

One-Stop Arlington Customer Advisory Working Group

Meeting Summary
February 27, 2018

WG member attendees: Sean O'Malley, Benjamin Spiritos, Matthew Roberts, Karen White, Jeff Adler, John Lutostanski, Christopher Young, Kelley Rawson, SeJun Lee, David Guillaudeu, Kelly Shooshan, Scott Reamy, Kenneth Hewitt, Betsy Stagg

County staff attendees: Deborah Albert, Allison Cook, Sadé Bowers

Working Group kick-off: Staff provided an overview of the entire One-Stop Arlington Program, and the County Manager welcomed the group. Staff reviewed the expected phased delivery of the land management and permitting software system. The Program Manager expressed that we are looking for feedback to help design the system from a customer perspective. The purpose of the working group is to provide input on improving business processes, not to provide feedback on policy changes.

Communications: An email will be sent to all members with Allison's contact information and a link to the Customer Advisory Working Group website. This website hosts information related to the purpose of the group, upcoming meetings, public engagements, comment/response matrix, and meeting summaries.

Future meetings: The working group will meet once a month. Event details will be posted on the Customer Advisory Working Group website. A skype option will be made available for individuals needing to attend remotely. Members have the option to send a colleague in their place when they cannot attend. However, it is strongly encouraged for the same person from each organization to attend every meeting.

Potential future topics for discussion identified by the Working Group:

- Fees
- Review times
- Demolition permits
- Right of Way permits
- Site Plans and use permits
- The type of information customers would like to query from the permitting system.

Comments/Questions from members are summarized below:

- When will Phase I record types be delivered?
- Will Site Plan Conditions be a part of the new system?
- It appears that vacations and encroachment has not been considered - should they be added to the list of permits/applications in the new system to be delivered?
- In which Phase is the demolitions included?
- Is the Accela permitting system being built totally from the ground up?

- Will there be any metrics tracking from the new system? For example, to reduce the amount of time it takes to review plans.
- Will the new Accela system have the capability of linking LDAs and CEPs?
- Is Arlington talking to other jurisdictions?
- Customers would benefit from having a process flow chart for each record type. Can County staff develop these flow charts?
- It is critical that staff are trained effectively and are adequately functioning in the system in order to help customers that are using the new system too.
- Additional fees are sometimes added late in the permit process. This results in customers having to re-write checks. This is highly inconvenient for customers.
- Many customers would like to submit their check early, before plans are approved, but the County does not accept them.
- A fee calculator to help invoice fees would be a good system feature.
- Does the new Accela system have a fee estimator tool?