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# CITY OF FORT WAYNE

## Reducing the Turnaround Time in the Site Plan Routing Review Process

### *Six Sigma Project Review*

#### **PROBLEM**

The turnaround time to review site plan routing submissions is too long. The average review process is 51 days per submission. Timely approvals improve customer service and increase building interest in Fort Wayne. The goal is to review 95% of all projects submitted for Improvement Location Permits/Certificates of Compliance within 10-12 days.

#### **SOLUTION**

Incomplete and inaccurate review submissions lead to delays. To reduce cycle time, a SOP was established to improve application preparedness. Potential problems are detected by submission checklists and preview meetings. Incomplete applications are not accepted and all applicants are contacted prior to review meetings to discuss problems and confirm all participants. To continue improvement, PermiTrack software is used to track approval times. Feedback surveys are also sent out to all applicants and property owners to gauge meeting effectiveness and project quality. Increased usage of the "conceptual/preliminary" and "foundation only" routing review options are encouraged.

#### **SAVINGS/ BENEFITS**

Turnaround time for application approval has improved 300%. The average turnaround time for projects released to the Allen County Building Department is now 8.7 days. Increased efficiency and survey feedback has improved applicant rapport. The need to purchase \$150,000 of new software was eliminated.

#### **Savings**

Turnaround Time: 300% Reduction  
Avoided Purchase: \$150,000

#### **Factoid**

The primary tool of this project was Value added/Non-Value added analysis.

#### **Six Sigma Team**

Heather Presley, *Green Belt*  
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