

STANDARD SERVICE HOURS

Effective Thursday, August 1, 2019

GOAL

- Create standard hours for **plan review** customers (private and right of way)
- Respond to phone calls and emails within one business day
- Allow time for trainings and staff meetings

EXPECTATIONS

- Customers must be in queue (aka scanned their ticket) by **3 pm**
 - All remaining tickets in queue will be served
- Transfer to other plan review services will end at **3:30 pm**
 - Transfer cut-off times for non-plan review services will remain the same

CODE ENFORCEMENT PERMITS

- The last ticket can be pulled at 4:30 pm
 - CO pick-up and utility releases
 - Sales orders
 - Project numbers
 - Plan drop-off
 - Single trade permits

EXEMPTED SERVICES

Service hours will remain the same for:

- Cashiers – 8 am to 5 pm
- Code Enforcement's satellite offices – 8 am to 4:30 pm
 - Closed from 1-2 pm for lunch
- HPD services in the basement – 8 am to 3:30 pm
 - Staff leaves at 4 pm
- HFD services on the 2nd floor and basement – 8 am to 3:30 pm
 - Staff leaves at 4 pm
- ARA services on the permit counter – 8 am to 4 pm
- Utility Analysis Infrastructure – 8 am to 12 pm
- Inspection groups on the 4th floor and Occupancy Inspections on the 1st floor – 8 am to 4:30 pm