



Quality Housing
for Everyone

Improvements Listening Session

Affordable Housing Week
February 12 – 16, 2024



Agenda

- Why are we doing this?
- Where are we now?
- How are we doing?
- What's next?
- Discussion

- No point person/owner
- Complicated, unsupportive
- Timelines unreliable/extreme
- Technology
- Review consistency
- Resources/personnel
- Outreach, communication, education
- Industry check
- Overly regulated
- Data and reporting



NEW RESIDENTIAL
170+ days



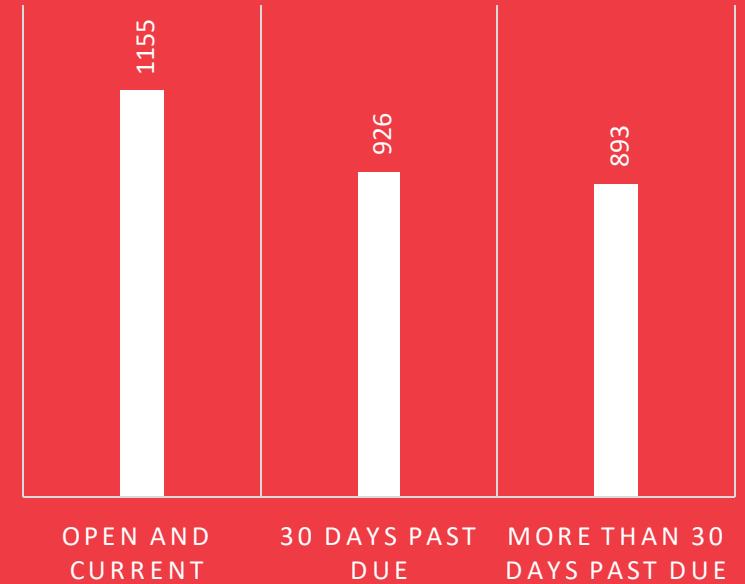
NEW COMMERCIAL
140+ days



MULTI-FAMILY LAND DEVELOPMENT
300+ days

3,000

open projects since Jan 2021



11

systems referenced throughout the permitting process

4

are duplicate licensing and permitting platforms

\$8.9M

spent on technologies in FY21 and FY22

Purpose

Reduce the number of touchpoints

Reduce the overall timeline

Establish a point of contact and owner

Increase transparency and accountability



People



Process

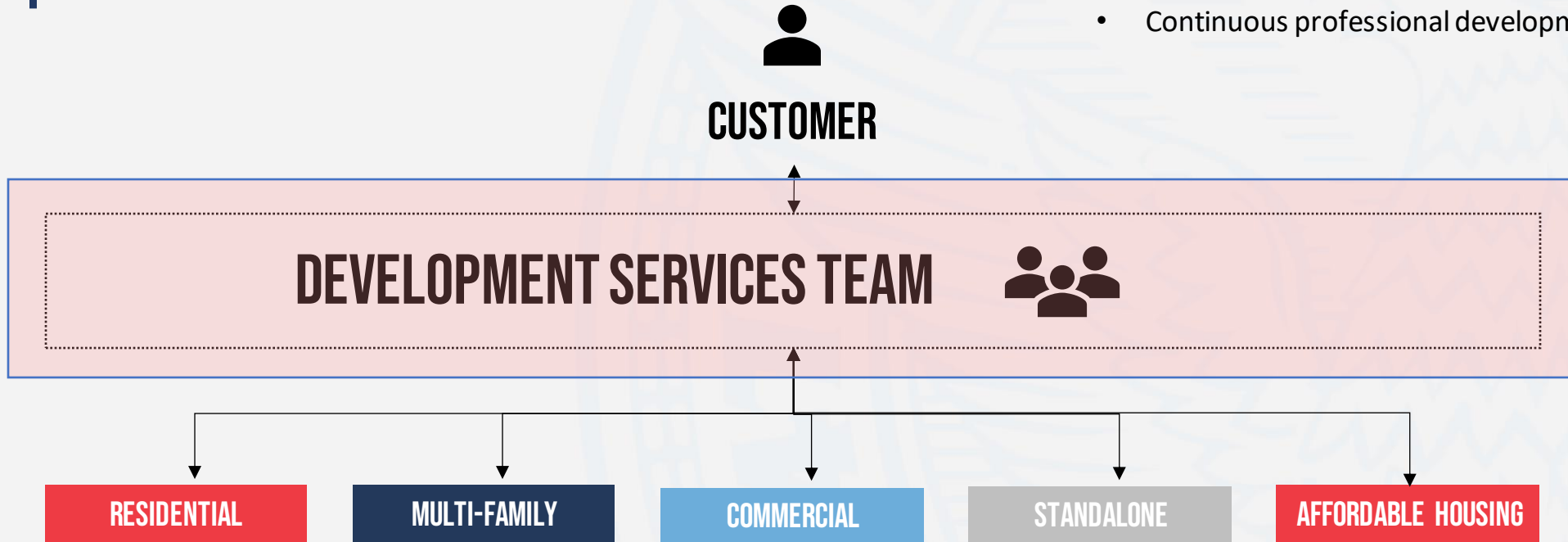


Technology

People

****Full team established April 2023**

- 30+ people dedicated to customer process support
- Continuous professional development and promotions



People

APRIL 2022: PILOT

3 people | 9 months

4,326

Projects/Customers Touched

JANUARY 2023: BOOTCAMP

11 people | 7 Weeks

\$1.08B

Issued or Ready to Issue
Construction Value

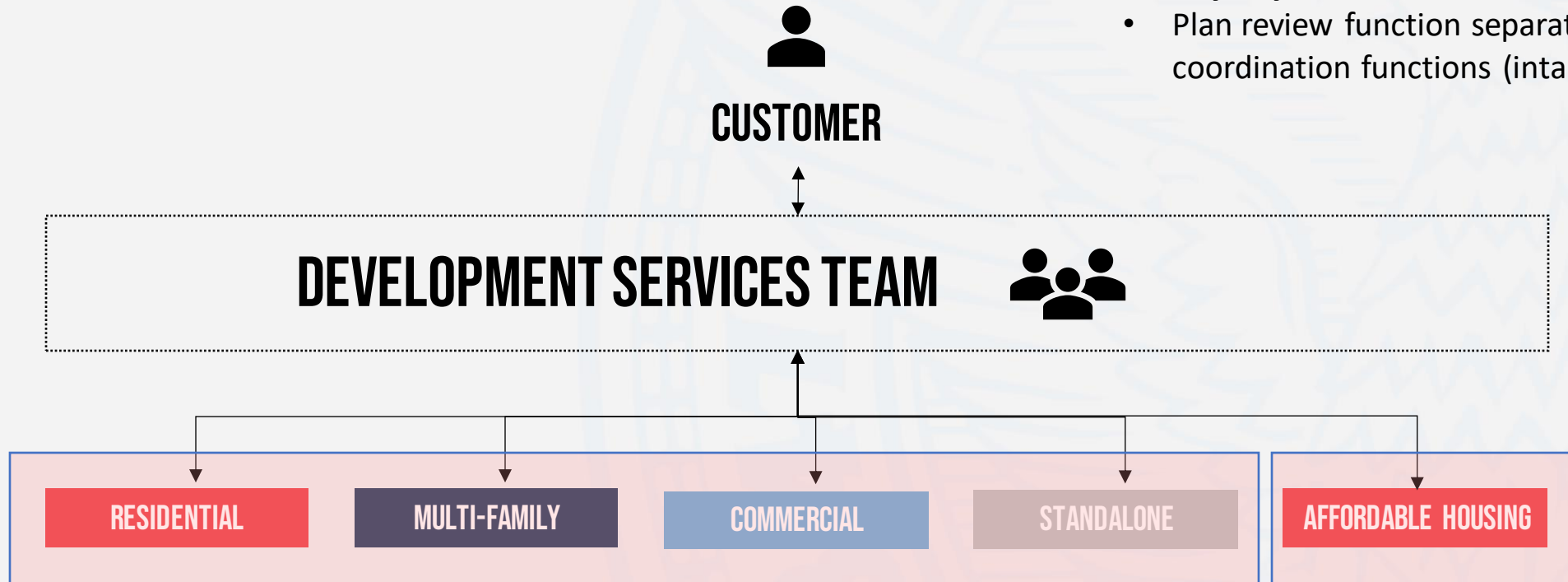
APRIL 2023: LAUNCH

35 people | Full-time

1

Entry Point and Point of
Contact

Process



****Reviews parallel June 2022**

****Entryways restructured March 2023**

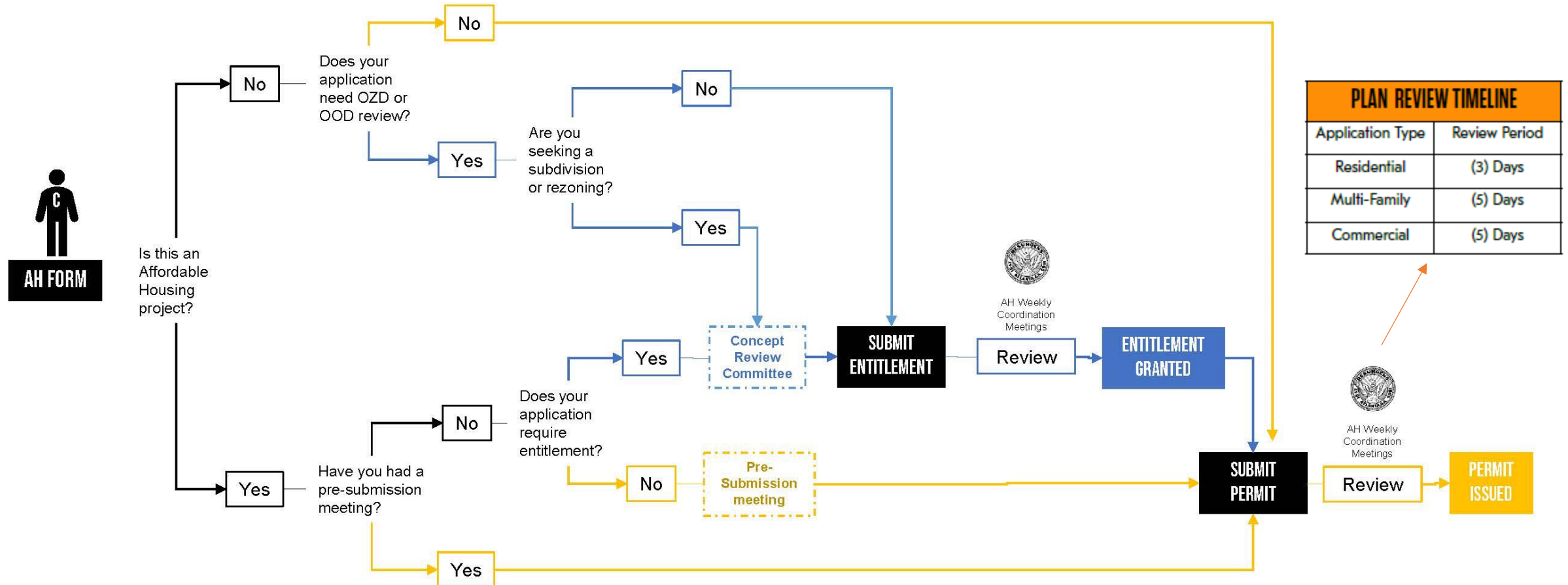
- Plan review function separated from project coordination functions (intake, issuance, etc.)

Welcome H.O.M.E. - Housing Opportunity Moves Everyone

A **pre-submission program** along with a **dedicated coordination team** to assist customers through all processes for approval and permitting, including entitlement approvals. Additionally, **reduced timelines** for permit plan review.

ENTITLEMENT

CONVENTIONAL



PLAN REVIEW TIMELINE	
Application Type	Review Period
Residential	(3) Days
Multi-Family	(5) Days
Commercial	(5) Days

Process

- Communication for Operational Permits at permit close.
- Sanitation review from DOT to DPW.
- Re-engineered Lane and Sidewalk closure review.
- Re-engineered ROW Excavation Permit process.
- Backflow review a sub-process of Water Services.
- Addition of a backflow inspection prior to CO.
- Addition of Zoning inspection prior to CO.

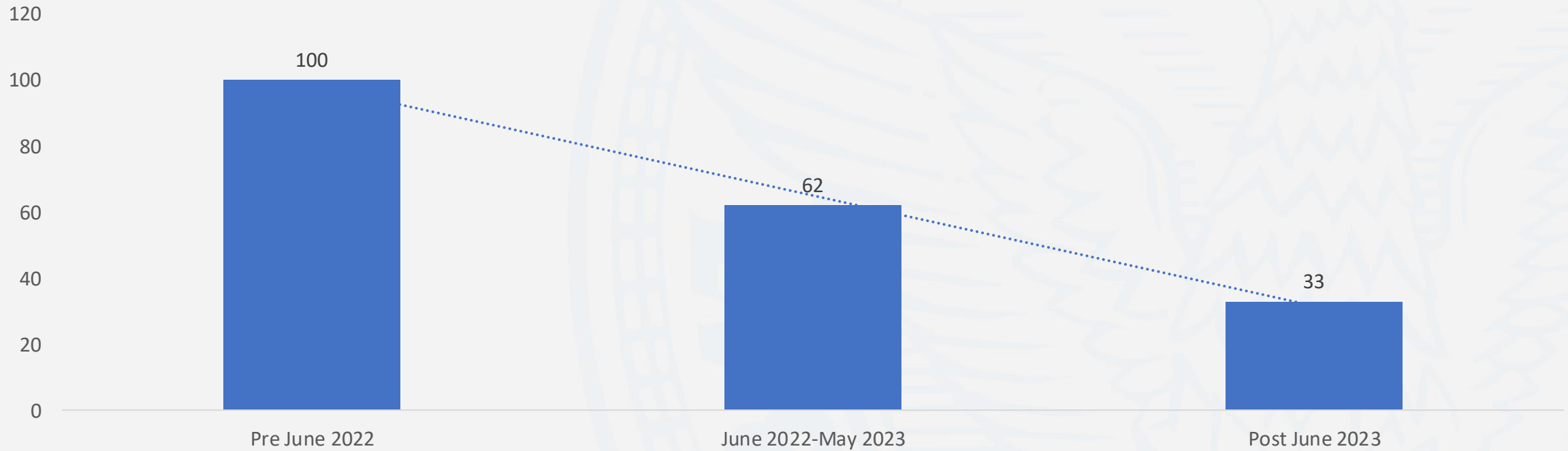
Technology – *One Platform*

- DPR Arborist digital
- Due date changes require supervisor approval
- Plan Routing leveraging Accela
- Standardize notifications, templates, etc. in Accela
- ROW Permitting Process re-engineered and in Accela
- Site inspections in Accela platform
- Integration with water meter platform for automation



How are we doing?

Average Residential Issuance (days)





What's next?



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Phase II

Entitlement process re-engineering

Updated technology workflows to match business practices

Top Fails published

Continued stakeholder conversations

Continued staff Training and Education

Consolidated, collapsed reviews for land development and permitting

3rd party review partnerships/programs

One technology platform

Let's hear from you!