

Food License Permits

**Innovation Champions
Green Belt Project
Stephanie Fenton
Kareah Sullivan
Anna Moore**

Define

1. Review Project Charter
2. Process Map
3. SIPOC
4. Communication Plan



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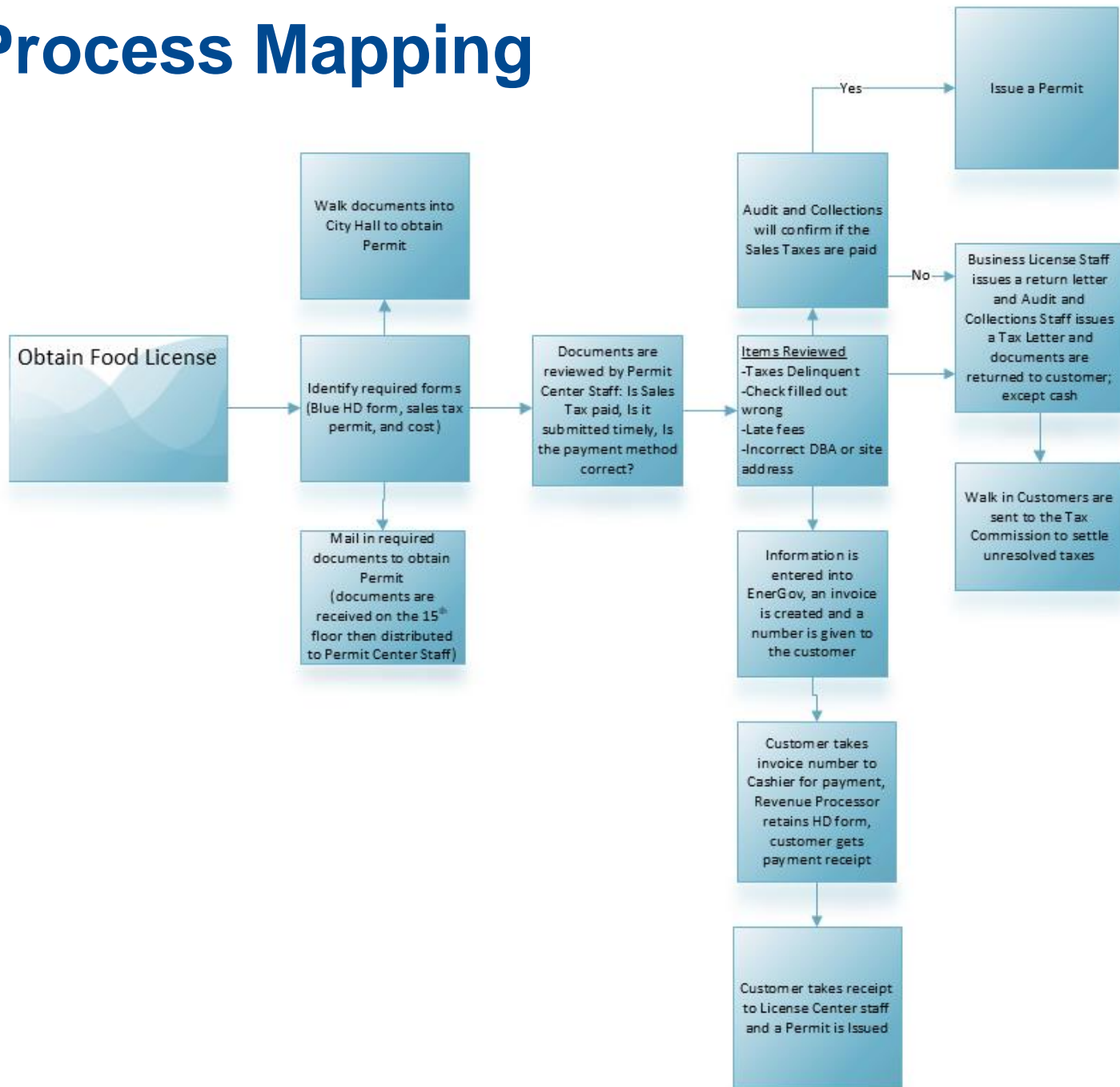
Project Charter

- Problem Statement: 61% of Food Business Licenses in 2018 were renewed after the deadline of June 30th
- Secondary Problem Statement: During the project process we identified processes which were unstable
- Goal Statement: To streamline the backend process which in turn will result in reduced time for the customer to receive a food permit



[illegible]

Process Mapping





Communication Plan

- Keeping our project owner up to date on our process by including her in e-mail communication and addressing system concerns
- Working with our black belt in determining focus of project and addressing concerns regarding project stability
- Establish weekly status meetings



Measure

1. Collect Data
2. Voice of the Customer



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City of Tulsa Application for Food License

Citizens must fill out an application to apply for a Food License. They must provide all required documents listed to obtain their Food Permit.

**TULSA HEALTH
DEPARTMENT**
Environmental Public Health
5051 S. 129th E. Ave.
Tulsa, Oklahoma
918.595.4300

APPLICATION FOR FOOD LICENSE City of Tulsa

THD Sanitarian: Ashlev Davis (1727)
Owner:
Name and Mailing Address:

Grid # 28943313	STP: 143222	Renewal
Class: Mobile-Food Prep		# of Employees: 3
<input checked="" type="checkbox"/> Full Year	Processing Fee \$	0.00
<input type="checkbox"/> Prorated	License Fee \$	155.00
<input type="checkbox"/> Combination	Delinquent Fee \$	77.50
<input type="checkbox"/> Exempt	Total Fee \$	232.50
Issued: April 24, 2018		Expires: June 30, 2019

Phone #:
Location:



TO OBTAIN YOUR LICENSE, THIS APPLICATION MUST BE:		Owner/Mgr. Name: _____
Taken To: City Hall Street Level One Technology Center 175 E. 2nd St. Tulsa, Oklahoma 74101	or Mailed To: Tulsa Finance License Ctr. P.O. Box 451 Tulsa, Oklahoma 74101	Signature: _____
Make your check payable to "City of Tulsa"		VOID IF ALTERED OR CHANGED

Tear or Cut on Dotted Line

IMPORTANT NOTICE

Make sure that your Sales Tax Permit has your current company information on it: owner, establishment and addresses. Then, make sure that the owner's name and all other information on this application matches your Sales Tax Permit. If it does not, call our office at (918) 595-4300 to notify us. If you mark on the application or alter the application, it will be VOID.

1. A copy of your Sales Tax Permit MUST BE provided along with this application.
2. Your sales taxes MUST BE PAID and current.

The City of Tulsa will not issue a Food License until these requirements are met.

**Renewal — due by July 1st. New establishment — due upon receipt.
A penalty of 50% will be added to the license fee after 30 days.**

AVISO IMPORTANTE

Asegúrese de que su Permiso de Impuestos tenga la información actual de su compañía: propietario, establecimiento y dirección. Luego, asegúrese de que el nombre del propietario y toda la información en esta aplicación coincidan con el Permiso de Impuestos. Si no coincide, llámenos a nuestra oficina al (918) 595-4300. Si usted marca en la aplicación o altera la aplicación, la aplicación será INVALIDA.

1. Debe enviar una copia de su Permiso de Impuestos junto con esta aplicación.
2. Su permiso de impuestos DEBEN ESTAR PAGADOS y al corriente.

La Ciudad de Tulsa no le dará su Licencia de Alimentos si no cumple estos 2 requisitos.

**Renovar — se vence Julio 1er. Nuevo Establecimiento — inmediato
que se reciba. Una pena de 50% será añadida al honorario de la
licencia después de 30 días.**



Food License

The Food License is issued once all proper documents are submitted.



Food License

Combined Retail

(Not transferable)

FOOD-002357-2018

Department of Finance - 918-596-7640

CUSTOMER NO:	LICENSE ISSUE DATE:	LICENSE EXPIRATION DATE:
	04/25/2018	06/30/2019

CERTIFYING THAT:

DOING BUSINESS AS:

MAILING

HAVING COMPLIED WITH THE ORDINANCES OF THE CITY OF TULSA, OKLAHOMA AND HAVING PAID THE ESTABLISHED LICENSE FEE, IS HEREBY AUTHORIZED TO CONDUCT THE BUSINESS OF:

COMMENTS:

SUBJECT TO THE ORDINANCES AND REGULATIONS OF THE CITY OF TULSA, OKLAHOMA

ISSUED BY:

A handwritten signature in black ink, appearing to read 'Dan Benisell'.

For the Director of Finance

THIS LICENSE MUST BE POSTED IN A CONSPICUOUS LOCATION OR CARRIED WHILE ENGAGED IN THE BUSINESS SPECIFIED

ZONING ADVICE:

THE ORDINANCES OF THE CITY OF TULSA REQUIRE, IN ADDITION TO THIS LICENSE, A ZONING CLEARANCE PERMIT AND/OR A CERTIFICATE OF USE AND OCCUPANCY. THIS LICENSE DOES NOT SERVE AS A ZONING CLEARANCE PERMIT AND/OR CERTIFICATE OF USE AND OCCUPANCY, NOT DOES IT AUTHORIZE THE CONDUCT OF BUSINESS AT THIS ADDRESS. IF THE ABOVE REFERENCED PERMIT AND CERTIFICATE IS DENIED, THERE IS NO REFUND OF THE LICENSE FEE.



Return Letters

Anytime there is missing or incorrect information on the form the License Center Staff will send a return letter to the customer advising what additional items are needed to issue the license. Examples include:

- Delinquent Tax
- Incorrect DBA
- Incorrect Check
- Fees Missing

Treasury Division
License/Collection Center
175 E. 2nd Street



Department of Finance
P.O. Box 451, Tulsa OK 74101

8/22/2018

Tulsa, OK

Re: Check #
Amount: \$0.00

Dear Sir or Madam:

The City of Tulsa is unable to process your request for a license due to the following:

General License- Records with the Oklahoma Tax Commission indicate there are issues or delinquent taxes due on your account. Please have the Oklahoma Tax Commission complete the enclosed form and return to the City of Tulsa.

Please make the necessary corrections and return all correct paperwork, with this letter to the City of Tulsa License Center, PO Box 451, Tulsa OK 74101-0451.

Thank you,

License Center Staff



City of Tulsa Renewal Notice

**** RENEWAL NOTICE ****

Dear License Holder,

City of Tulsa Beer, Food and Occupational Tax (Liquor) Permits expire on June 30th. We suggest that all licenses be renewed at the same time. If you choose to renew them separately, please know that the beer and/or occupational tax (liquor) licenses must be renewed prior to issuing the food license. The items required by Business Licensing are as follows:

<u>Low Point Beer License</u> <u>VALID ONLY 7/1/18 thru 9/30/18</u>	<u>New Occupational Tax</u> <u>Beer & Wine License</u> <u>Effective 10/1/18 thru 6/30/19</u> <u>COPY OF ABLE PERMIT</u>	<u>Food License</u>
\$7.50 - On Premise \$5.00 - Off Premise	\$375 - Retail Beer (Off Premise) \$750 - Retail Wine (Off Premise) \$375 - On Premise (Beer & Wine)	Oklahoma Sales Tax Permit Applicable Renewal Fee Original Blue food application

Copies of all documents except blue food application are acceptable. DBA, owner and establishment address must match on all documents. All licenses expire June 30th; to avoid late fees, please renew in a timely manner. **NO NEW LICENSES WILL BE RENEWED UNTIL ALL PAST DUE LICENSE FEES ARE PAID.** Required items and appropriate license fee may be mailed to the address below:

City of Tulsa
Department of Finance
P.O. Box 451
Tulsa OK 74101-0451





CITY OF TULSA
License Center – (918) 596-7640

License Checklist

The City of Tulsa licenses required for a new restaurant/bar/food cart are listed below, including the documents required to obtain the licenses.

Beer –

- Oklahoma Sales Tax Permit (918) 581-2751
- Updated Certificate of Use and Occupancy (Zoning Clearance Permit) – for *new issuance, owner change or change of use ONLY*. Please call the Certificate of Occupancy Coordinator with questions (918) 596-1847
- Tulsa County Beverage Permit (918) 596-5000 (Ask for licensing Division)
- License Fee (prorated quarterly)

Occupational (City of Tulsa alcoholic beverage license) –

The ABLE commission requires a "Certificate of Compliance" prior to issuing your ABLE license – if this is required for your business, please contact Business Licensing at (918) 596-7640 (or you may print the information at the website:

www.cityoftulsa.org/licensing – Beverage - Certificate of Compliance Application

Once the ABLE license has been issued, the documents required to obtain the City of Tulsa Occupational Tax Permit are as follows:

- Oklahoma Sales Tax Permit (918) 581-2751
- Updated Certificate of Use and Occupancy (Zoning Clearance Permit) – for *new issuance or change of use ONLY*. Please call the Certificate of Occupancy Coordinator with questions (918) 596-1847
- ABLE license (405) 521-3484
- Fee (applicable by license type, prorated monthly)

Food –

- Oklahoma Sales Tax Permit (918) 581-2751
- Original "Blue" Food Application (from TCC Health Department – (918) 595-4300
- License Fee (as stated on Food Application)
- Late Fee, a penalty of 50% will be added to the license fee after 30 days

Sales Tax Permit, County Beverage Permit and ABLE license must be current.

DBA Name, Corporate Name and site address must match on all documents submitted.

Copies of all documents **EXCEPT FOOD APPLICATION** are acceptable.

CITY OF TULSA
License Center – (918) 596-7640

License Checklist

The documents required to renew your licenses are as follows:

Beer –

- Oklahoma Sales Tax Permit (918) 581-2751
- Tulsa County Beverage Permit (918) 596-5000 (Ask for Licensing Division)
- Renewal Fee (On-premise is **\$30.00**) (Off-premise is **\$15.00**)
- *Late Fees are as follows: On July 15 a late fee of \$5.00 is assessed. On August 1 the late fee goes to \$10.00. On the first of each following month the late fee increases by \$5.00.*

Occupational (City of Tulsa alcoholic beverage license) –

- Oklahoma Sales Tax Permit (918) 581-2751
- ABLE license (405) 521-3484
- Renewal fee (applicable by license type)

Food –

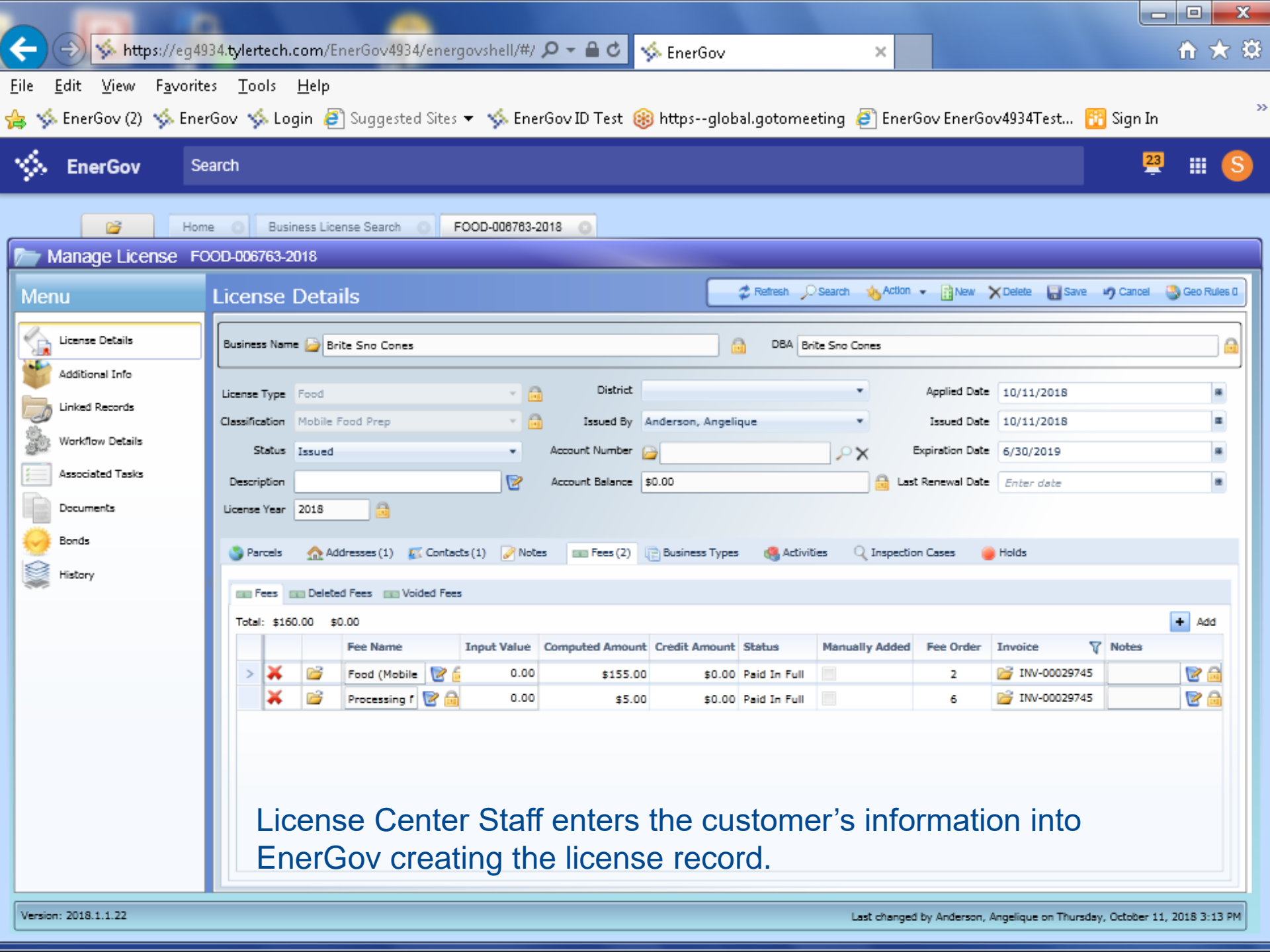
- Oklahoma Sales Tax Permit (918) 581-2751
- **Original "Blue"** Food Application (from TCC Health Department – (918) 595-4300)
- Renewal Fee (as stated on Food Application)
- Late fee begins August 1st. A penalty of 50% will be added to the license fee.

Sales Tax Permit, County Beverage Permit and ABLE license must be current.

DBA Name, Corporate Name and site address must match on all documents submitted.

Copies of all documents **EXCEPT FOOD APPLICATION** are acceptable.





License Center Staff enters the customer's information into EnerGov creating the license record.

Voice of the Customer

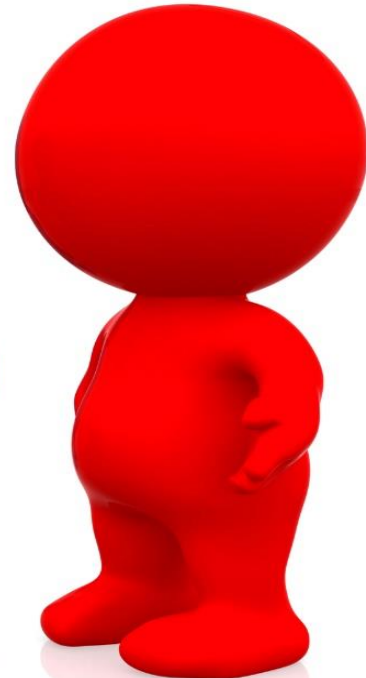
When surveying local business' the majority of our customers renew their food permit via mail. They have found the process to be quite seamless and easy. We did find one new business owner who had a little trouble identifying what he needed to obtain his permit as an out of state business owner from our website.



"I thought the mail-in process was easy."



"My corporate office does all of our permit renewals."



"I came from out of state and had a few issues trying to figure out what I needed to get my permit."



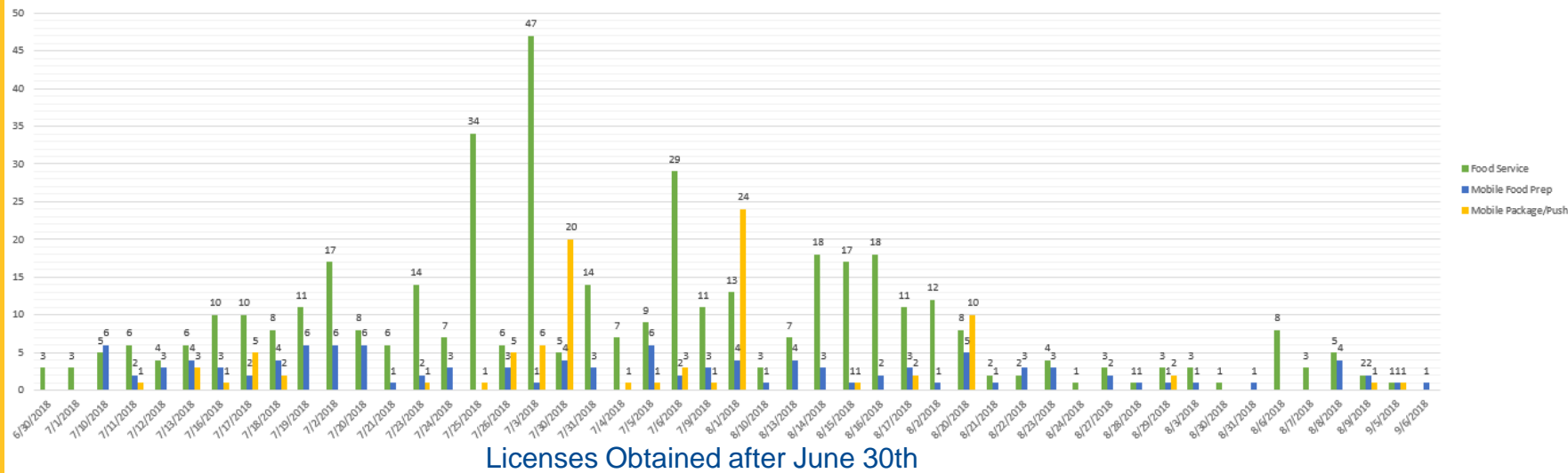
Voice of the Customer



Analyze

1. Pivot Table
2. Sigma Level

Pivot Table



Sigma Level

- Opportunities for defect = 2129 (total # of food permits obtained)
- # of defects = 749 (# of permits obtained after 6/30/18)
- $DPMO = (749/2129) \times 1,000,000 = 351,808$
- Sigma Level – 3.5



Improve



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Obstacles

- Lack of buy-in
- Reluctant to system changes
- Unwillingness to adapt and update current processes
- Lack of trust
- Misunderstanding of the Green Belt Process
- Commitment
- Information hoarding
- Interdepartmental division (Lack of teamwork)



Control



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Poka-Yoke

1. Create Standard Operating Procedures (SOP's) to eliminate inconsistencies (Continuing to update for all processes.)
2. Online Checklist will be updated. The checklist will include the instructions for new business owners coming in from out of town. (Business Licensing and Communications are in the process of developing a new checklist.)
3. We recommend the department follow up on data for past due Business Licenses in Aug. of 2019

