

Streamlining the Permit Counter Processes

Goal: Cut down time for processing plans as walk-through and eliminate long lines at drop-off.

1. Tickets will be distributed at the Homeowner's Permit Assistance Counter (displayed with Counters 32 & 33 signs) located on the first floor of City Hall. Distribution starts at 8:00 a.m. and closes at 11:00 a.m., Tuesday - Friday for **walk-through tickets**. It reopens at 1:00 p.m. until 3:30 p.m. for all other processes.
2. Click [here](#) for a complete list of Walk-Through reviews. See some examples below:
 - a. One process number at a time (should be able to fully process plans in under an hour)
 - b. Residential / Condo units < 10 pages
 - c. 3 story structures or less
 - d. Roofing
 - e. Sub-permits
 - f. City permits < 10 pages
 - g. Special event permits
 - h. Walk-through plans will be reviewed before the processors take lunch.
 - i. There is NO walk-through plan review in the afternoon. Reviewers will work on drop-offs to keep the review time on target.
3. The multiple drop-off area, labeled as Counters 10, 11, and 12, has been created to process up to 5 sets of plans at a time. These counters will primarily serve for plans expeditors to speed up the dropping-off of plans as well as offer other permitting functions, such as, reissuance, change of contractors, change of design professional, etc.
4. Walk-Through process numbers: This service is provided at Counters 1 through 7.
5. Drop-off/DERM's submittal of one plan at a time: This service is provided at the drop-off Counter #29 (located next to Records).
6. **Process numbers** for walk-through plans **may** be obtained in the afternoon.
7. Plans may be dropped-off in the afternoon: Process number for walk-through plans can be issued in the afternoon to be processed the following day.
8. Plans can be finalized in the afternoon.