Municipal Parking: Blanchie Dalton

Problem Statement

Municipal Parking provides placards to individuals allowing them to park in designated areas avoiding enforcement . The current process includes receiving paper forms from individuals, department review and follow-up with individuals, data maintenance and storage of files. Some forms/replies to the customers are delayed due to illegible handwriting and many applications need to be sent back for corrections.

Improvement Objective

To reduce the amount of time it takes to complete placard requests from two weeks to 5 days without compromising quality.

Accomplishments & Impact

- Created smartsheet application to require fields and eliminate handwriting
- Created a placard template so MPD sends placards instead of sending to graphic design
- Eliminated unnecessary fields from application
- Created a renewal notice for all expiring placards to streamline renewals
- Required a signed acknowledgement form outlining permitted/prohibited parking areas and rules

Improvements

Average Placard Processing Time (days)
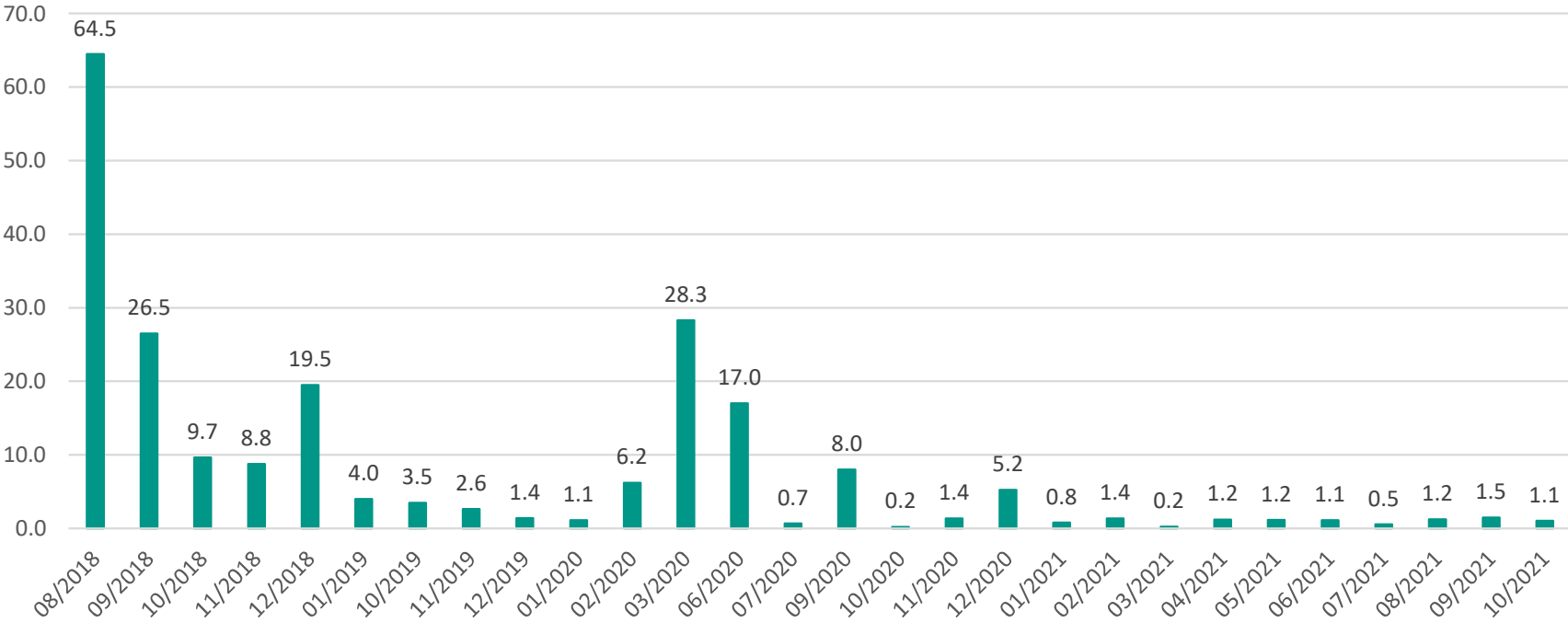
Continued Effort

- Continue to work with departments to respond to their placard needs
- Expanding placards to external public agencies (Wayne County Treasurer, 36th District Court, Homeland Security, Secret Service, Wayne County Sherriff, etc.)

Team Members

This project couldn't have been possible without the support and resources given by:

- Christina Sneed
- Vialet Hoye
- Satina Maddox
- Floyd Stanley
- Rose Love
- Sean Green