

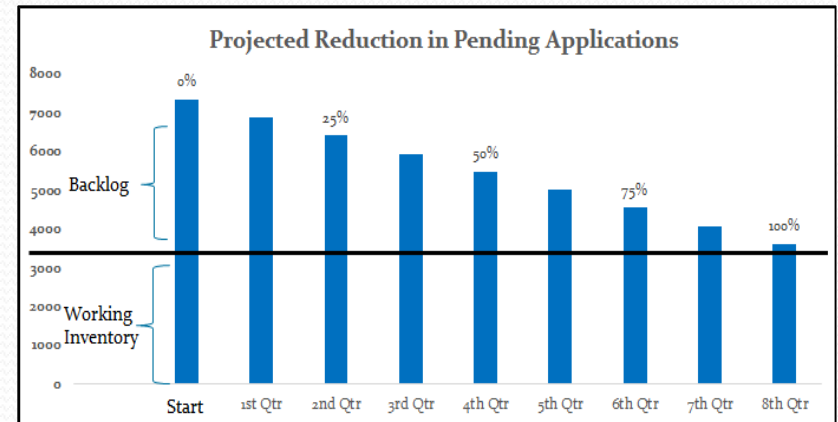
AGENDA NO. 29

**FY 2016-17 End of the Year Report on
Permit Backlog Reduction and
Automation**

Governing Board Meeting
November 3, 2017

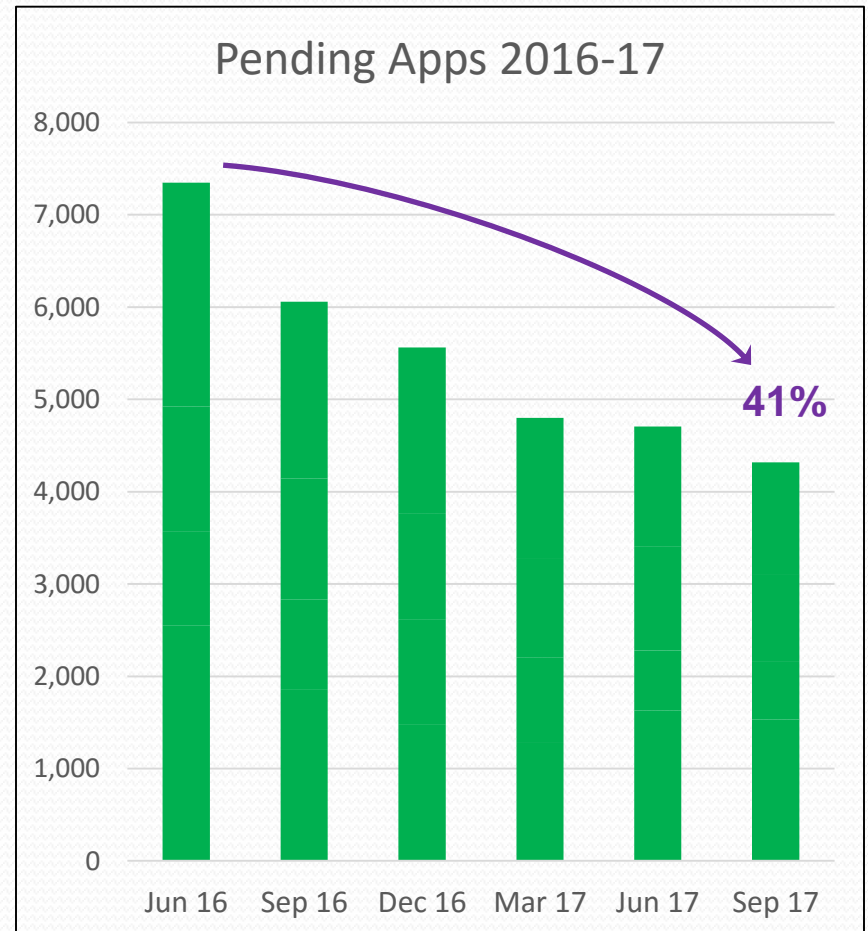
Accomplishments

- Focused on reducing permit application backlog
 - Developed and implemented Action Plan
 - Two year horizon and targeted 50% reduction
- Improved production rates
- Exceeded goals, objectives and targets for 1st year

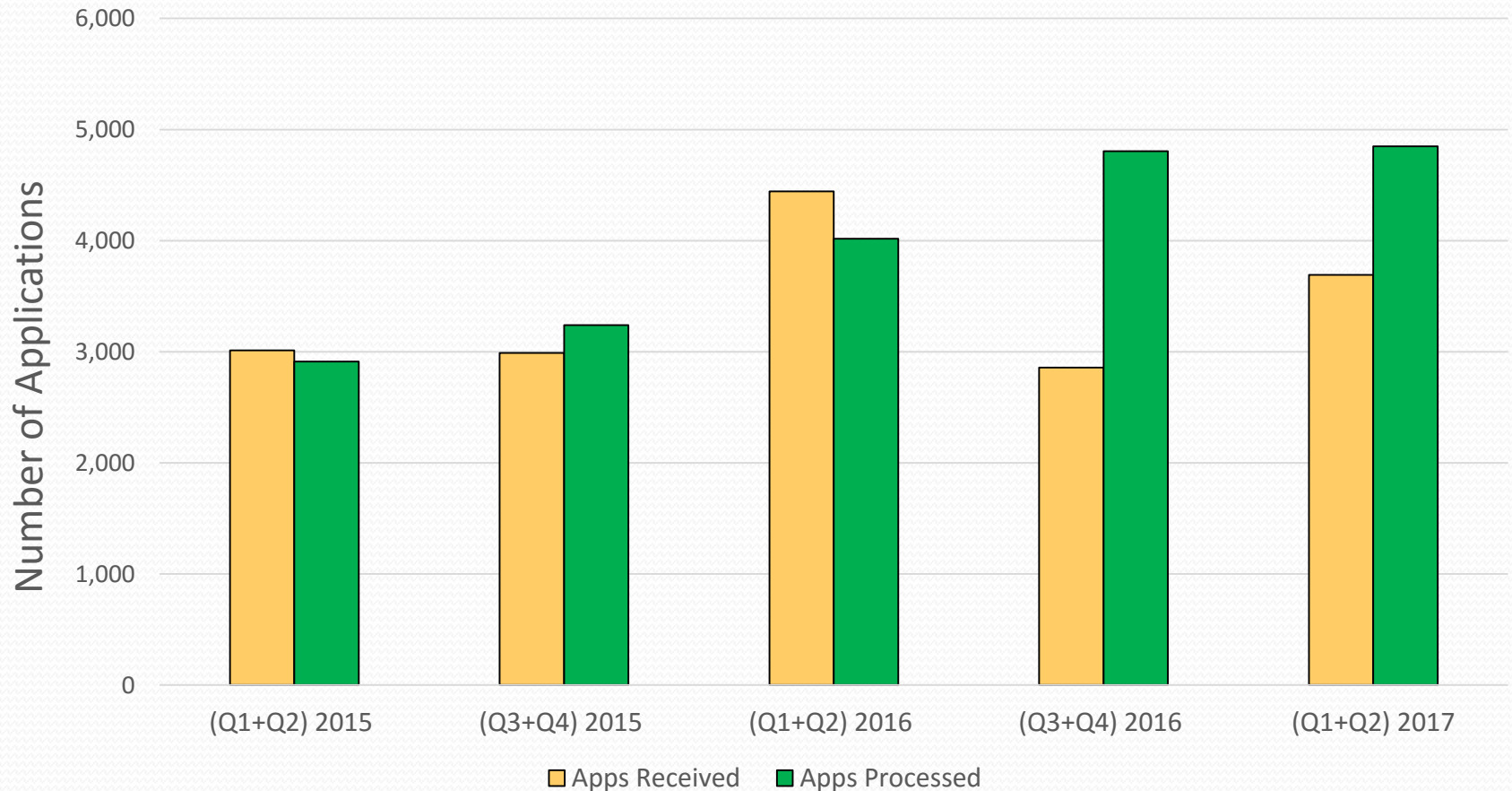


Progress to Date

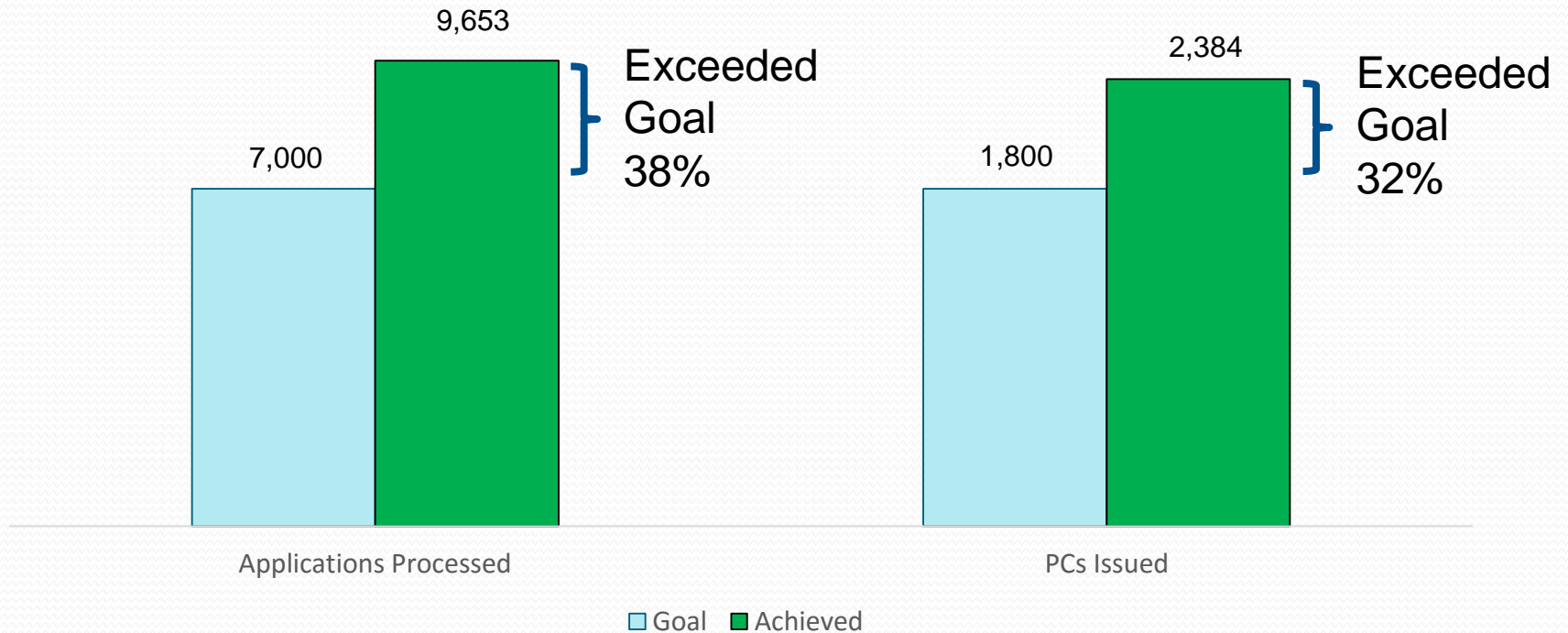
- Focused on optimizing productivity
- Reduced pending permit applications by 36% in 12 months
- Utilized voluntary overtime ~50% of allocated budget (FY 2016 - 2017)



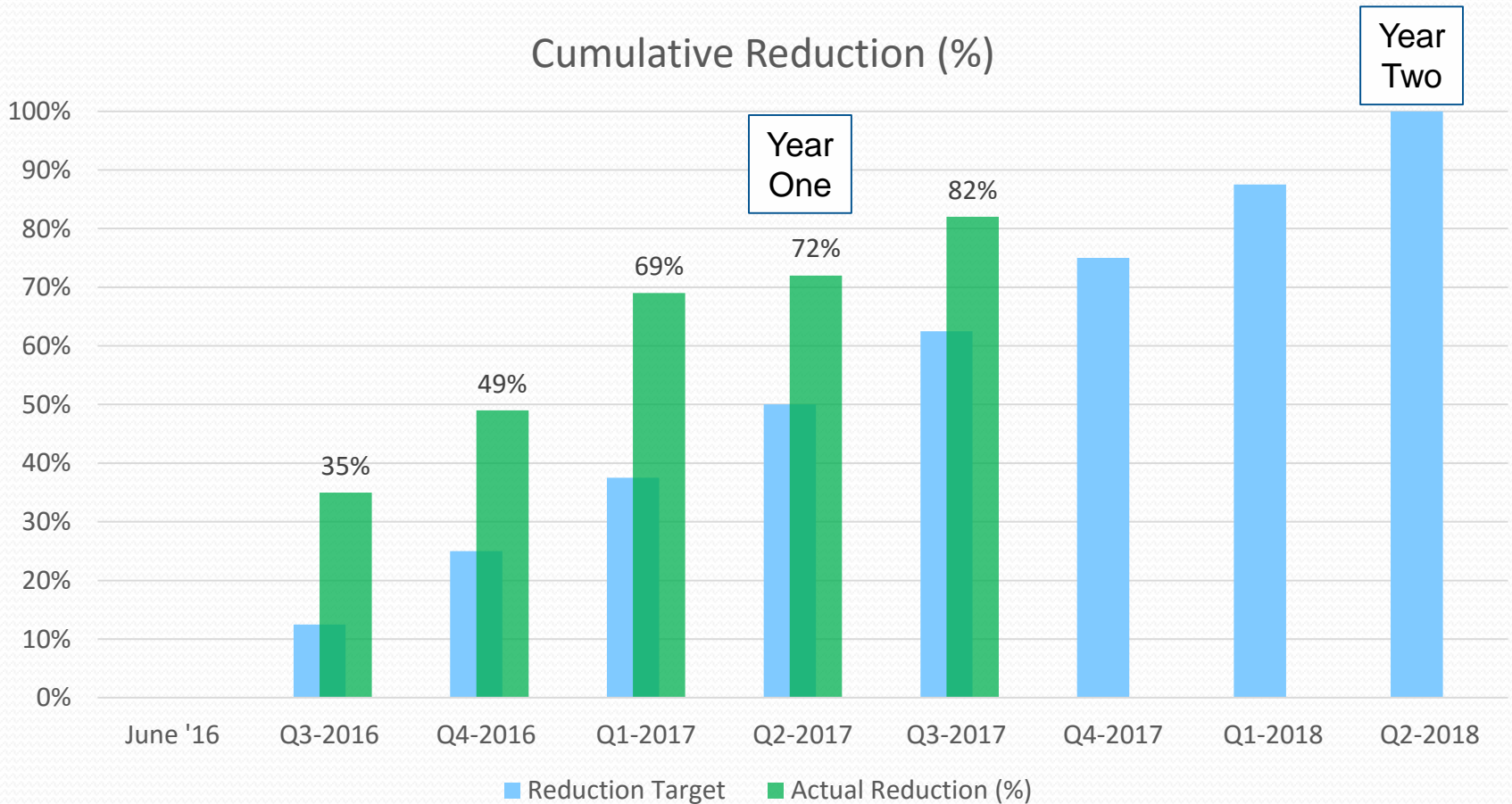
Improved Production Rates



Applications Processed Annual Targets Exceeded



Pending Application Reductions Exceeded Targets



Automation/Modernization

- Initiated development of on-line permitting tools
 - Electronic submittal
 - Automated permit issuance
 - E-Forms: 400-A, 400-PS, 400-CEQA
- Focusing on three simpler / high use process equipment



Dry Cleaners



Gas Stations



Automotive Spray Booths

Moving Forward

- Complete permit backlog reduction
- Phase II - online permitting
- Migrate to electronic filing and processing
- Focus on customer satisfaction/improved metrics
- Staff recognition