



NEWS RELEASE

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Marin Community Development Agency Conserves, Enhances, Expands *New programs and front counter lobby hours to increase building permit process efficiency Monday thru Thursday*

San Rafael, CA. Customers to the Marin County Community Development Agency (CDA) will soon notice changes in their options for filing building permit applications, achieving quick plan review and scheduling building inspections as CDA begins to implement long awaited improvements to their permit process.

Beginning later this summer, the planning and building permit counter in Suite 308 of the Civic Center will be closed every Friday. While at first glance this may not seem like an improvement at all, the closure will allow CDA management to conserve and focus dwindling staff resources more effectively toward a core Monday through Thursday work week intended to increase customer application throughput.

Enhanced customer options for filing building permit applications will also be implemented in July, including greater latitude in mail-in permit applications and a Friday Drop-Off Box for smaller permit applications that require few plans or are normally issued over the counter. Online permitting for smaller building permit applications is anticipated within a year and will allow customers to submit their permit applications from the comfort of their home or office.

Expanding customer choices in how building permits are processed, reviewed and inspected is also part of the CDA strategy to improve customer satisfaction beginning this summer. These include:

Express Permitting is the new CDA term to describe same-day plan review for certain types of small projects like rooftop solar installations, landscape retaining walls and minor interior remodels that meet strict criteria for this type of review. This service will allow customers to secure their building permit in a single day.

Expanded choices for obtaining the fastest possible plan review include requesting overtime plan review for customers willing to pay the overtime rate, and third-party plan review for customers who prefer to pay extra for potentially quicker review by a private firm of the customer's choosing.

Building inspection services will also be offering expanded customer options that include Electronic Inspection for licensed contractors seeking faster inspection response through self-certification for certain types of inspections. Customers will also have the ability to request an overtime inspection or third-party inspection if they

desire greater control over inspection scheduling and are willing to pay the additional cost.

This summer, CDA will also commence construction of an expanded permit counter that will help staff better serve customers and visitors, providing a beautiful and functional space that is respectful of the historic Marin County Civic Center.

For more information on these enhanced permit options visit www.marincounty.org/cda, or visit the CDA Permit Counter in Suite 308 of the Civic Center – but, don't go on a Friday!

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