



City of Salinas

Salinas Fire Department
200 Lincoln Avenue
Salinas, CA 93901

FOR IMMEDIATE RELEASE

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CONTACT: Dennis Richardson, Deputy Director of Permit Services
(831) 758-7434
dennisr@ci.salinas.ca.us

SUBJECT: PERMIT CENTER IMPROVEMENTS

Following the September 28, 2010 report on Permit Center Improvements, the City of Salinas Permit Center is making a number of changes to improve customer service. Starting October 11th, 2010, a new three month pilot program will start, emphasizing appointments for a number of Permit Center services:

A limited number of inspection appointments for occupied dwellings will now be available Monday through Thursday with a two hour window when a building inspection requires access to an occupied home or apartment unit.

Appointments are now available for planning consultations, preliminary project meetings and permit applications with plans being submitted for plan review. In addition, for less complex tenant improvement permits, the entire permit process is available by appointment over the counter.

According to Mayor Donohue “The improvements to speed permits are appreciated by our business community and is a key part of our economic recovery. These changes are resulting from input and feedback from our customers, the Mayor’s Permit Center Advisory Committee, and the Business Development Taskforce. Staff has assured me this is just the beginning of additional improvements aimed to make services at the Salinas Permit Center the best in the region.”

Salinas Permit Center, 65 West Alisal Street

Open Monday through Thursday, 10:00 AM to 5:00 PM

- **10:00 AM to Noon:** simple permits (re-roofs, water heaters, backflow preventers, residential wall heaters and service upgrades, encroachment permits), residential City reports, and other permits that were previously approved and ready to be issued
- **Noon to 5:00 PM:** full service (all services are available)
- **Appointments:** available from 10:00 AM to 5:00 PM for a variety of services including: planning consultations, permit applications, and over the counter building permits
- **Call 831.758.7251** for information on appointments or the development process.

Commenting about the improvement of service at a recent City Council Meeting, Dave Elliot, Salinas architect for thirty-five years, stated *“It has been an unprecedented pleasure to work with the Permit Center during the last year. I can tell you that my clients are extremely excited about over-the-counter permits. When I have a vacant tenant space at Harden Ranch, then no one’s making money and the faster we get them in there, the better. That’s a benefit for employment, that’s a benefit for tax dollars...”*

Mike Jones, California Water Service Company, stated *“I’ve been in Salinas now for going on seven years, and over the last year, the process for getting permits through the City has been extraordinary. Whatever you’re doing, keep it up. You’ve done an excellent job. We’ve had about \$7 million worth of projects approved in the last twelve months, and they’re great for our water supply issues that we have here in the city. So I just really want to thank you guys for it. You’ve done an excellent job...”*

These and other changes including quicker turnaround times and process options are part of continuous improvements being added with a goal to make services available at the Permit Center the best in the region. These changes are resulting from input and feedback from our customers, the Mayor’s Permit Center Advisory Committee, and the Business Development

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Taskforce.