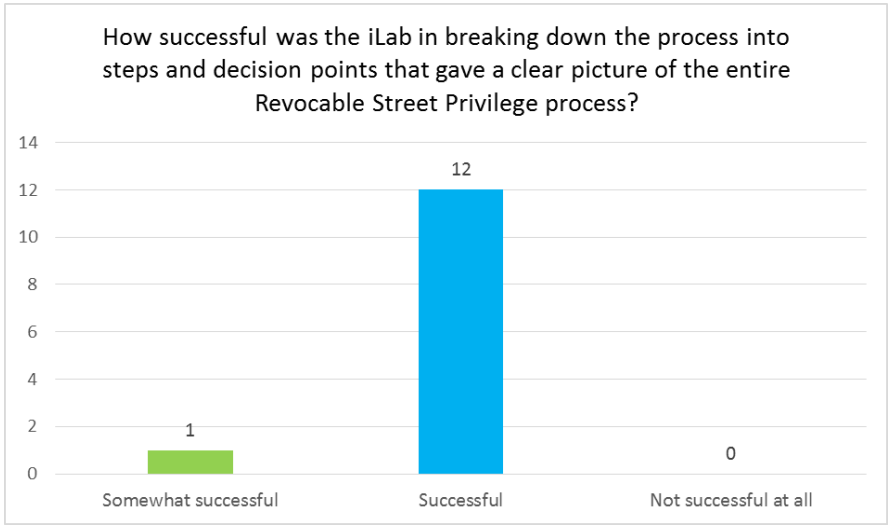
Health integration implementation update

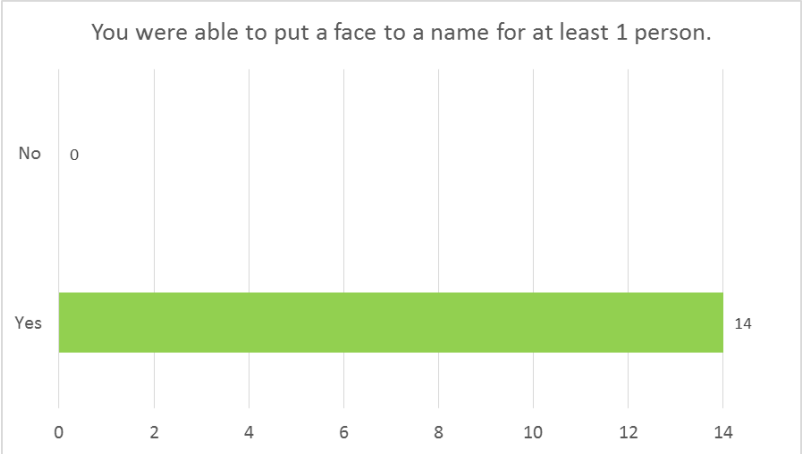
- June 1 Go Live Deadline – Successfully Completed
- Health performance data currently being gathered
- Health staff currently assigned to Permit Center – permanent or temporary basis?

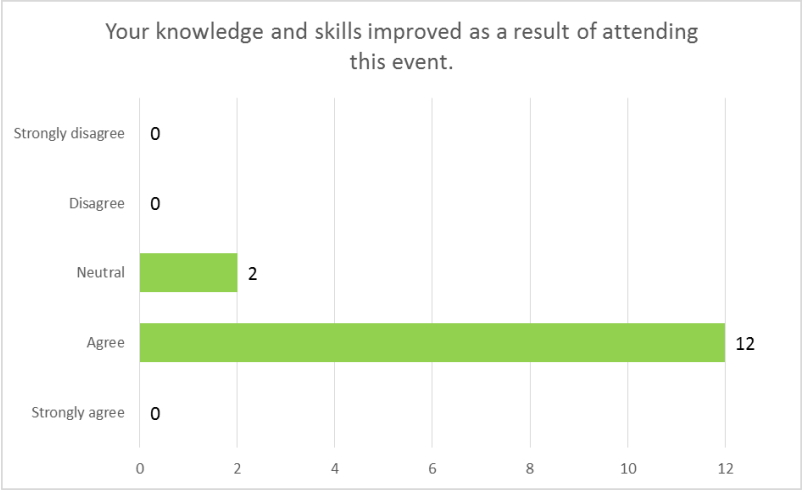
Tuesday May 4 – Thursday May 26, 2016

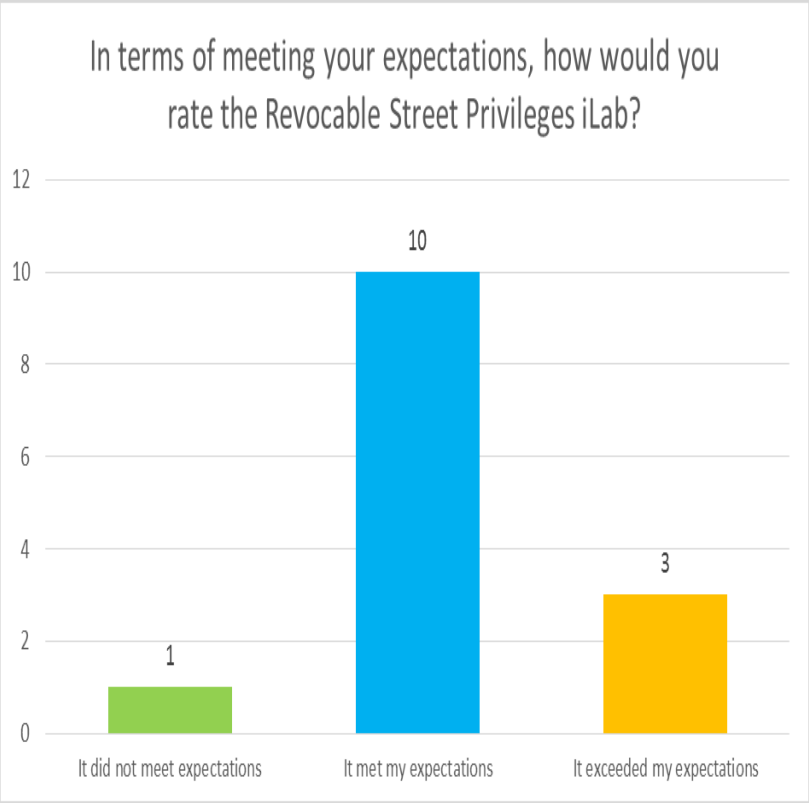
Average of 15 Participants, 15 Respondents, Average of 15 Years of Service











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Revocable Street Privilege iLab Feedback

PermitStat

Safer Streets | **Growing Economy** | Thriving & Healthy Neighborhoods | Innovative Government | Fiscal Sustainability & Strategic Investment

	Revocable Street Privilege Process Metrics	Current State Baseline (average per month)	Future State Estimate (average per month)	Jul	Aug
Process Performance Metrics					
	# applications received	10	10		
	# signed contracts	4	8		
	# signed contracts / # applications x 100%	40%	80%		
	# conditional approval	8	0		
	# applications rejected	1	1		
	# pending applications - with City	1	0		
	# pending applications - with customer	2	0		
	Avg days from application to signed contract	153	45		
	Avg days from application to either conditional approval or rejection	39	25		
	Avg days in pending status - With City	30	20		
	Avg days in pending status - With customer	65	15		
Process Design Improvements					
	Average # of re-work loops per month				
	# decision points	8	6		
	# in-house databases used	2	0		

city of CINCINNATI PERFORMANCE & DATA ANALYTICS

innovationLAB

Start date	04/01/2016				Timeline for Implementation												
Priority	Task #	Task Name	Process Owner	Current Status	1-May-16	1-Jun-16	1-Jul-16	1-Aug-16	1-Sep-16	1-Oct-16	1-Nov-16	1-Dec-16	1-Jan-17	1-Feb-17	1-Mar-17	1-Apr-1	1
iLab Blitz Actions	1	Generate Application Examples (ADA Compliant)	Long														
	2	Create "Acceptable ROW Standards" Policy Recommendation	Pettit	Started, pending revisions				x									
	3	Application Checklist	Pettit	Started, pending revisions			x										
	4	Customer Education Regarding New RSP Process (NBD / CC)	Denise	Not yet started, pending resolution of checklist					x								
	5	Administration / CC buy-in to new process	Moore	Initiate after completion of Checklist					x								
	6	Create Central Information Point (City Website)	Pettit	After application completion					x								
	7	Elimimate Conditional Approval	Law	Done	x												
	8	CPD Review/Comment Process Efficiency	Anderson / Simpson	Pending discussion with PD personel				x									
	9	Develop RSP SOP Process/Manual	Denise	Started, pending revisions						x							
	10	Database Coordination (Share Drive / CAGIS)	Denise/Morgan	Initiate immediately			x										
iLab Milestones	1	Collecting Fees (Online?)	DOTE / Law / Finance / ETS	Non-existent enforcement, pending review and application of CMC						x							
	2	Update Fee Structure	DOTE / Law	Pending discussion and decisions								x					
	3	Need Funding Resources for Appropriate Enforcement	DOTE	Enforcement is minimal, need clarification of efficiencies created by ilab								x					
	4	Clarify / Modify CMC	Travis	Need discussion and determination with DOTE/Law and approval from CC								x					
	5	Developing interface to attach Contracts to CAGIS	Denise/Raj	Non-existent enforcement, pending review and application				x									
	6	Approve Policy Updates	Moore	Pending creation of policy recommendations by staff						x							
	7																
	8																
	9																
	10																
iLab Quick Hits Actions	1	Confirm CM signature Requirement	Denise	Not started, but should be quick		x											
	2	Define Central Contact Person	Denise	Done	x												
	3																
	4																
	5																
	6																
	7																
	8																
	9																
	10																

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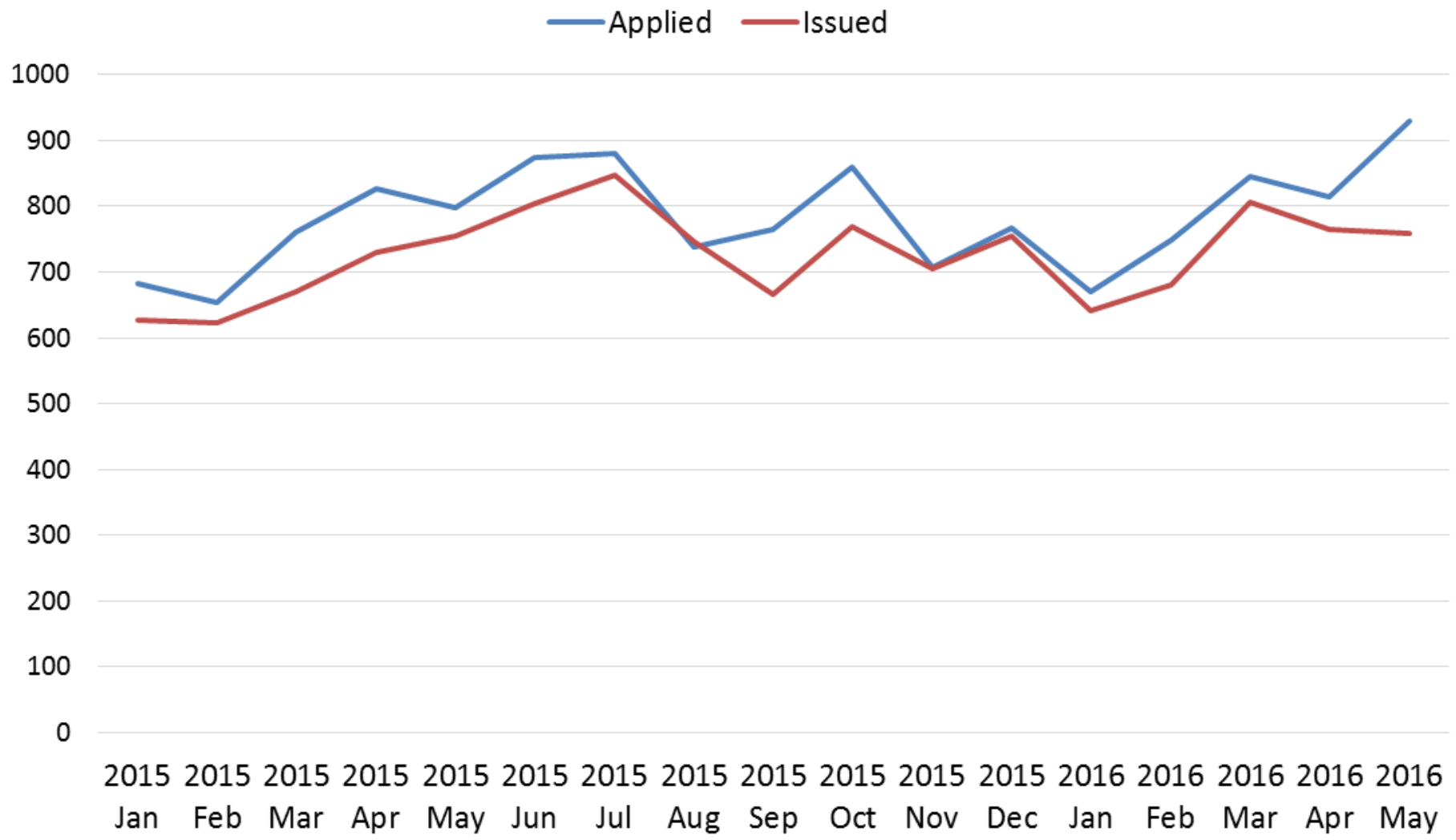
Revocable Street Privilege iLab Implementation Plan

PermitStat

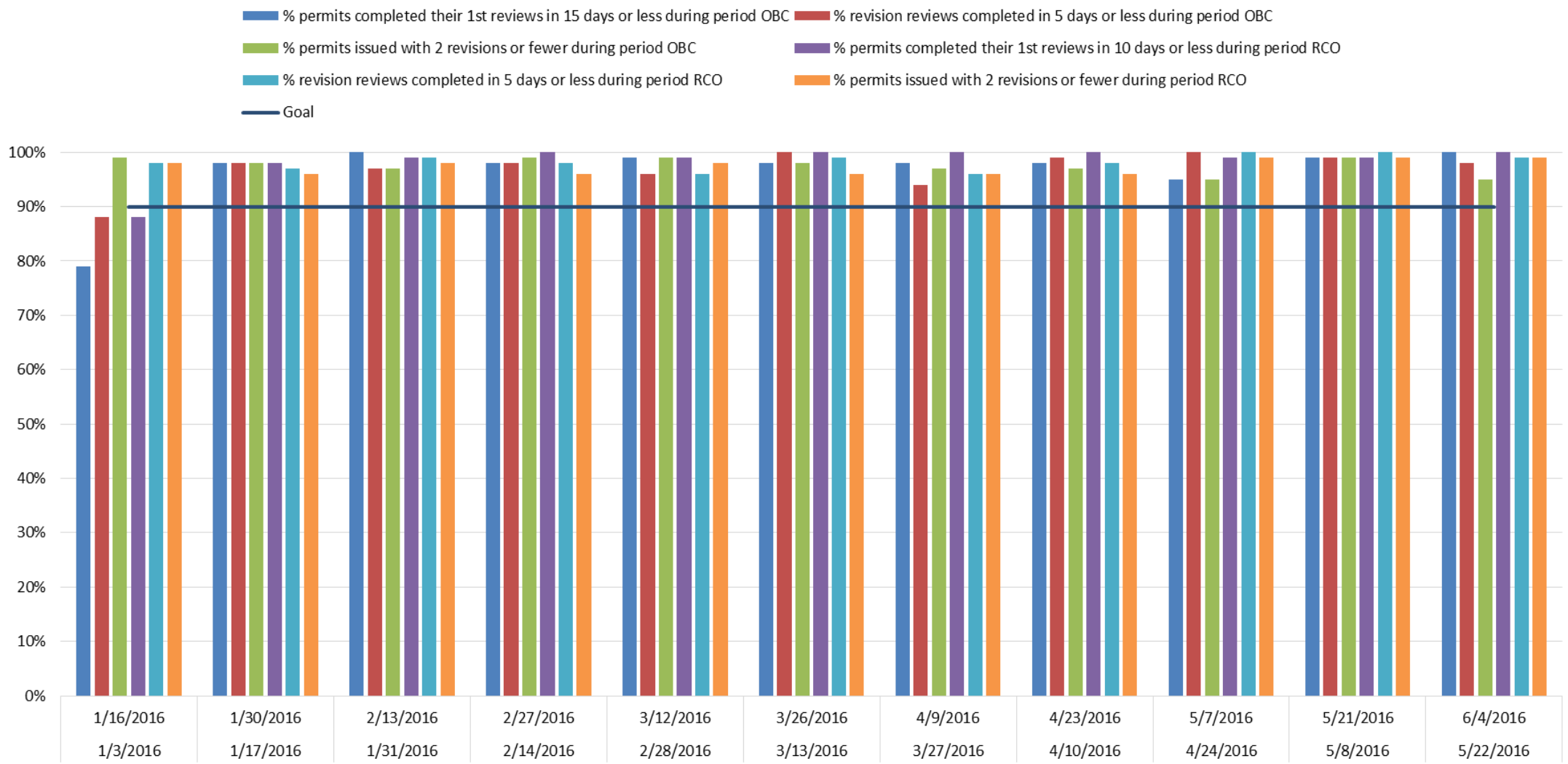
Safer Streets | **Growing Economy** | Thriving & Healthy Neighborhoods | Innovative Government | Fiscal Sustainability & Strategic Investment

City Priority	Department Objective	Milestones for Success
Growing Economy	**Walk Through Plan Review Program.**	1) Approval of positions through 2017 budget 2) Recruit and hire walk thru plan examiner and small business facilitator 3) Develop the size and use limitations for the program 4) Identify the funding to make the physical changes necessary to the permit center to support the program 5) Design and implement the tracking and reporting changes to permits plus to support the program 6) Make physical changes to the permit center 7) Coordinate changes in the review process with other review agencies 8) Train staff (both new and existing) on the new process and procedures 9) Advertise the process to industry 10) Monitor performance
	Enhanced Pre-Development Process.	1) Participate in the planning process for university area to assist in concept development for a RRI program 2) Approval of positions in 2017 budget 3) Identify proposed neighborhoods for pilot program. Provide analysis to justify neighborhood selections. 4) Coordinate with Law Department on the development of a ordinance. 5) Design and implement tracking and reporting changes to permit plus to support the RRI program. 6) Work with facilities to modify the floor to accommodate the necessary work stations. 7) Recruit and hire authorized inspectors. 8) Develop FAQ's for the program. 9) Conduct outreach to affected neighborhoods and landlord associations. 10) Send notifications to property owners with FAQ's, applications, and self-inspection checklist. 11) Schedule all properties for inspection 12) Perform all required inspections 13) Evaluate baseline conditions from first year inspections to measure future success of the program. 14) Monitor property improvements and complaint levels.
Thriving & Healthy Neighborhoods	**Residential Rental Inspection Program (RII).**	- Create Draft Ordinance - Conduct outreach to effected neighborhoods, university, and landlord associations - Upon passage, send notifications to property owned with FAQ's, application, and self-inspection checklist - Hire authorized inspectors - Schedule all properties for inspection - Perform inspections - Estimate 2nd year staffing levels based on percentage of 4 year certificates issued
	Façade Safety Program.	- Create Draft Ordinance - Conduct outreach to building owners affected by the ordinance - Upon passage of enabling legislation, notify the owners of requirements, provide a Critical Façade Inspection Report template, instructions and FAQ on how to comply, conduct an informational seminar for those subject to the ordinance - Process the reports and façade safety applications - Conduct enforcement to ensure compliance with the provisions of the ordinance and necessary corrections to protect public safety
Innovative Government	**Quality Control Program.**	- Allocate resources to perform quality reviews for each section - Develop forms, by section, to document review findings - Meet with staff, by section, to walk through process - Develop process to randomly select review day for each employee per quarter - Develop template for post review discussion with employee - Develop quarterly assessment tool by section for refining training and procedures
	Focus on Performance Management to Improve Service Delivery.	- Participation in annual Performance Agreement process - Self-assessment and evaluation based on Performance Agreement - Participate in CincyStat sessions as requested • Establish process for customer service feedback on permits • Identify areas of duplication amongst other departments processes and integrate workflows into building permit process - Ensure representation in Innovation Lab events as needed and follow-up on recommendations relevant to the department
	Participation in Enterprise IT Governance.	- Provide an updated inventory of all IT systems - Department IT representation at IT Governance meetings as requested - Proactive communication and discussion with IT Governance regarding upcoming and planned IT purchases
Safer Streets	**Integration with Police Department's Violence Reduction Plan.**	- To the extent the department provides relevant services, the department will be expected to engage in supporting CPD's success

Permits Applied for and Issued



Performance Goals



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Cincinnati Buildings and Inspections - First Plan Review Metrics

OBC - First Reviews Completed from May 22, 2016 to Jun 04, 2016

 # Records for First Plan Reviews Completed in Week Days

	000 Same Day	001	005	010	015	No-BPE Review	Total
Elevator Permit	2						2
Repair	12						12
Parking Lots			1				1
Plumbing Permits	21		1	1			23
Signs	1		7	5			13
Alteration	10		2	13	15		40
Fire Protection Systems	7	1	11	20	7		46
Misc. Structures	6		2	1	1		10
New Building				1	1		2
HVAC	6	1	9	3	1	8	28

First Review Completed 50% 75% 100% Report based on set of permits that were reviewed.

RCO - First Reviews Completed from May 22, 2016 to Jun 04, 2016

 # Records for First Plan Reviews Completed in Week Days

	000 Same Day	001	005	010	No-BPE Review	Total
Repair	6					6
Excavation/Fill		1				1
Plumbing Permits	63		1			64
Addition	1		1	3		5
Alteration	20	1		6		27
Misc. Structures	7			6		13
New Building		1	1	6		8
HVAC	2	1	1		57	61

First Review Completed 50% 75% 100% Report based on set of permits that were reviewed.

Cincinnati Buildings and Inspections - Plan Revision Metrics

OBC - Revisions Reviewed from May 22, 2016 to Jun 04, 2016

 # Records at Revision Counter

	1st Revision	2nd Revision	3rd Revision	4th Revision	5th Revisio...
Addition	1	2	1	1	
Alteration	21	2			1
Fire Protection Systems	5				
HVAC	1				
Misc. Structures		1			
New Building			1	1	
Signs	5				

 # Records for Revision Reviews Completed in Week Days

Week Days to Complete Revision	000 Same Day	001	005	010	015	Total
HVAC		1				1
Misc. Structures			1			1
Signs	1	2	2			5
Addition	1	3		1		5
Fire Protection Systems	1	1	2	1		5
Alteration	1	7	12	3	1	24
New Building			1		1	2

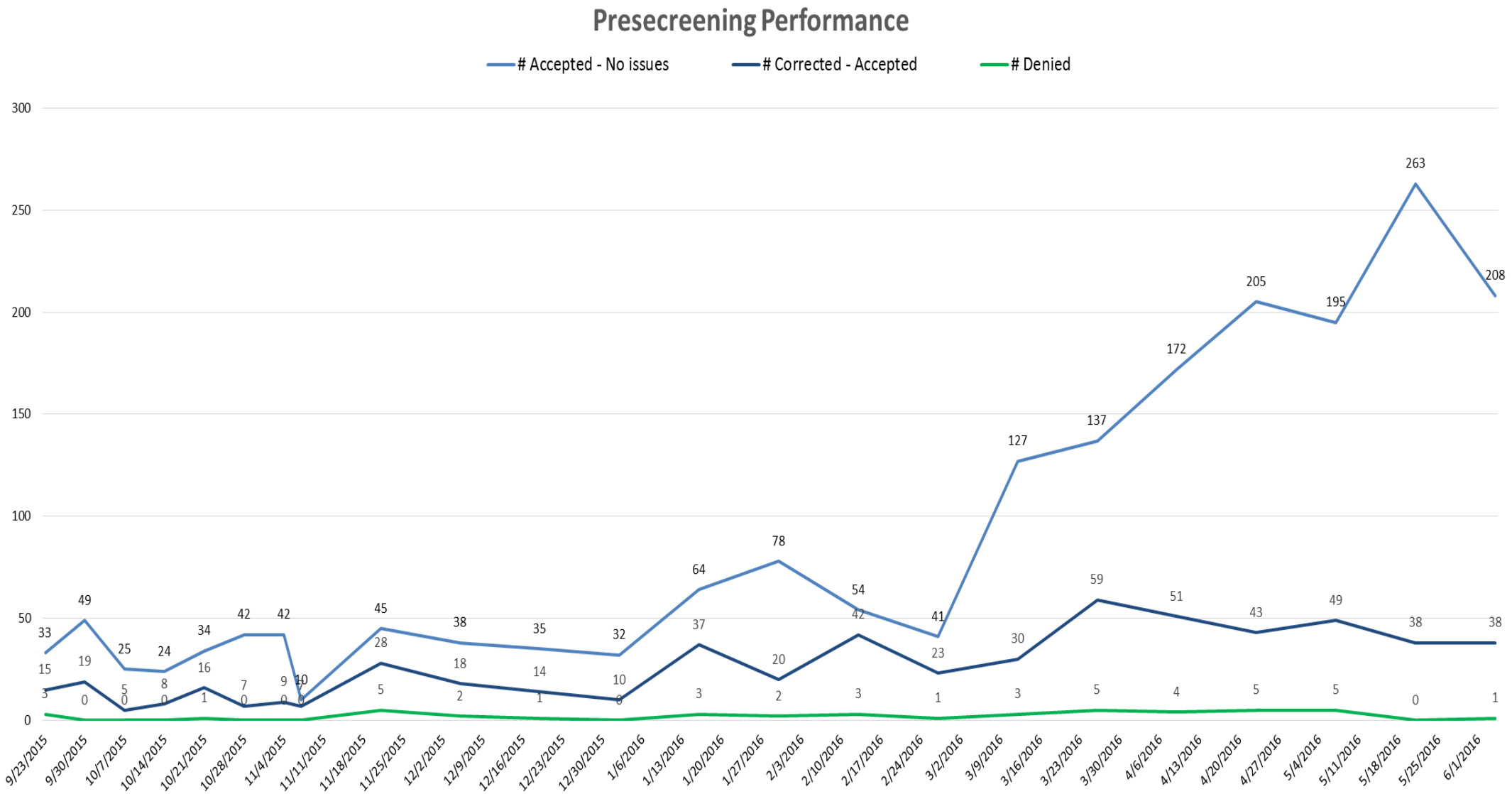
RCO - Revisions Reviewed from May 22, 2016 to Jun 04, 2016

 # Records at Revision Counter

	1st Revision	2nd Revision	3rd Revision	4th Revision	5th Revisio...
Addition		1			
Alteration	6	1	1		
Misc. Structures	2			9	9
New Building	3	6		2	

 # Records for Revision Reviews Completed in Week Days

Week Days to Complete Revision	000 Same Day	001	005	010	Total
Addition			1		1
Alteration	2	2	4		8
Misc. Structures	9		11		11
New Building		2	7	2	11



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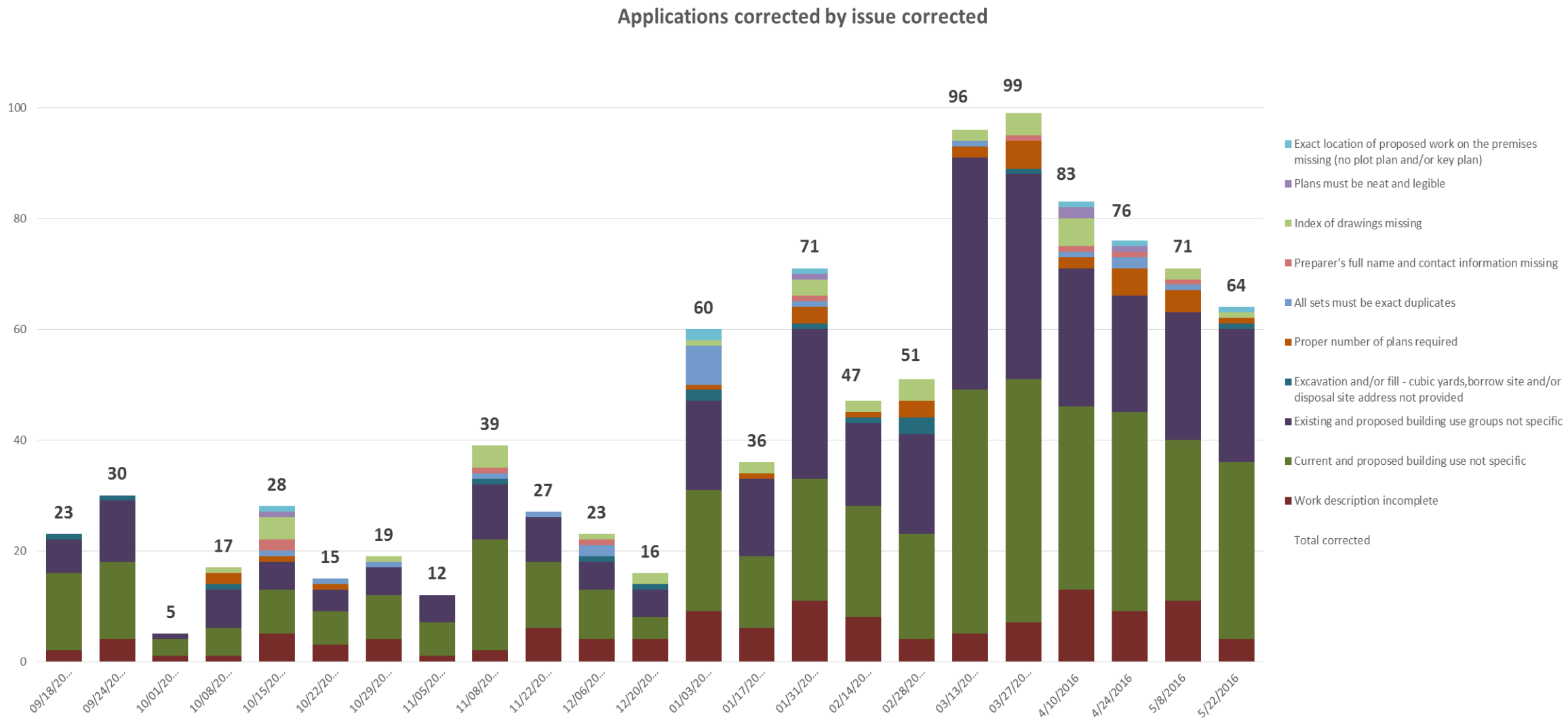

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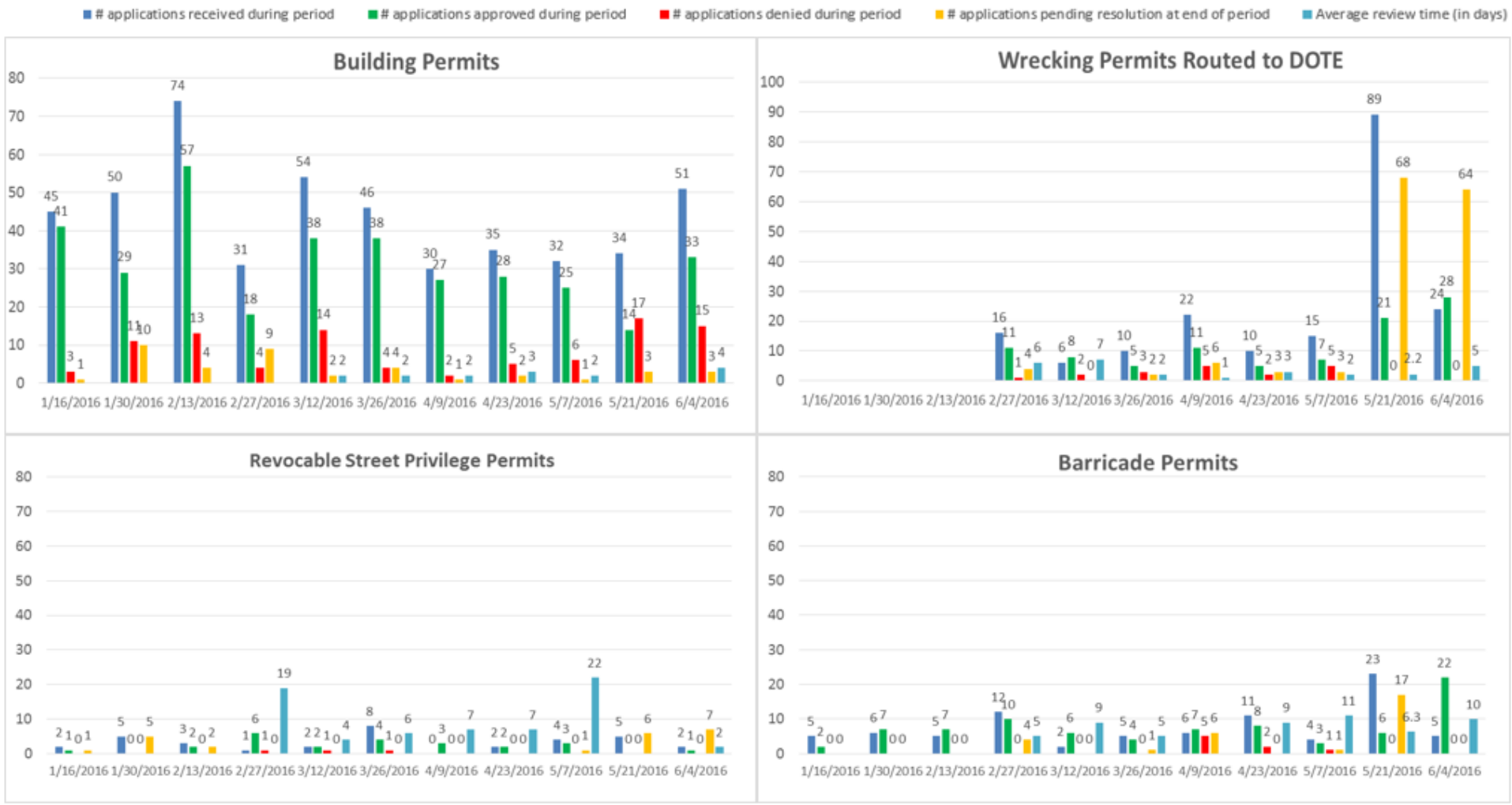
DOTE



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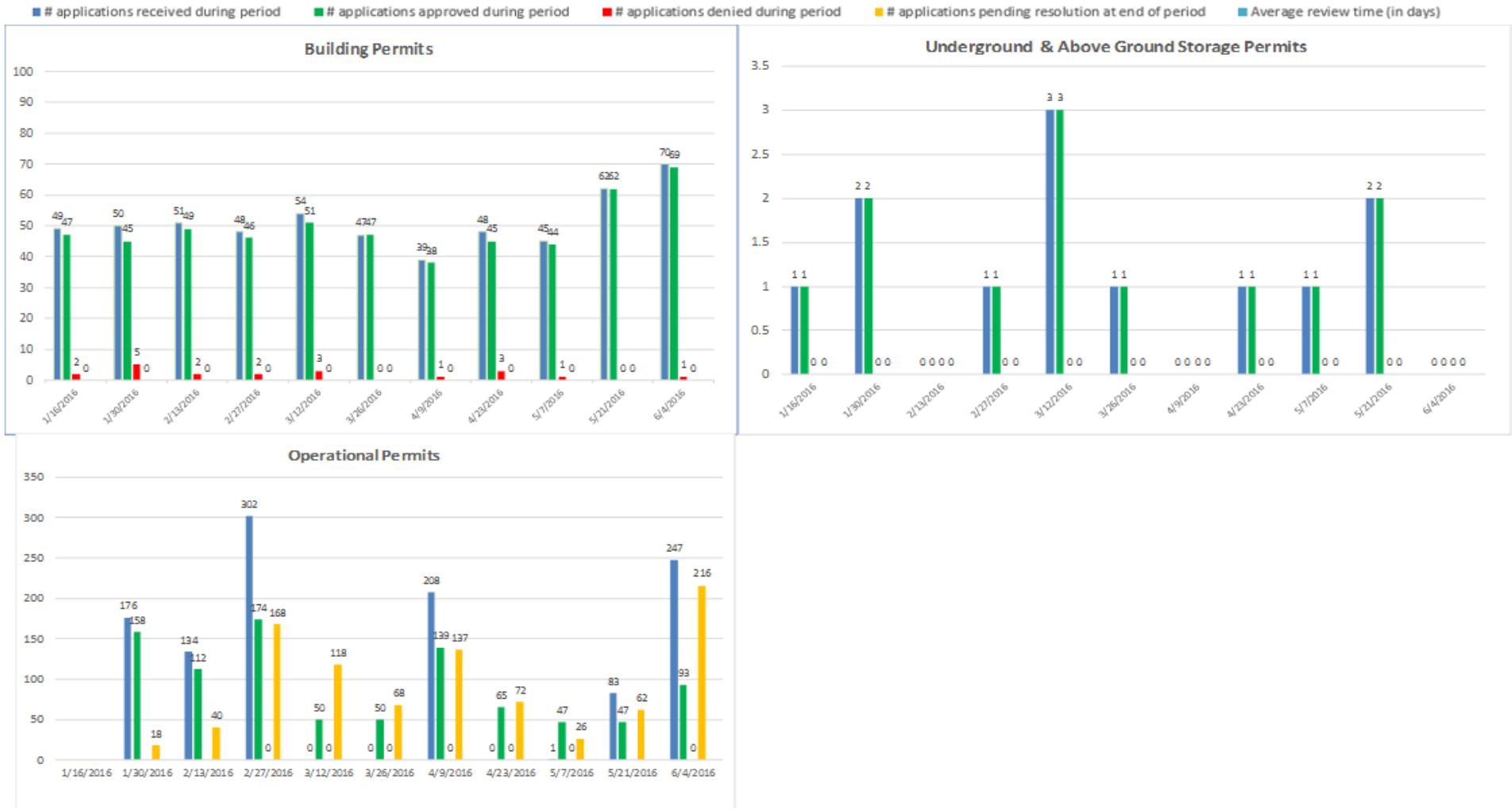
FIRE



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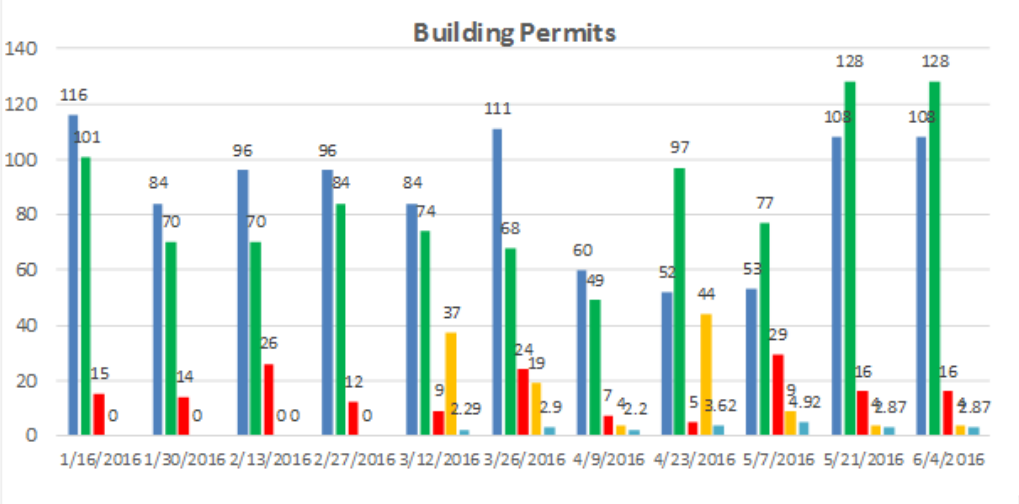
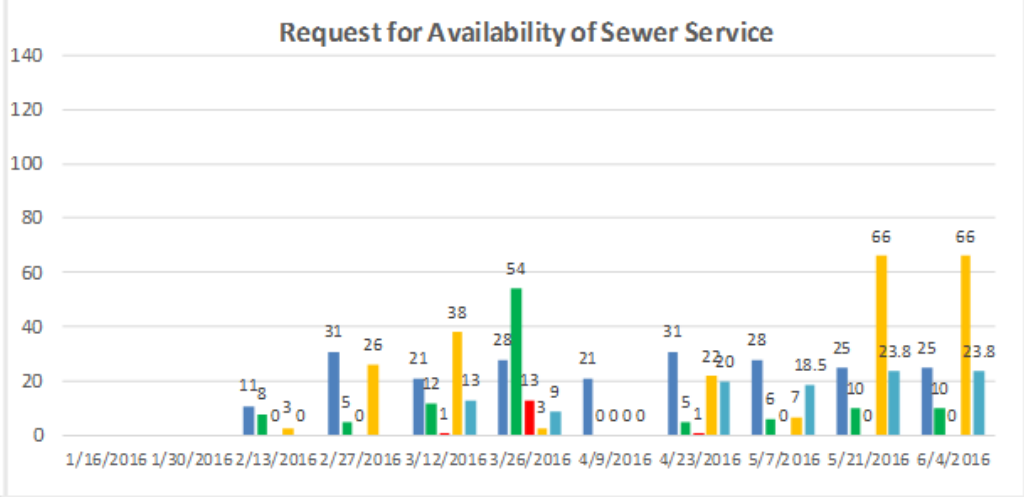
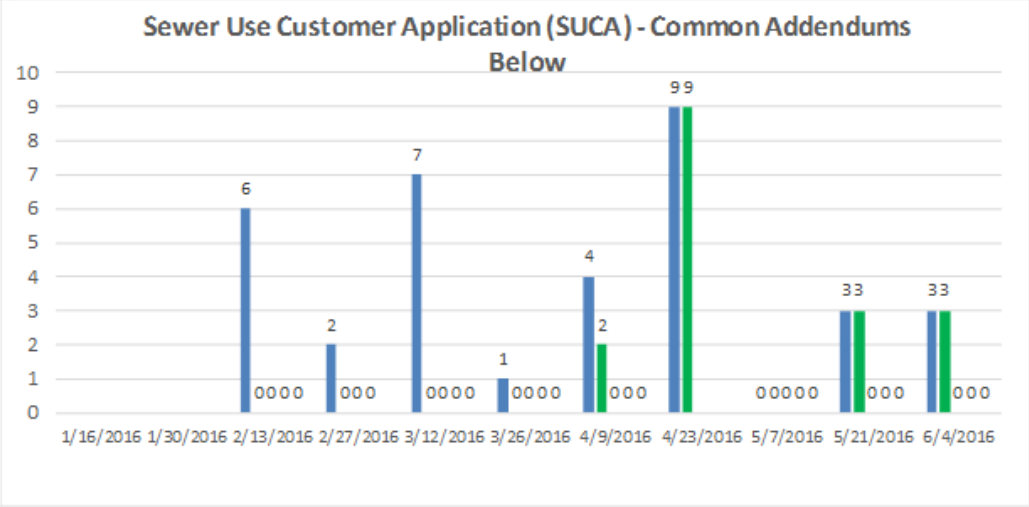
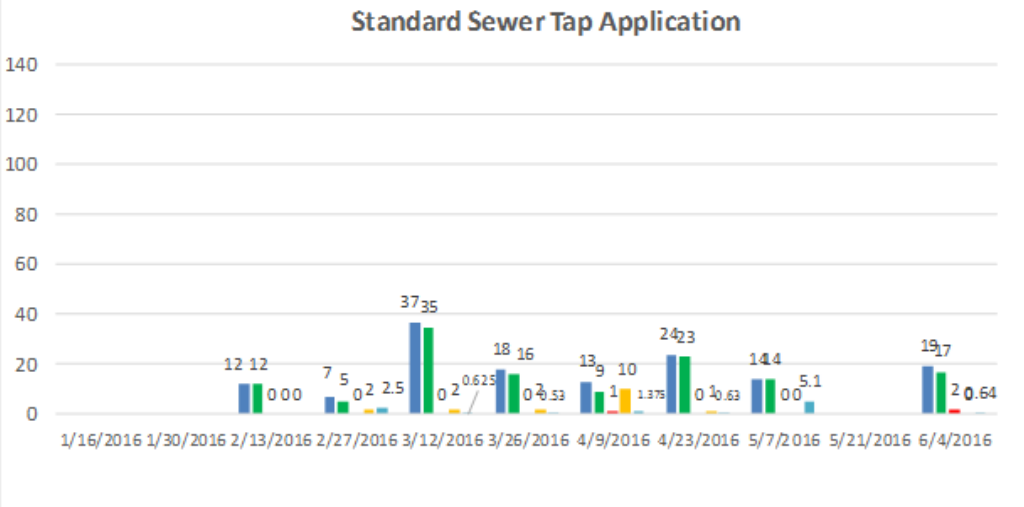
MSD

■ # applications received during period ■ # applications approved during period ■ # applications denied during period ■ # applications pending resolution at end of period ■ Average review time (in days)









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WATER

Improving Permit Processing Performance

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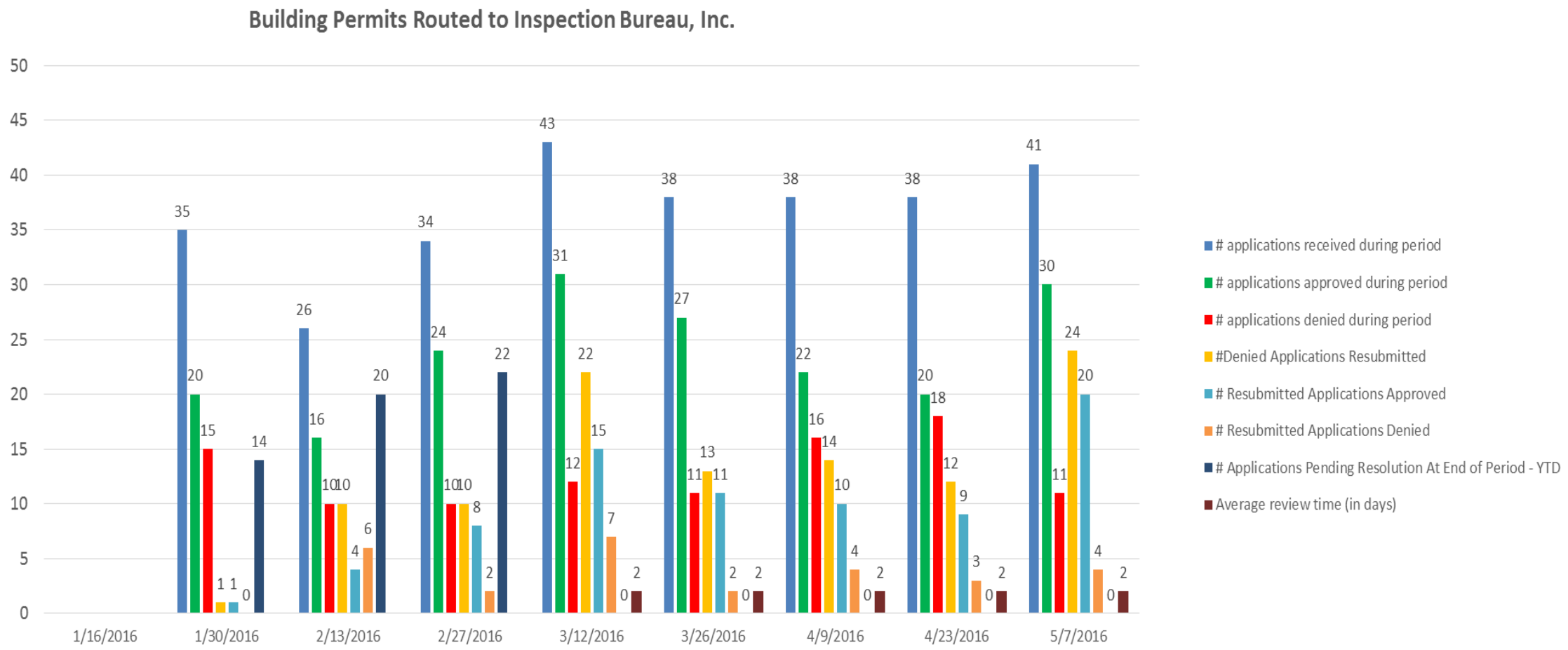

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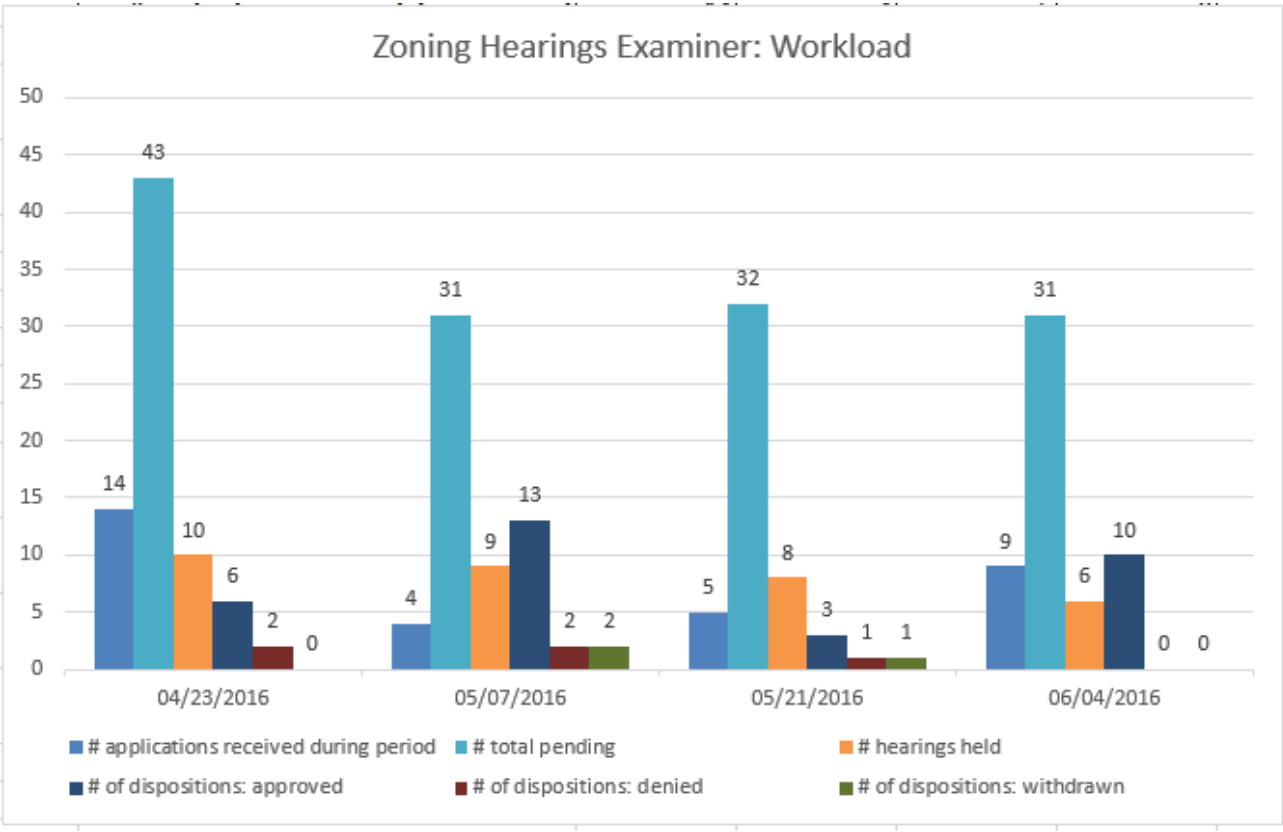
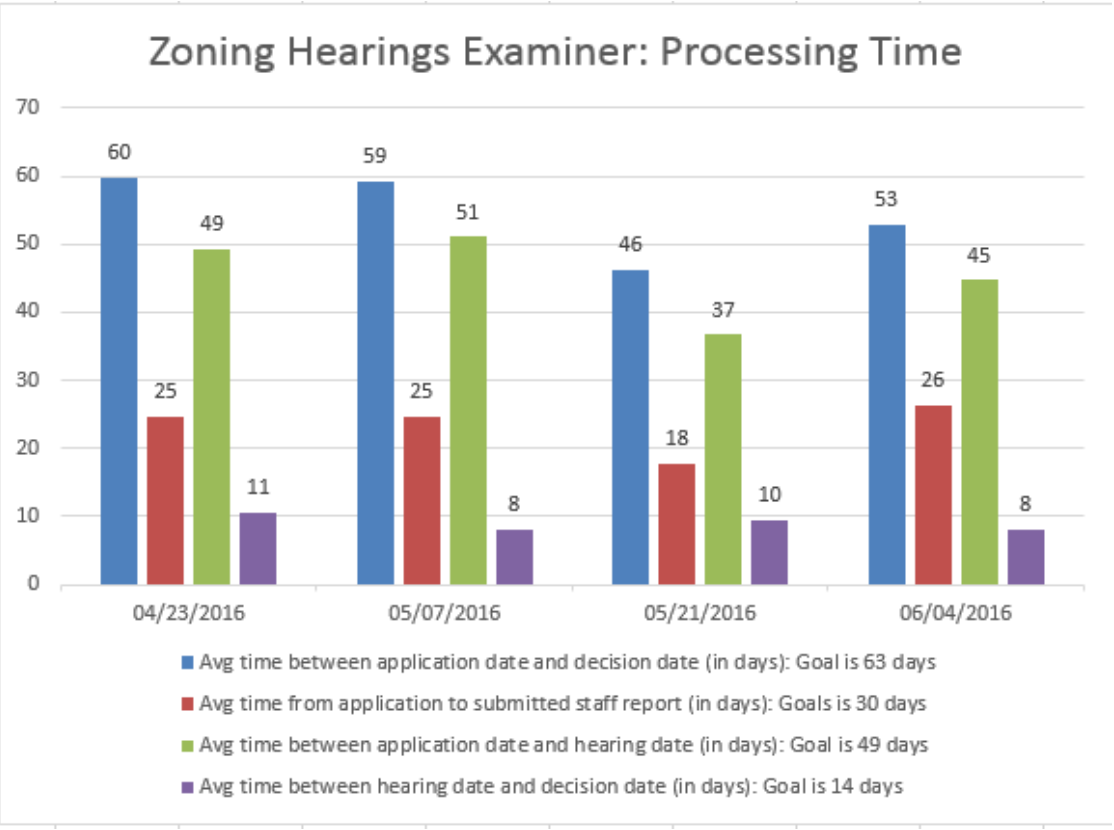
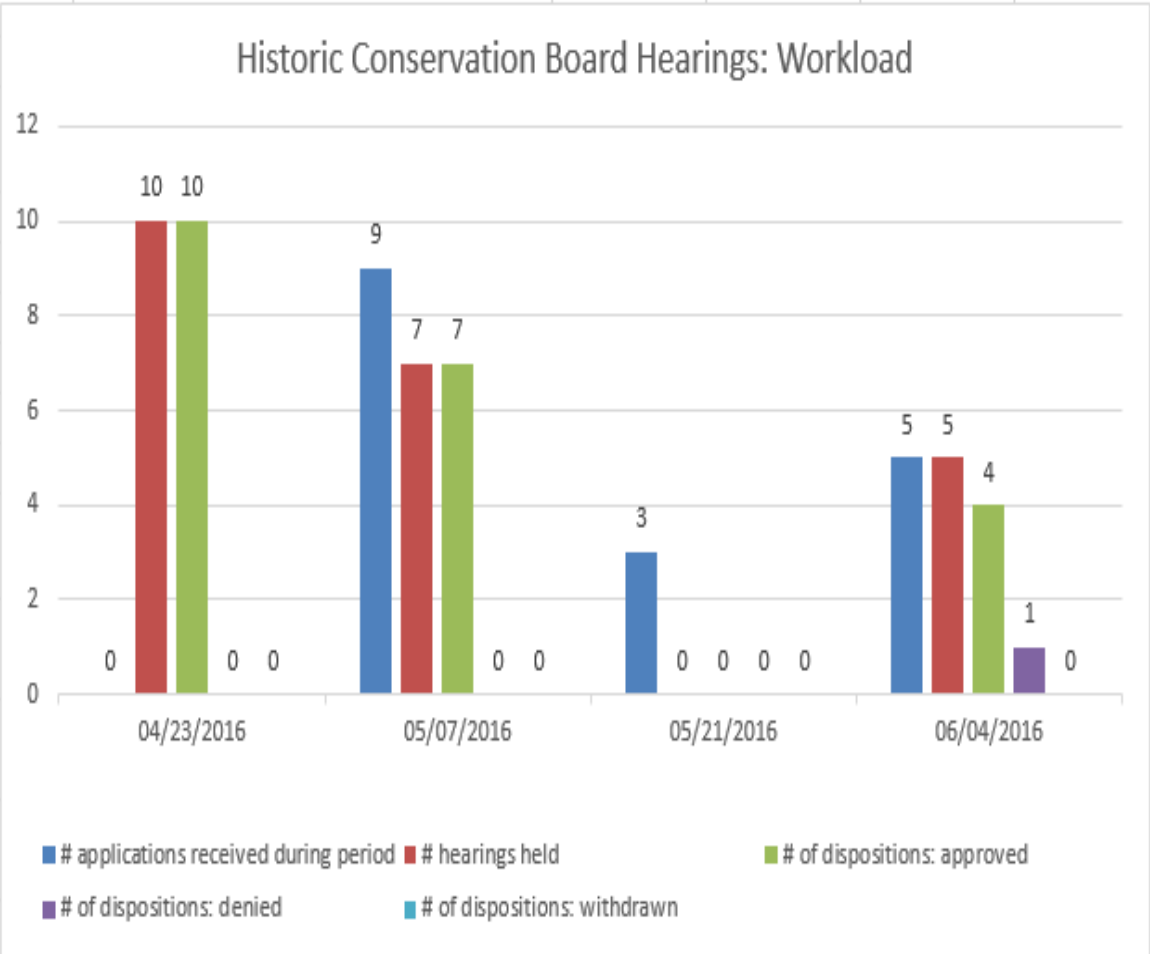
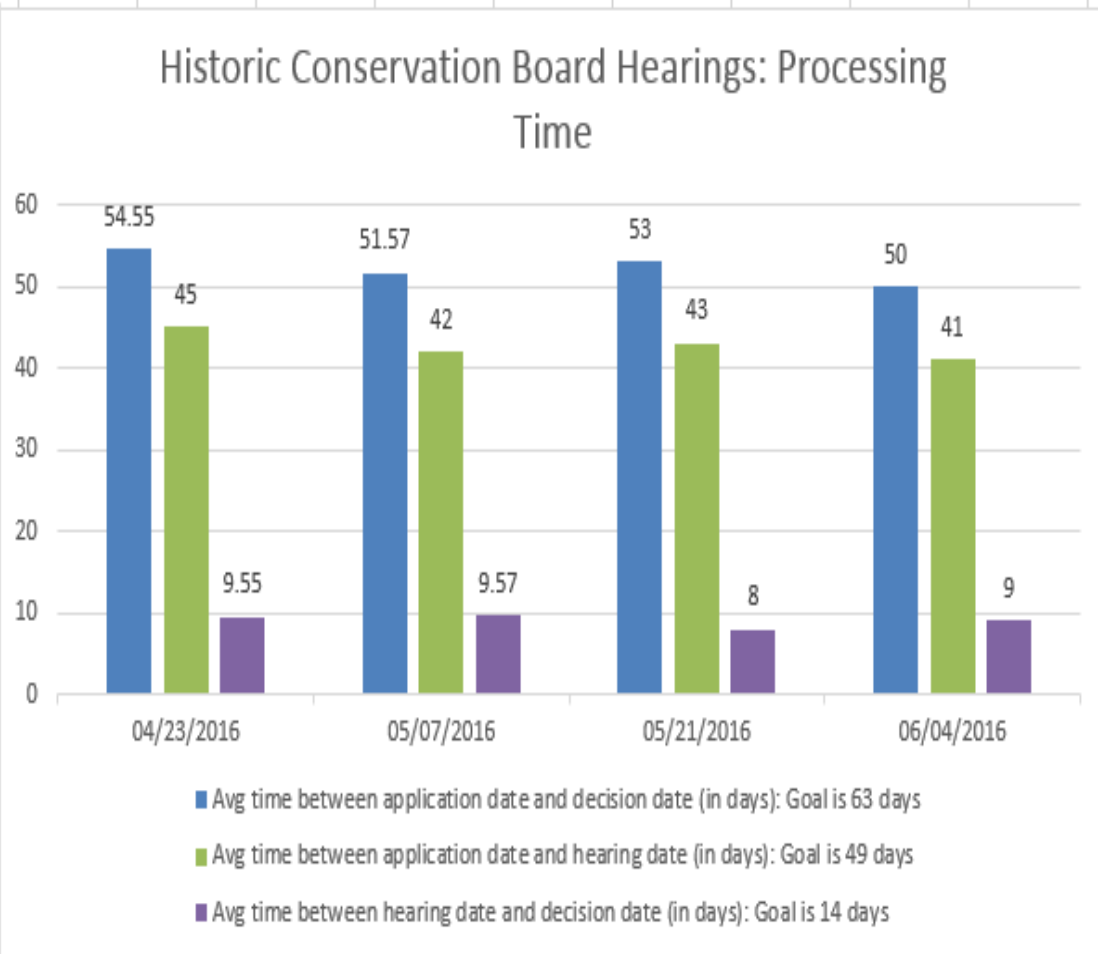

Zoning Hearings Examiner: Workload
50
45
40
35
30
25
20
15
10
5
0
43
14
10
6
2
0
31
4
9
13
2
2
32
5
8
3
1
1
31
9
6
10
0
0
04/23/2016
05/07/2016
05/21/2016
06/04/2016
applications received during period
total pending
hearings held
of dispositions: approved
# of dispositions: denied
# of dispositions: withdrawn


Zoning Hearings Examiner: Processing Time
70
60
50
40
30
20
10
0
60
25
49
11
59
25
51
8
46
18
37
10
53
26
45
8
04/23/2016
05/07/2016
05/21/2016
06/04/2016
Avg time between application date and decision date (in days): Goal is 63 days
Avg time from application to submitted staff report (in days): Goals is 30 days
Avg time between application date and hearing date (in days): Goal is 49 days
Avg time between hearing date and decision date (in days): Goal is 14 days





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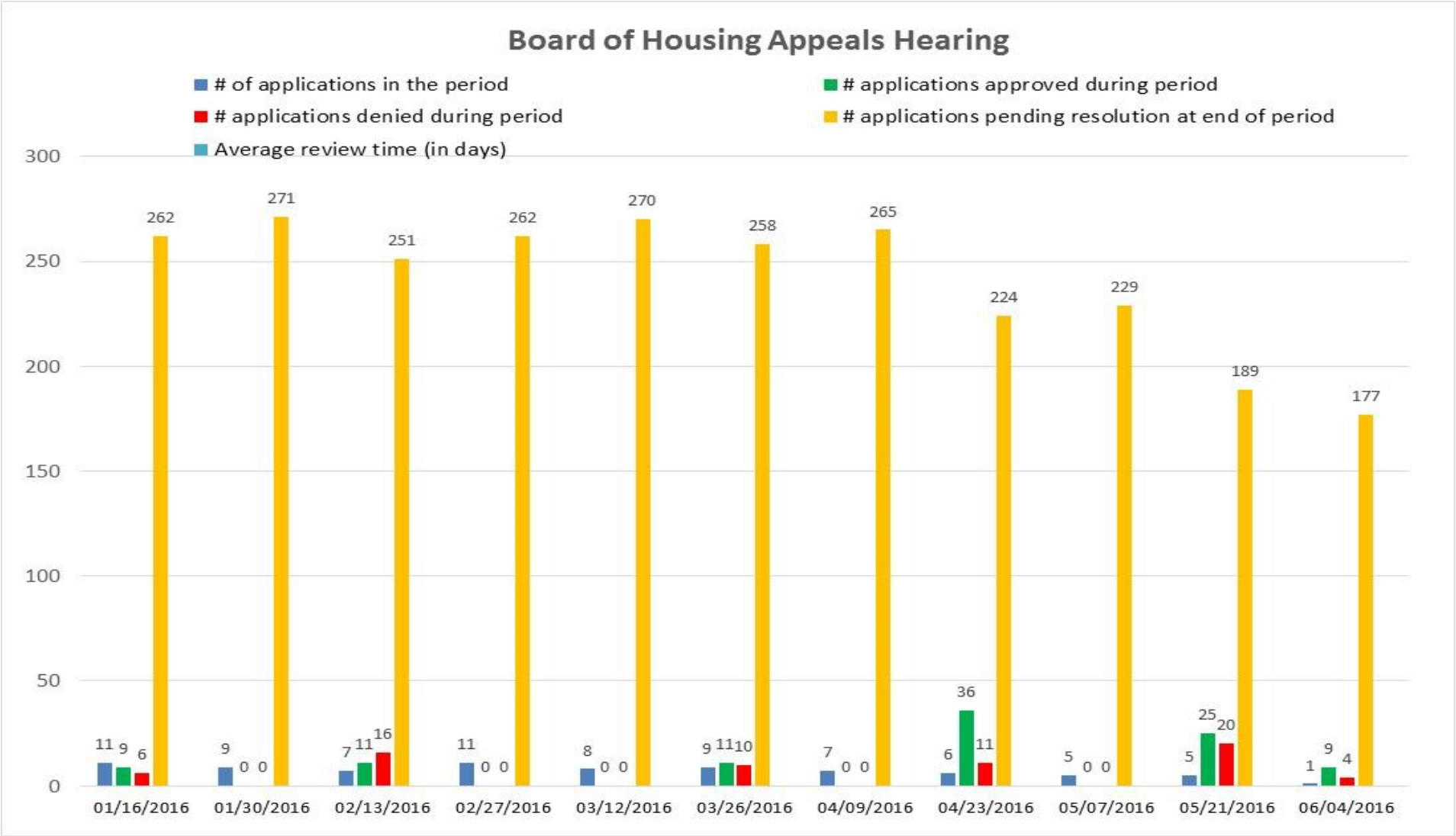

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Zoning				
# Zoning Verification Letters		2	5	1
Average review time (in days): Goal is 90% in 3 days		3	1.4	1
Pre-Plan Permissions Commercial				
# Certificates of Appropriateness	4	4	5	4
Average review time (in days): Goal is 90% in 15 days		2.5	1.75	1.5
# Certificates of Compliance		2		4
Average review time (in days): Goal is 90% in 15 days		2		6.5
Pre-Plan Permissions Residential				
# Certificates of Appropriateness	0	1	1	1
Average review time (in days): Goal is 90% in 10 days		1	1	2
# Certificates of Compliance		0	2	2
Average review time (in days): Goal is 90% in 10 days			3	6.5
Wrecking Permits				
# applications received during period		14	14	13
# applications approved during period		14	14	23
# applications denied during period		1	1	2
# applications pending resolution at end of period				
Average review time (in days): Goal is 90% in 3 days				
Building Permits Commercial				
# applications received during period		124	133	136
# applications approved during period		132	149	161
# applications denied during period		13	12	12
# applications pending resolution at end of period				
Average review time (in days): Goal is 90% in 15 days				
Building Permits Residential				
# applications received during period		93	79	71
# applications approved during period		144	120	140
# applications denied during period		6	8	17
# applications pending resolution at end of period				
Average review time (in days): Goal is 90% in 10 days				

TENETS

Accurate & timely intelligence shared by all

Effective tactics and strategies

Rapid deployment of resources

Relentless follow-up and assessment