

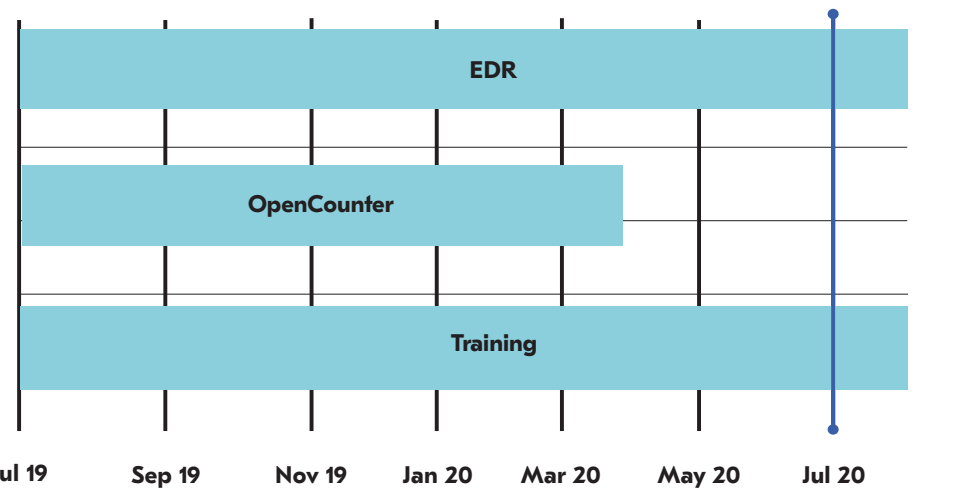


## WORK PLAN INITIATIVES

PROJECT	TO DO	DOING	DONE
Internal online training courses	●	○	○
Technical & Soft Skills training	○	●	○
Permit & Impact Fee	○	●	○
Remote inspection office locations	○	○	●
Realignment of inspection groups	○	●	○
Technology improvements	○	●	○
Inspection route optimization	●	○	○
Homeowner waiting - scheduling	●	○	○
Website audit	○	●	○
Community outreach/education	○	●	○
Queue Management System	●	○	○
OpenCounter	○	○	●

- NOTES**
- Completed shift to remote office locations for inspectors increasing inspection capacity and minimizing travel time.
  - Launched the Residential portal for OpenCounter providing a resource for residents on the permit process.
  - In response to closure of City Hall due to COVID-19, implemented digital permitting and electronic plan review for all DCP applications through the Accela Citizen Access portal.

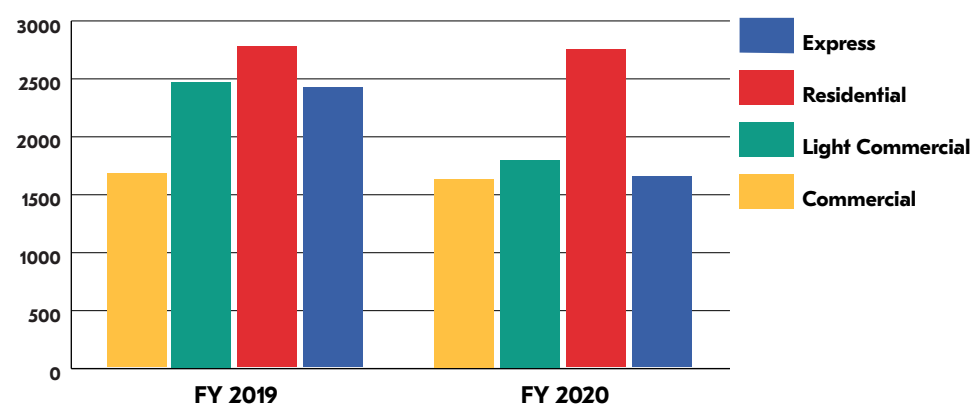
## OPTIMIZATION PROJECT TIMELINE



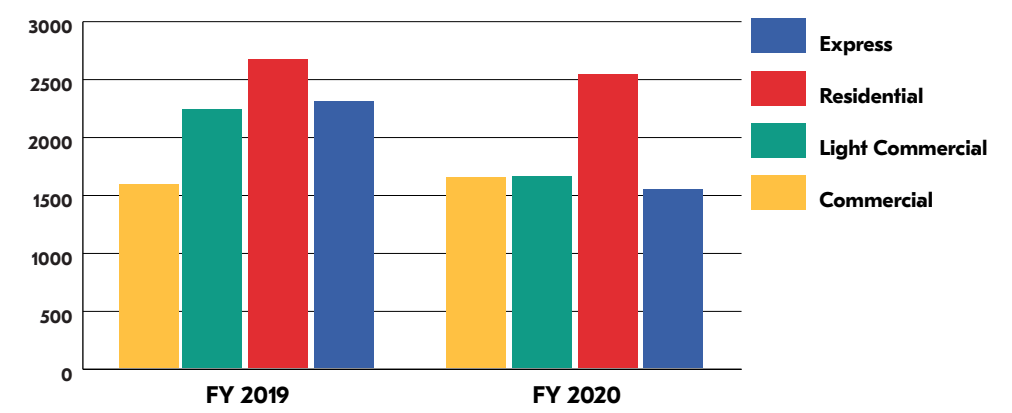
## ANNUAL COMPARISON

\*Numbers averaged from June - July for each fiscal year. Please note FY20 numbers are reflective of the City Hall closure due to COVID-19.

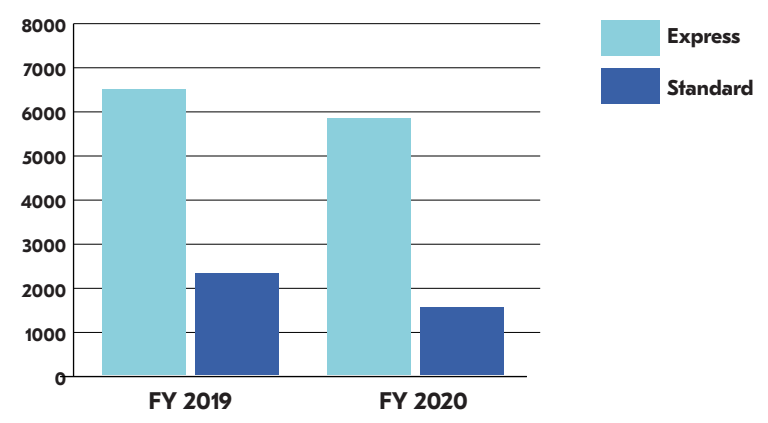
### PROJECTS SUBMITTED PER WORK STREAM



### PERMIT VOLUME PER WORK STREAM



### STANDARD VS EXPRESS PERMITS



### TOTAL NUMBER OF ISSUED PERMITS

**8,776** FY 2019    **7,364** FY 2020

### EXPRESS PERMIT TIME (IN MINUTES)

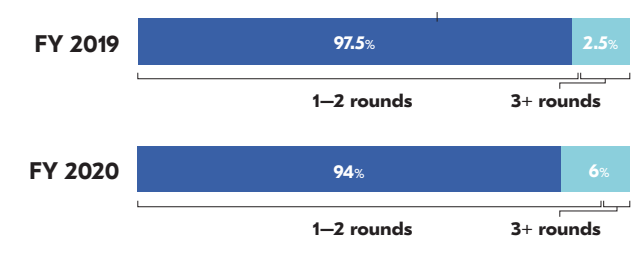
**25** FY 2019    **30** FY 2020

### CONSTRUCTION VALUATION

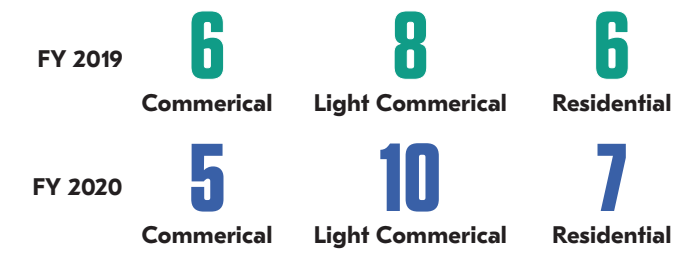
**\$5,387,150,067** FY 2019

**\$5,052,586,355** FY 2020

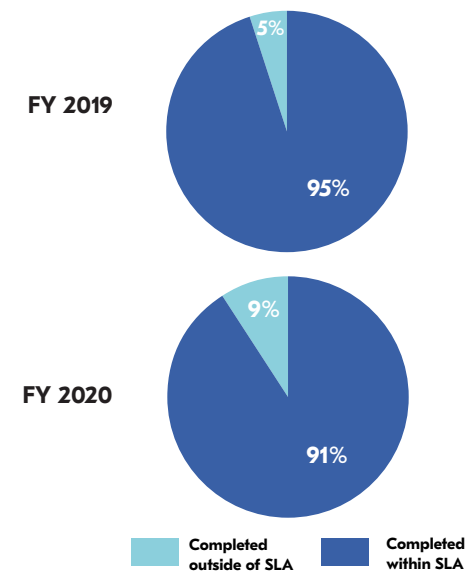
### PLAN REVIEW CYCLES



### PLAN REVIEW DAYS



### INSPECTIONS SLA AVERAGE



### AVERAGE NUMBER OF INSPECTIONS

