Title: Permit Center Activity

Subject: Update on Permit Activity at the Development Center

From: City Manager

Lead Department: City Manager

Recommendation
This is an informational report and no Council action is required

Executive Summary
Permit activity for all departments serving at the Development Center (DC) has increased significantly in 2011. In April 2010, the DC served 930 total customers; in April 2011, the DC served 1178 customer representing a 26% increase in customer activity. In order to reduce customer waiting times, Staff has implemented several measures to provide both permanent and temporary resources to address increased workload demand resulting from a more robust economic climate. On a financial note, the Development Center collects permit fees which largely off sets staff and contract costs.

Background
The attached chart provides the total customer interactions from January 2010 and shows increases in permit activity. To address the customer volumes, Staff has begun to fill vacancies in front counter staff: a vacant permanent Building Technician position is about to be filled from a list of qualified applicants. Staff is also looking to bring in an additional hourly Building Technician from the list of applicants on a temporary basis until workload conditions stabilize. In addition, a vacant Plan Check Engineer, also a permanent, budgeted position has also been posted and will be filled within the next two months. Lastly, staff has made several temporary work assignments from other departments or divisions. For example, the Planning Division has re-assigned a part time contract project planner and the Building Division has assigned a full time plan reviewer to increase our Project Management capacity to staff the Blueprint pilot project.

In addition to permanent and temporary staffing, additional contract support has been recently brought on board. Three Building plan reviewers and one additional Planning tech are currently working directly at the counter reducing customer wait times. Staff is also working with other departments to explore temporary assignments to augment the
counter resources should workloads continue to increase at their present rates.

Management changes have also been implemented to provide oversight and support to the Development Center staff. Deputy City Manager has been assigned on a temporary basis to provide the multi-department oversight already identified in the DC Blueprint and as reported to Council earlier this year in the mid-term Blueprint update.

**Attachments:**
- Attachment A: Development Center Customer Counts (DOC)

Prepared By: Katie Whitley, Administrative Assistant
Department Head: James Keene, City Manager
City Manager Approval: James Keene, City Manager
Development Center (DC)
Total Customer Service Requests

<table>
<thead>
<tr>
<th>Month</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>854</td>
<td>994</td>
</tr>
<tr>
<td>Feb</td>
<td>925</td>
<td>1172</td>
</tr>
<tr>
<td>Mar</td>
<td>1452</td>
<td>1354</td>
</tr>
<tr>
<td>Apr</td>
<td>930</td>
<td>1178</td>
</tr>
</tbody>
</table>

% Change:
- +16%
- +27%
- -7%
- +27%