



Oakland County's One Stop Ready program provides communities with ways to continuously improve processes that will help them achieve their economic development goals.

BEST PRACTICE

Clear & Efficient Permitting Procedures



Make sure your customers can easily understand permitting procedures.

Clear and efficient permitting helps advance or accelerate the development process to take advantage of opportunities and to meet the applicant's project deadlines. Efficiency does not mean cutting corners or not addressing critical review issues. It is making sure that when issues are identified there is a clear path towards addressing the issues and the path is as straight as possible.

Elements of such a process include:

- Incorporate a customer service approach into the permitting and inspection process
- Where possible, issue over-the-counter permits
- Provide contact numbers for all inspectors' direct lines
- Provide customer with a defined window for time of inspection
- Return all customer calls within one business day
- Resolve customer complaints by staff when possible — involve management only when necessary
- Review and approve properly completed and submitted permit applications in a timely manner
- Schedule inspections in a timely manner
- Offer pre-construction/development review meetings (coordinated through a single point of contact) to clearly identify all permits, inspections and fees needed for a project
- Provide detailed information on permitting, inspections and related fees
- Offer customers the option of submitting and paying for permit applications online

Questions? Contact:

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