

February 17, 2010

To: All Development Services Customers

Subject: Service Delivery Enhancements in Permit Center

Introduction:

Last year, the decline in construction activity resulted in approximately 50% staff reductions within the Building Division. This left the Permit Center with a frontline of three counter services staff to serve approximately 100 customers per day.

The staff reductions created enormous challenges, but also opportunities to review the organization and make changes to pursue the most efficient service delivery model. However, in spite of the increased efficiencies and diligence of the remaining staff, the volume of work continues to be more than the staff can handle. This has necessitated a daily rationing and prioritization of services, to which development customers have responded by queuing up as early as 6:30 a.m.

Therefore, the following changes are being implemented to ameliorate some of the difficulties our customers have had to endure, including excessively long wait times, and insufficient capacity to serve customers with appointments and other over-the-counter services.

New Capacity and Service Delivery Changes:

Beginning February 22, 2010, two Permit Specialists who were previously laid-off will rejoin the front counter staff. It is anticipated that the increase of counter staff from three to five will significantly increase the Permit Center's capacity and reduce the average wait time.

The following are the service enhancements that are being implemented with the additional staff capacity described above:

Service Delivery Enhancements

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1. ***Additional Appointment Slots:*** Two new Permit Specialists would be assigned for the daily intake of plan submittal appointments. Appointments will be increased to 12 per day.
2. ***Maintenance of Service Delivery Flexibility:*** Even with the increased appointment slots, customers without appointments desiring to submit applications would still be accommodated on a first-come, first-served basis.
3. ***Improved Express Issuance Services:*** All customers who go through the Express Plan review process will have a dedicated Permit Specialist to expedite the issuance of their permits.
4. ***Improved Permit Issuance Process:*** Additional capacity has been added to expedite the issuance of permits for projects that have completed the plan review process.
5. ***Additional Express Plan Check opportunities:*** Additional appointments would be made available for Residential Express on Mondays and Fridays, and Commercial Express on Tuesdays, Wednesdays, and Thursdays.

Finally, we hope that these enhancements would improve our service delivery, as we continue to strive to assist you to accomplish your needs as expeditiously as possible. Your business is important to us, and we would continue to reach out to you for ideas and feedback on our service delivery.

Thank you.



Edward Tolentino
Chief Building Official