



CITY OF PULLMAN

Public Works and Planning Departments

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MEMORANDUM

TO: Architects, Consulting Engineers, Contractors, Developers
FROM: Kevin Gardes, P.E., Public Works Director
Pete Dickinson, Planning Director
RE: Electronic Permitting
DATE: March 26, 2018

The Public Works and Planning departments would like to take this opportunity to announce our plan to move the various functions performed by both departments to an electronic system. Earlier this year, City Council authorized the purchase of Accela electronic permitting software. Using this software, all permitting functions in the Public Works and Planning office will be transitioned to an electronic system. We are excited to begin the work necessary to implement this new system.

Our goal is to use the new system to improve our service to all users by streamlining and simplifying the City's permitting processes via an online, easy-to-use, public interface. To meet our goal, we will use process improvement strategies to enhance our current procedures as the electronic system is implemented.

Staff recently completed an internal audit of our current building permit process aimed at improving customer service and interaction. As a result, several key improvements were identified, which ultimately led to the development of a new permit application and a consolidated packet of information for individuals submitting applications. Staff recognizes that these improvements will also aid the transition and implementation to the forthcoming electronic system. Beginning April 2nd, these improvements will be rolled out and a voluntary survey will be available to solicit feedback on the revisions through May 31st.

The first process to "go live" on the new electronic system will be building permits and inspections. We expect that to occur this summer. Additional information will be forthcoming once an official "go live" date has been determined for this first round of implementation. Furthermore, as time allows, the City plans to "go live" with other permitting functions in the Public Works and Planning departments via a step-by-step process, implementing one function at a time.

The City welcomes any questions or comments that you may have regarding the transition to this new permitting system. You may direct your remarks to Administrative Assistant Bethany Johnson at 509-338-3213 or bethany.johnson@pullman-wa.gov.