



June 16, 2016

PRIORITY SERVICE LEVELS AND SOLUTIONS

To aid in the prioritization of our recruitment efforts, we have developed the attached Priority Service Levels and Solution document outlining priority service level issues and solutions for the Land Use Services, Inspection Services, Plan Review Permitting Services and Enforcement Programs. Within each work area priority service levels currently not meeting goals and solutions to address these service deficiencies are highlighted.

Summary of the attached Priority Service Levels and Solution document by Work Area:

Land Use Services.

- Currently the Land Use Review initial application completeness check done prior to starting the process is taking staff an average of 15 to 30 days to perform depending on type of land use review submittals.
- The Goal is 7 days for all land use review types.
- **Solution:** we are in the process of filling 1 Hearings Clerk and 12 planner positions.

Plan Review.

- Currently it is taking staff an average of 30-35 days to send the first checksheet to applicants for new commercial building permits.
- The goal is 20 days.
- **Solution:** we are in the process of hiring 1 Commercial Plan Reviewer and sending some residential plans to the State (BCD) for review, freeing up BDS staff time to address other permit types.

Permitting Services

- Currently 30% of permits are being pre-issued within 2 days (7-10 days)
- The goal is 75% being pre-issued within 2 days
- **Solution:** we are hiring 2 DS Tech IIs to help address impacts to the pre-issuance of building permits.

Inspection Services.

- Currently both Commercial and Residential Inspections are completing 60-80% of requested inspections within 24 hours.
- The goal is 90-95%.
- **Solution:** 3 vacant inspector positions are currently in the hiring and recruitment process

Enforcement Program.

- Currently first inspection on all complaints is taking an average of over 15-20 days.
- The goal is 3-5 days.
- **Solution:** 5 enforcement inspector positions are in the process of being recruited.

Bureau-wide Solutions

- Over-time is being utilized throughout Bureau to address service level issues.
- Training and Work Force Development Section is hiring temporary staff to increase recruitment capacity.
- Prioritizing hires to correspond to service level gaps in certain areas.