

County of Los Alamos

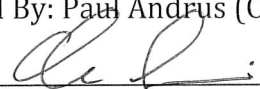
Administration Policy Statement

Policy: Permit Intake – Daily Processing of Permits, Notifications, and Tasks

Effective Date: October 04, 2024

Approved By: Paul Andrus (October 04, 2024)

Revised:


Elias Isaacson, CDD Director


Date

Policy: All permits, notifications, and tasks must be processed on the same day they are received, except for those submitted on weekends (Saturday and Sunday) or after 4:30 pm on business days. Permit Technicians are required to notify their supervisor or designated staff by no later than 3:00 pm if they are unable to complete the permits, notifications, or tasks by the end of the business day. The supervisor or designee will ensure appropriate assistance is provided to meet deadlines.

Additionally, Permit Technicians must provide a daily update to their supervisor regarding any outstanding permits, notifications, or tasks. This update must be submitted by 3:00 pm and should be copied to the supervisor and any other staff members as directed by the supervisor.

1. Purpose

The purpose of this policy is to ensure the timely and efficient processing of permits, notifications, and related tasks received by the Permit Center. Consistent same-day processing promotes accountability, maintains workflow efficiency, supports customer service standards, and ensures compliance with departmental performance goals.

2. Scope

This policy applies to:

- All **Permit Technicians** and any staff members involved in the intake, logging, or initial review of permit applications, notifications, and assigned tasks within the department.
It covers all types of permits and notifications received during regular business hours, including those received via in-person submission, email, or electronic permitting systems.

3. Eligibility

This policy applies to:

- **Applicable Staff:** All Permit Technicians and support personnel responsible for permit intake and processing.
- **Supervisory Staff:** Supervisors or designated staff responsible for overseeing daily processing operations and providing assistance when workload thresholds are exceeded.

4. Procedures

- **Same-Day Processing Requirement**
 - All permits, notifications, and assigned tasks received **before 4:30 p.m. on a business day** must be processed **on the same day**.
 - Items received **after 4:30 p.m.** or on **weekends (Saturday and Sunday)** must be processed on the **next business day**.
- **Notification of Incomplete Processing**
 - If a Permit Technician determines that they will be **unable to complete** the processing of permits, notifications, or tasks **by the end of the business day**, they must **notify their supervisor or designated staff no later than 3:00 p.m.**
 - The supervisor or designee will ensure that **assistance is provided** (e.g., task redistribution or support from other staff) to ensure all items are processed by day's end.
- **Daily Update Requirement**
 - Permit Technicians must provide a **daily update report by 3:00 p.m.** summarizing any **outstanding permits, notifications, or tasks**.
 - The update must be **submitted to the supervisor and copied to other designated staff** as directed.
 - The report should clearly identify items pending completion, the reason for delay (if applicable), and anticipated completion time.

5. Requirements

To comply with this policy:

- Maintain a consistent and organized workflow to ensure all daily tasks are addressed.
- Use approved tracking systems or software to log, monitor, and document permit processing activity.
- Communicate clearly and promptly with supervisors regarding workload issues or delays.
- Submit required daily updates by 3:00 p.m. without exception.

6. Enforcement

- **Supervisory Oversight:** Supervisors will monitor compliance through daily reports and performance tracking.
- **Corrective Action:**
 - Failure to meet same-day processing or reporting deadlines without a valid justification may result in a **verbal or written warning**.
 - Repeated or chronic non-compliance may lead to **performance improvement plans** or further **disciplinary action** per departmental HR policies.
- **Quality Assurance:** Periodic audits may be conducted to verify timely processing and accurate reporting.