



# County of Santa Cruz

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## PLANNING DEPARTMENT

701 OCEAN STREET, 4<sup>TH</sup> FLOOR, SANTA CRUZ, CA 95060  
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ALVIN D. JAMES, DIRECTOR

November 13, 2000

Agenda: November 21 st, 2000

Board of Supervisors  
County of Santa Cruz  
701 Ocean Street  
Santa Cruz, California 95060

SUBJECT: Planning Department Quarterly Report

Members of the Board:

At the conclusion of budget hearings last June, your Board directed the Planning Department to prepare quarterly reports on the permit workload in the Department. Subsequently, on October 17<sup>th</sup>, your Board considered a comprehensive report on Planning Department operations, which included a series of recommendations to improve our services to the public. We indicated that our quarterly reports would include an update on our progress in implementing these recommendations.

### STATUS REPORT ON CUSTOMER SERVICE IMPROVEMENTS

In the three weeks since your Board's action on October 17<sup>th</sup>, we have concentrated our attention on beginning the implementation process for the public service enhancements that were approved by your Board. We are in the process of establishing the geographic teams, filling vacancies, training new staff, and moving forward with office space changes to accommodate our new hires and to enhance our telephone capability. Implementing your Board's directives will remain our highest priority, and we expect to continue to make significant progress in the current quarter. We will provide your Board with a comprehensive update on our progress in implementing the various public service and departmental operational improvements in our next quarterly report to your Board.

### PERMIT WORKLOAD STATISTICS

As your Board is aware, there are two distinctly different permit processing systems which are coordinated by the Planning Department- the Building Permit process and the Discretionary Permit process. It is our intention to provide your Board with summary statistics on overall permit activity and processing times for each of these systems.

Attached you will find the first quarter statistics for the Building Permit process. These charts

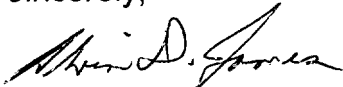
provide summary indicators of overall building permit workload-application rates, permit issuance, and processing times. Overall activity levels are comparable to last year's high levels, and processing times are generally consistent with recent quarters. Future reports will include multiple quarters which will prove useful for comparative purposes.

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Similar statistics for the Discretionary Permit process are not yet available, but will be presented in our next quarterly report to your Board. We are working with our programming staff to revise our computer generated reports to improve the data.

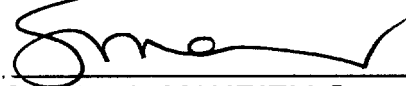
It is therefore Recommended that your Board accept and file the first quarter report for the Planning Department.

Sincerely,



ALVIN D. JAMES  
Planning Director

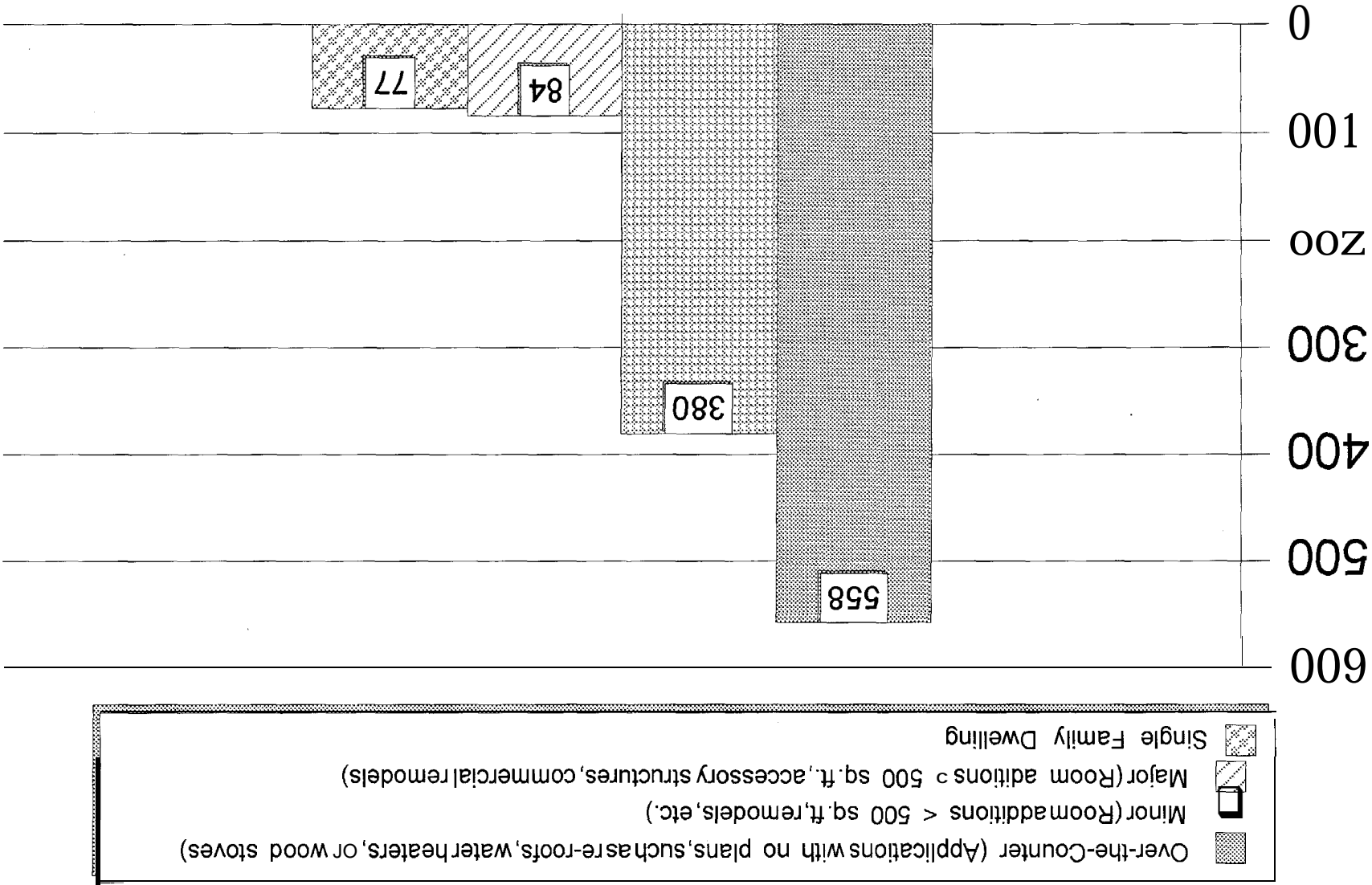
RECOMMENDED:



SUSAN A. MAURIELLO  
County Administrative Officer

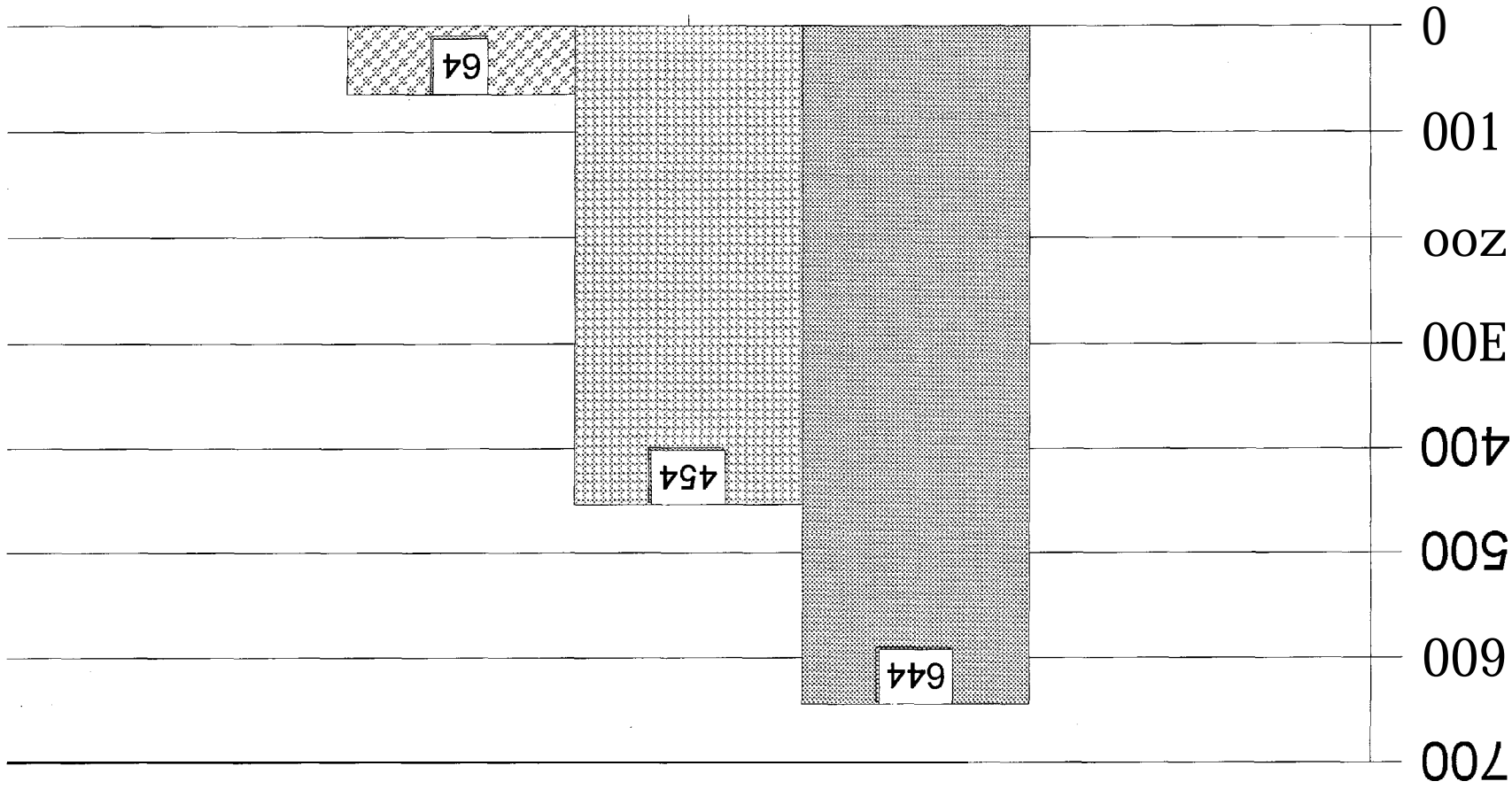
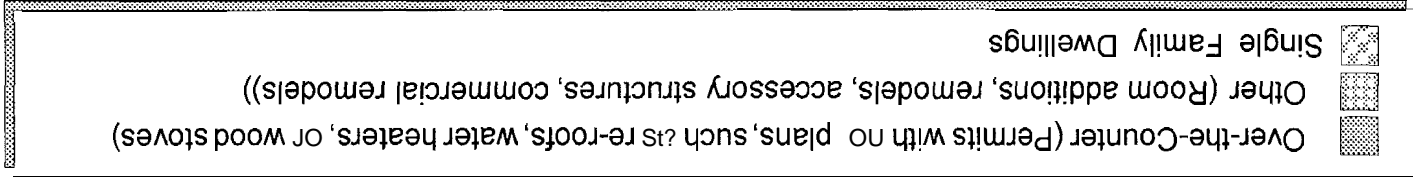
# BUILDING PERMIT APPLICATIONS

## By Type July - September 2000



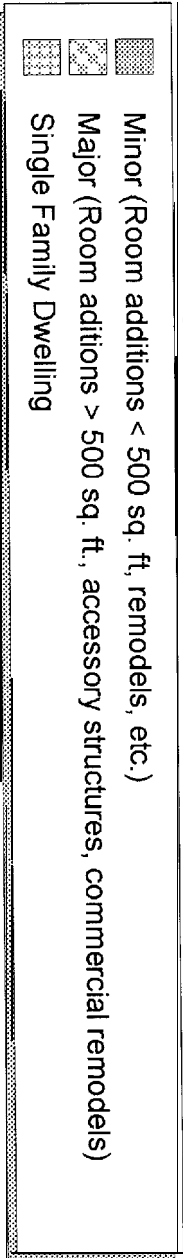
# BUILDING PERMITS ISSUED

By Type July - September 2000



# AVERAGE BUILDING PERMIT APPLICATION PROCESSING TIMES

By Type July - September 2000



Note: Processing times measured from the time of application submittal to completion of the application's first routing.

