



Restaurant Permit Process Improvement

Seattle City Council
Presentation

September 7, 2012



- Most frequent type of new business license issued.
- Regulated on the City, County, and State levels.
- A complex permitting process
- A higher number of immigrant and minority entrepreneurs.

Background

Why Restaurants?

- Over 2770 Seattle restaurants (24% of WA total)
- In 2012, 275,100 people employed in Washington's restaurants (10% of employees)
- \$10.4 billion in 2012 sales in WA
- Every \$1 spent in a WA restaurant generates + \$1.02 in sales for the state economy.

Background

The Restaurant Industry in Seattle and Washington

The problem in Seattle...

- Various permitting requirements, practices, and expectations are not as transparent or straightforward as desired.



Our Outreach

○ Internal – City and County

- 8 City departments
 - DPD
 - SDOT
 - DON
 - SFD
 - SPD
 - SPU
 - FAS
 - OF+M
- KC Health

○ External

- Restaurant consultants
- Washington Restaurant Assoc. Reps.
- State of WA EO 12-01 Team members
- Interview Seattle restaurant owners
- Benchmark 12 cities

Customer Recommendations

- Create a “Roadmap” providing a clear path.
- Shift attitudes of staff from enforcers to helpful consultants
- Create a single point of contact (multi-jurisdictional regulatory teams) to navigate requirements for the applicant.
- Create one master application.
- Develop a checklist of all permits and inspections.

Benchmarking Highlights

- Los Angeles and New York take exceptional measures (among those we compared) to ensure new restaurants opened in a timely manner with as much assistance through the process as possible.



NY: Wizard
New Business
Acceleration team



LA: Restaurant and
Hospitality Express
Program
Case Management
Network



Recommendations

Prioritized Path Forward

Recommendations

near-term 2012

share existing
educational material

publish check list of
permits and inspections

Department Customer
Service philosophy is
applied in practice

Outreach in 3rd Qtr 2012

mid-term 2013

Roadmap through the
process

Update and align existing
educational material

Single submittal package
(floor plan consolidation)

Align conflicting
requirements (proxies)

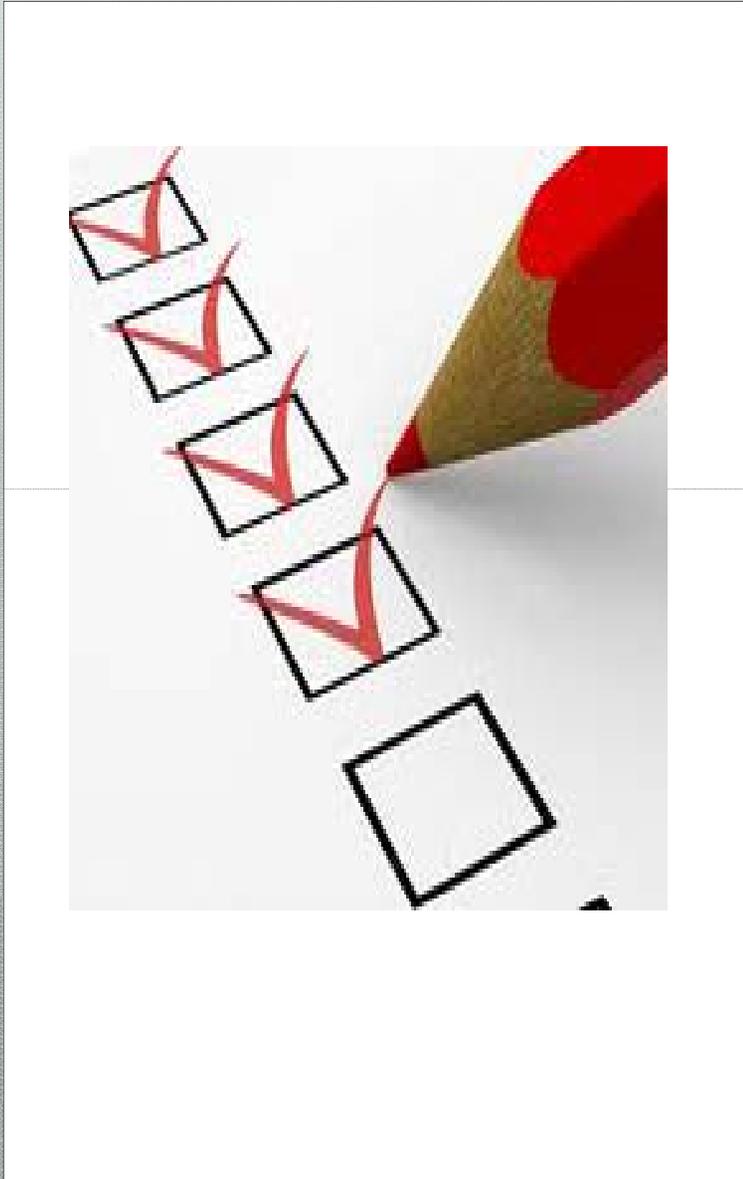
long-term 2014-2015

Concierge Service

Wizard tool/Education
Outreach

Inspections Consolidation

Code change for Use
Permit



Work Plan

Budget and Resource
Impacts

Near-Term Budget Estimate

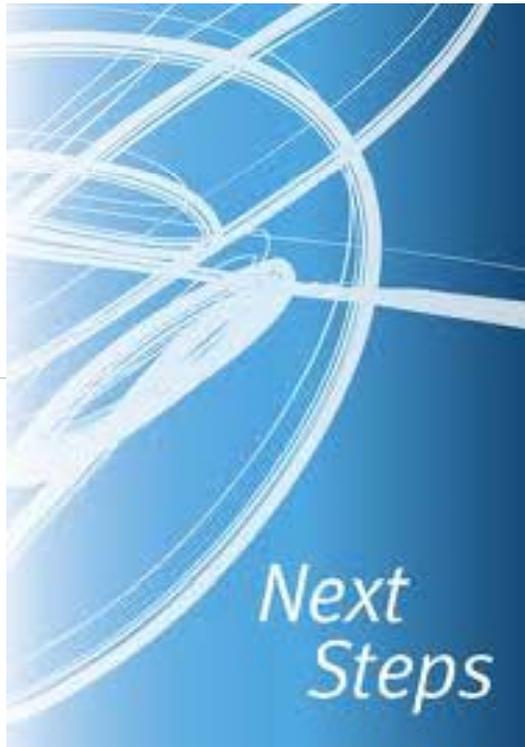
| | Budget Estimate |
|--------------------------------------|---------------------|
| Share Existing Material | 0.25 FTE |
| Checklist of permits and Inspections | 0.25 FTE |
| Customer Service Practices | \$10K Training |
| Outreach Interviews | None (State funded) |

Mid-Term Budget Estimate

| | Budget Estimate |
|------------------------------------------------|-----------------------------------------|
| Roadmap and validating education materials | 0.5 FTE, coordinated across depts |
| Aligning Conflicting Requirements | |
| Single Submittal Package | |
| Update and align existing educational material | |

Long-Term Budget Estimate

| | Budget Estimate |
|--------------------------------|------------------------|
| Concierge | 1 to 2 FTE |
| Wizard Tool/Education Outreach | TBD |
| Inspections Consolidation | Reduction in resources |
| Code Change, Use Code | existing |



Questions?

Wrap-Up for Next Steps