

Why consider a possible re-organization?

1. Staff work hard within a broken system – and issues sometimes linger unresolved.
2. The public is dissatisfied with the current system...multiple locations, sometimes competing guidance, limited coordination.
3. An independent evaluation recommended a reorganization into a “one-stop shop” with a single point of accountability as a step toward addressing the fractured system.
4. Peer best-practices demonstrate success of combined permitting
5. Any IT upgrade requires decisions about structure to precede software implementation

What principles are driving a possible re-organization?

1. Better customer service
2. Consistency across the permitting process
3. Accountability across the permitting process
4. Increased collaboration and coordination among different Departments involved
5. Resolving issues at lowest level appropriate to benefit applicant
6. Urgency to bring to closure a long-running discussion

Conceptual Re-Organization into a One-Stop Shop

1. Better for applicants – one location for permits, questions, & answers
2. Better for staff – co-location for improved coordination, communication and collaboration
3. Better use of the people we have - City needs the people it has; a One-Stop Shop may actually reduce some administrative burdens and conflicts
4. Structured to resolve internal issues – one Department Head, consistent internal rules, better coordination, and consistent guidance to applicants
5. Support new IT implementation – online capability could help both residents and staff

What would a One-Stop Shop Mean?

1. Merging elements of three Departments: Code, ISD, and Zoning
2. Job descriptions would change little; some reporting lines would change
3. As currently envisioned, new Department would have three Assistant Directors (representing Code, ISD, and Zoning) and one Department Head
4. The One-Stop Shop would be located at Pine Street in order to get this up and running quickly. Over time, will need to evaluate over time if this is the best location.

Where do We Go from Here?

1. Need feedback: What makes sense about this approach and what does not? What practical questions or concerns?
2. Need Council and Planning Commission feedback, as well as feedback from the Council-established Permit Reform Oversight Committee.
3. Would seek Council Resolution and ultimately a Charter Change.