



Community Development Dept.

CITY OF SACRAMENTO
CALIFORNIA

300 Richards Boulevard
Third Floor
Sacramento, CA
95811-0218

MEDIA RELEASE

FOR IMMEDIATE RELEASE—September 19, 2011

Contact: Maurice Chaney, Media and Communications Specialist, 916.808.7948

New Express Line at City's Building Public Counter

Service will shave off wait times by 30 minutes for easy, simple requests

Sacramento, CA (September 19, 2011) – The City of Sacramento Community Development Department announced today a service to assist customers when at the public counter at 300 Richards Boulevard. This express line, part of the *Sacramento Streamline Program*, will shave off wait times for customers with simple request. The express line will operate during normal business hours, Monday through Friday, 9 a.m. to 4 p.m.



“We understand the need to provide expedient service for requests that take very little time,” said Ryan DeVore, chief building official for the city of Sacramento. “The new express line service will enable customers to get in-and-out for simple requests that take 10 minutes to process.”

The intended goal of the express line implementation is to reduce average wait times for certain requests to less than 20 minutes. These requests include status updates, re-submittals, and permit pickups.

“We are undergoing numerous building permit process changes that will help our customers,” DeVore said. “We are working aggressively to offer continued improvements to help ease project times and ultimately save customers money.”

In the next six months, Community Development will provide additional services, including online plan submittal and plan check, a formalized scheduling process and electronic permit processing. Stay up-to-date on *Sacramento Streamline* program updates [here](#).

###

Mayor Kevin Johnson
District 1: Angelique Ashby
District 2: Sandy Sheedy
District 3: Steve Cohn
District 4: Robert King Fong
District 5: Jay Schenirer
District 6: Kevin McCarty
District 7: Darrell Fong
District 8: Bonnie Pannell