

PUBLIC MANAGEMENT ACADEMY

Streamlining the External and Internal Permit Process for CMSD Schools

Prepared by

**Crystal Franklin, CSforCLE Project
Coordinator**

Willie Morris, Administrative Captain, CMSD

**Lamont D. Dodson, Interim Deputy Chief,
CMSD**



Today's Presentation



- Introduction
- Problem
- Our mission
- Goals
- Methods
- Results
- Summary
- Impact
- Benefits to the district

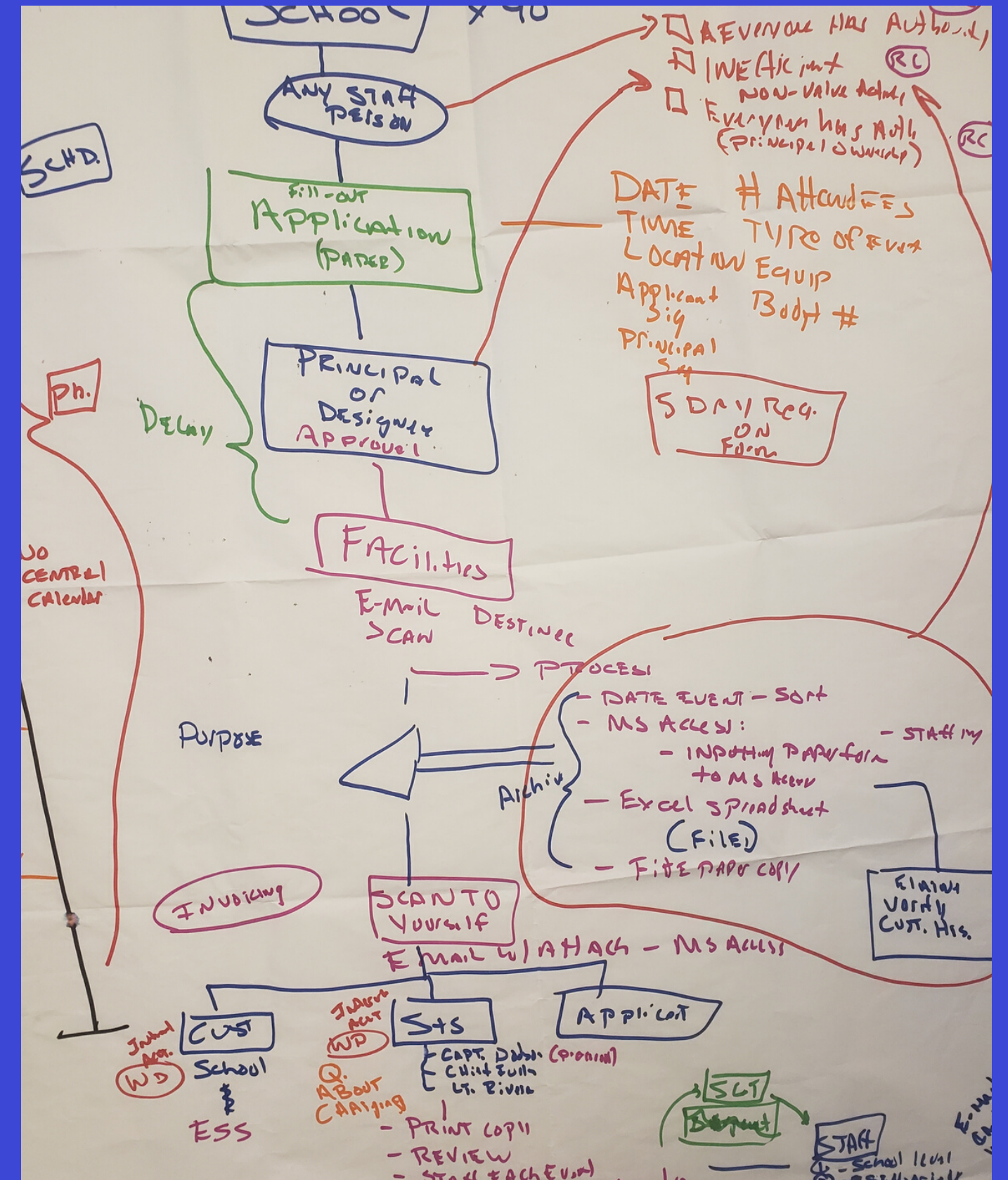
Introduction

- Each year, the Cleveland Metropolitan School District opens the doors of its 94 plus buildings to a host of after-school activities and community events.
- These requests include but are not limited to sporting events, political engagements and other various programs.

- Last year alone, there were approximately 2,200 building permit requests submitted.
- Included in these requests are the districts 5,300 employees that have the ability to submit a permit application.

Problem

- The current process is time consuming and lacks a clear procedure.
- There is no differentiation between internal vs. external events, which in turn has caused the district financial loss each year.
- The current method still requires employees to receive a hard copy permit for processing.
- The need for a standardized electronic system is evident.





Mission

To streamline a building permit process that will provide a universal system for all stakeholders that is clear, understandable, and transparent to CMSD staff and external community partners.



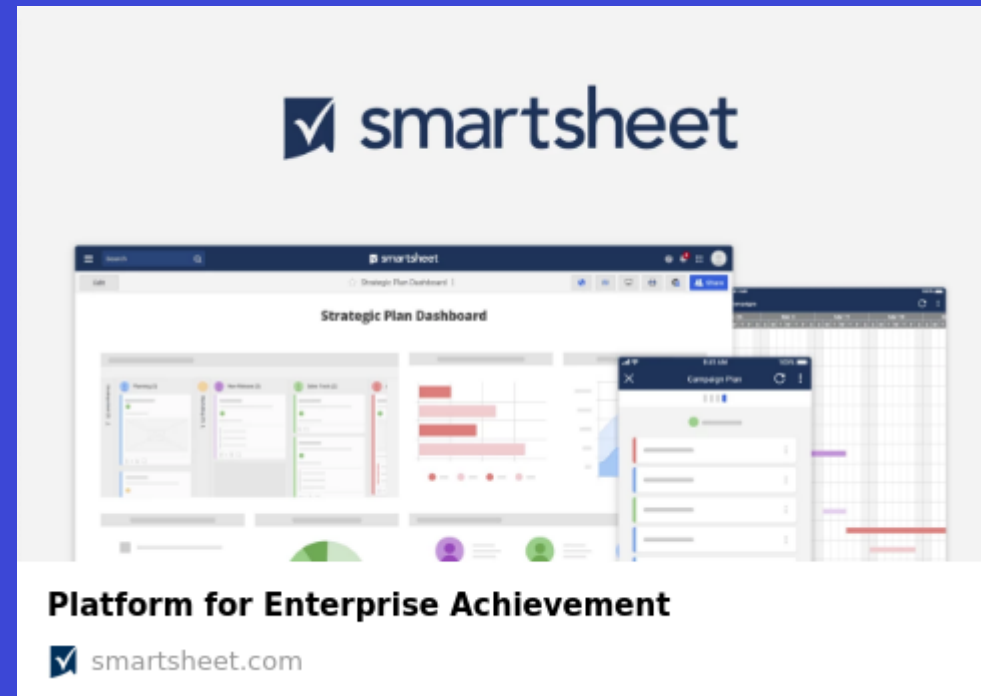
Goals

- Decrease the number of events mislabeled as internal that should be external, by 100% by the end of quarter 1 of the 2020-2021 school year, preventing financial loss for the district.
- 20% of building permit requests entered electronically by the end of quarter one, 40% by end of quarter two, and 80% by the end of 2020-2021 school year. The remaining will utilize the paper process.
- Creation of a standard permit request process.

METHODS



- *Marlon Yarbrough, Systems Engineer, IT*
- *Tim Campbell, Barrier Breaker*
- *Destiny Ford, Permits*
- *Ashley Moore, Office of COO,*
- *Angela Barnett, Financial Specialist*



Creation of an electronic permit process utilizing Smartsheet management system



John Marshall High School

Creation of a Standard Operation Procedure

Results



CMSD Permit Request Form

Please complete the form below to upload your task to the sheet.

Building *

Select the building for which the task is needed

Task *

Please provide a brief explanation of what needs to be done.

Submitted By:

Please provide your Name & Title for proper follow-up

Name *

Title

Start Date *

Enter your preferred start date. If you don't have a start date enter today's date.

End Date *

This is the date work/request is expected to be completed

Current Status

Red - Off Track | Yellow - In Progress | Green - On Track

Red Yellow Green

Notes

Please share any additional notes that are pertinent to the work.

SCHOOL DISTRICT

19/20 SY

CMSD Site Name	Principal	Principal Email	Program/Event Corr.	Program/Event Corr. Email	Program/Event Corr. Phone #	Purpose	Space	Equipment	Event Start Date	Event End Date
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ed A. Benesch										
ai E. Stevenson										
isa May Alcott			Timothy Campbell	timothy.campbell@	216-403-2756	BAC Mor	Media	N/A	01/30/18	01/30/18

Summary

- The building permit request process was redesigned to create an electronic form based system.
- Smartsheet management system was used to create the form, making the process more user friendly, accessible and provides accountability.

Impacts

- In line with expectation of Operational Excellence set forth by district
- Ensures all external and internal requests are properly categorized
- Potential to save district money with correct accounting in place

Benefits to the district

- Easier process for staff and community to utilize
- Cost savings by reduction in man hours needed for processing
- Improvement in overall workflow
- Smartsheet saves the district money because this tool is already in place.

Thanks!
Questions?