



The Planning & Development Department (P&D) strives to provide excellent customer service. Delays in the development process can adversely impact construction schedules and result in lost revenue. To address this concern, P&D is adopting a formal policy to schedule all inspections for the business day following the request and make every effort to meet this schedule.

**Goal:**

- Minimize inspection carryovers by completing inspections within 24 hours (one business day) of the customer's request.
- Inspections that could delay construction schedules will be prioritized ahead of non-life safety complaints and routine progress inspections.
- To ensure customer awareness of this policy, P&D will prominently advertise their goal for next day inspections with current results on the department website.