

# ZONING APPLICATION SUBMITTAL CHANGES

As of February 28<sup>th</sup>, the Zoning Division is now accepting applications for zoning permits by appointment only. We are doing this as part of our overall efforts to reorganize our division to better serve the public. We believe that by doing this, we should improve our ability to serve you in several ways:

- 1) You will have a guaranteed appointment time. You will no longer need to take a number and sit in the lobby and wait for service. Instead you will be able to set up a time and have that planner waiting for you when you arrive. We understand your time is valuable and want to provide you the fastest service possible.
- 2) Applications being taken in will be scrutinized more closely as our staff will now be able to give you and your submittal more personalized attention. Complete applications can move through our process more quickly, incomplete applications hold up both themselves as well as other cases as the staff must spend time trying to get the required materials. By more thoroughly vetting applications this way and only accepting completed applications, we should be able to reduce the time we spend processing applications.
- 3) For those customers not submitting an application this new process should improve the speed at which we can serve you at the zoning counter as you'll no longer be waiting behind a potentially complex application submittal to ask a quick and easy question.

Please note you will not need an appointment if you simply have basic questions about zoning related issues or if you are preparing your submittal and have questions but are not ready to turn it in to the City of Oakland. An appointment will also not be needed for the filing of zoning clearances in conjunction with business tax certificates, design review exemptions, or for the filing of appeals. In such cases, please come in to the zoning counter during normal business hours as you always have.

If you are ready to submit a zoning application, please call us at (510)238-3940 to make your appointment! Please note that this appointment will be for a specific time and for only one-half hour. As we often have full appointment books, late arrivals may be asked to reschedule their appointment.