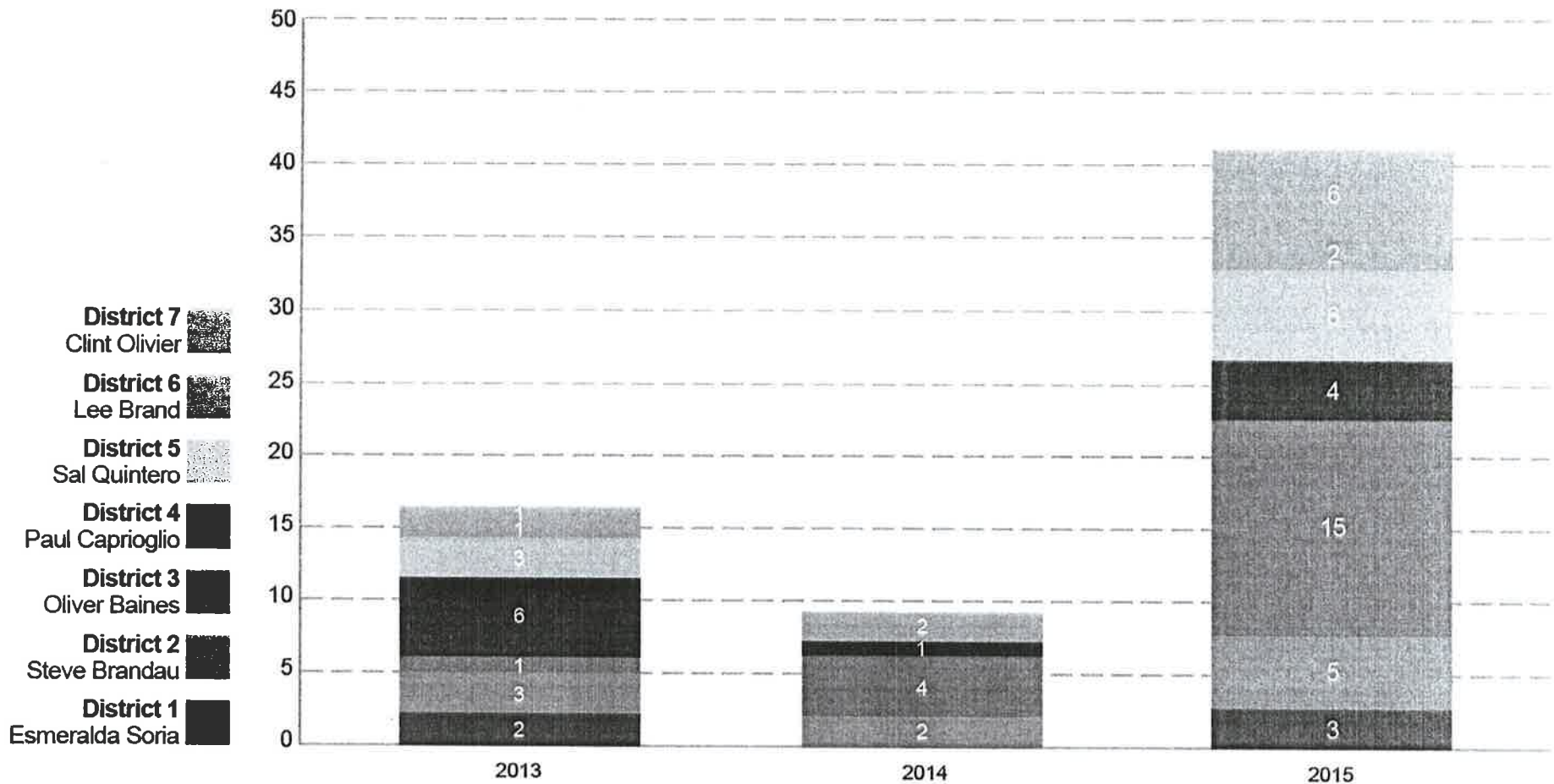


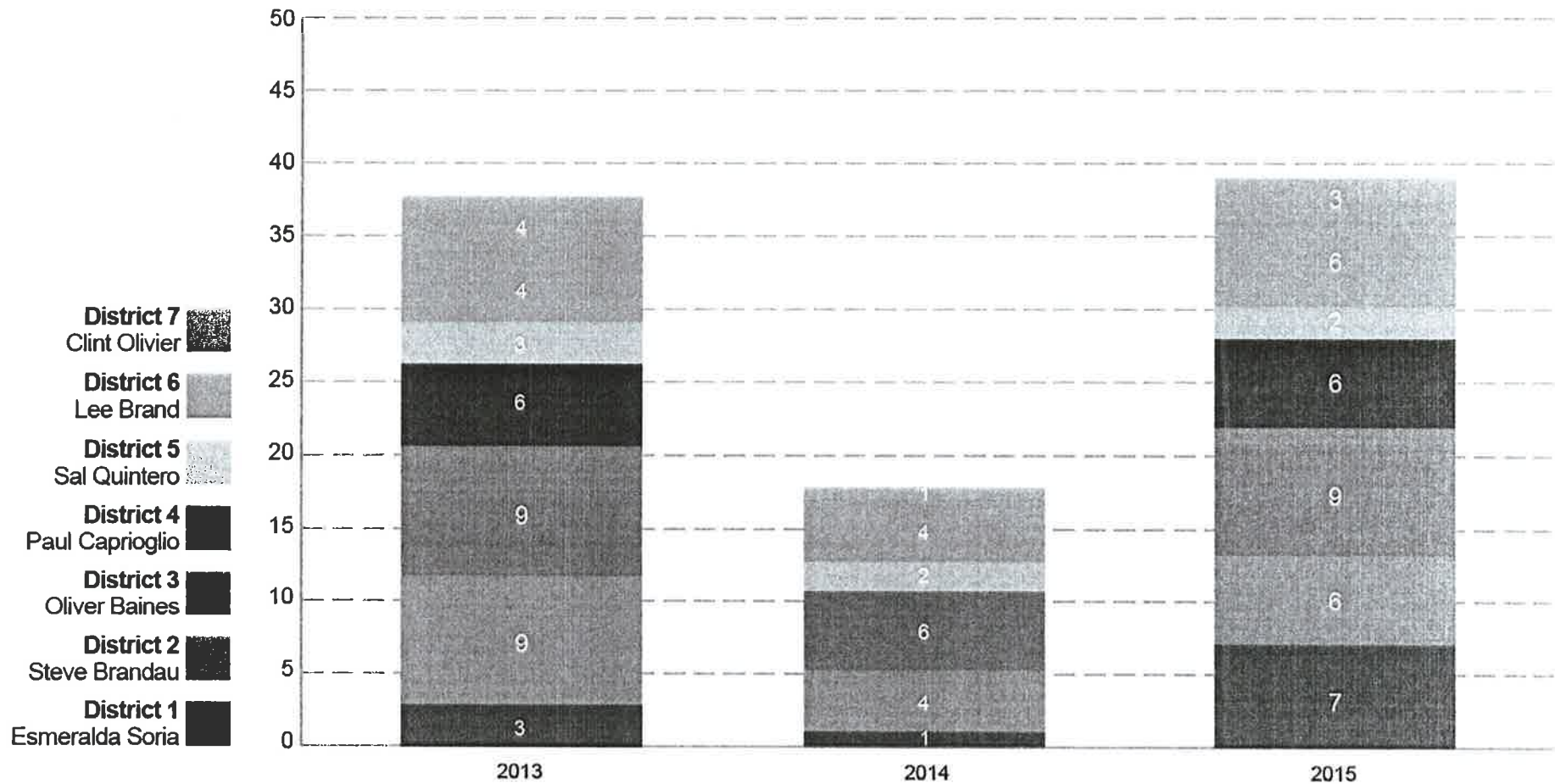
Applications Submitted

Site Plan Review Comparison by Council District



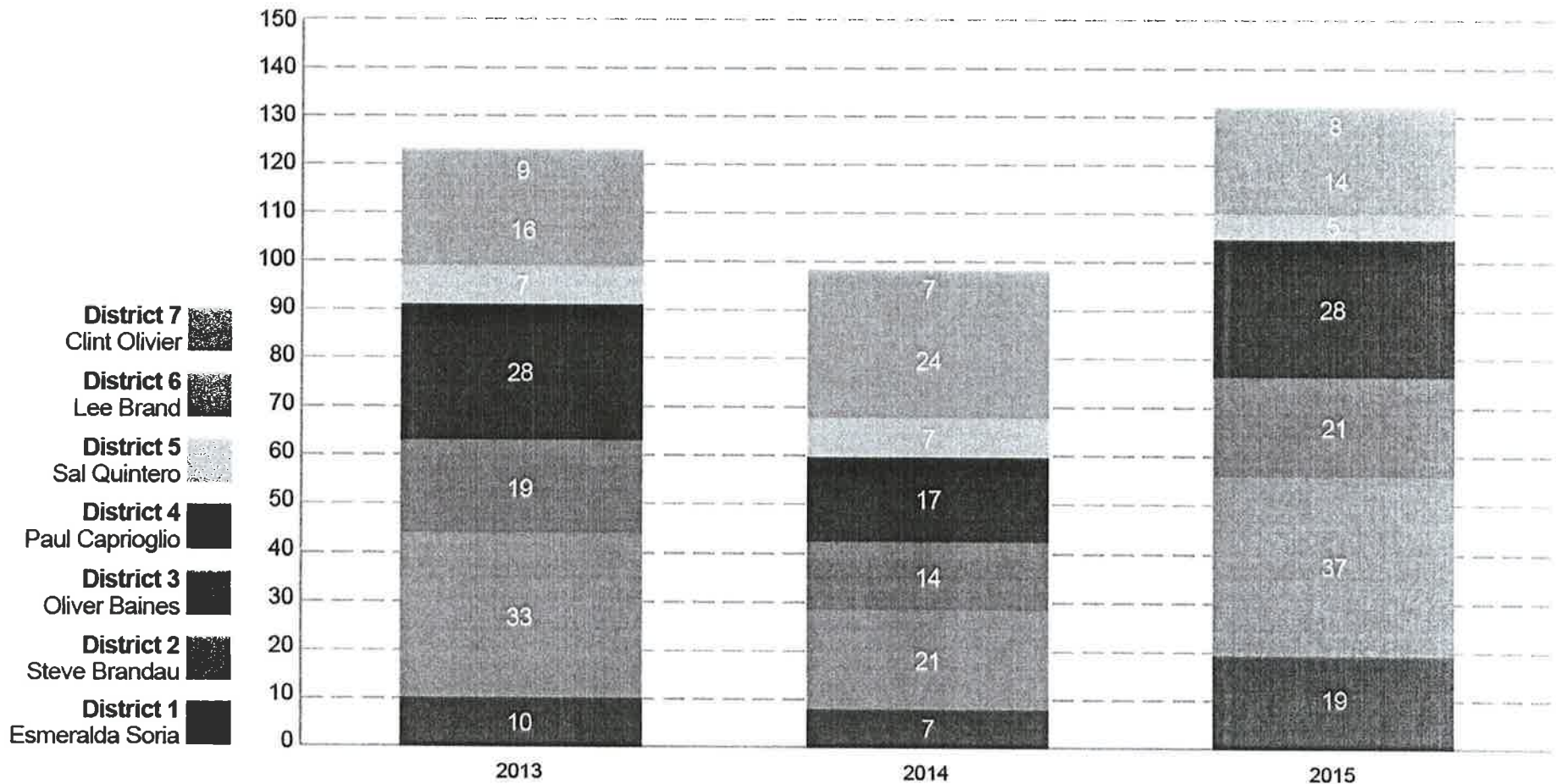
Applications Submitted

CUP Comparison by Council District



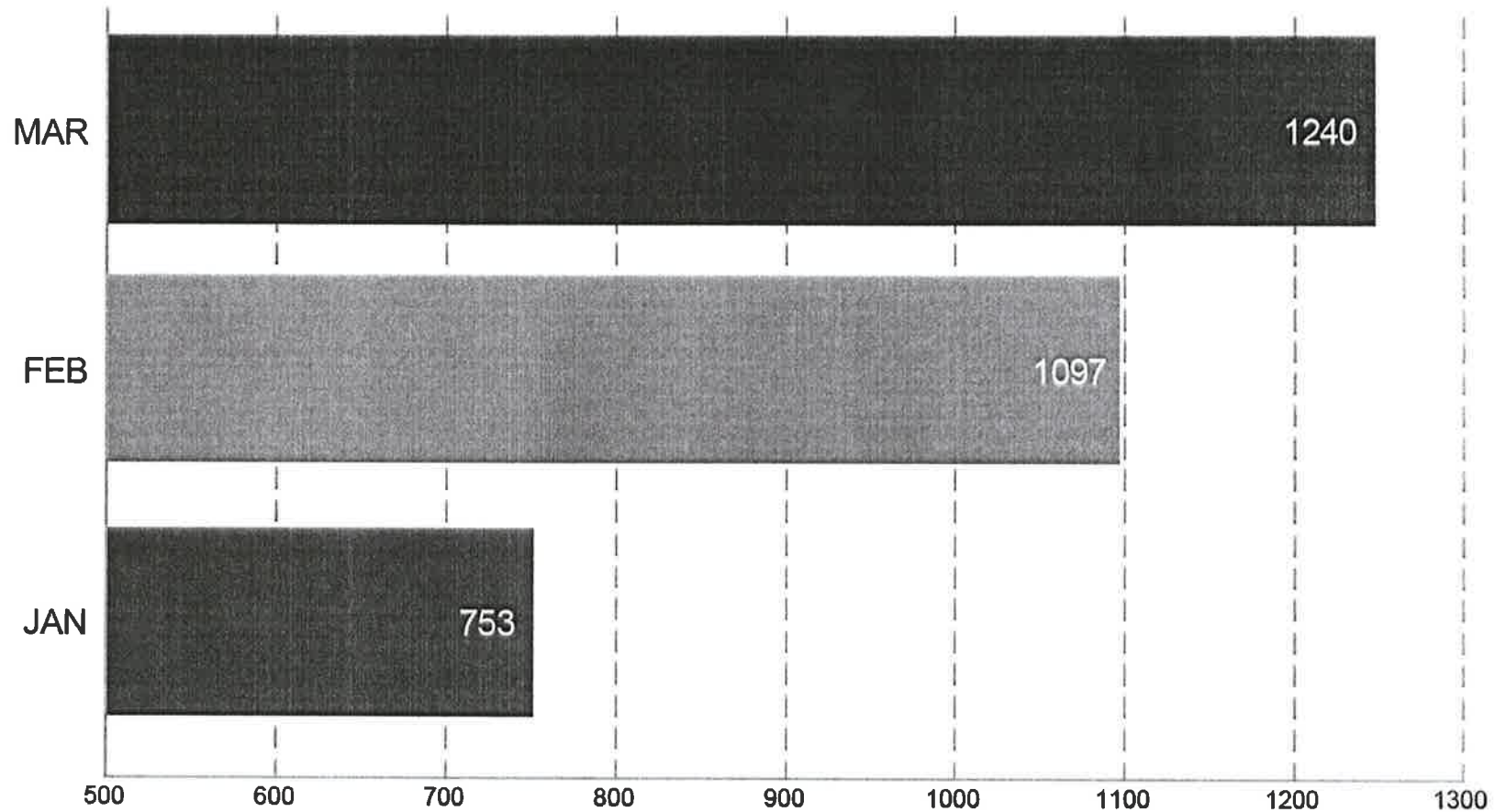
Applications Submitted

Other Comparison by Council District



Planning Counter Activity

2015 First Quarter

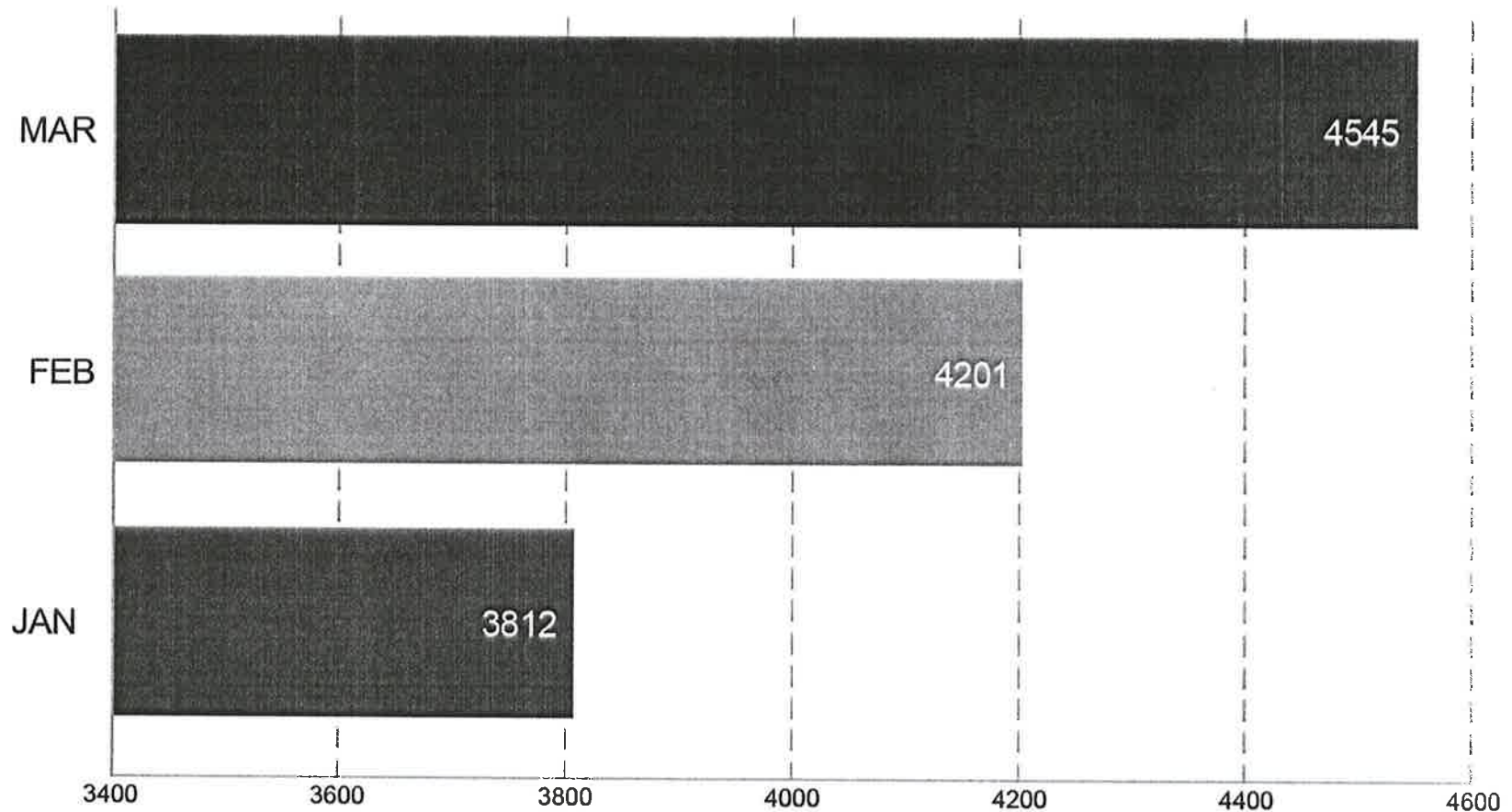


Business-Friendly Fresno:
Planning & Building
PROCESS



Building Counter Activity

2015 First Quarter

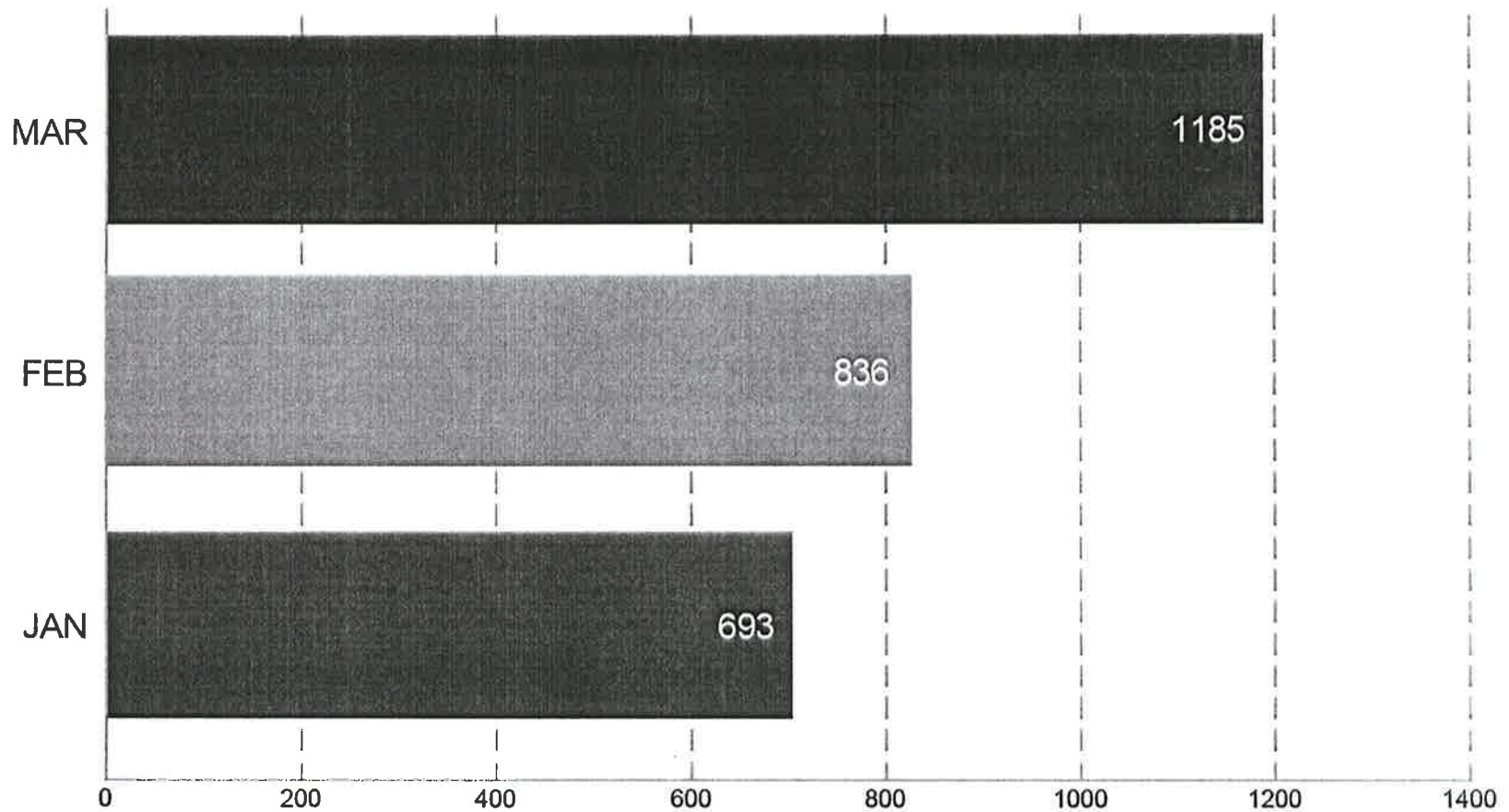


Business-Friendly Fresno:
Planning & Building
PROCESS



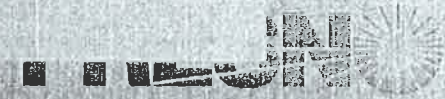
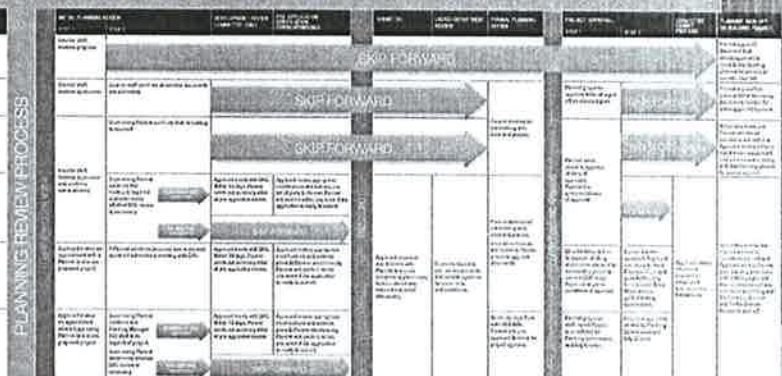
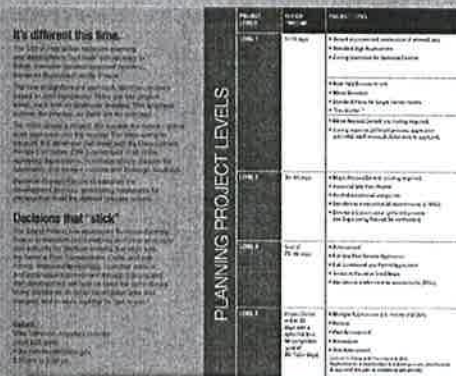
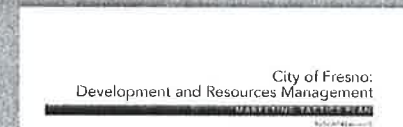
Residential Solar Plan Review

2015 First Quarter



Marketing Outreach

- Completed
 - Communications Plan
 - Process Brochure
 - Overview Presentation
 - Thank You Cards



Marketing Outreach

- Presentation to Stakeholders
- Ready to Go
once website is updated
 - Email Announcement
 - Letter Announcement
 - Paper and Online Satisfaction Surveys
- In Process
 - Website Update
 - Signage Update

Business-Friendly Fresno: Planning & Building PROCESS

Business-Friendly Fresno: Planning & Building PROCESS

Know your rights

- Project timeline: 30-60 days
- Project budget: \$10,000 - \$50,000
- Project location: 10-20 miles from downtown
- Project size: 10,000 - 50,000 sq. ft.

Business-Friendly Fresno is a program that provides a streamlined process for businesses to obtain permits and approvals. The program is designed to be efficient and cost-effective, with a focus on providing a high level of customer service. The program is available to all businesses that are located within the City of Fresno and are seeking to develop or expand their operations. The program is a key component of the City's efforts to attract and retain businesses and to create a more vibrant and economically diverse community.

Satisfaction Survey

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. My questions were answered.					
2. Staff were courteous.					
3. I was knowledgeable about the process.					
4. Overall experience.					

5. Suggestions/Comments:

6. Sign up to receive updates and notices from the City of Fresno Development and Resource Management Department (Optional)

Name:

Email:

Phone:

Business-Friendly Fresno: Planning & Building PROCESS

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Name:

Email:

Phone:

12,619 TOTAL APPLICATIONS PROCESSED

64,678 INSPECTIONS

5,621 PLAN CHECKS

3,059 SOLAR PLANS CHECKED

2.1 Days AVG. TURN-AROUND FOR SOLAR PLANS

2,633 SOLAR RESIDENTIAL PERMITS

64 SOLAR COMMERCIAL PERMITS

80% PROJECTED TIMEFRAMES MET

13,128 CUSTOMERS SERVED AT FRONT COUNTER

14.25 min. AVERAGE WAIT TIME



Marketing Outreach

- Next Steps
 - Newspaper Ads
 - Media Kits
 - Co-op Signs with Hardware Stores
- Ongoing
 - Social Media Updates
 - E-Mail Updates
 - Public Presentations
 - Seminars
 - Employee Customer Service Training
- Potential Future Tactics
 - Specialized Brochures: Restaurants, Salon/Beauty Shop, etc.
 - E-Newsletter

Decisions that stick.

- Established accountability
- Defined clear protocols
- Alignment of decision-making
 - General Plan
 - Development Code
 - Pre-zoning

Working together to “get to yes”

We want to hear from
you.

Business-Friendly Fresno:
Planning & Building
PROCESS

City of
FRESNO 