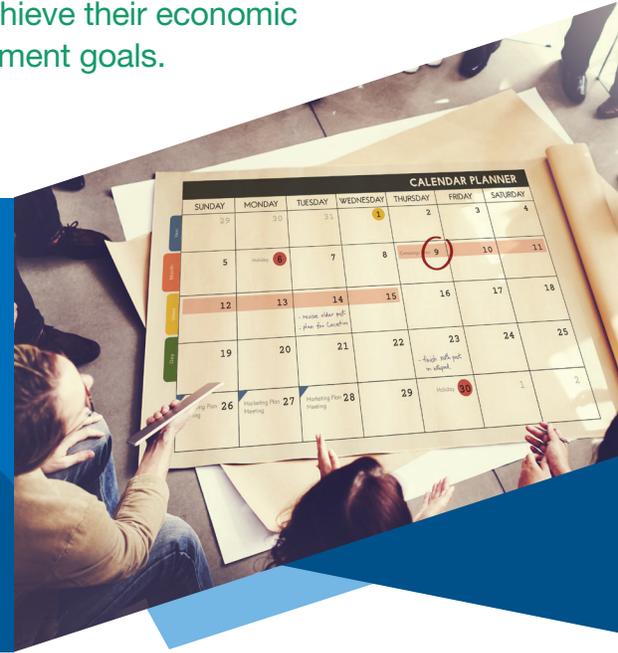




Oakland County's One Stop Ready program provides communities with ways to continuously improve processes that will help them achieve their economic development goals.

BEST PRACTICE

Proactive Project Tracking



Efficiency is the goal for any development review process. Your community can help make this happen by taking a proactive approach to keeping the project on target — from application through occupancy.

An informed applicant is usually a more satisfied applicant. Ensure that the applicant is fully aware of submission requirements and key decisions dates. Follow up with the applicant. Make sure they (and the public) can easily track at any time, via the community's website, where development projects are in the process.

Your quick checklist includes:

- Identify the applicant's desired timeframe at the very beginning of the process
- Provide a single community point of contact (e.g., development coordinator) for the applicant
- Track project to ensure applicant is notified of fees, status, deadlines, and/or deficiencies
- Capture and document project information in a consistent and retrievable form
- Review application submissions promptly for completeness before distribution
- Inform applicant immediately of any deficiencies before a critical deadline passes
- Hold regular staff meetings to review current projects (e.g., Administrative Review Committee)
- Identify and address unresolved issues from the applicant/owner/occupant's perspective
- Conduct periodic staff audits of development review process to address inefficiencies

Questions? Contact:
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[OakGov.com/OneStopReady](https://oakgov.com/OneStopReady)

