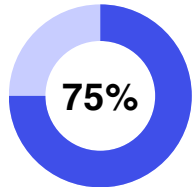
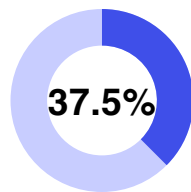
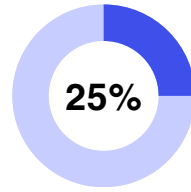


Development Community Permit Process Improvements

Survey Results
April 2026

SURVEY PURPOSE AND PARTICIPATION

<p>→ Purpose:</p>	<p>Gather feedback from the development community on how to improve permitting processes, including clarity, timelines, coordination, and transparency.</p>		
<p>🗣️ Participation</p>	<ul style="list-style-type: none"> • 12 Responses • 100% Completion Rate 		
<p>👤 Affiliation</p>	 <p>75%</p> <p>Permit Applicants</p>	 <p>37.5%</p> <p>Designers/Architects</p>	 <p>25%</p> <p>Contractors/Representatives</p>
<p>📅 Timeline</p>	<p>March 16, 2026 - March 30, 2026</p>		

KEY THEMES

- Clearer processes and expectations
- Better coordination and communication
- More opportunities to meet with staff
- Strong support for Project Coordinators
- PAC Portal and website need improvement
- Dashboard has value but low awareness

WHAT WE'VE HEARD

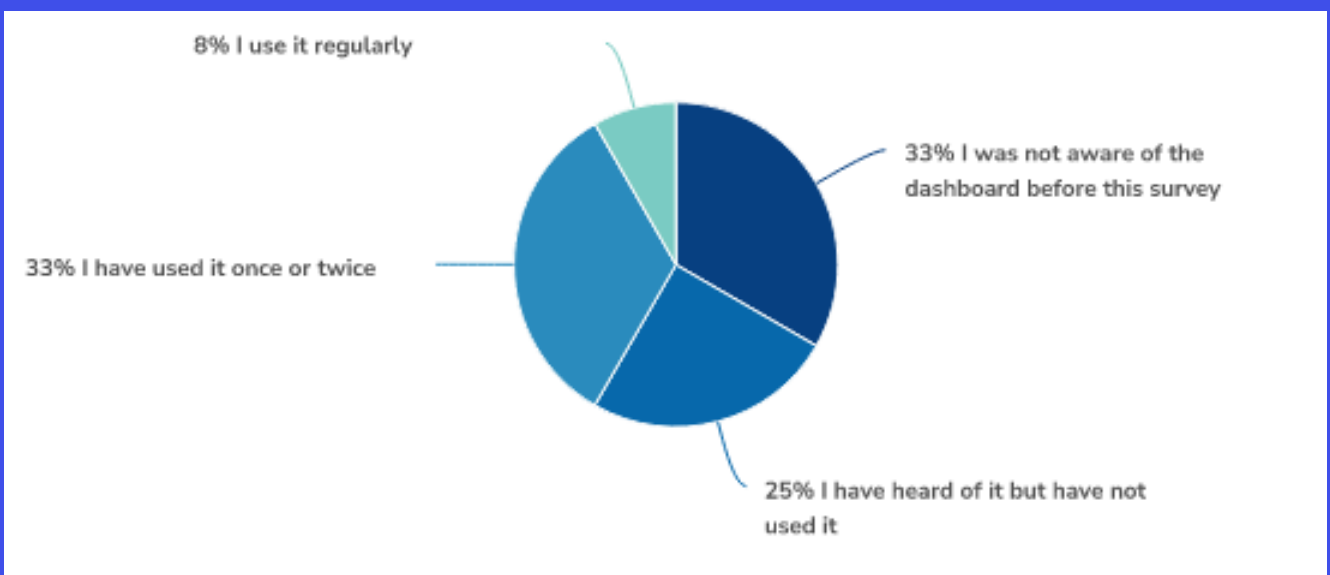
Process Clarity	Coordination	Tools & Access
<ul style="list-style-type: none"> • Pre-screening requirements need simplification • Design Exception process needs clearer guidance • More transparency on common issues 	<ul style="list-style-type: none"> • Strong demand for staff meetings • Interest in required coordination after multiple reviews • Need better internal alignment across permits 	<ul style="list-style-type: none"> • PAC Portal usability is mixed • Website needs clearer resources • Dashboard awareness is low

STRONG AREAS OF AGREEMENT

- 87.5% support simplifying pre-screen checklist
- 75% support single point of contact (Project Coordinator)
- 75% support more collaboration opportunities
- 62.5% support earlier Design Exception review
- 62.5% support meetings after first review cycle

DEVELOPMENT APPLICATIONS DASHBOARD

- Applicants expressed interest in greater transparency around development timelines and review expectations. The survey asked how often respondents have used the Development Application Dashboard and whether enhancements should be prioritized.
- 50% support continued investment with only moderate support for expanded data



ADDITIONAL FEEDBACK

- Frustration with pre-screening and document handling
- Desire for real-time plan review comments
- Need for better coordination across permits
- Concerns about inconsistent staff support
- Interest in centralized file management
- Issues with inspection scheduling

PRIORITY IMPROVEMENTS

From the topics discussed in the survey, respondents were asked to rank potential improvements based on priority. The results identify pre-screening improvements, plan review meetings, and enhancements to the PAC Portal as the top priorities.

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Improvements to the Pre-Screening Process for permit applications	1		58	10
Improving opportunities for staff and applicants to meet and discuss plan review comments	2		57	11
Enhancing the Permit Application Center (PAC) Portal and development-related website resources	3		55	12
Increasing collaboration opportunities between the City and development community	4		45	11
Improvements to the Design Exception review process	5		40	11
Expanding or improving the Project Coordinator role for complex projects	6		38	12
Improving and expanding the Development Application Dashboard	7		25	11

Lowest Rank Highest Rank