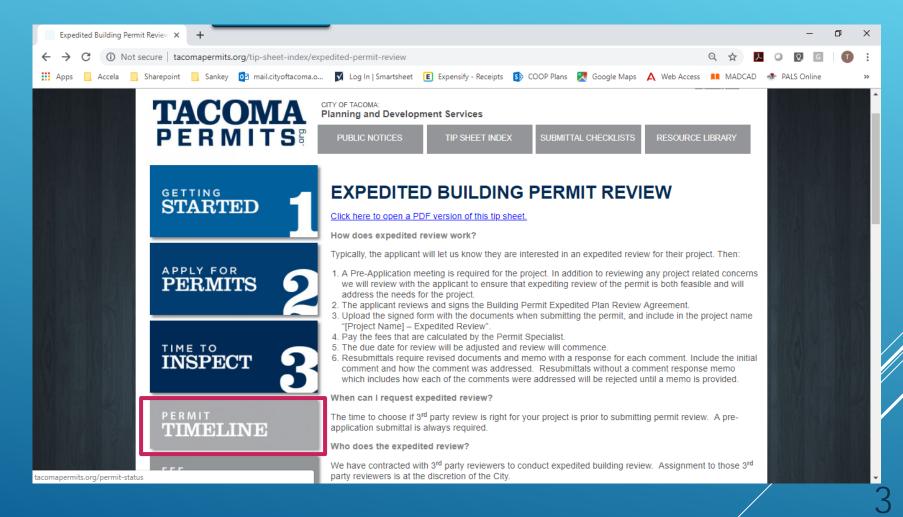# PERMIT TIMEFRAMES

TACOMA PERMIT TASK FORCE
APRIL 11, 2019

Terry Forslund

AGENDA

- Quick LOS Review
- Feedback from Previous Discussion
- PDS Goals
- Items in the Works
- Other Ideas/Requests
- Prioritize Improvements

LOS REVIEW: FINDING LEVEL OF SERVICE INFO

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Permit Record Type	Level of Service for Initial Review	Average Service for the Last 6 Months for Initial Review*	Level of Service for Revision Review	Permits Issued
ePermits**	Same Day	Same Day	Not Applicable	739
Residential, New	4 Weeks	3 Weeks	2 Weeks	143
Residential, Fire	3 Weeks	1 Week	2 Weeks	8
Residential, Demo	3 Weeks	3 Days	2 Weeks	33
Residential, Alteration	3 Weeks	4 Days	2 Weeks	402
Residential, Plumbing	2 Weeks	3 Days	1 Week	202
Residential, Mechanical	2 Weeks	3 Days	1 Week	443
Commercial, New	8 Weeks	11 Weeks	6 Weeks	69
Commercial, Fire	3 Weeks	2 Weeks	2 Weeks	185
Commercial, Demo	3 Weeks	2 Weeks	2 Weeks	23
Commercial, Alteration	4 Weeks	2 Weeks	4 Weeks	296
Commercial, Plumbing	4 Weeks	1 Week	2 Weeks	155
Commercial, Mechanical	4 Weeks	2 Weeks	2 Weeks	206
Sign	4 Weeks	2 Weeks	2 Weeks	108
Work Order	4 Weeks	5 Weeks	4 Weeks	89
Site Development	4 Weeks	2 Weeks	4 Weeks	167
Noise Variance	3 Weeks	***	Not Applicable	28

LOS REVIEW: CALCULATE LEVEL OF SERVICE

LEVEL OF SERVICE

Initial Fees Paid Date

7/27/2016   A 📅

Initial Documents Received Date

8/4/2016   B 📅

Revision Fees Paid Date

C 📅

Revision Documents Received Date

09/19/2018   D 📅

Consolidation Timeframe

4   E   Days

Number of Review Cycles

5

Initial Review Timeframe

8 Weeks   F ⌄

Revision Review Timeframe

6 Weeks   G ⌄

Review Due Date

10/27/2018   H 📅

Level of Service Due Date

10/31/2018   I 📅

LOS His

Routed f
Awaiting
Routed f
Awaiting Resubmittal on 05/14/2018
Routed for Review on 09/19/2018 due on 10/27/2018

$H = I - E$
$I = (> \text{ of A and B}) + F$ for initial review
$I = (> \text{ of D and E}) + G$ for revisions

check spelling

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FEEDBACK FROM 3/14 MTG

1. Would like clarification added to automated emails, esp. with regards to completeness review vs. routed for review

2. Would like completeness review for other major permits

3. Private vs Public: funding is different, team makeup can be different too

4. Alternate Means and Methods (AMMR) process is appreciated

5. Explore a way to be included in SD, DD reviews

FEEDBACK FROM 3/14 MTG

6. Predictability of the process makes it manageable

7. Explore opportunities for more OTC review

8. Vote: Recommend keeping the Expedited Review option

9. Vote: Recommend staff explore a Consistently Prepared Applicant program

10. Task Force does not support pre-approved plans for detached ADU's

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GOALS

City of Tacoma
Planning and Development Services
2025 Strategic Plan

1. Equitable, Efficient Customer Service – "Fast and Friendly, or Free"*

2. Conservation and Protection of Environmental and Cultural Assets

3. Financial Stability

4. Compact, Complete, and Connected Development

5. Civic Engagement

6. Employee Development and Support

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GOALS

City of Tacoma
Planning and Development Services
2019-2025 Strategic Plan

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2025 PDS Goals

Goal 1: Equitable, Efficient Customer Service – "Fast and Friendly, or Free"*

To promote Livability in the City of Tacoma, the Planning and Development Services Department will issue 85% of residential and commercial permits on time by creating efficient and effective review processes and programs. Service Levels include:

- Application to issuance – commercial (85% in 8 weeks or less) and residential (85% in 2 weeks or less)
- Application to the first review on commercial (85% in 4 weeks or less)
- Average review cycles, no more than 2 per permit

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TIMEFRAME IRONS IN THE FIRE

11. Completeness Review Improvements – including Site and Land Use, Permit Specialists, Application Services

12. Expedited Review to include Pre-Development Review and Completeness Review

13. Temporary Shoring Permitting Improvements

14. Off-Cycle Reviews

15. Review of performance data

16. Restaurant and TI Programs

17. Temporary Certificate of Occupancy (TCO) and Certificate of Occupancy (CO) process

OTHER TIMEFRAME IDEAS

18. Better understanding of the data in the reports, transforming into meaningful information

19. An approach to help predictability when outside factors impact permitting capacity (seasonal construction)

20. Provide information to applicants that describes what can constitute an OTC permit

21. Explore how to share liability between the City and the Developers

22. Make Accela work on a Mobile Device

PRIORITIZATION

A. Would like clarification added to automated emails, esp. regarding completeness review vs. routed for review

B. Would like completeness review for other major permits

C. Private vs Public: funding is different, team makeup can be different too

D. Alternate Means and Methods (AMMR) process is appreciated

E. Explore a way to be included in SD, DD reviews

F. Predictability of the process makes it manageable

G. Explore opportunities for more OTC review

H. Vote: Recommend keeping the Expedited Review option

I. Vote: Recommend staff explore a Consistently Prepared Applicant program

J. Task Force does not support pre-approved plans for detached ADU's

K. Completeness Review Improvements – including Site and Land Use, Permit Specialists, Application Services

L. Expedited Review to include Pre-Development Review and Completeness Review

M. Temporary Shoring Permitting Improvements

N. Off-Cycle Reviews

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P. Restaurant and TI Programs

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V. Make Accela work on a Mobile Device