

New Business/Commercial Development Opening Process Improvement Team (PIT)

Alex Demos, Chairman
Tim Armstrong, Member
Dan Gardner, Member

Situation: Some have stated that Glen Ellyn's new business/commercial development opening process is too slow, cumbersome, and restrictive and not always customer-friendly.

Charter: To identify process improvements, code revisions and/or educational opportunities which will enable the opening process for a great majority of new business/commercial developments to deliver predicatively positive results for informed and pleased customers.

Who: Alex Demos, Dan Gardner and Tim Armstrong plus others as determined necessary by the team. These may include, Village Planning or Public Works Officials, Permit Clerks or Inspectors; Developer(s) or General Contractor(s), Construction Vendor(s), a Former New Business Owner – pleased, and a Former New Business Owner – critical

Subject Matter Expert Interviews: Appropriate Planning and Development and Public Works Official(s), EDC Executive Director, Chamber of Commerce Representative, Trustee Pete Ladesic, Former Trustee Michelle Thorsell, Plan Commissioner Ray Whalen, Finance Commissioner Randy Parker, Architectural Review Commissioner Mike Wilson and others as identified by the PIT.

Customer Surveys: The PIT will also be responsible for reviewing recent Planning and Development Customer Surveys for input and suggestions for improving department processes.

Objectives: **Process:**

Identify the current process to opening new business/commercial development by step and approximate timeline.

Identify steps in the process that are the root cause of the most difficulty, confusion, errors, omissions and delays. Recommend changes.

Identify which steps in the process have to be repeated most often and why.

Identify which steps in the process could be:

- Eliminated, if any
- Made easier with "up front" information or education, if any

Meetings:

New business/commercial developer meetings with Planning and Development, the Architectural Review Commission, the Plan Commission and the Village Board are valuable and important tools in many new business/commercial development openings. The meetings offer invaluable consulting information and public input and awareness.

How can the Village best maximize the efficiency of these meetings to retain their comprehensive nature and yet save the new business/commercial developers and village representatives' time and perhaps money?

Benchmarking:

Study best practices from other communities with regard to the two topics above and others as applicable to afford optimal results for the PIT's recommendations. The focus should remain on process improvement and not building requirements.

Note: Management has placed \$12,000 in the Village's FY 12-13 budget to hire a consultant to study this situation. The Board will look for a recommendation from the Process Improvement Team whether to hire the consultant or not based on the PIT Team's findings.