



## PRESS RELEASE

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### **Lewis County Completes Permit Process Improvement Initiative**

At the direction of the Lewis County Board of County Commissioners, county staff and customers completed a Process Improvement Initiative to identify changes to improve the residential permitting process. This is an ongoing approach to collaboratively examine activities related to the processing of county development permits that take excessive time and do not add value.

During the 5-day workshop, several major initiatives were identified as top priorities for implementation. The major process changes include: the design of permit application(s), the process flow of permit application, meaningful customer engagement, and consistent application of the permit software.

At the end of Day 5, Participants unanimously agreed to immediately make changes. One of the first major changes the public can expect to see is to the process flow for a permit application. Currently the process results in excessive paperwork that is both cumbersome to the customer and at times unwieldy to the county staff. Participants in this process believe this situation is a major source of delay in achieving a timely review process. Staff will work to reduce the amount of paper work generated with each permit application as well as shorten the current time spent circulating paperwork amongst the reviewers.

During a recent briefing to the Board of County Commissioners, Commissioner Edna Fund extended her support and gratitude to the staff and to members of the public for their participation. She noted that the positive outcomes and future successes can be directly related to the contributions of time and energy from Lorie Spogen, Jorgensen Timber; Matt Matayoshi, Lewis Economic Development Council; Reggie Hamilton, Hamilton Trucking; Greg Lund, Century 21 Real Estate; Don Haviland, ABC Septic Design & Maintenance; Buck Hubbard, Industrial Commission; and Becky Rieger, Environmental Designs.

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