



Snohomish County
County Executive's Office
Aaron Reardon
County Executive

NEWS ADVISORY

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Snohomish County services make permitting faster and easier for building contractors

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*Executive Reardon, County staff and building contractors celebrate the roll-out
of a new generation of online contractor services*

Thursday, October 26, 8 – 10 a.m.

Snohomish County PDS Customer Support Center, Admin East,
1st fl, 3000 Rockefeller Ave, Everett

Snohomish County Executive Aaron Reardon will lead a celebration on Thursday, October 26, to praise the collaboration of the County's Planning and Development Services Department (PDS), Department of Information Services (DIS) and local building contractors for the success of the County's new online contractor services. The event will also mark the official launch of these new and improved services to the entire building contractor industry.

“When I took office three years ago, my goal was to make Snohomish County the best service delivery system in the nation,” says Executive Reardon. **“Today, thanks to the innovative work of county staff and our local contractors we are recognized as the County in which to do business.”**

In 2004, Executive Reardon convened a Citizens Cabinet to recommend improvements to County services and economic development. One Cabinet recommendation was to implement online permitting as soon as possible. Another was to issue basic permits on approved lots within 24 hours. Craig Ladiser, Director of Planning and Development Services (PDS) seized this opportunity to bring a stronger customer service emphasis to the work of PDS.

Today, Snohomish County is a leader in online permit processing and is one of a few jurisdictions in the nation to offer a web application of this type where building contractors can:

- apply to have plans reviewed
- apply for their building permits
- choose their pre-approved house plan and building lot
- email in their site plans
- receive their building permits the same day or within 24 hours

There have been many technology improvements associated with these efforts:

- Two kiosks for contractors who don't have access to a computer
- Reader board that displays in live-time a Customer Assistance Tracking System and tells the number of customers served and waiting time
- A new set of contractor's services web pages designed by contractors to better meet their needs
- A new set of web pages for complex land use projects requiring public notice that gives access to documents, maps, and status about development projects
- The online application to apply to establish a basic plan or to pull a permit

Contractors are invited to stop by the PDS Customer Support Center from October 26 through November 17 for a look at the new computer kiosks available for contractors to use for PDS online services. Staff will be on hand to assist contractors in learning to use the online services.

Making County government more accountable and cost efficient at delivering needed services is a message that Executive Reardon continues to drive home throughout the entire organization. By working directly with the building contractors to create these new online services, PDS was able to deliver the right services, the first time around, reducing time and money to the County. Says Executive Reardon, **“In an era of shrinking budgets and revenues, public-private working partnerships offer us the best opportunity to build needed services at a cost we all can afford.”**

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