

Process 2000 Streamlines Building Department Reviews

Process 2000 fundamentally changes the way the City of San Diego approaches the land and building development process by creating a streamlined customer focused system. With the region's worse recession in the early 1990s, an opportunity existed to change the function oriented approach being used for the review and approval of development projects. The existing process was unpredictable, lacked coordination, and was dominated by independent departments. There was no single point of contact for the customer, so the customer's knowledge of the process was relied upon to navigate the system.

A new process that was focused on the customer was created with the goal to make the development process more predictable, coordinated, and timely. Functional responsibilities were broken down into a series of core business processes: single point of entry, early assistance, intake, project management and multi-disciplinary team, construction inspection, and annual inspection and enforcement. These roles are linked in a procedure designed to deliver one of three desired outcomes to the customer; information or interpretation, project decision, and final acceptance and certificate of occupancy. A Project Manager is empowered to work across the organizational structure to manage the review process, resolve conflicts, and bring the project to a timely decision point.

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