

WITH THE DYER ADMINISTRATION'S COMMITMENT TO REMOVE RED TAPE AND ROLL OUT RED CARPET TO ITS CUSTOMERS, THIS REPORT HIGHLIGHTS STAFFING, SYSTEMS AND STRUCTURAL ENHANCEMENTS MADE OVER THE PAST 12 MONTHS IN THE PLANNING, BUILDING & SAFETY DIVISIONS.



The Red Carpet REPORT

As part of our commitment to building a

'WE WORK FOR YOU'
culture



Staffing (past): From July 2021 to June 2022 the **Building and Planning Divisions filled 21 positions**

Staffing (future): Moving forward, the FY2023 budget, approved on June 30th, provided for **6 new positions to be hired** in Development Services including three special Project Liaisons to assist with customer support

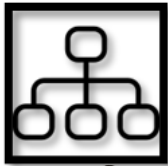
Staffing: New **training curriculum has been created** to assist Building Division staff with professional development to enhance customer service



Systems: Anonymous **customer service surveys** have been deployed for both Building and Planning Divisions

Systems: Accela has now been **fully integrated** with Bluebeam in the Building Division to enhance plan review and applicant coordination.

Systems: Review of Standard Plans was transferred from Current Planning Division to the Building division for streamlined review.



Structures: Several structural enhancements are currently in the works, that if adopted, will lead to significant permitting time reductions. However, year over year our efforts have yielded following reductions in times:

Building & Safety Permit 2021 to 2022 Time Reductions:

- 4 Day time reduction for Commercial Permits
- 8 Day time reduction for Early Issuance
- 3 Day time reduction for Mechanical Permits
- 5 Day time reduction for Multifamily Permits
- 3 Day time reduction for Pool and Spa Permits
- 3 Day time reduction for Residential Permits
- 8 Day time reduction for Residential Template Permits
- 3 Day time reduction for Solar Permits

Planning Permit 2021 to 2022 Time Reductions:

- 63 Day time reduction for Concept Plan Applications
- 5 Day time reduction for Conditional Use Permit Applications
- 13 Day time reduction for Map Pre-app Applications
- 83 Day time reduction for Planned Development Applications
- 47 Day time reduction for Pre App Applications
- 2 Day time reduction for Temporary Use Permits
- 4 Day time reduction Variance Applications
- 1 Day time reduction for Zone Clearance Applications