ATTACHMENT 3

DSD BPR Recomendations
Ministerial Review

ID	Rec #	Task	Description	Benefit	Core Function ?	Balanced Scorecard Category	Subsequent Council Action Req'd
58		MINISTERIAL REVIEW					
59	45	**Improve communication with the industry.**	Provide frequent meetings with the industry.	This would be a forum to discuss new or modified City and State regulations as well as an opportunity for the industry to provide feedback regarding current permit processes. It would be a way to publicize our lesser known services.	Yes	Customer Service	
60		**Adjust Fees to Cover Costs**	Fee Study.				
61	32	Shift cost of appeal to appellant if they lose.	Look at options to put cost of appeal on Appellant if it is not upheld.	Reduce frivolous and vindictive appeals.	Yes	Finance	Code Change
62	123	Create a fee to charge the record creator.	Create a fee to charge the record creator in order to recover the cost of maintaining a record over its lifespan minus the allowable record service fees.	Generate revenue to pay for storing documents.	Yes	Finance	
63	117	Increase Mobilhome Permit Fees.	The City, along with other jurisdictions, may also pursue a lobbying effort to amend the State law which would adjust the fees so that they would cover adequate inspection costs for Mobillhome Permits.	Provide adequate staffing for function.	Yes	Internal Business Process	State law Change
64		**Charge for Enhanced Services.**	Create Fees for non-core functions.				
65	61	Offer "Guaranteed Inspection Time" for a specified fee.	Offer "Guaranteed Inspection Time" for a specified fee.	Providing these additional services will provide customers more efficiency and flexibility in their schedules, thereby assisting the completion of their jobs in a timelier manner.	No	Customer Service	
66	122	Convert identified premium services to fee services. This initially would include Curb to Property Line determinations.	Convert identified premium services in Records to fee services. This initially would include Curb to Property Line determinations.	Improve revenues to match costs.	No	Finance	
67	64	Charge appropriate fees for preliminary reviews done over-the-counter at DPI, structural counter, and meetings with management.	Eliminate free Prelims - Charge appropriate fees for preliminary reviews done over-the-counter at DPI, structural counter, and meetings with management.	Improve revenues to match costs.	Yes	Finance	
68	63	Enhanced Service: immediate review.	Fee for additional service option: Immediate Express Review Over-The-Counter: Provide customers with the option to have reviews performed the same day or while they wait (depending on the size and type of project) for an additional fee.	Providing this expedited service will save the customer time and reduce the number of submitted projects. The latter benefit has savings in plan processing. This provides for the needed service for projects where time is of the essence .	No	Customer Service	
69		**Expand Self Certification Programs**	Expand the self certification of plans and inspections where practical				

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70	62	Expand self certification of plans.	Expand self certification of plans, in close cooperation with design professionals, will develop mechanisms to maximize opportunities for self certification of plans.	By maximizing opportunities for self-certification, a reduction in review times and an expansion of over-the-counter approvals are anticipated.	No	Customer Service	
71	74	Provide self cert inspection for minor projects.	Self certification of inspections - Establish process to allow customers to self-certify selected correction items designated by the Inspector.	Allowing customers to self-certify various minor correction items will speed up projects and reduce the amount of inspections required by DSD staff. Besides expediting the project, cost savings would be realized by customers and DSD.	No	Internal Business Process	
72	48	Expand self certification for completeness check.	Expand self certification for completeness check.	Reduce time to get into process.	Yes	Customer Service	
73		**Consolidate Issuance Process.**	Consolidate Construction Permit Issuance (Eng & Bldg) complete automation of engineering issuance and subdivision issuance.	Reduce bottlenecks by allowing larger pool of staff to provide service.	Yes	Internal Business Process	
76		**Reduce Number of staff reviewing projects.**	Look at Number and Role of Staff reviewing Application.				
77	68	Reduce number of handoffs in submittal, distribution.	Submittal staff who set up the project shall label packages: Submittal staff that sets up the project will be the most knowledgeable regarding package reviewing discipline destination.	This avoids project documents from being incorrectly routed and also reduces the number of staff involved with plan processing.	Yes	Internal Business Process	
78	21	Reduce number of different reviewers.	Combine like reviews into a single staff person to avoid contradiction, overlap, and redundancy in reviews.	Reduce costs, redundancies, volume of staff needed.	Yes	Internal Business Process	
79	38	Reduce level of Staff reviewing minor projects.	To the extent possible, cross train staff to perform multiple review functions.	By training staff to perform multiple review functions, the number of plans required to be reviewed, distribution of plans associated with reviews, resolution of correction items and the cost to the customer could be reduced.	Yes	Continuous Improvement	
80	93	Reduce level of staff reviewing minor projects.	Create an Information Bulletin that provides the structural design criteria for small room additions and minor tenant improvements. Inspection staff will perform selected plan reviews of various approvals at the project site.	Plan checks performed by inspectors would free up time for Plan Review staff to perform other duties. The inspector would be involved in the project at an earlier stage and provide customers with valuable insights to avoid potential problems and delays.	Yes	Internal Business Process	
81	40	Have reviewers identify all issuance requirements.	Move the validation step from issuance staff to the discipline reviewers. Issuance staff would only be responsible for issuing the permit. All technical issues would be the responsibility of the discipline reviewer and the Deputy City Eng.	Customers would not receive "late-hits" from issuance staff. All technical issues would be completely handled by the reviewers. The applicant would know what is needed prior to issuing the permit. This would greatly speed up the issuance process.	Yes	Customer Service	
82		**Expand Over-The-Counter Services.**	Expand Over-The-Counter Services.				

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83	41	Expand Over-The-Counter and appointment rechecks.	Expand Over-The-Counter reviews on all 2nd reviews.	This will reduce the number of projects going through the submittal staff as well as increase communication between the plan checker and customer.	Yes	Customer Service	
84	42	Reduce number of submitted reviews.	Triage for Immediate Review, Over-The-Counter Review, or Submitted Review: Submittal staff should filter jobs that do not have to be submitted. These projects should be routed for immediate review and sign-off when possible.	Performing this function provides customers with review comments more quickly and reduces the number of submitted reviewing disciplines. The latter effectively provides reduced plan processing staff.	Yes	Customer Service	
85	69	Expand No Plan Permits.	Expand no plan permits, Evaluate risks.	Eliminate cost and time for plan check if not necessary.	Yes	Internal Business Process	
86	52	Expand Over-The-Counter and Appointment Reviews.	Increase the scope of projects that can be reviewed over the counter (both walk-in and by appointments). Identify Staff and resources needed.	This will considerably reduce the time it takes for a project to permit. It will also reduce the number of staff handling the plan.	Yes	Customer Service	
87	43	Reduce number of submitted completeness checks.	Immediate Completeness Review: Completeness reviews for larger projects should be done and completed on the same day as the initial submittal via over-the-counter services or by appointment.	Applicants would learn on the same day they intend to submit their projects or during the appointment time whether or not their projects are ready for submittal.	Yes	Customer Service	
88		**Provide templates and document guidelines.**	Provide templates and document guidelines.				
89	46	Develop standardized drawings.	Develop standardized drawings.	Reduce plan check time, allow more Over-The-Counter review.	Yes	Customer Service	
90	47	Develop enhanced standard plan templates.	Develop enhanced standard plan templates.	Reduce plan check time, allow more Over-The-Counter review.	Yes	Customer Service	
91		**Provide Enhanced Services.**	Provide Enhanced Services.				
92	49	Option for Active Project Management.	Fee for Additional Service Option: Request Active Project Management: Provide customers with an option to request Active Project Management for the Ministerial Permit process for an additional fee.	The benefits to the customer are providing personalized service for their project to help them understand, maneuver through, and complete the ministerial review process.	No	Customer Service	
93	50	Allow Sequential Distribution .	Sequential Routing of fewer sets Provide the customer with an option to submit the available sets of plans for sequential routing to the reviewing disciplines. However, notify the customer that this may result in a delay in processing their plans.	For customers with an insufficient number of sets, this saves them from having to leave, make more copies, and then come back. For other customers, it allows them to make the minimum required number of copies based upon the critical path of review.	no	Customer Service	
94	51	Enhanced service for mail in Submittals.	Fee for Additional Service Option: Mail In/Out Plans: Allow customers to mail in their submitted plans and have them mailed back upon review completion for an additional fee to cover mailing and processing costs. Additionally, customer should be made aw	Providing this service saves the customer time, effort, and energy required for dropping off and picking up their plans.	No	Customer Service	

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95	86	**Standardize best practices for workload management.**	Uniform Workload Management and Assignment Projection: Provide guidelines for uniform workload tracking, distribution, assignment, and reporting between all reviewing disciplines.	Workload trends can be more consistently determined across a wide variety of disciplines and cross referenced between them as well. Workload assignment to the reviewers can be more consistent and minimize busting of project deadlines.	Yes	Internal Business Process	
96	58	Increase number of transactions online.	Develop on-line application systems and standardized drawings to allow customers to submit both new applications and corrections on-line.	By developing on-line submittals and corrections, reductions in submittal costs and turn around times for customers would occur.	Yes	Customer Service	
97	94	**Complete implementation of Reviewer Enhancements.**	PTS Enhancements: Immediately implement the list of enhancements provided by the reviewing disciplines into new versions of PTS.	Providing requested enhancements in PTS saves time for the reviewer and customer.	Yes	Internal Business Process	
98	67	**Provide Option of Electronic Submittal Distribution and Processing.**	Electronic Plan Submittal/Plan Review: Provide the option to the customers to electronically submit their plans and have them reviewed electronically as well. This would require a substantial initial financial investment in information technology.	This allows customers a choice in the way they submit their plans and may provide plan processing / distribution efficiencies and provide electronic versions of plans for records storage and retrieval.	No	Finance	