

One-Stop Arlington Program Update

Chamber of Commerce – Feb 21, 2018

NAIOP – Feb 28, 2018

Contractors and Expeditors – Mar 8, 2018

Economic Development Commission – Apr 10, 2018

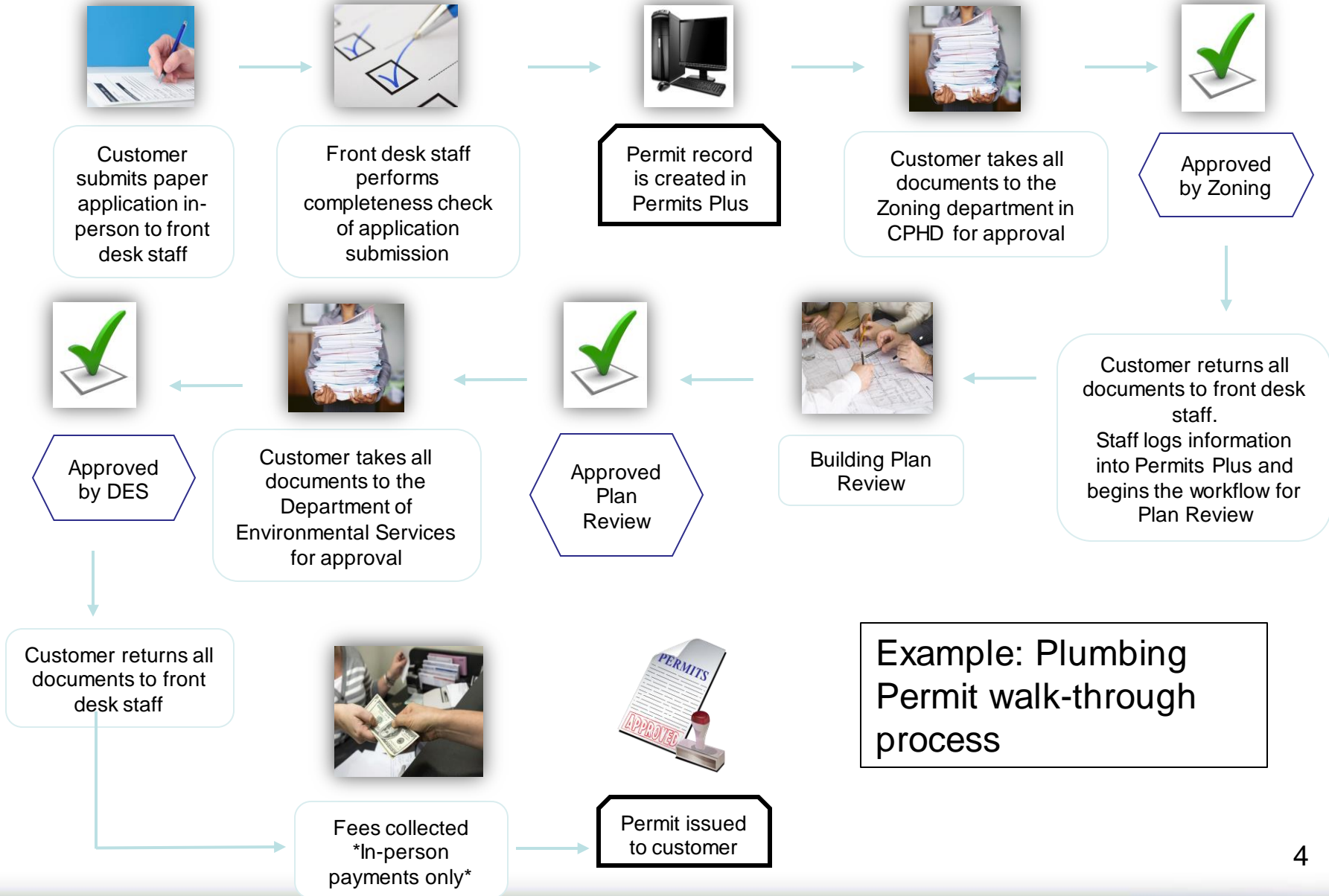
- What is One-Stop Arlington?
- Program goals and benefits
- Program management
 - Activities to-date
 - Strategic program changes
- Moving forward from here
 - Anticipated revised schedule
 - Immediate next steps
 - Phasing strategy
 - Public Outreach

What is One-Stop Arlington?

- Enterprise-wide initiative to facilitate and improve process for managing land development and permitting activities
- <https://building.arlingtonva.us/improving-customer-service/>
 - Accela software system
 - Customer experience changes
 - Physical
 - Virtual (web pages and online services)
 - How County staff work together to provide customer service



Current permitting process



Streamline business processes



Source: <https://www.entrepreneur.com>



ePlan Review

**Submit Applications, Plans &
Pay Fees Online.**

Building Permits + Land Disturbing Activity (LDA) Permits
+ Civil Engineering Plans (CEP)



Online applications and payments integrated with electronic plan review

Online forms incorporate strategic thinking about work flow

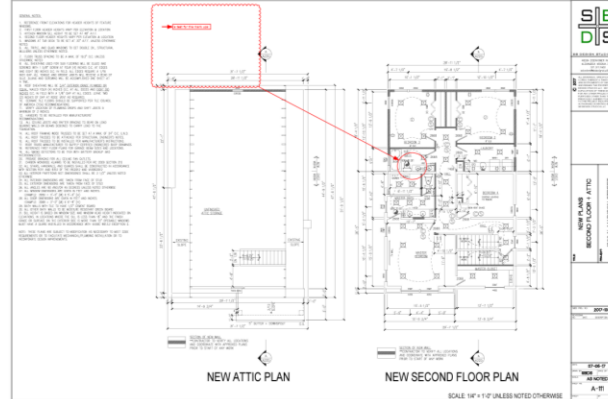
Simultaneous review by multiple staff

Enhance technology and communication tools



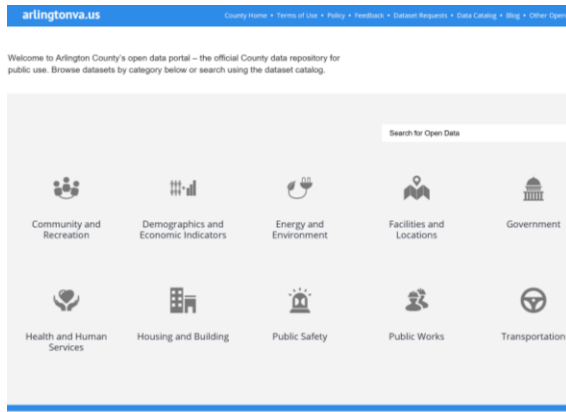
Increased remote access to data for customers, residents and staff
Consistent process and technology across application types
Documentation of knowledge to facilitate provision of consistent information

Deliver excellent customer service



One-stop (centralized) customer service for in-person visits
Increased collaboration between disciplines
Increased continuity across project life cycle
Focus on case management

Increase transparency and accountability



Source: patimes.org

Easy access to application status
Improves searching and reporting capabilities

Program governance

- Enhanced program sponsor involvement
- Program Manager familiar with County practices
- Technical Lead to transition to Production Manager

Development

- Functional Lead position provides continuity
- Revised methodology allows for better visualization of product to ensure decisions address end-user needs

Phased Delivery

- Winter 2018: Online payment for ePlan permits
- Early 2019: Accela Phase I (50% of permits)
- Late 2019: Accela Phase II (50% of permits)

Product

- Integrate existing ePlan product with Accela system
- Provides robust and known solution

Engagement

- Customer Advisory Working Group
- Periodic Focus Group Discussions

Anticipated schedule

Winter 2018

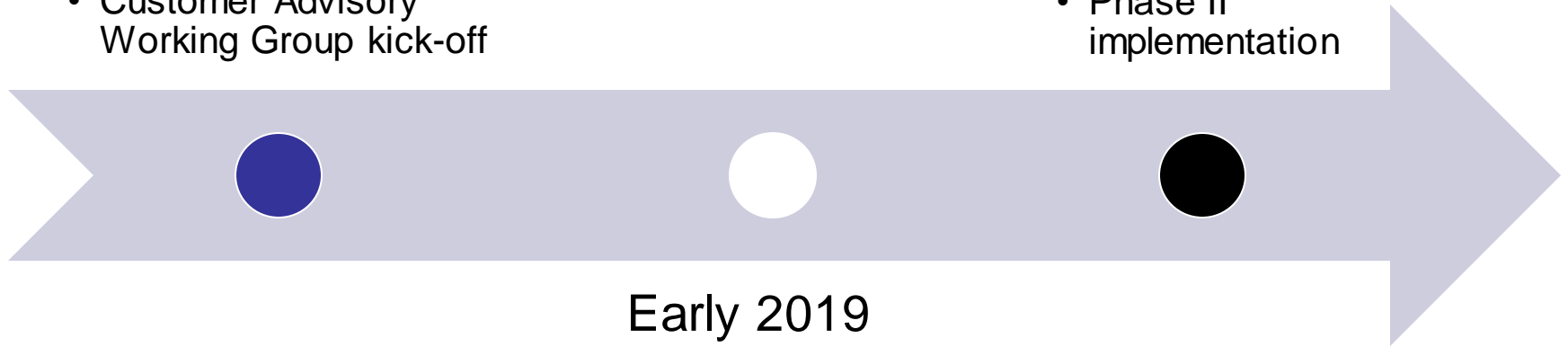
- Restart system development
- ePlan online payment
- Customer Advisory Working Group kick-off

Late 2019

- Phase II implementation

Early 2019

- Phase I implementation



System development

Phase I delivery

- Site plans, use permits, rezonings, GLUP amendments
- Concept plans
- Landscape plans
- Home occupations and accessory homestay
- Small cell facilities
- Transportation right-of-way permits
- Civil engineering plans
- Zoning determinations and response letters
- Administrative fees
- Certificate of Appropriateness

Phase II delivery

- Building permits (residential and commercial)
- Trade permits and elevator permits and periodic inspections
- Accessory dwellings and family/caregiver suites
- Certificates of Occupancy
- Complaints
- Land disturbing activity permits
- Board of Zoning Appeals use permits, variances
- Fence, sign, dance hall
- Asbestos
- Administrative changes

- Planned outreach
 - Customer Advisory working group

 - Periodic discussions with stakeholder groups
 - BIDs and Partnerships
 - Chamber of Commerce
 - NAIOP (Commercial Real Estate Development Association)
 - Contractors and permit expeditors
 - Infrequent applicants
 - Other groups, as identified

 - Advisory Groups and Commissions

- Other communications
 - Planning and Building eNews
 - County website
 - Press releases

- How do you define customer service?
- How do define the customer experience?
- What is the current customer experience in Arlington County?
- What does the future of the customer experience look like to you with One-Stop Arlington?
- As we move towards an increase in digital processes and services, what should we be thinking about?

Questions?

- Customer advisory working group kickoff
 - Customer perspective on current processes
 - Early input and feedback on development of new software system
 - Input on physical changes to in-person permit counter
 - Review and inform website improvements and development of training materials
 - Explore future virtual customer service strategies
 - Participate in user-end testing and as early users of the new system
 - **Feb 27, 2018: kick-off meeting**

Activities to-date

Feb 2016

- ePlan implementation (interim solution for electronic plan review)
- Civil engineering plans (CEP)
- Land disturbing activity (LDA)
- Building permits

Sept-Nov
2016

- Kick-off enterprise-wide system development (Accela)
- Move some Department of Environmental Services permitting functions to 10th floor
- Migrate web site to new mobile- and user-friendly format

April –May
2017

- Mid-course review: identified key areas for improvement
 - Program governance
 - Development and delivery model
 - Electronic plan review component of system

June - Dec
2017

- Pause to implement key program changes to ensure success of new system

- Customer experience improvements
 - Configuration of physical customer service center – migrating to one-stop service
 - Building Arlington website – migrating to one-stop virtual customer service
 - Training
 - Change-management
 - Communications

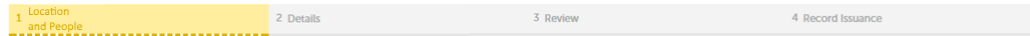


System development

Phasing Strategy

- Minimize need to work in multiple systems (limit linkages between permit types)
- Phase in change management for customers and staff (implement simple work flow permits first)
- Provide electronic plan review for those records that do not currently have the option
- Maximize earliest delivery timeline through phasing (minimize conversion of data from existing system for Phase I)

Land Disturbing Activity



Step 1: Location and People > People

* indicates a required field.

Contact List

To add a new contact, click the Add Contact button.

Required Contact Type	Minimum
Applicant	1

[Select from Account](#) [Add New](#)

✔ Contact added successfully.

Showing 1-1 of 1

Full Name	Business Name	Contact Type
David Bischof		Applicant

Licensed Professional

To add a new licensed professional, click the Add button.

✔ Licensed professional added successfully.

David Bischof
Bischof Engineering
 License Type: Engineer
 License Number: ABC12345
 Address: Arlington 12345

[Edit](#) [Remove](#)

Land Disturbing Activity



Step 2: Details > Information

Project Information

PROJECT INFORMATION

* Is this a by-right Single Family Home?
 Yes No

Provide a full description of the work:

[spell check](#)

Is any part of this property located within a flood zone?
 Yes No

Save and resume later

Land Disturbing Activity



Step 3: Review

Save and resume later

Continue Application >

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Land Disturbing Activity

Detail Information [Edit](#)

Please enter a unique project name for this application. This can be used to help you track this application. If you are using this application for company work, please enter your internal tracking number.

Project Name: My New LDIS

Address [Edit](#)

2100 Clarendon
12345

Parcel [Edit](#)

Parcel Number: 12345

Owner [Edit](#)

Owner Name

Immediate next steps – Winter 2018

Customer can view payment status of applications

ePlan online payment

Added Pay Now button

- Electronic plan review for land disturbing activity, civil engineering plans and building permits
- **January:** user-experience testing of online payment feature – over 100 participants
- **March 5:** launch

System accepts credit cards and eChecks

View Within Last 5 Years

Group	Identifier	Name	Create Date	Status	Open
<None>	CTBO-3951	123 123 AT	12/4/2017	Awaiting Express Processing	
<None>	CTBO-3953	1001 19TH ST. N	10/25/2017	Awaiting Express Processing	
<None>	CTBO-3945	2200 CLARENDON BLVD	7/19/2017	Department Review In Progress	
<None>	CTBO-3934	241 18TH STREET	7/11/2017	Awaiting Express Processing	
<None>	CTBO-3921	4401 FAIRFAX DR	7/6/2017	Awaiting Deposit Payment	
<None>	CTBO-3911	3033 WILSON BLVD	7/6/2017	Submission Incomplete – Resubmission Required	
<None>	CTBO-2979-E	4300 WILSON BLVD	1/4/2017	Permit Issued	
<None>	CTBO-2217-A	1201 WILSON BLVD	8/15/2016	Review Complete – Resubmission Required	

Project Information | Plan Documents | Review Documents | Approved Documents | Related Projects | Project Invitations

Project
CTBO-3921

Group
<None>

Name
4401 FAIRFAX DR

Status
Awaiting Deposit Payment
[Pay Now](#)

Review Status
Review Cycle 1, Open

Project Information
Identifier: CTBO-3921
Review Type: Permit - Commercial Alteration

Roles
Permit Application

Building Permit Application | Additional Questions | Review Status

Department of Community Planning, Housing and Development Inspection Services Division
2100 Clarendon Blvd., Suite 1000, Ph: 703-228-3800, Fax: 703-228-7046

Arlington County Permitting - Online Payment

We are now accepting online payment for Building Permits, Land Disturbing Activity Permits, and Civil Engineering Plan Review for all permit # or Project ID to search for and initiate payments. If you do not have this information, please refer to any email notification about this permit to access your projects. If you have any questions, please contact Arlington County Permitting Offices at 703-228-3800.

Permit # Search Permit

CTBO-3921 Search Project

Permit #	Project ID	Address / Project Name	Payment Type	Amount Due
B1701412	CTBO-3921	1100 S HAYES ST	DEPOSIT	\$1,347.53
			Total:	\$1,347.53

[Pay by Card](#) [Pay by eCheck](#) [Clear](#)

Use my saved payment information (editing allowed on the following page)