

Proposals for Decreasing Customer Wait Times in the Development Services Center (DSC) May 15, 2017

In an effort to address customer wait times in the DSC, the following three proposals are being explored for implementation:

- 1) Establish a clear path for those Addition and Alteration permits identified as Intake where they are routed specifically from setup to Zoning and Life Safety, with the ability to then go direct to the cashier to pay intake fees and depart from the DSC. This would provide consistency on project intake versus Over The Counter (OTC) permits, as well as allow intake projects to travel a shorter route prior to paying intake fees and departing the DSC. Potential OTC permits would still travel the longer route with the acknowledgement that the project has an opportunity to achieve issuance OTC.
- 2) Establish intake appointments for new construction projects (NSFR & CO). The goal being to provide time certain appointments for these projects to be set up and taken in for review following completeness checks by Second Screen, Zoning and Life Safety staff. Meeting space would be dedicated for these appointments out of the DSC.
- 3) Provide an online payment option for some services that currently bring customers downtown to the DSC. For example, BDS will pursue, following the Amanda 6 upgrade late this year, the ability to accept online fee payment for certain types of work and certifications where there is little value added by the customer arriving in the DSC. Accepting online payment of Building Code Appeals would align payment processing with the online submittal that is already occurring for building code appeals. More quickly, BDS is finalizing work to allow the receipt of the monthly payment for the Temporary Certificate of Occupancy, allowing for the approval, signature and transmission of the certificate by the Inspector to the applicant without needing to arrive downtown.

Similarly, PBOT is moving forward with online credit card payment for Minor Improvement Permits and Transportation Street Use Permits as early as October of this year. While these steps will happen outside of the TRACs process, they will eliminate some of the foot traffic in the DSC. Individually, these are smaller steps, but cumulatively these will eliminate the need for some of our customers to arrive in the DSC just for completion of a payment process.