

CASE STUDY · QSR & RESTAURANTS

How a leading fast-casual restaurant brand built a scalable permitting operation **across 7 states with GreenLite**

10 Business Days

from application submission to plan approval, first permit, first try

19 projects

managed across 15+ unique jurisdictions in 7 states

84%

of projects with zero resubmissions



THE PROBLEM

The client needed someone to own the permitting process completely

They operate a growing portfolio of fast-casual locations with an active remodel and expansion program stretching across multiple states simultaneously. For the brand's construction team, permitting had become an operational liability, slowing openings and adding unpredictability to every project in the pipeline.

The core challenge was jurisdictional variety. Michigan, Illinois, Arizona, New Jersey, South Dakota, Colorado, Massachusetts: each state brought a different set of municipalities, each with its own intake requirements, review timelines, inspector expectations, and forms.

Without a dedicated permitting infrastructure, their team was navigating this complexity project by project, with no institutional knowledge carrying over and no single point of accountability.

None of the jurisdictions in their pipeline offered a Private Plan Review (PPR) pathway. Every single permit had to go through standard municipal review, which means there was no shortcut. Speed came down to one thing: a clean, code-compliant submission on the first attempt, backed by active AHJ coordination at every step. For a construction team already stretched across dozens of active projects, that level of hands-on coordination wasn't sustainable without a dedicated partner.

The client needed a team that would own the outcome, from the moment a project hit the pipeline to the day the permit landed.

GreenLite became an extension of their construction team, embedded in their workflow and accountable for every project across every jurisdiction.

From the first project, GreenLite took on end-to-end permit coordination across a portfolio spanning interior alterations, ground-up construction, and health permits across 15+ distinct AHJs in 7 states.

Before a single document is submitted, GreenLite's team of AEC experts review the project against what that specific AHJ actually requires: what forms, what format, what details plan reviewers in that jurisdiction consistently flag. That pre-submission review is the difference between a permit that clears intake on the first attempt and one that bounces back with comments, costing weeks of back-and-forth.

This matters more for a client like this, than it would for a client in a PPR state. Without a private review pathway to bypass the municipal queue, every day lost to a resubmission or a failed intake is a day added to the timeline with no way to recover it. GreenLite's approach treats preparation as the primary lever for speed: get the submission right, get it accepted on intake, and reduce the number of cycles between submission and approval to the absolute minimum.

GreenLite also coordinates across all the parties that permitting touches: architects, general contractors, and the AHJ. Qdoba's internal team stays focused on construction rather than chasing status updates from three different directions. When a health permit needs to move alongside a building permit, as it did on multiple projects, GreenLite manages both tracks simultaneously so neither one blocks the other.

The result is a permitting operation that the construction team can rely on: predictable, transparent, and built to scale as their pipeline grows.

Spotlight: Their First Permit with GreenLite

City of Wixom, Michigan — Interior Alteration, Plans approved February 10. Permit issued February 24.

10 BD from submission to plan approval and zero resubmissions. This was GreenLite's first permit for this client: a new logo, a new AHJ, and no PPR pathway available. The result came down entirely to preparation: understanding what the City of Wixom needs before submitting, knowing what a plan reviewer in that jurisdiction will flag, and getting it right the first time.



GreenLite has replaced permitting uncertainty with a process that the team can count on.

Before GreenLite, permitting was overflow work landing on a construction team already managing dozens of active builds. Every new jurisdiction meant starting from scratch. Figuring out the intake process, the required forms, the review timeline.

Nineteen projects across 15+ jurisdictions and seven states, all running through the same disciplined process: pre-submission review, first-attempt submissions, and active AHJ coordination. Of the projects submitted to date, 84% have had zero resubmissions. Every project that has cleared intake did so on the first try.

With GreenLite managing their permitting pipeline, the client's team is moving projects from intake to issuance without getting pulled into municipal back-and-forth, getting permits the first time across jurisdictions they've never worked in before, and operating with visibility and confidence across a complex, multi-state construction program.



What This Means for Growing QSR Brands

Fast-casual and QSR operators in growth mode face the same problem this client faced: a different AHJ in every city, no institutional knowledge carrying over, and a construction team that has better things to do than manage municipal review cycles.

Their results prove that the right preparation, the right process, and the right team can deliver fast, predictable permitting outcomes. Our team of experts, powered by AI, knows how to navigate each jurisdiction and owns the outcome every time.