New Permit Review Process at DCD

The Department of Community Development (DCD) in cooperation with the Environmental Health and Public Works Departments, is beginning a new process for reviewing Single Family Residential building permits. It’s called the “Upfront Review Team,” and was developed out of DCD’s “LEAN” improvement project and works like this:

When a person calls to schedule an appointment to submit a building permit application, they are given checklists to make sure they have everything DCD needs to review their application once it’s submitted. Then, our Upfront Review Team is invited to the appointment, shows up and starts reviewing the application while it’s still being taken in!

This eliminates the delays caused by routing the application to different departments, and the chance that the applicant will get a letter weeks later, telling them they need to submit more information. The Review Team can talk directly to the applicant and explain any issues that may come up, or if they need more information, so the applicant will leave the appointment knowing exactly what they need to do to get their permit. This drastically reduces the time, confusion and frustration that used to be common with the old process. Ideally, an applicant could get their permit the same day they submit their application! DCD anticipates applying this process to all land use and building permit applications over time. Contact Sally Ellis or David Wayne Johnson for more information – 379-4450.