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**To:** PCD\_Dept\_Staff <[PADS\\_DL@shorelinewa.gov](mailto:PADS_DL@shorelinewa.gov)>; DRE Group <[DRE@shorelinewa.gov](mailto:DRE@shorelinewa.gov)>; Janette Mallari <[jmallari@shorelinewa.gov](mailto:jmallari@shorelinewa.gov)>

**Cc:** Tricia Juhnke <[tjuhnke@shorelinewa.gov](mailto:tjuhnke@shorelinewa.gov)>

**Subject:** Permit Process Review

PCD and Public Works,

As you know, PCD and Public Works have been working together to improve many of our permitting processes, with a specific focus on electronic permitting. As this effort has continued it's become clear that a broader review of the permit process is necessary.

To that end, we're excited to share that we're kicking off a full review of the permit process with the goal of identifying changes and improvements for both our customers and staff. This effort is fully supported by leadership from PCD, Public Works, and the City Manager's Office. We have heard from staff and customers and seen firsthand the struggles with our process and now is the time to take a holistic review of the entire process.

The team that has already been leading the charge on electronic permitting is being adapted and will be the primary leader. The team will report directly to Andrew and includes:

- Michael Dags, team lead and Building representative
- Alicia Halberg, Planning
- Kevin Bagwell, Planning alternate
- Sheryle Harp, PCD Management Analyst
- Chad Arveson, Permit Services
- Leslie-Ann Grewal, DRE
- Tony Hamilton, DRE

To build the capacity for this effort the team will be finalizing a scope that will be used to select a consultant with expertise in process improvements. We plan for the consultant to help facilitate and guide the team in a process walk and develop recommendations for changes to the process. It's our hope this review will include evaluating all the steps from the initial stages of customer contact all the way through archiving. The team is already in the early steps of developing a charter and scope of work that will help in the selection of the consultant in the coming weeks.

This is an exciting opportunity and one that will impact everyone in one way or another. Even for those not participating on the team there will be opportunity for input along the way. We plan to provide regular updates to everyone and share out the progress. A more detailed schedule will be shared once a consultant is on board.

We're looking forward to seeing what comes of this work and the improvements we implement!

Andrew and Tricia