

June 16, 2022

Permit Improvement Task Force Update – DRAC



Office of
Commissioner
Dan Ryan



OVERARCHING TASK FORCE GOALS

1

Reduce
permitting
timeline

2

Improve
customer
experience

3

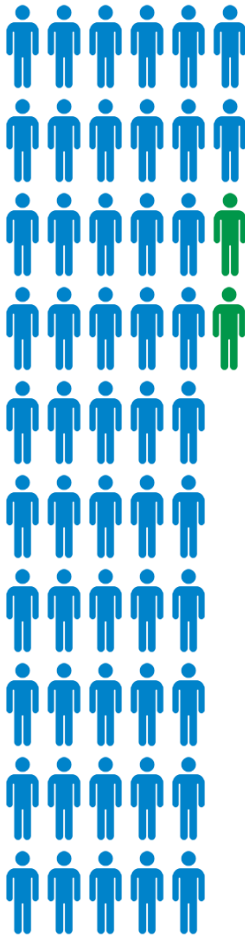
Improve
performance
management



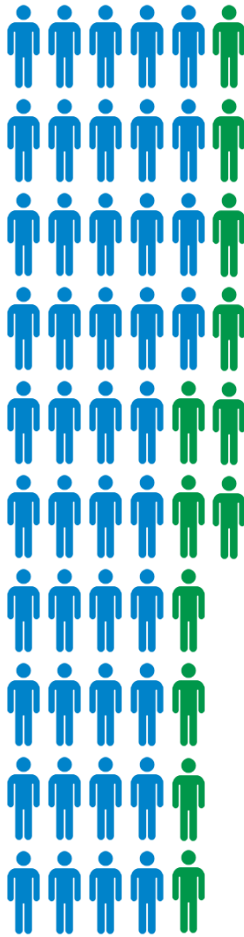
BACKGROUND

Development Services

Plan Review



Permitting



Land Use



Environmental Services



Transportation



Parks & Recreation

Tree Tech



Tree Inspector



Water

Water Available



Water Quality Back Flow



Fire & Rescue



Other

Inclusionary Housing



Electrical



Plumbing

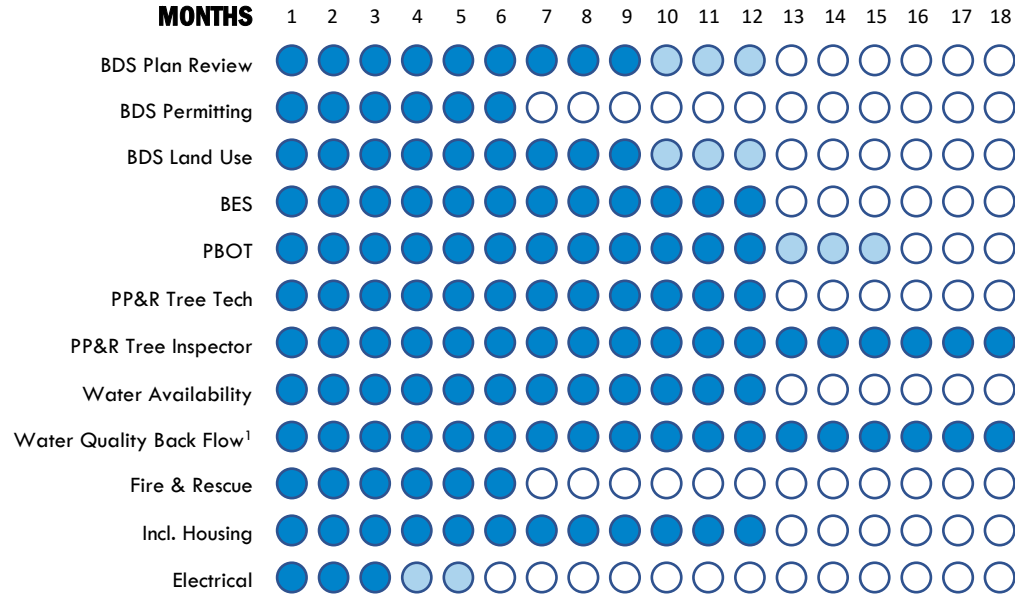
N/A



NEW EMPLOYEES

11 – 12 Months

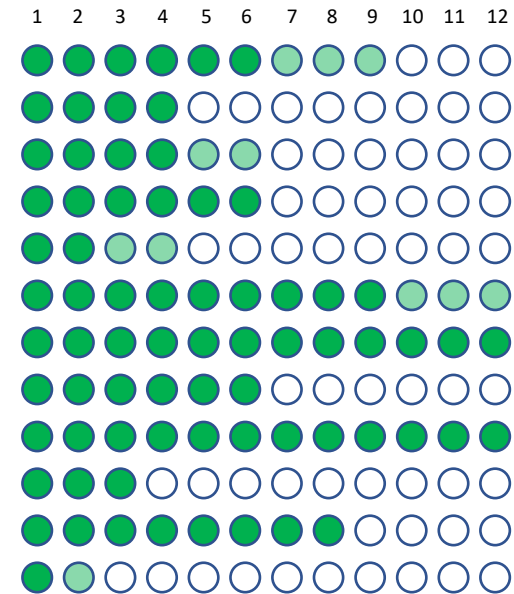
Average number of months an employee is fully proficient.



CURRENT EMPLOYEE

6 – 7 Months

Average number of months an employee is fully proficient.



PERMIT RELATED TIME SPENT

Average
80 – 82%

Estimated of the amount of time that the development review team spends on permit related activities.

¹ It takes new Water Quality Backflow employees is 18-24 months to become fully proficient.



Questions and Discussion