

Attachment A

Local Permitting Outreach Survey

PURPOSE: Identify improvements that increase access to and speed the processing of permits for small home upgrades.																											
IDENTIFICATION	PERMITTING SYSTEM & TRANSPARENCY		EXPECTED TURNAROUND TIMES (DAYS)			ACTUAL TURNAROUND TIMES (DAYS)			PERMIT VOLUME		STAFFING VOLUME			REVIEW PROCESS FEATURES & BUSINESS SUPPORT				RESPONSE TIMES		SERVICE LEVEL AGREEMENTS & KPIS				EFFICIENCY FACTORS			
City Name	Permitting system used for application and review	Permitting turnaround metrics publicly available? (select one)	Expected turnaround - Kitchen/Bath (in-place replacement)	Expected turnaround - Kitchen/bath (new or relocated appliances)	Expected turnaround - Small addition < 250 sf (single-story)	Expected turnaround - Kitchen/Bath (in-place replacement)	Expected turnaround - Kitchen/bath (new or relocated appliances)	Expected turnaround - Small addition < 250 sf (single-story)	Number of small home remodel permits FY 23-24	Number of small home remodel permits FY 24-25	Number of Building staff involved in permit review. Note if they are consultants	Number of Planning staff involved in review. Note if they are consultants	Number of other reviewers (Fire, Public Works, etc.)	Is over-the-counter or same-day plan review offered? (select one)	Are detailed checklists or handouts available for small home remodels? (select one)	Are there options to schedule a pre-submittal meeting to help reduce review cycles for building permit applications related to small businesses or commercial businesses?	Are expedited review options or special services available for building permit applications related to small businesses or commercial businesses?	Average applicant response times between submittals (days)	Average staff response time for first round of review comments (days)	Are service level agreements (SLAs) in place? (select one)	Are there consequences for missing SLAs (staff, reviewers, applicants - provide brief description)	Are building permit KPIS tracked? (select one)	Are KPI's linked and publicly available? (select one)	Are standardized templates used for permit review comments? (select one)	Most common cause of repeat plan submittals (select one)		
Cupertino	Accela and ProjectDox	YES	2-5 business days	2-5 business days	15 bus days - 1st review, 10 bus days - subreview	2-5 business days	2-5 business days	15 bus days - 1st review, 10 bus days - subreview	1854	2144	2 staff + 2 consultants	3 senior, 2 assoc., 3 assistant. Total 8	PW - 2 staff Fire - unknown Sanitary - unknown Env Serv - 2 staff	YES	YES	YES	NO	Varies	19	YES	NO	YES	NO	SOME REVIEWS	applicant unfamiliar with code requirements		
City 2	MGO	NO	2 DAYS	2 DAYS	2 MONTHS	2 DAYS	2 DAYS	2 MONTHS	50	60	2	1	2	YES	YES	YES	YES	3 WEEKS	5 WEEKS	NO	NO	NO	NO	ALL REVIEWS	applicant unfamiliar with code requirements		
City 3	ProjectDox and a custom system for calculating permit fees and tracks all inspections for issued permits. System is very old 20+ and we are the last jurisdiction to use this system.	YES	3 days	5 days	15 days	5-7 days	7-10 days	20-25 days	We don't track data in that manner. We track by issued building or fire permits. FY23-24 = Total permits issued 5664	We don't track data in that manner. We track by issued building or fire permits. FY23-24 = Total permits issued 3115	1 Plan Check Engineer, 1 Plan Checker both permanente staff. 2 Senior PT positions filled, 3 PT positions filled. We have 1 Senior PT vacancy. We are using 1 consultant PT through Apple One.	12 planners permanently filled, 1 vacancy, 1 consultant planner.	3 fire protection engineers with the building division, permanent positions. 2 fire consultants. Public Works is huge, they have from 28-32 permanent staff. And approximately 5-7 consultants.	NO	YES	YES	YES	60+ DAYS FOR NEW OR ADDITIONS - SMALLER SCOPES OF WORK 10-15 DAYS	20-25 DAYS FOR NEW OR ADDITIONS - SMALLER SCOPES OF WORK 10-15 DAYS	NO	NO, BUT WE MUST TRY TO OFFER A MEETING REQUEST TO HELP WITH PERMIT NAVIGATING. ALSO AFFECTS OUR ANNUAL REPORTING NUMBERS AND PERFORMANCE MATRIX TO COUNCIL	YES	YES	SOME REVIEWS	incomplete application / missing requirements	THE KPI IS MANAGED BY THE SUSTAINABILITY DEPARTMENT IN THE CITY MANAGERS OFFICE	
City 4	Accela	YES	1-3 days	5-10 days	10-20 days	1-3 day	10 days	20 days	357 (Assume alteration/remodel for 1200 sqft or less)	419 (Assume alteration/remodel for 1200 sqft or less)	9 Full time; 4-5 consultants as needed	8-10 Planners	1-2 reviewers each department	YES	YES	YES	YES	Varies	4-6 weeks	NO	N/A	YES	NO	SOME REVIEWS	applicant unfamiliar with code requirements		
City 5	Trakit	NO	2-5 days	2-5 days	21 days	2-5 days	2-5 days	14-21 days	246	152	2 - Permit Techs 3 - Inspectors 2 - Outside plan check firms	5 Planners	SCCFPD 5 Engineering	NO	NO	NO	NO	15-30 days	21-30 days	YES	NA	YES	NO	SOME REVIEWS	incomplete application / missing requirements	Missing information on plans and applicant unfamiliar with Code. Architectural and structural do not match	
City 6	Trakit for permitting system and ProjectDox for online submittal system	YES	OTC if applied in person, 3 business days if applied online	OTC if applied in person, 3 business days if applied online	OTC if applied in person, 20 business days if applied online	Meet target turnaround time on average	Meet target turnaround time on average	Meet target turnaround time on average	We do not track small or large remodel. We only track "remodel/additions" of any scope and separate tracking for "Bathroom/Kitchen Remodel". Total Remodel/Addition = 103	We do not track small or large remodel. We only track "remodel/additions" of any scope and separate tracking for "Bathroom/Kitchen Remodel". Total Remodel/Addition = 105	5	5	6	YES	YES	YES	YES	20 (expected)	15 (expected)	NO	N/A	YES	NO	NONE	applicant unfamiliar with code requirements		
City 7	Accela	YES	Same Day	Same Day	15 business days for first cycle of review, 10 business days for every cycle after	Same Day	Same Day	15 business days for first cycle of review, 10 business days for every cycle after	800	737	11	9	YES	YES	NO	NO	20 (expected)	15 (expected)	NO	NO	YES	NO	SOME REVIEWS	Repeat comments due to applicant not addressing them in the previous review cycle			