

1. Offer a pre-submittal meeting
2. Enable all forms and applications to be interactive to allow applicant to fill out and submit online
3. Each department to provide a review checklist to engineer so engineer can ensure all necessary information is provided on plans prior to submittal
4. Time from application submittal to permit issuance should be 7-10 business days
5. Review building & site plans concurrently without additional fee, understanding building permit will not be issued until site plan is approved
6. Have consistent building permit applications throughout the county
7. Measure accountability
 - a. Example:
 - i. Use online tracking software showing where project is in the process (department, name of individual reviewing) and date it has been approved by each depart – reference County software
8. Limited to 2 approval processes (unless life safety issue or applicant changes)
9. Implement capability to view status of permit online
10. Allow for online resubmissions
11. Update revised page(s) only
12. Have consistent Notice of Acceptance (NOA) sheets throughout the county
13. NOA certificates should be due 45 days after permit issuance
 - a. NOA's include:
 - i. Window shop drawings
 - ii. Door shop drawings
 - iii. Roofing shop drawings
 - iv. Metal & Structural Steele shop drawings
 - v. Truss sop drawings
 - vi. Fire sprinkler shop drawings
 - vii. Fire alarm shop drawings
 - viii. Other pre-engineered components
14. Minor changes in the field by contractor should be accumulated throughout the job and an as-built package given to county/city at C.O., costing the contractor a minimal amount, if any

15. Impact Fees - Due at C.O. (unless fee is based on reserving capacity, then make a 10% nonrefundable deposit due at permit issuance)
16. Cultural change of staff - treat applicant as a client
17. Have one point of contact to guide applicant through the process