Food License Permits

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

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

Obtain Food License
- Identify required forms (Blue HD form, sales tax permit, and cost)
- Mail in required documents to obtain Permit (documents are received on the 16th floor then distributed to Permit Center Staff)

Walk documents into City Hall to obtain Permit

Documents are reviewed by Permit Center Staff. Is Sales Tax paid? Is it submitted timely? Is the payment method correct?

Audit and Collections will confirm if the Sales Taxes are paid
- Items Reviewed:
  - Taxes Delinquent
  - Check filled out wrong
  - Late fees
  - Incorrect DBA or site address

Information is entered into EnerGov, an invoice is created, and a number is given to the customer
- Customer takes invoice number to Cashier for payment, Revenue Processor retains HD form, customer gets payment receipt
- Customer takes receipt to License Center staff and a Permit is issued

Yes
- Issue a Permit

No
- Business License Staff issues a return letter and Audit and Collections Staff issues a Tax Letter, and documents are returned to customer except cash
- Walk in Customers are sent to the Tax Commission to settle unresolved taxes
<table>
<thead>
<tr>
<th>Suppliers</th>
<th>Inputs</th>
<th>Process</th>
<th>Outputs</th>
<th>Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Owners</td>
<td>License needs</td>
<td>Customer applies for Food</td>
<td>Food Business License renewed or issued</td>
<td>Business Owners</td>
</tr>
<tr>
<td>City of Tulsa</td>
<td>Required documents</td>
<td>License</td>
<td></td>
<td>License Center Manager</td>
</tr>
<tr>
<td>Treasury Analyst</td>
<td>ability to pay</td>
<td>Documents verified by</td>
<td>Taxes paid</td>
<td>Audit &amp; Collection Staff</td>
</tr>
<tr>
<td>License Center Manager</td>
<td>tracking in Energov</td>
<td>Business Licensing staff</td>
<td>Money collected and paid to the City</td>
<td>Health Department</td>
</tr>
<tr>
<td>Revenue Processor</td>
<td>taxes outstanding</td>
<td>Elig. Receive license</td>
<td></td>
<td>Revenue Processing</td>
</tr>
<tr>
<td>Audit and Collections</td>
<td></td>
<td>Non-Elig. Send letter and payment back</td>
<td></td>
<td>City of Tulsa</td>
</tr>
<tr>
<td>Energov</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Department</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Process: Food Business Licensing
Created by: Anna Moore, Kareah Sullivan, and Stephanie Fenton
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
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.
The Food License is issued once all proper documents are submitted.
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

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
**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:

<table>
<thead>
<tr>
<th>Low Point Beer License</th>
<th>New Occupational Tax Beer &amp; Wine License</th>
<th>Food License</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid ONLY 7/1/18 thru 9/30/18</td>
<td>Effective 10/1/18 thru 6/30/19 Copy of ABE Permit</td>
<td>Oklahoma Sales Tax Permit</td>
</tr>
<tr>
<td>$7.50 - On Premise</td>
<td>$375 - Retail Beer (Off Premise)</td>
<td>Applicable Renewal Fee</td>
</tr>
<tr>
<td>$5.00 - Off Premise</td>
<td>$750 - Retail Wine (Off Premise)</td>
<td>Original Blue food application</td>
</tr>
<tr>
<td></td>
<td>$375 - On Premise (Beer &amp; Wine)</td>
<td></td>
</tr>
</tbody>
</table>

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
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.

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 businesses, 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

### Licenses Obtained after June 30th

<table>
<thead>
<tr>
<th>Date</th>
<th>Food Service</th>
<th>Mobile Food Prep</th>
<th>Mobile Package/Push</th>
<th>Total</th>
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<tbody>
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<td>6</td>
<td>0</td>
<td>9</td>
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<tr>
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<td>10</td>
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<td>7/02/2020</td>
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<td>3</td>
<td>2</td>
<td>9</td>
</tr>
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<td>7/03/2020</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>18</td>
</tr>
<tr>
<td>7/04/2020</td>
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<td>6</td>
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<td>2</td>
<td>15</td>
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<td>7/06/2020</td>
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<td>1</td>
<td>9</td>
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<td>7/07/2020</td>
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<td>1</td>
<td>1</td>
<td>9</td>
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<td>1</td>
<td>9</td>
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<td>7/09/2020</td>
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<td>1</td>
<td>7</td>
</tr>
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<td>7/29/2020</td>
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<td>7/30/2020</td>
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<tr>
<td>7/31/2020</td>
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<td>1</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>

*Total for the period: 105 licenses.*
Sigma Level

- Opportunities for defect = 2129 (total # of food permits obtained)
- # of defects = 749 (# of permits obtained after 6/30/18)
- DPMO = (749/2129)x1,000,000=351,808
- Sigma Level – 3.5
Improve
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
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