

Review Process Design and Implementation Plan

Seven proposed changes for a five-week pilot, with permanent adoption subject to review of the results.

Prepared for Director of Planning and steering committee	Deliverable D2, future-state design and roadmap	Decision requested at issue (week 6) Approve pilot of recommendations 1 to 7	Approval recorded Steering committee, week 6
---	--	---	---

DESIGN PRINCIPLES

- 1. Route applications by type and complexity.** Use separate review lanes for routine and complex applications.
- 2. Check completeness at intake.** Give applicants clear requirements and identify missing information before technical review.
- 3. Report performance regularly.** Review application timing, pending work, completeness, and repeat review rounds each month.

RECOMMENDATIONS

#	RECOMMENDATION	ADDRESSES
1	Create three review lanes. Express for routine road opening permits (target: 5 business days), Standard for most site plans, and Complex for major subdivisions with a scoping meeting.	Findings 1, 3
2	Add a completeness gate. A checklist for each application type, a published applicant guide, and a rule that the 30-day service-standard clock starts when an application is complete.	Finding 2
3	Route reviews in parallel. Engineering, traffic, and drainage review at the same time, with one consolidated comment letter.	Findings 1, 4
4	Use one tracking log. Use a shared log in the existing county tools while future permitting system options are assessed.	Finding 5
5	Reduce the backlog through scheduled review sessions. Prioritize Express-eligible permits during two focused weeks, then reserve time each week to review pending applications.	Finding 3
6	Publish a monthly dashboard. Median days from submission to decision by lane, backlog, completeness, and review rounds, shared with leadership and prepared for the public.	Finding 6
7	Document operating procedures and train staff. One-page procedures for each lane and a short training session for all reviewers and front desk staff.	Findings 2, 5

IMPLEMENTATION ROADMAP

WINDOW	MILESTONES	OWNER
Week 6	Staff trained on review lanes and parallel routing; frequent applicants briefed on the draft applicant guide shared in week 5	Process owner, HGMA
Week 7	Final applicant guide and checklists issued; tracking log live; pilot launched	Process owner, HGMA
Weeks 7-11	Pilot runs on new applications; focused backlog review sessions in weeks 8 and 9; weekly results reviewed by the working group	Process owner, review staff
Week 10	First monthly performance dashboard delivered to the steering committee	HGMA, process owner
Weeks 12-14	Adjust based on pilot results; finalize operating procedures; hand off to process owner	Process owner, HGMA
Months 4-12	Permitting system requirements and budget request; online submission; public dashboard	IT Director, Director of Planning

RESOURCES AND IMPLEMENTATION RISKS

Resources

- No new positions or software during the pilot
- About two hours per week from each reviewer for the working group and scheduled backlog review sessions
- Public information office support to publish the applicant guide

Risks to watch

- Applicants unaware of the new completeness rule; mitigated by outreach to frequent filers
- Legacy database limits reporting; mitigated by a weekly manual export
- A reviewer vacancy slows parallel routing; mitigated by cross-training