



JANESVILLE

Wisconsin's Park Place

MUNICIPAL MODELS, ONE-STOP SHOP

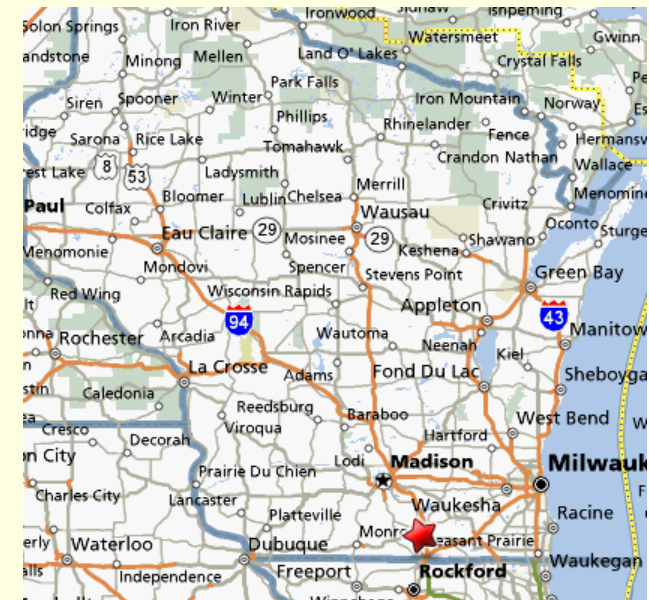
GALE PRICE, AICP

JUNE 15, 2007

Community



- Janesville
 - “Wisconsin’s Park Place”
- Population
 - DOA Estimate 2006
 - 62,000+
- Wisconsin’s fastest growing mid-sized community



Community



- **Janesville – Permits and Inspections**
- **Issued 241 New Single and Two-Family home permits in 2006**
- **Issued 17 New and 138 Addition/Alteration Commercial Building permits in 2006**
- **Staff Conducted 9149 Inspections in 2006**

Community



Janesville – Philosophy

Administration is a Customer Service Oriented Organization

- Customer Service is “Service”
- Doing “More With Less”

Community



Janesville – “more with less”

- Manager of Building and Development Services
- Development Specialist
- Two Building Inspectors
- Plumbing Inspector
- Electrical Inspector
- Division Secretary
- Open Development Specialist Position

Today's Discussion



- Janesville's One Stop Shop
- Previous Organization
 - Perception
 - Drawbacks
- Current Organization
 - Approach
 - Benefits/Drawbacks
 - Improvements
- Future Organization

Previous Structure



- Separate Code Enforcement and Planning Departments
- Code Enforcement:
 - Building Plan Review (Comm and Res)
 - Large Building – 3rd Party
 - Building/Sign Permits
 - Inspections (building)
- Planning Department:
 - Zoning
 - Site Layout and Inspection

Previous Structure

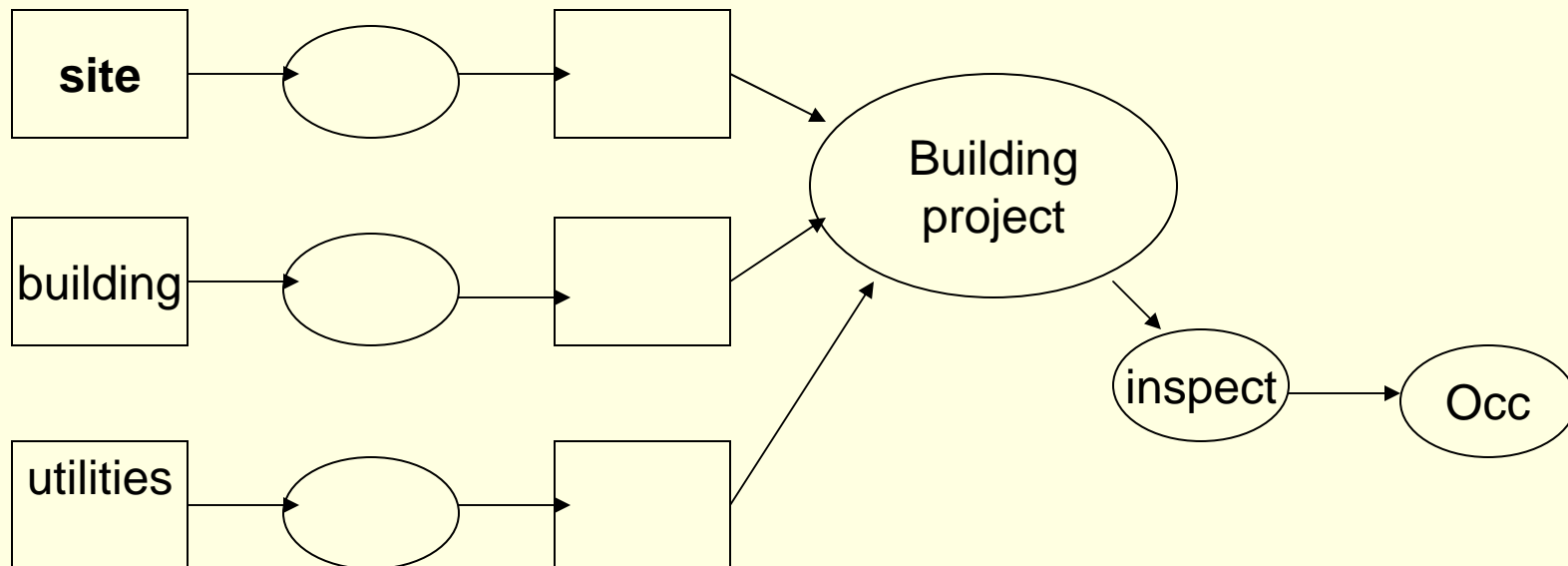


- Perceptions of the two departments
 - Code Enforcement:
 - Difficult to work with
 - Planning Department:
 - Problem solving
- Process Problems
 - Review Process was Disjointed
 - Difficult to Follow
 - Conflicting Regulations
 - Follow Through

Previous Structure



- Multiple Reviews Completed by Separate Departments



Previous Structure

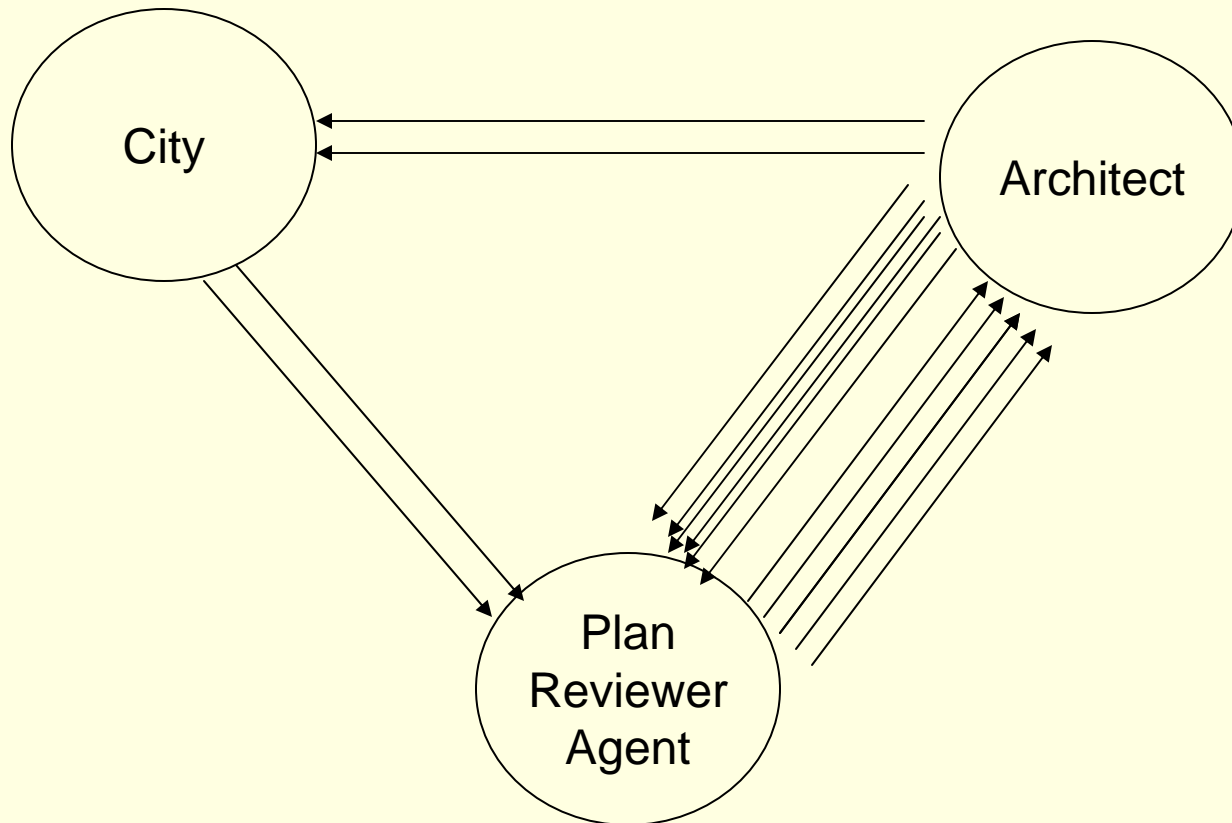


- Third-Party Plan Review
 - Process established in 1997
 - Licensed Architect
 - Reviews “big” structures
 - New over 50,000 cubic
 - Additions over 100,000 cubic
 - Architects worked directly with agent
 - Approved plans submitted similar to a state review
 - Service in Relation to Organization Values

Previous Structure



- Third-Party Plan Review



Reorganization



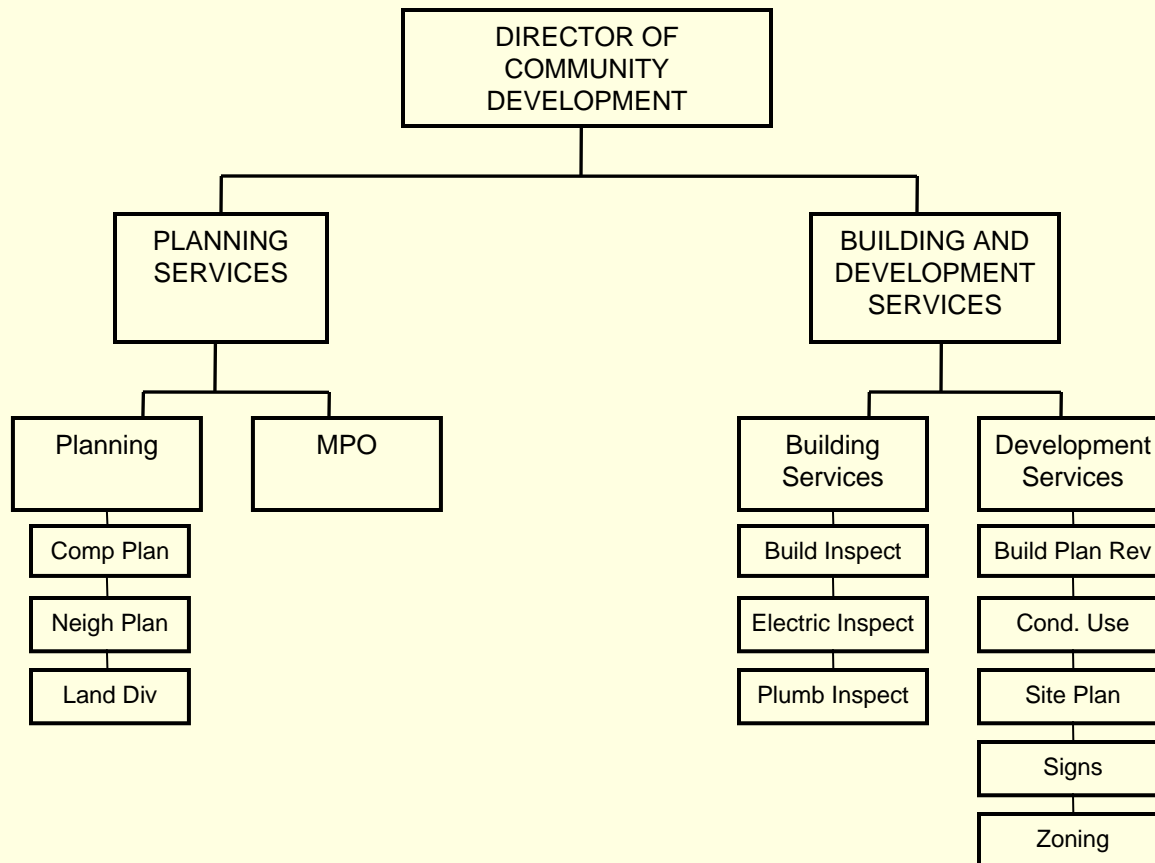
- Occurred April 30, 2005
- Planning and Codes Division of Housing, Building and Neighborhood Services were merged
- Community Development Department was created including the Division of Building and Development Services
- Established to Provide Citizens with a One-Stop Approach to Building Projects

Reorganization (cont.)



- Combined floor with Engineering
 - Engineering with Community Development
 - Stronger “Team” Orientation
- First “Center of Excellence”
 - Focus on the Customer Service aspect of the Department

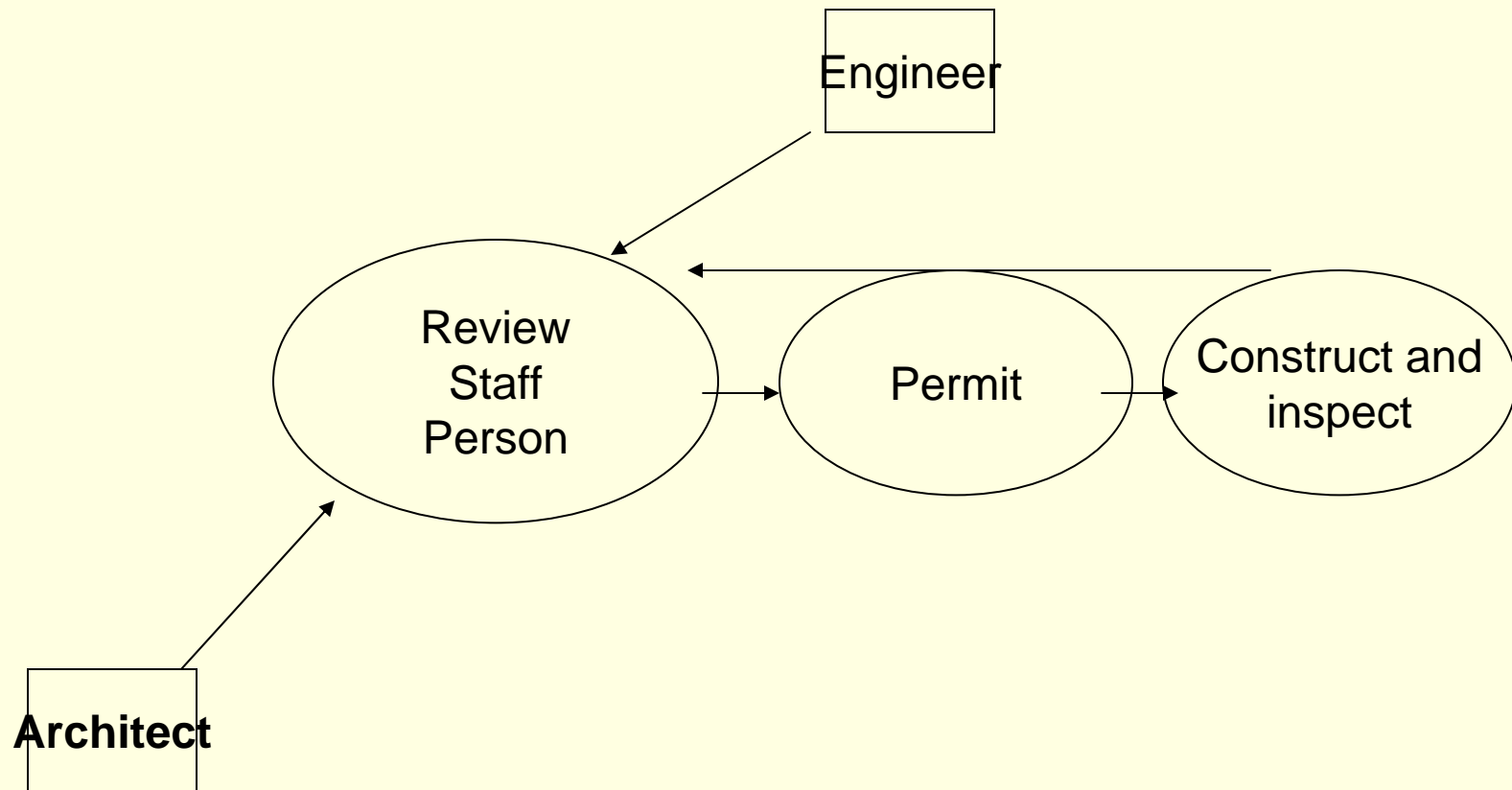
Department Structure



Review Structure



■ New Review Structure:



Mission



- A Team of Staff Members Whose Role is to Provide:
 - Community Outreach
 - Assist the Public by the Dissemination of Local, State and Federal Regulations that Affect Development and Construction
 - Guide Citizens Through the Various Steps of Zoning, Site and Building Plan Review, Site Plan Development, Building Construction and Final Inspection

Approach



- Change the organizational structure, mindset and approach of Staff
 - Development Services under different vision
 - Accomplished through retirements

- Department Philosophy
 - Role of Staff is to “Facilitate Development under the applicable Codes and Regulations of the State, Federal Government and City of Janesville”

Approach (cont.)



- Change Roles of Staff
 - Development Specialist Positions
 - Broader focus
 - Site Plan Review
 - Building Plan Review
 - Issuing Permits
 - Final Inspection
 - Follow Up
 - Sign Permit review
 - Items From Other Departments (liquor)

Approach (cont.)



- Broaden Staff's Roles
 - Inspector Positions
 - Broaden focus
 - More Certifications
 - Empower Inspectors
 - Increased Flexibility
 - Inspectors to Address More Items On Site

Approach (cont.)



- Benefits
 - One Point Of Contact In Office
 - Multiple Different Reviews Done at Once
 - Most Questions/Issues Addressed By One Person
 - Decision Making Process is Linear, Not as Disjointed

Approach (cont.)



- Examples
 - Combine Site Plan and Building Plan Submittals
 - Combine Multiple Hearings
 - Combined Building and Site Plan Letters
 - Identification of Related Issues

Approach (cont.)



- Drawbacks
 - Must Train Every Staff Member
 - One Stop & Development Specialist Unique
 - No Plug & Play Staff
 - Plan Reviewer Not in Field As Much
 - Communication

Approach (cont.)



- Drawbacks
 - Third Party Plan Review Agent
 - Still Issues

Approach (cont.)



What Have We Learned?



- What Would we Do Differently?
 - Slower “Sell” to Staff
 - Buy In from Staff
 - Would Have Pre-Trained Staff
 - Not Just “Jumped in”
 - More Comprehensive Roll-out
 - Changed processes with Merger
 - New Pamphlets

What Have We Learned?



- Recommendations if you go to one stop?
 - Buy In From Staff
 - Get Input from people who do work
 - Understand Your Process
 - What Do you need to do
- Understand the Skills of your staff
 - Are they willing to learn new things?
 - Willing Obtain new Certifications?

What Have We Learned?



- Recommendations if you go to one stop?
 - The “Process” Takes Longer For Staff Person
 - 15 Days for Review By Code
 - Previously longer for separate processes

What Have We Learned?



- Third-Party Reviewers
 - Understand Your Organizational Value
 - Customer Service Expectations
 - Contract
 - Availability
 - Office Hours
 - Customer Consultations
 - Outside Consultation?

Summary



- One Stop Shops Can Work
 - Invest Time Training
 - Look at Long Run Benefits
 - May Take a Couple Years to See

Thank You



For follow up
questions or more information
contact Community Development

755-3060

www.ci.janesville.wi.us