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Building Division – Permit Issuance Turnaround Time

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Department:	Public Service – Building Division	Status:	Completed

Background/Problem Statement

The Building Division consists of three full-time employees who handle a high volume of work with workloads increasing during the construction season. The average permit issuance processing took 17.26 days as of June 30, 2016. Additionally, it was difficult for management to know when a bottleneck had occurred. It was the City's desire to shorten the permit issuance time to provide more efficient customer service to our developers/contractors.

Current Condition

These are the bins in the Building area. The bins on the left would hold documents needing logged in the computer. The bins on the right hold the items logged.

Analysis

The project team used the Five Whys to determine where the permit process spent time on-hold. As we went through the Five Whys, we found that some delays were necessary while others could be shortened with some individuals trained to offer support during the heavy workloads.

Solution/Implementation Plan

The solution includes the following:

- Training the part-time Receptionist/Mail Coordinators to set up new permit applications and to input inspection results in the computer.
- Bins were designated in the reception area and building areas for permit applications and inspection results needing logged and to hold the documents after they've been logged. This makes it easy for everyone to know what needs done. Additionally, this provides a visual for management to know if a backlog is forming.

Results

The elimination of the computer logging bottleneck has reduced the average permit issuance processing time from 17.26 days to 10.94 days.

Follow Up

The modifications continue to work very well. In the future, we may run through the Five Whys again to see if there are any other permit issuance delays that we can tackle and shorten.