



Modern Permitting

A More Efficient Process from Application through Inspection

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Welcome to **Modern Permitting: A More Efficient Process from Application Through Inspection!**

In late July, we asked for your feedback on our current permitting process, improvement opportunities, and the different methods you use to access information. **We received 96 responses to the survey. Thank you for your contributions to our learning and improvement!** We also engaged with other internal and external stakeholders, mapped out our current process, and identified more than 300 process improvements. We are reporting back to share what we learned and how we're moving forward.

Most notable growth areas:

- Ease of Moving Through the Process (56% somewhat dissatisfied or dissatisfied)
- Permit Process Length (53% somewhat dissatisfied or dissatisfied)

Additional areas for improvement:

- Permit Cost (35% somewhat dissatisfied or dissatisfied)
- Frequency of Staff Communication (35% somewhat dissatisfied or dissatisfied)
- Clarity of Updates Received (33% somewhat dissatisfied or dissatisfied)
- Quality of Staff Communication (33% somewhat dissatisfied or dissatisfied)
- Ease of Finding Document on Website (32% somewhat dissatisfied or dissatisfied)

We appreciate all of you for telling us about your permitting experiences, whether they were positive or challenging. For those who had a frustrating experience, we recognize the negative impact and are motivated to make significant changes to our process to improve future experiences. **When asked to rate process improvement preferences, the top three priorities for improvement were: faster, clear and accessible, and fewer steps.**

Most common improvements suggested by customers:

- Improve timeliness and timeline expectations for key parts of the process, including intake and issuance
- Create a single permit submittal for a project
- Create separate lanes for different permits for faster service
- Revise the approach to permit requests or code interpretation
- Use a different customer portal, such as Mybuildingpermit.com
- Improve staff communication with customers

The pain points described by applicants often aligned with those felt by staff. Our staff are ready to embrace change and modernize our process, too. As we begin our implementation plan, we will be investing in improvements that lead to a more efficient and easier to understand process from application through inspection. **We will be doing work in four key areas:**

- Improved permit structure
- Improved staff permitting process
- Improved customer permitting experience
- Clear customer communication

There will be both large and small process improvements over the next year or two. **We are committed to changes that lead to quality results, especially for our customers.** We are already working behind the scenes to move forward on key process improvements. We will share updates periodically through our Developer Stakeholder Group, Currents newsletter, and website updates. We look forward to hearing how the Modern Permitting changes impact you!

Thank you,
Andrew Bauer
Director of Planning & Community Development
City of Shoreline