

**MEMORANDUM**

Date: December 12, 2019  
 To: Sven Stafford , Principal Administrative Analyst  
 From: Paia Levine, Assistant Planning Director  
 Re: Update Report, County Operational Plan Objective #126

**Objective:**

**#126 Permit Center Team**

**By December 2019, Planning will establish inter-Departmental “Permit Center Team” (PCT) communication protocols and collaboration mechanisms to maximize efficiencies and problem solving.**

**Status:**

A Permit Center Team (PCT) was formed during the first quarter of 2019. The PCT includes staff from Environmental Health Services, Department of Public Works, and the Planning Department, with participation from CalFire, Information Services Department and County Administrator’s Office as needed.

Member Roster

|                               |  |   |               |
|-------------------------------|--|---|---------------|
| Environmental Health Services | Department of Public Works                   | Planning Department   | CalFire       |
| John Ricker<br>Cheryl Wong    | Kent Edler<br>Amy Miyakusu<br>Forrest Revere | Paia Levine<br>Jocelyn Drake<br>Carolyn Burke<br>Robert Collacino<br>Amy Willbanks<br>Martin Heaney | Chris Walters |

Communication Protocols and Collaboration Mechanisms:

The PCT meets bi-monthly, in-person as a forum for solving permit review and issuance problems, for cross training and team building. Subgroups meet as needed to accomplish tasks with report backs to main PCT. Online collaboration is through Microsoft Teams.

A recent example of PCT problem solving: There is no integrated flow chart that maps the permit process and can guide an applicant through the review steps. The PCT identified this as a significant factor in inefficiency and customer difficulty. In addition, there is a lack of complete, user-friendly information that is readily available to assist applicants in preparing complete applications. Complete applications significantly decrease permit processing time. A vendor has been identified to build an on-line, interactive road map for applicants that will cover EHS, DPW and Planning Department permit processing. We expect this service to result in more applications being complete on initial submittal, with faster review time and fewer re-routings of applications as a result. In this case a sub-committee collaborated on identifying the scope, the vendor, and preparing the contract with periodic review and assistance from the main PCT.