



# Single Permitting Authority

*Unify permitting functions to improve City delivery of development review & permitting services*



**Permit Improvement Team**

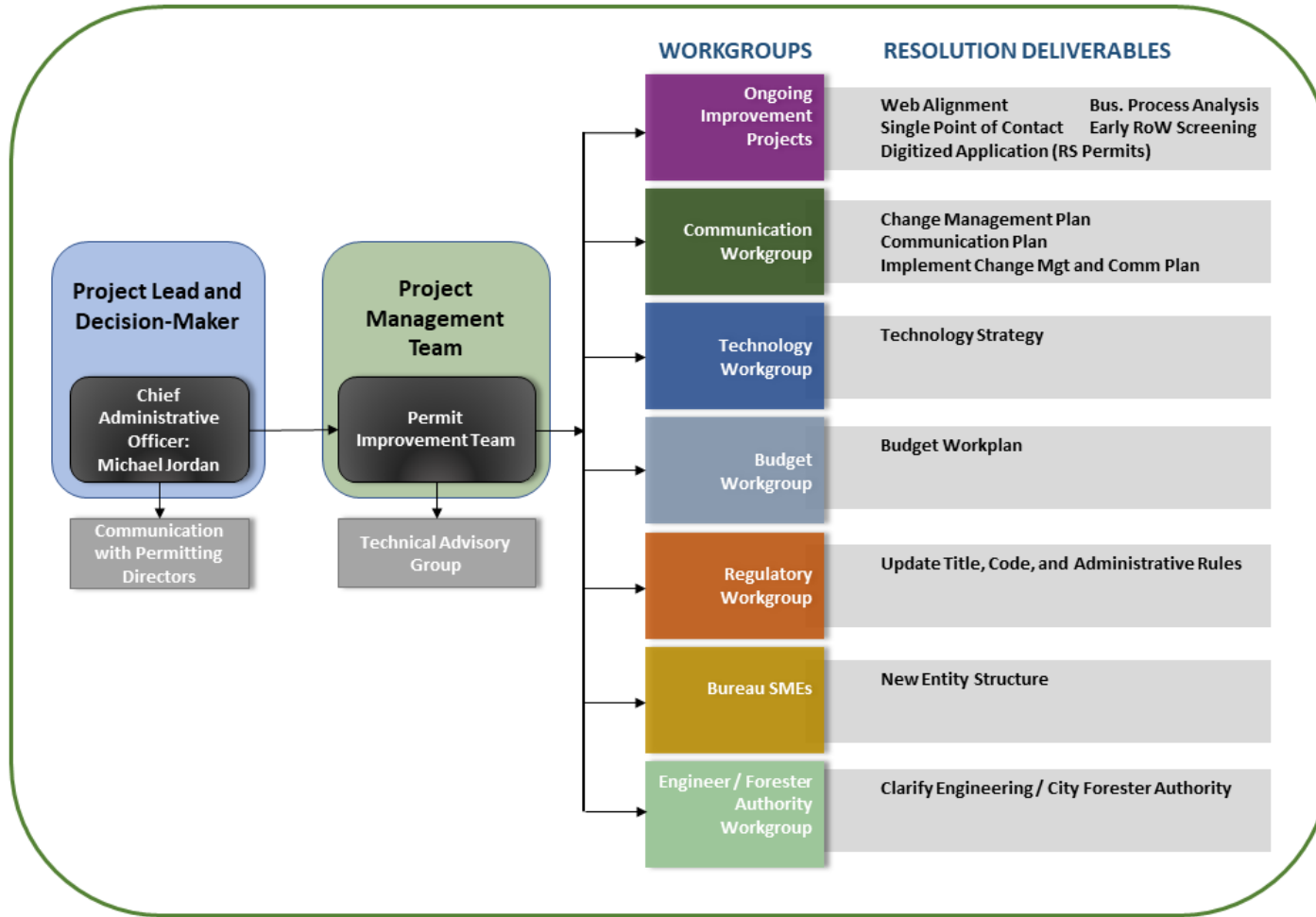
# Project Guiding Principles

- Decisions can be made quickly
- Every bureau can meet its performance goals and objectives
- Customers report high satisfaction
- Employees are supported and successful in their jobs
- Process is transparent and consistent
- City infrastructure reflects the city priorities

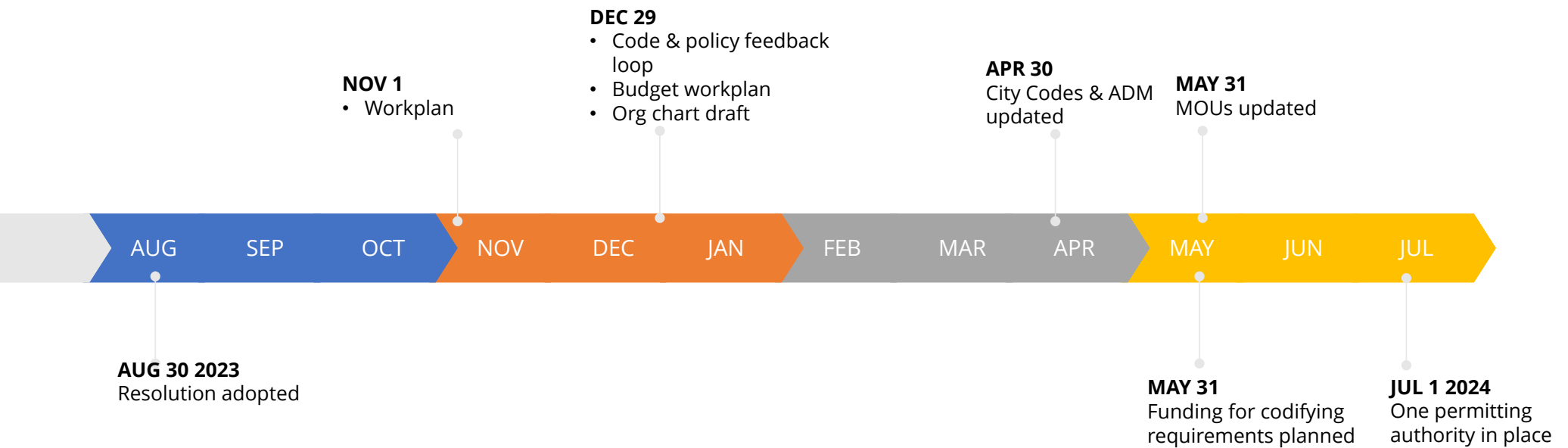




# Project Organization, Workgroups, and Deliverables



# Timeline



# Resolution Objectives

- "...to improve City delivery of development review and permitting services."
- "...an entity with clear authority, responsibility and accountability..."
- "...the resources to fund the staff and the technology projects needed to make continuous improvements to the system, services and culture..."
- the City's organizational structure needs to change to establish a consolidated single permitting entity which is the critical foundation for all future improvements
- "...a single permitting authority over a core team of permitting employees should be a strategic component of the government transition process..."





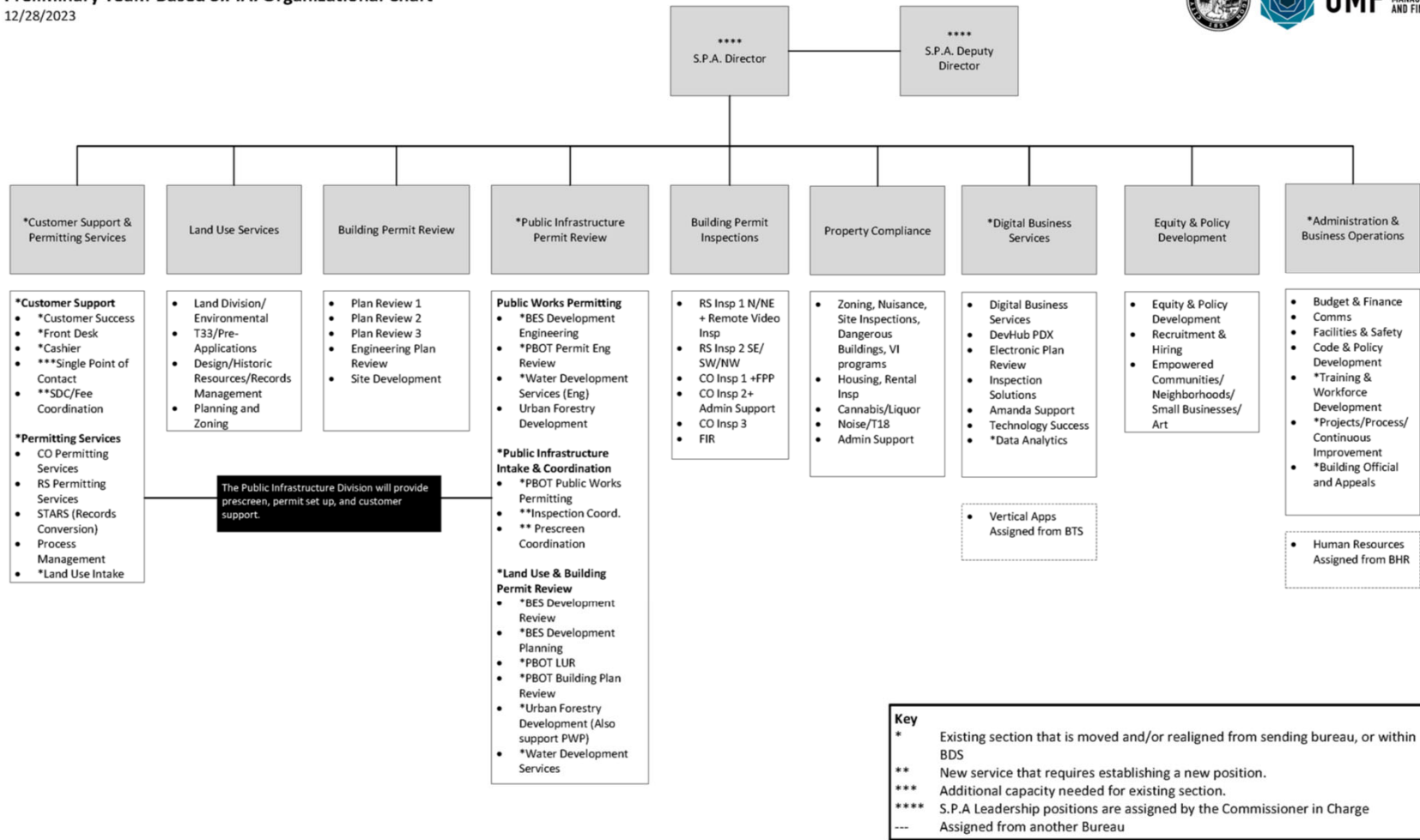
# Preliminary Organizational Chart Process

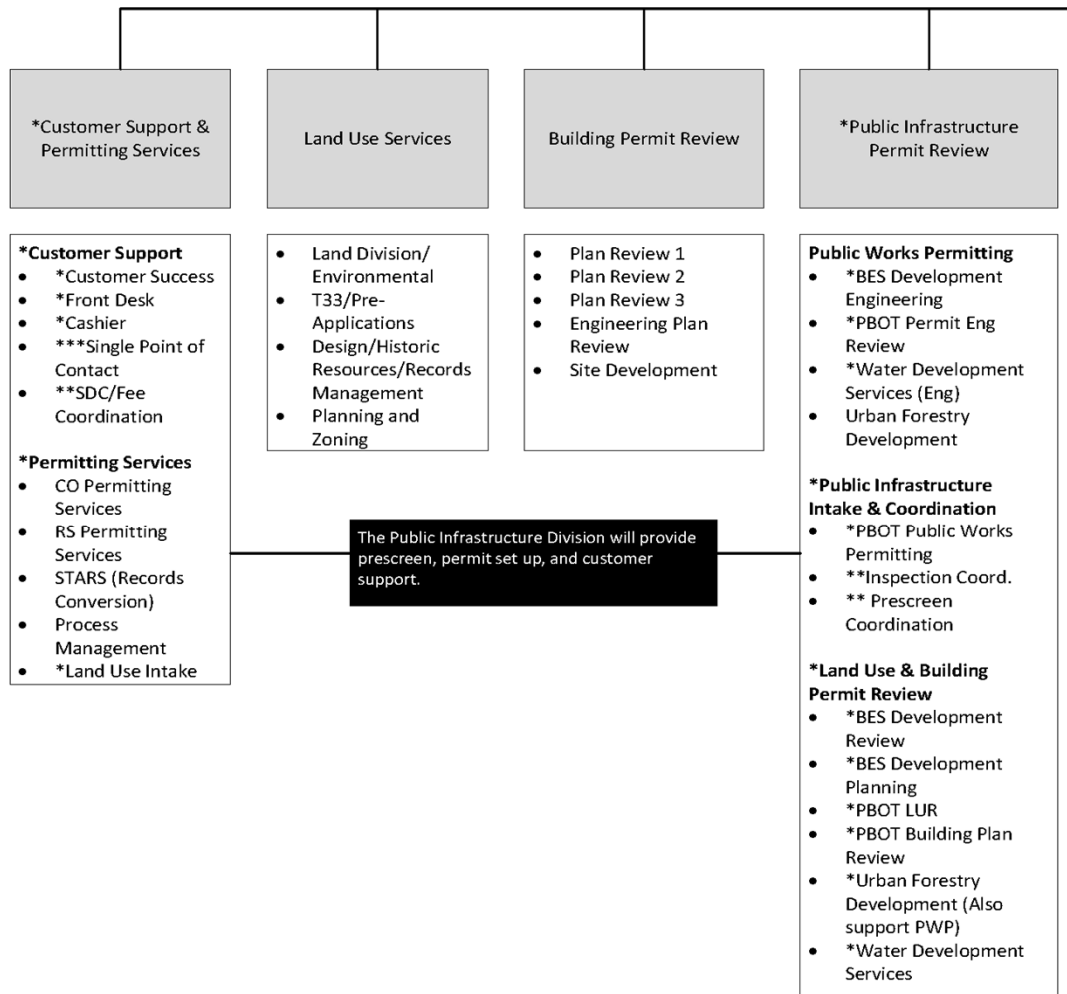
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- Consulted research and process improvement data from bureaus, employees, and community members
- Convened advisory and subject matter expert workgroups
- Convened an all-day work session with staff for feedback and guidance
- Consulted with and listened to labor unions, the Bureau of Human Resources, and bureau leadership
- We will continue to consult and collaborate with various stakeholders as feedback is received
- This is a preliminary draft and will be refined as the details are worked through

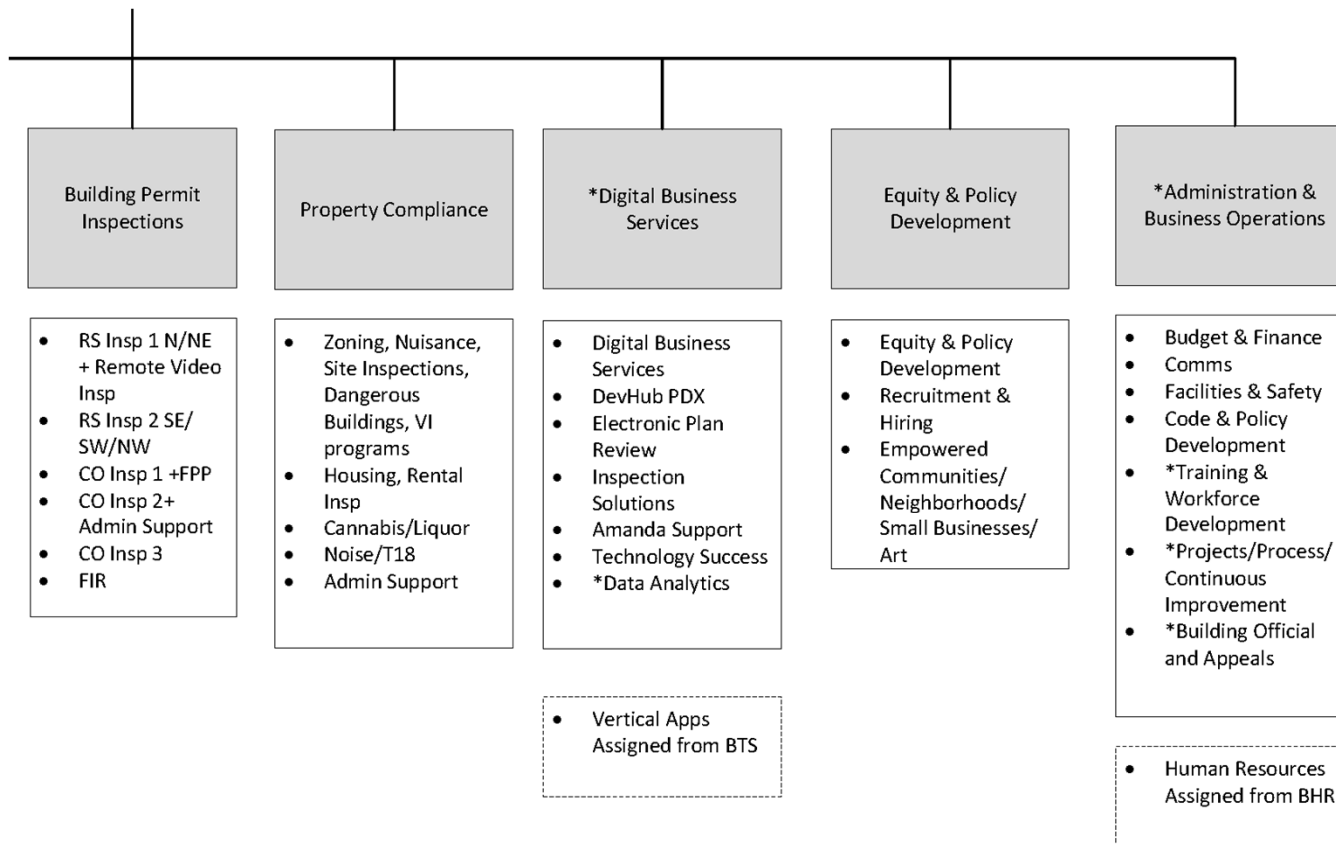


**Preliminary Team-Based S.P.A. Organizational Chart**  
12/28/2023









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