Plan Check Processing Time

Pre OpenGov -

Review cycle(s): Avg. 16.5 business days

Permit issuance: Avg. 4-6 weeks

Post OpenGov -

Review cycle(s): Avg. 8.7 business days   52.7% decrease

Permit issuance: 11.41 business days   57+% decrease

Reprioritization of Permit Workflow -

1-week target date

2-week target date

3-week target date

All Department Average Metrics	
% time Approving Before Deadline	81.87%
Average Deviation Before Deadline	-1.96 days
% Time Approving After Deadline	18%
Average Deviation After Deadline	8.2 days

'Point of Sale Survey'

BUILDING AND SAFETY	Mean
I understood what permits would be required for my project.	9.68
I understood the information and documentation I needed to include in my application to have a complete submittal.	9.80
I understood the timeline associated with the review and approval process for my project.	9.58
The initial review of my permit application was completed within the timeline the City committed to.	9.06
The reviews conducted on resubmitted plans were conducted in a timely manner.	9.47
Comments received were understandable and directly focused on ensuring code compliance.	9.47
Staff were accessible to answer questions regarding my application.	9.50
Staff provided accurate information throughout the process.	9.60
The overall timeline from submittal to approval was appropriate.	9.53
I could submit my application digitally.	9.67
There was clear communication throughout the process.	9.47
INSPECTIONS	**Mean**
The City did a good job at communicating what inspections were required.	8.75
It was easy to request and schedule an inspection.	9.50
I was able to schedule an inspection that met my scheduling needs.	9.50
The inspector showed up when scheduled.	9.50
Inspectors were fair in applying the codes and regulations to my project.	8.77
If deficiencies were identified during an inspection, inspectors indicated the applicable code section.	9.11
Inspectors were accessible to answer questions as needed.	8.55

'Point of Sale Survey'

NET PROMOTOR SCORE	Mean
On a scale from 0 to 10, how likely are you to recommend the El Segundo Community Development Department to a friend or colleague?	9.20 **NPS of 84.6**

Permit Activity & Investment