Streamlining the Permit Counter Processes

Goal: Cut down time for processing plans and improve customers’ satisfaction.

1. Tickets are distributed at the Homeowners’ Permit Assistance Counter (displayed with Counters 32 & 33 signs) located on the first floor of City Hall. Tickets are issued at 7:40 a.m. and served, starting at 8:00 a.m., at the permit counters of 2nd floor of City Hall. It reopens at 1:00 p.m. until 3:30 p.m. for all other processes. Last ticket is issued at 3:15 p.m. **Walk-through tickets are issued Tuesday — Friday from 7:40 a.m. — 11:00 a.m.** Customers must bring previously submitted sheets, including the **voided ones.**

2. Walk-through plans are limited to:
   a. One process number at a time (should be able to fully process plans under an hour)
   b. Residential / Condo unit < 10 pages
   c. Roofing
   d. Sub-permits
   e. City permits < 10 pages
   f. Special event permits
   g. Walk-through plans will be reviewed before noon (Department closes for lunch from noon — 1:00 p.m.
   h. No walk-through plan review for properties with code violations. Plans need to be dropped-off at counter #29.
   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 with 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 expediters 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 finaled in the afternoon.