

# Appendix A: Streamline Santa Cruz County Workplan Implementation Summary

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## I. Overview

**Purpose:** To provide the Board of Supervisors and the public an update on the 12 projects (previously 14 that were consolidated as noted in the Board of Supervisor Report) that make up the Streamline Santa Cruz County (SSCC Workplan). This document provides a project-by-project summary of the plan developed by staff and approved by the Steering Committee. Summaries also include information on what staff are currently working on and what tasks have been completed as of January 5, 2026.

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## III. Project Summary Details

Progress of each project is tracked and measured against key tasks noted in the Project Summary Details tables below. Each key task has a defined start and end date, key personnel who are responsible and accountable for the project. The Steering Committee is responsible for approving and providing strategic guidance on all projects. Some projects have not been approved by the Steering Committee or may need Board direction prior to finalizing the project plan.

## Project 1: Comprehensive County Code Update - ACTIVE

Objective:	Key Tasks:	Status
<p>Provide recommendations to the Board of Supervisors for consideration of development-related code changes. Complete a comprehensive analysis of the County's development codes, including Title 13 (Zoning), Title 16 (Environmental Protection), Title 18 (Land Use Procedures), and Chapter 7.38 (Sewage Disposal). Review the sections and recommend changes and deletions that can simplify both standards and procedures, in the case of sewage regulations, provide for reasonable alternatives.</p>	<ul style="list-style-type: none"> <li>Establish an internal project team to identify chapters of the County Code that contribute to development code complexity, are outdated, unnecessarily burdensome, unclear/ambiguous, or otherwise needing improvement to achieve permitting efficiency</li> <li>Prepare Consultant Scope of Work, issue a Request for Qualifications to identify consultant team with successful experience comprehensively restructuring and simplifying development codes Interview and select consultant team to provide proposal, cost estimate, and timeline for work</li> <li>Prepare budget for inclusion in 2026-27 and 2027-28 budgets</li> <li>Execute contract with consultant team</li> <li>Identify codes of other jurisdictions that are more streamlined as potential examples/templates</li> <li>Analyze County's existing regulations in Titles 13, 16, 18, and in Chapter 7.38 and the Local Agency Management Plan for potential improvements and simplification, focusing where appropriate on objective standards and away from discretionary review</li> <li>Analyze the County General Plan for needed changes to policies</li> <li>Engage stakeholders/customers to collaboratively identify provisions in County regulations that are barriers or impede an efficient process</li> <li>Based on stakeholder/customer feedback, consultant analysis, improvements that have been successful in other jurisdictions, and consistency with state law, propose conceptual improvements for development codes for both the rural and urban areas for County internal project team concurrence</li> <li>Submit proposed concepts regarding amendments to LAMP and Chapter 7.38 to Regional Water Board for review and comment</li> <li>Present report on recommended improvements to the Board of Supervisors</li> <li>Draft select County regulations to incorporate staff insights and stakeholder feedback with an emphasis on language that is clear, concise, and easy to understand, objective standards, and streamlined processes</li> <li>Review proposed revisions with stakeholders/customers for feedback and refinement prior to finalizing for public review</li> <li>Analyze the environmental impacts of the proposed amendments under the California Environmental Policy Act (CEQA) (an Environmental Impact Report with significant impacts is anticipated)</li> <li>Issue Draft EIR, and after the required comment period, issue the Final EIR</li> <li>Submit Draft LAMP and Draft Chapter 7.38 to Regional Water Board for review and acceptance (revisions as necessary).</li> <li>Proceed with study sessions and public hearings at the Planning Commission, Board of Supervisors, and other appropriate commissions</li> <li>Submit amendments constituting the Local Coastal Program to the Coastal Commission for certification</li> <li>Monitor the effectiveness of updated County regulations in subsequent years and make adjustments as needed to address any emerging issues or changes in community needs</li> <li>In coordination with PIO, issue press releases and social media communications to announce improvements</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> <li>RFQ released in January a consultant team has not been selected</li> <li>Ongoing</li> <li>To be completed 3/31/26</li> <li>To be completed by 4/30/26</li> <li>To be completed by 6/30/26</li> <li>To be completed by 6/30/26</li> <li>Ongoing</li> <li>To be completed by 7/31/26</li> <li>To be completed by 9/30/26</li> <li>To be completed by 8/31/26</li> <li>To be completed by 11/30/26</li> <li>To be completed by 12/31/26</li> <li>To be completed by 6/30/27</li> <li>To be completed by 9/30/27</li> <li>To be completed by 10/31/27</li> <li>To be completed by 3/31/28</li> <li>To be completed by 5/31/28</li> </ul>
<b>Timeline:</b> 7/1/25-7/1/28	<b>Steering Committee</b> Status Approved	<p><b>Current Efforts:</b> RFQ was released on 1/7/26. A draft consultant scope of work has also been developed and is in review. Staff is also working with affected departments to identify and assess provisions in County regulations that should be revised to improve efficiency in the permitting process. This outreach work is being done in conjunction with Project 5 to capture near-term improvements that can be implemented in the annual amendments.</p>
<p><b>Risks/Issues:</b> Financial considerations as Code updates will require a full Environmental Impact Report due to changes in the environmental protection, currently estimated budget of \$600,000. There is approximately \$200,000 in existing budget for the first year of work.</p>		

## Project 2: Integration of Technology – ON HOLD

Objective:	Key Tasks (fully integrated technology solution):	Status
<p>Continue to pursue and implement technology solutions and process improvements aimed at streamlining the building permit pre-application, application submittal, and permit review processes with the ultimate goal of implementing a fully integrated technology platform and develop a centralized online building permit portal with the functionality to effectively allow for coordination and communication by all involved in the building permit review process (i.e., customers, County staff, etc.). Targeting improvements to increase transparency, customer experience and operational efficiency (e.g., reducing manual processes and the number of system solutions currently used)</p>	<ul style="list-style-type: none"> <li>The scope of this project has not been finalized. Details are provided in the Board of Supervisors report</li> </ul>	<ul style="list-style-type: none"> <li>On hold</li> </ul>
<b>Timeline:</b> 7/1/25-7/1/28	<b>Steering Committee</b> Not Approved	<b>Current Efforts:</b> This project has been placed on hold.
<b>Risks/Issues:</b> The successful development and implementation of this work program will require significant staff resources across all phases. Execution will also demand substantial IT support or the engagement of external consultants, depending on the selected implementation approach. Project costs are estimated to start at a minimum of \$200,000, with the potential for higher expenditures. Additionally, ongoing maintenance of the new systems and processes will necessitate sustained financial and staffing support.		

## Project 4: Standardizing Procedures – ACTIVE

Objective:	Key Tasks:	Status
<p>Review, update and create administrative policies and operational procedures pertaining to all aspects of building permit and development permit process (i.e., application and intake, plans distribution and reviews, building permit approval and issuance, inspection and closeout) are clear, documented, and consistently applied. Create standard comments for deficiencies for each division.</p>	<ul style="list-style-type: none"> <li>Assemble a standard operating procedures (SOP) management team from the – Building Counter / EH / EP / PEG / DPW / Zoning / Fiscal</li> <li>The SOP Management Team shall determine the SOP template, document numbering, file structure, and process for creating an SOP.</li> <li>Managers will create a list of SOPs to be created with due dates and staff assigned to complete each SOP. This will function as each section's work plan.</li> <li>Create and update all process maps of various permit types for all divisions</li> <li>Submit draft documents (SOP's, process maps, standard deficiency comments) for review to Division managers for review</li> <li>Division Managers reviews and edits incorporated</li> <li>Assistant Director and UPC Manager final review and approval</li> <li>Process Maps and SOPs integrated and posted on the intranet</li> <li>Provide training to all staff directly and indirectly involved in the building and development permit process</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> <li>Complete</li> <li>Ongoing*</li> <li>Ongoing</li> <li>To be completed 3/1/26</li> <li>To be completed 3/15/26</li> <li>To be completed 3/30/26</li> <li>To be completed 4/15/26</li> <li>To be completed 6/1/26</li> </ul>
<b>Timeline:</b> 11/1/25-6/1/26	<b>Steering Committee</b>  <b>Status:</b> Approved	<b>Current Efforts:</b> SOP's, process maps, and standardized deficiency comments are being drafted by UPC Building, Zoning, Environmental Planning, PEG, and PW Encroachment staff. The Environmental Health team is scoping project timelines and staff capacity to develop a work plan that will align with Project's 3/4/21's timeline. Environmental Health is releasing a new permitting and database system which has limited staff capacity to address this project.  .
<b>Risks/Issues:</b> Staff time for creation and maintenance of the SOPs and APs		

## Project 5: Annual County Code Update - ACTIVE

Objective:	Key Tasks:	Status
Utilize annual code clean-up process for staff to optimize the regulations in County Code	<ul style="list-style-type: none"> <li>Conduct outreach to Development Review Planners, Environmental Planning, Environmental Health, and DPW staff for General Plan and Code changes</li> <li>Coordinate with County Counsel for proposed Code changes based on identified legal concerns. To extent possible, analyze new State Laws with Policy Team as soon as adopted.</li> <li>Analyze Senate Bill (SB) 131 and Assembly Bill (AB) 130 for potential Code changes</li> <li>Analyze proposed changes for environmental impacts</li> <li>Identify and separate proposed Code amendments with environmental impacts for separate project or large Code Modification program (Project 1)</li> <li>Prepare California Environmental Quality Act (CEQA) document</li> <li>Prepare Tribal Notice for General Plan Amendments</li> <li>Draft General Plan/ Code Amendment Documents</li> <li>Perform any necessary stakeholder and interested party outreach via Teams community meetings -Feb/Early March 2026</li> <li>County Counsel review</li> <li>Obtain Planning Commission recommendation</li> <li>Obtain Board of Supervisors adoption</li> <li>Submit Local Coastal Amendment to the Coastal Commission</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> <li>•</li> <li>• Complete</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Complete</li> <li>• Not required</li> <li>• To be completed 2/28/26</li> <li>• To be completed 3/7/26</li> <li>• To be completed 3/31/26</li> <li>• To be completed 4/30/26</li> <li>• To be completed 5/31/26</li> <li>• To be completed 6/30/26</li> </ul>
<b>Timeline:</b> 12 Months 7/1/25-6/1/26	<b>Steering Committee</b> <b>Status:</b> Approved	<b>Current Efforts</b> Staff are focused on drafting the technical changes to provide the updates for County Counsel review and to provide to stakeholders.
<b>Risks/Issues:</b> Staff time on evaluation and potential CEQA challenges		

## Project 6: Enhanced Communications - ACTIVE

Objective:	Key Tasks:	Status
<p>Initiate regular communication and coordination of CDI staff, Environmental Health, Fire Agencies and community members through on-going stakeholder meetings. Enhance communication and coordination within and outside of the CDI, Fire Agencies, and Environmental Health through quarterly meetings of an advisory committee comprised of CDI customers and staff (to problem solve and innovate), establishing a standing bi-weekly or monthly communication (e.g., rotating banner on CDI webpage, newsletter, list serve, etc.) to convey new requirements, changes to applications, interpretations, and other pertinent news that affects building in the County, etc.</p>	<ul style="list-style-type: none"> <li>Develop a survey response review procedure to inventory what feedback processes are in place and develop a standard survey response <u>criteria and procedures</u> and plan to move forward to capture the voice of the customer</li> <li>Conduct the first quarterly stakeholder advisory group meeting (to be facilitated by Baker Tilly)</li> <li>Assemble a coordination team, including members from County Executive Office (CEO), CDI, Fire Agencies and Environmental Health to determine advisory committee makeup, and obtain commitments to participate</li> <li>Define who is responsible for stakeholder group facilitation and scheduling</li> <li>Continually assess stakeholder advisory group representation to ensure membership appropriately reflects community interests, which will require the creation of an evaluation process</li> <li>Formulate subgroups to address specific concerns</li> <li>Ongoing monitoring of process improvement changes originated from the Stakeholder Advisory Group and publicize (via the Board of Supervisors and Public Information Officer (PIO)). Develop a system to monitor implementation of feedback and responses and make improvements as necessary.</li> <li>Have Stakeholder Advisory Group meetings quarterly</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Completed</li> <li>Ongoing</li> <li>Ongoing</li> <li>Ongoing</li> <li>Ongoing</li> <li>Ongoing</li> <li>Ongoing</li> <li>Ongoing</li> </ul>
<b>Timeline:</b> 11/1/25-7/1/28	<b>Steering Committee</b> <b>Status:</b> Approved	<b>Current Efforts:</b> Staff are reviewing survey results and reaching out to design professionals to bolster the Stakeholder Working group members. Sub-groups of contractors and small business owners are also being evaluated as the group expands prior to the next meeting.
<b>Risks/Issues:</b> Multi-departmental organization could cause delays		

## Project 7 Improved Collaboration Across Building Permit Dependent Services - INACTIVE

Objective:	Key Tasks:	Status
<p>Identify and pursue opportunities to enhance collaboration across building permit dependent services and processes, including: septic system approval, fire requirements and reviews, soils, geologic, geotechnical, and biotic reporting, etc. Assess and pursue opportunities to consolidate functions within CDI such as: wells, septic, and fire. Assess efficacy of changing regulatory authority in Chapter 7.38, sewage disposal, from Environmental Health to CDI as part of a consolidation of functions and or improved alignment and integration of processes.</p>	<ul style="list-style-type: none"> <li>• Work with Fire Marshalls to identify a single point of contact who can represent their group</li> <li>• Select a group of lead representative from EH / PEG / County Counsel / UPC / Fire Agencies</li> <li>• Facilitate a series of meetings of building permit dependent services within the County to review service excellence expectations and to explore opportunities and constraints for improving collaboration and operations within and between work units for the benefit of staff and customers alike</li> <li>• Assess how the groups work together to prevent cross-divisional requirements from becoming a mechanism that prevents development rather than fosters responsible development</li> <li>• Assess revising regulatory authority from Environmental Health to CDI of Chapter 7.38 with the assistance of County Counsel and report back to the Board of Supervisors</li> <li>• Evaluate potential for consolidating Fire Agencies review into a single County role</li> <li>• Present report and options to the Board for consideration</li> </ul>	<ul style="list-style-type: none"> <li>• To be completed 2/28/26</li> </ul>
<b>Timeline:</b> 9/1/25-6/1/26	<b>Steering Committee</b> Status: Not Approved	<b>Current Efforts:</b> Revisions to the proposed key tasks are being developed and will be provided in the April 2026 Board update.
<b>Risks/Issues:</b> Staffing and database systems associated with moving regulatory authority from Environmental Health to CDI. Financial impacts of creating a new position for fire-related plan review within CDI. Political barriers associated with consolidating Fire reviews to one county-hired Fire reviewer. Fiscal issues with aligning software systems.		

## Project 8: Robust Pre-Application - ACTIVE

Objective:	Key Tasks:	Status
<p>Develop and implement a robust pre-application process for building permits (including refining existing applications and submittal checklists, additional in-person assistance, how-to videos and user guides, providing pre-development site reviews, etc.) to assist all applicants, from large developers to homeowners, and "do-it-yourselfers."</p>	<ul style="list-style-type: none"> <li>Review and assess process maps to identify common issues that occur during the pre-application/application process as well as improvements to the pre-application/application process for building permits</li> <li>Launch pilot program requiring all residential building permits (not including electronic submittal/over the counter applications) to be run through the Camino Guide prior to submittal</li> <li>Evaluate feasibility of incorporating notes and modifying Camino Guide to reflect Pre-Application Consultation (PPC) review</li> <li>Develop a 75% complete pilot PPC process embedded into the existing Camino online tool. Meet with applicable review divisions to ensure all staff are trained on Camino, obtain feedback on how Camino is working thus far, field questions, and gain feedback from project reviewers and counter staff on pilot program PPC procedures.</li> <li>Finalize PPC pilot program procedures that incorporate staff feedback</li> <li>Train and disseminate information to staff</li> <li>Launch PPC Camino tool to the public</li> <li>Engage with the Stakeholder Advisory Group to evaluate the cost-benefit of implementing a mandatory PPC, and to solicit feedback on the current Camino Pre-Application Guide. Gather input on enhancements that would add value to the building permit application process. Review and discuss proposed modifications to the permit pre-application workflow with stakeholders in coordination with CEO / CDI Public Information Team, issue press release and social media communications to announce improvements</li> <li>Assess the Development Review Group (DRG) functionality to consider the following to expand its role and value in the pre-application process: <ul style="list-style-type: none"> <li>Meet with DRG Revamp steering committee to discuss DRG issues and DRG Revamp work program tasks and assignments</li> <li>Revise DRG application form</li> <li>Revamp DRG web page on UPC web site to include clear guidance to the public on the DRG and PPC application submittal and review procedures</li> <li>Develop DRG review guidelines and guidance document</li> <li>Reviewing and amending the Code to formalize the role of the DRG in the County's pre-application process. In considering this, the purpose, intent, applicability, authority, and responsibilities of the DRG should be clear and effect an effective DRG process for both applicants and the County.</li> <li>Establish a public calendar year schedule for the DRG for pre-application review. The DRG calendar could include the following information (or similar) so that the County functionally prioritizes: <ul style="list-style-type: none"> <li>DRG Information Submittal Process – Same day submittal</li> <li>Consolidated DRG staff comments (by all development review) within 21 days of submittal date;</li> <li>DRG meeting date within 30 days of submittal – scheduled at the time of submittal;</li> </ul> </li> <li>Applicant acceptance of DRG written comments (recommend that if applicant does not respond to DRG written comments within 10 business days of receipt, then it is assumed that the notes are accepted by the applicant)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Complete for Residential</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Ongoing</li> <li>To be completed 1/31/26</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>On-going as part of Project 5</li> <li>Complete</li> <li>Policy Implemented</li> <li>Policy Implemented</li> <li>Policy Implemented</li> </ul>
<b>Timeline:</b> 11/1/25-11/1/26	<b>Steering Committee</b> Status: Approved	<b>Current Efforts:</b> Staff are finalizing the Camino tool and meeting with Stakeholders to review the process in early January. Additional work is focused on creating a scheduling module to support inquiries and staff training is ongoing.
<b>Risks/Issues:</b> Staff capacity and resources to develop and implement comprehensive pre-application tools are limited. Additional consultant and funding support may be necessary. Implementing robust pre-application procedures will require increased staff involvement for review and may result in higher costs for applicants, as well as extended overall building permit processing times. The value of enhanced customer and applicant support materials should be carefully weighed against the potential drawbacks of introducing an additional mandatory processing step.		

## Project 9: Develop and Implement a Customer Service Excellence Program – INACTIVE

Objective:	Key Tasks:	Status
Develop and implement a customer service training program and publicly report-out performance metrics (including customer satisfaction) and standards to drive a new era of service excellence by the County organization	<ul style="list-style-type: none"> <li>Determine reasonable expectations for culture shift (i.e. what should a customer expect to experience), <ul style="list-style-type: none"> <li>Obtain leadership agreement on what constitutes customer service excellence,</li> <li>Determine who should be at the table (team roster),</li> <li>Success metrics – implement customer satisfaction survey process for all development-related functions of CDI and Environmental Health</li> </ul> </li> <li>Examine what the model is now and where shifts might need to occur for impact (identify low-hanging fruit vs. longer term shifts), process review, survey results, other feedback (Baker-Tilly report, dashboard data, etc.)</li> <li>Draft service excellence standards (How do we think like an applicant as well as a regulator? How do you deal with conflict in a customer care model? How do applicants get best information to move forward, etc.?)</li> <li>Develop and communicate customer service excellence program goals, standards, and metrics <ul style="list-style-type: none"> <li>Develop training modules, service guides etc.</li> </ul> </li> <li>Launch program <ul style="list-style-type: none"> <li>Train staff</li> <li>Communicate to the public</li> </ul> </li> <li>Quarterly review reports</li> </ul>	<ul style="list-style-type: none"> <li>To be completed 4/30/26</li> <li>To be completed 7/31/26</li> <li>To be completed 9/30/26</li> <li>To be completed 10/31/26</li> <li>To be completed 1/31/27</li> <li>To be completed 2/1/27</li> <li>To be completed 4/30/27</li> <li>To be completed 4/30/27</li> <li>To be completed continuously</li> </ul>
<b>Timeline:</b> 2/1/26-7/1/27 (revised)	<b>Steering Committee</b> <b>Status:</b> Approved but financial considerations may change scope	<b>Success Criteria:</b> Measurable improvement in customer satisfaction surveys
<b>Risks/Issues:</b> Financial considerations to be evaluated include procuring assistance developing and delivering training		

## Project 10: Initial Plan Review Thoroughness - ACTIVE

Objective:	Key Tasks:	Status
Ensure initial plan reviews thoroughly address all deficiencies to facilitate a “one bite at the apple approach” to minimize third routings.	<ul style="list-style-type: none"> <li>• All review comments to be cited in Code across all plan review divisions</li> <li>• Draft, disseminate, and implement revised review procedures to all County reviewers</li> <li>• Draft, disseminate, and implement revised review procedures to all Division Managers</li> <li>• Monitor plan check (i.e. plan review) cycle data to track the number of reviews occurring (in process). <ul style="list-style-type: none"> <li>◦ All 3rd round review comments will require a meeting with the applicant.</li> <li>◦ 4th round review comments will require review by the Division Manager.</li> <li>◦ Where three or more reviews occur, analyze each occurrence to understand factors contributing to the multiple plan check cycles and to identify patterns that may occur. To do this, develop a report for the Chief Building Official (CBO) to review and evaluate on a monthly basis.</li> </ul> </li> <li>• Incorporate revised procedures and monthly audit process into SOPs prepared in Project 4</li> <li>• Steering Committee shall be informed of SOPs developed. Any recommended actions/procedures developed pursuant to Projects 6 and 7 shall be incorporated into SOPs or drafted as tandem procedural documents.</li> <li>• UPC Assistant Director shall explore the feasibility of consolidating UPC Planning Divisions, and if feasible, develop a long-term implementation plan to facilitate the merge.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> <li>• Complete – On-going</li> </ul> <ul style="list-style-type: none"> <li>• Complete</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>
<b>Timeline:</b> 7/1/25-9/1/26 (revised / accelerated)	<b>Steering Committee Status:</b> Approved in Concept	<b>Current Efforts:</b> Staff and Division Managers are working on incremental changes as they identified to improve the permitting process for staff and community members. An example of an incremental changes that has been implemented as a result of this project is noted in the Board Report.
<b>Risks/Issues:</b> None		

## Project 12: Further Refine CDI Webpage - ACTIVE

Objective:	Key Tasks:	Status
Refine the CDI webpage to consolidate the locations of information. Enhancements should focus on simplifying the pathway to finding information. This should encompass web pages and quick links for the Unified Permit Center, building and development related permits.	<ul style="list-style-type: none"> <li>• Publish the dashboard and continually assess potential revisions with the Stakeholder Advisory Group</li> <li>• Create UPC scorecards to improve transparency into the permit issuance process</li> <li>• Launch “Streamline Santa Cruz County” web page as a centralized location for presenting process improvement</li> <li>• Assess process improvements from other projects</li> <li>• Develop revised webpages within the CDI webpage via a test website</li> <li>• Share the test website with the building permit stakeholder advisory group and seek feedback</li> <li>• Incorporate stakeholder advisory group feedback</li> <li>• Deploy the revised webpages</li> </ul>	<ul style="list-style-type: none"> <li>• Complete</li> <li>• Complete</li> <li>• To be completed 2/1/26</li> <li>• To be completed 3/1/26</li> <li>• To be completed 4/1/26</li> <li>• To be completed 5/1/26</li> <li>• To be completed 6/1/26</li> <li>• To be completed 7/1/26</li> </ul>
<b>Timeline:</b> 1/1/26-7/1/26 And ongoing	<b>Steering Committee Status:</b> Approved	<b>Current Efforts:</b> “Streamline Santa Cruz County” web page is in the design phase and on track for 2/1/26 launch.
<b>Risks/Issues:</b> Oversimplifying the webpage or overcrowding pages with information may have an adverse impact on our customers experience		

## Project 13: Building Permit Inspection Scheduling - ACTIVE

Objective:	Key Tasks:	Status
Inspection module and streamlined inspection scheduling to improve customer experience	<ul style="list-style-type: none"> <li>Supervising Inspector to revise inspections documents</li> <li>Streamline inspection workflow in Infor</li> <li>Implement inspection workflow changes in Infor Test</li> <li>Train staff on changes in Test</li> <li>Demo current process with Consultant and Infor</li> <li>Demo Mobile Inspector (MI) and Rhythm for Civics (RFC) customized for Planning</li> <li>Implement inspection workflow changes in Infor Production</li> <li>Contract for product and services</li> <li>Install product(s) in Infor Test - Test Configuration with demo tablets, make tweaks, changes, etc</li> <li>Order tablets for inspectors</li> <li>Final configuration changes - team testing &amp; training</li> <li>Develop training materials for staff and the public</li> <li>Train other Planning staff on process</li> <li>Announce deployment dates on website and to staff</li> <li>Complete implementation in the production environment</li> <li>Announce changes on website and with PIO team</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> <li>Delayed</li> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>On-going</li> <li>On-going</li> <li>On-going</li> <li>03/20/2026</li> <li>In Process</li> <li>To be completed 4/24/2026</li> <li>To be completed 05/31/2026</li> <li>To be completed 05/31/2026</li> <li>To be completed 06/01/26</li> <li>To be completed 06/15/26</li> <li>To be completed 06/15/26</li> </ul>
<b>Timeline:</b> 7/1/25-4/1/26 (revised)	<b>Steering Committee Status:</b> Approved	<b>Current Efforts:</b> Finalizing a contract with Infor to launch the Mobile Inspector program. This will require Board approval. Infor version upgrades to test caused some customizations to "break". IT and the Infor consultant are working to diagnose and make corrections before the upgrades can be installed in production. This configuration complication and the delays in contract approval have pushed the project out approximately 1 month.
<b>Risks/Issues:</b> Financial considerations, the inspection module development and implementation were estimated to cost \$100,000. Year 1 costs for implementation will be \$117,202 which will be covered by the technology fund. Technology glitches when installing the version update on the test server caused delays in updating the production environment. Once the technology issues have been resolved, production can be updated to the most current version of Infor. Inspection workflow coding will be able to be completed in test and production. Delays in getting the contract processing pushed product installation. Once the contract is approved by the Board of Supervisors there will be 1-2 weeks for product installation and initial set up.		

## Project 14: CZU Rebuild Process Improvements – ACTIVE

Objective:	Key Tasks:	Status
<p>Identify challenges that prevented rebuilds. Identify state codes versus county codes that hindered rebuilds and determine which codes the County has discretion to change. Develop a variety of potential permitting pathways to streamline rebuilding in areas affected by the CZU Fire for property owners who lost their homes.</p>	<ul style="list-style-type: none"> <li>Clarify and complete updated permit application and permit status data for all parcels associated with the 697 parcels where dwellings were lost in the CZU Fire</li> <li>Drill down on parcel data for Conditionally Not Cleared (CNC) and No Status to understand the specific nature of the root causes and barriers triggering CNC status and the actual or likely reasons for parcels with No Status.</li> <li>Review data with the Long-Term Recovery Group of Santa Cruz County (LTRGSCC) and other stakeholders to supplement and reconcile any information pertaining to dwellings that were lost in the CZU fire, with focus on CNC and No Status parcels.</li> <li>Clearly identify State Codes versus County Codes (where there is County policy discretion) that may have influenced CNC conditions</li> <li>Develop specific recommendations and policy choices to reduce applications deemed CNC, increase dwellings that are occupied or under construction, decrease number of days from application intake to building permit and building permit issuance to final, and increase applications from properties that currently have "no status"</li> <li>Review recommendations developed with LTRGSCC for feedback.</li> <li>Notify CNC property owners of dedicated pre-clearance review meeting availability</li> <li>Meet with CNC Property owners to complete DRG style review meetings.</li> <li>Provide a variety of policy options for potential recovery support improvements applicable to CZU impacted properties and all disaster recovery to the Board of Supervisors</li> <li>Codify or develop formal pathway based on Board direction</li> <li>Publicize the changes to the property owners</li> <li>Apply code/policy flexibility on applicable parcels (for CNC impacted parcels)</li> </ul>	<ul style="list-style-type: none"> <li>Complete</li> <li>Complete/In Process</li> <li>Complete</li> <li>In Process</li> <li>In Process</li> <li>Complete</li> <li>Complete</li> <li>In-Process</li> <li>TBD</li> <li>TBD</li> <li>TBD</li> <li>On-going</li> </ul>
<b>Timeline:</b> 7/1/25-12/1/25	<b>Steering Committee</b> <b>Status:</b> Approved	<b>Current Efforts:</b> Meeting with impacted CNC parcel owners, telephone outreach to those parcel owners, and gathering data to assess policy and code.
<b>Risks/Issues:</b> Staff time		