

Planning and Permitting Update

August 11, 2026

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Development Director

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Official



Identified Issues and Resource Needs

Customer Complaints

Length of Time

Lack of Clarity

Interpretation of Conflicting Regulations

Staffing Capacity

Efficiencies & Coordination

Regulatory Environment

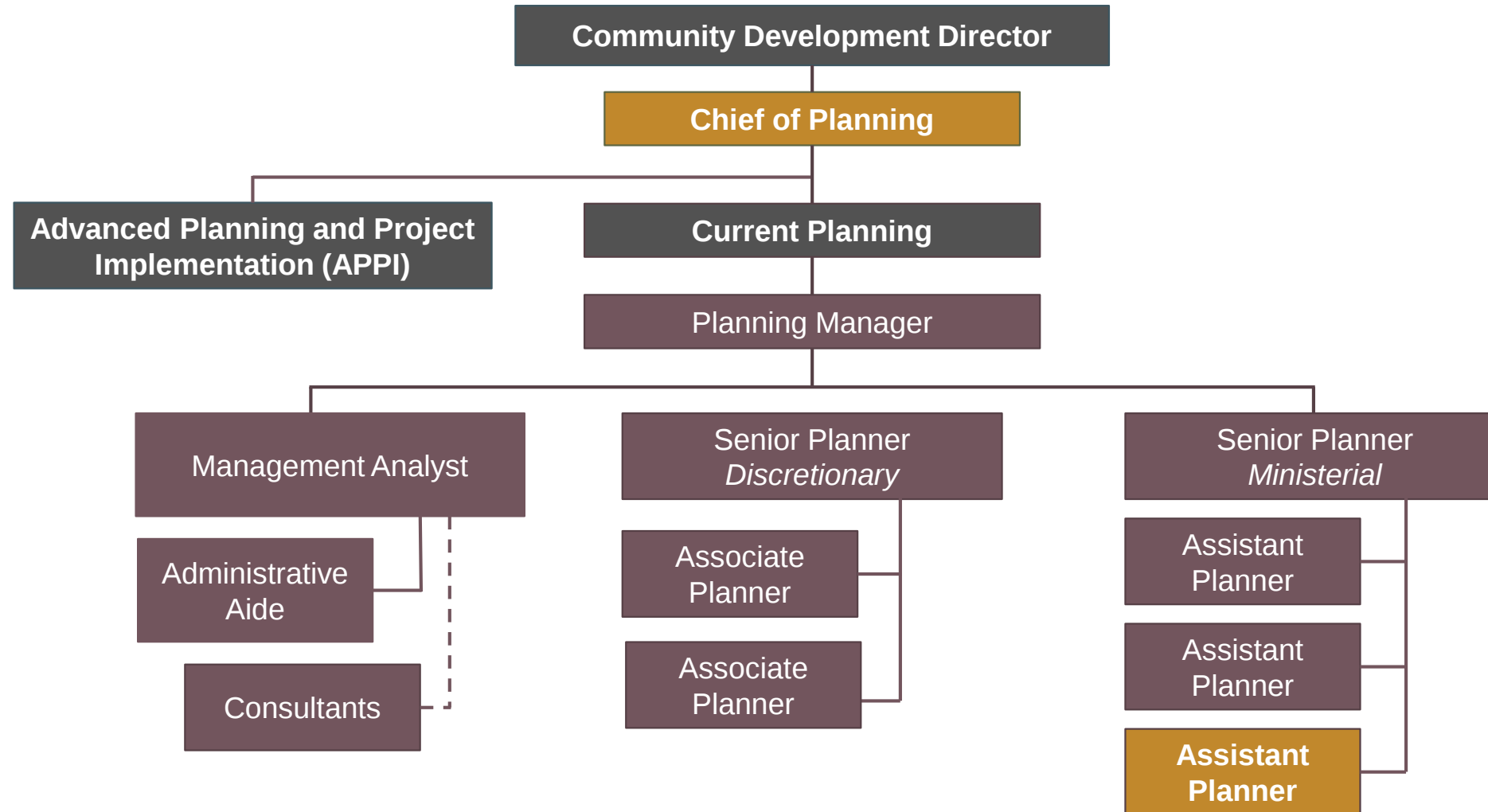
Internal Hurdles

Staff resources are insufficient compared to volume

Division and department coordination is lacking process for final decision-making

Zoning, building, engineering and fire codes have different criteria that can be confusing or even conflicting

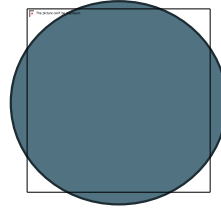
Organizational Chart - Planning



*Represents vacant positions

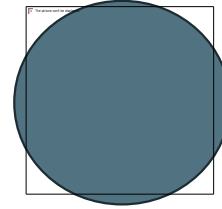
Planning Efficiencies

*Operational improvements
supporting Planning and
Permitting*



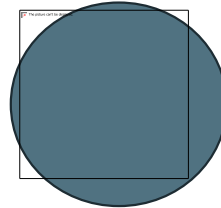
Improve Interdepartmental Review Coordination

Improve communication and coordination between reviewing departments to support efficient project review.



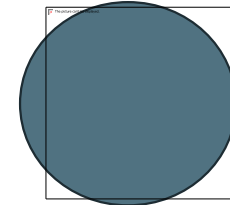
Develop Planning Procedures, Forms, and Standardized Processes

Develop and refine planning procedures, forms, checklists, and workflows to improve consistency for staff and applicants.



Strengthen Reporting, Data Quality, and Quality Control

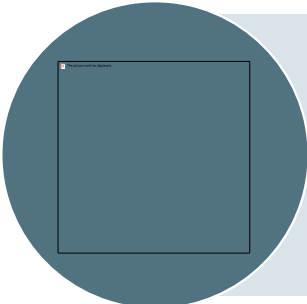
Improve project reporting, data accuracy, and quality control to support reliable decision-making and consistent project records.



Centralize Project Information Management

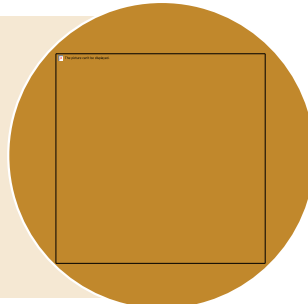
Organize project documentation and information through centralized resources to improve access, collaboration, and consistency.

Primary Issues and Roadblocks Identified



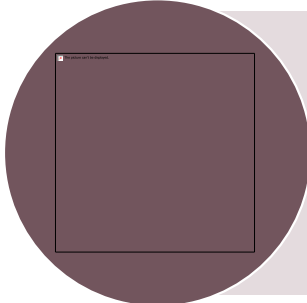
COMMUNICATION & CUSTOMER SERVICE

- Poor customer service/navigation
- Lack of accountability/caring
- Delayed response time to inquiries



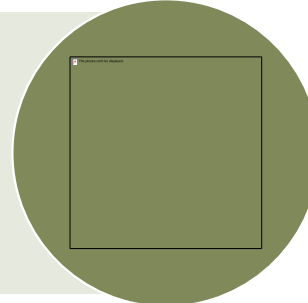
PROCESSING & WORKFLOW

- Outdated planning checklists
- Number of review cycles (back and forth)
- New requirements late in process



STAFF TRAINING & COVERAGE

- Working in silos (Departments/Divisions)
- Lack of cross training/back up
- Processing delays due to absences



TECHNOLOGY

- Outdated systems
- Functional issues (visibility)
- Bottlenecks

Staff Training and Coverage

Near-Term

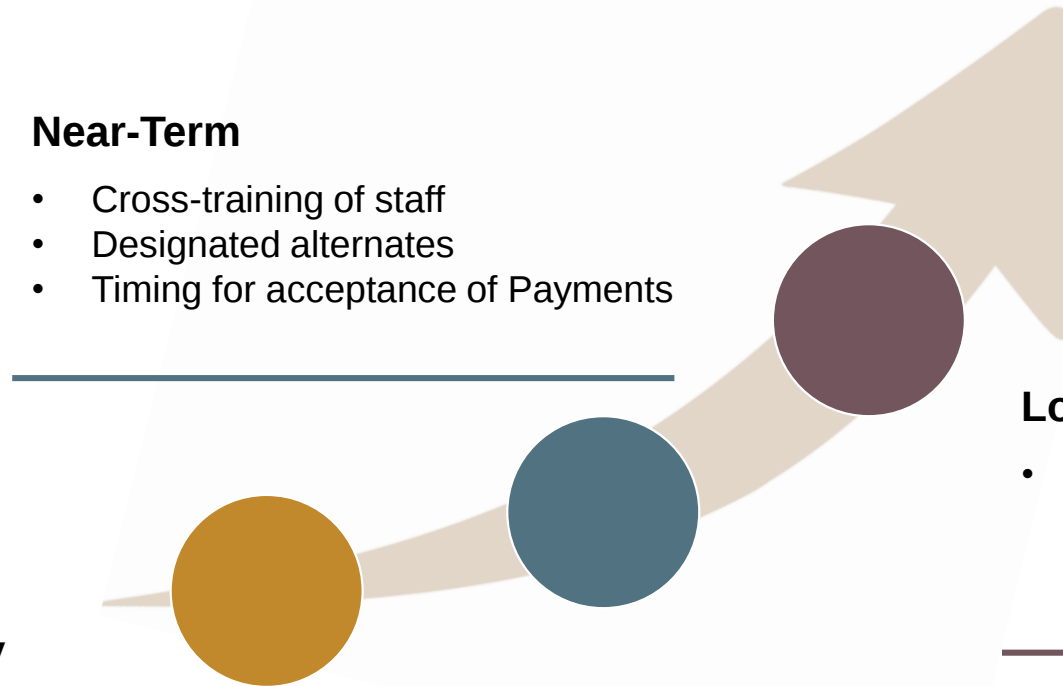
- Cross-training of staff
- Designated alternates
- Timing for acceptance of Payments

Longer-Term

- Establish contractor support for Current Planning

Currently Underway

- First Fridays
- Values in Action Plan
- Values incorporated into Performance Agreements



Processing and Workflow

Near-Term

- Identify consultant(s) for process mapping
 - Create project specific checklists for application intake
 - Commercial permit application guide
-

Currently Underway

- Digitize signatures where possible/Open Forms
 - Collecting checklists and forms examples
 - Residential permit application guide
-

Longer-Term

- Implement Workflow improvements
 - Update applications, checklists, forms
 - Publish guidance on workflow
 - Stand up a "Tiger Team" to expedite projects
-

Technology

Near-Term

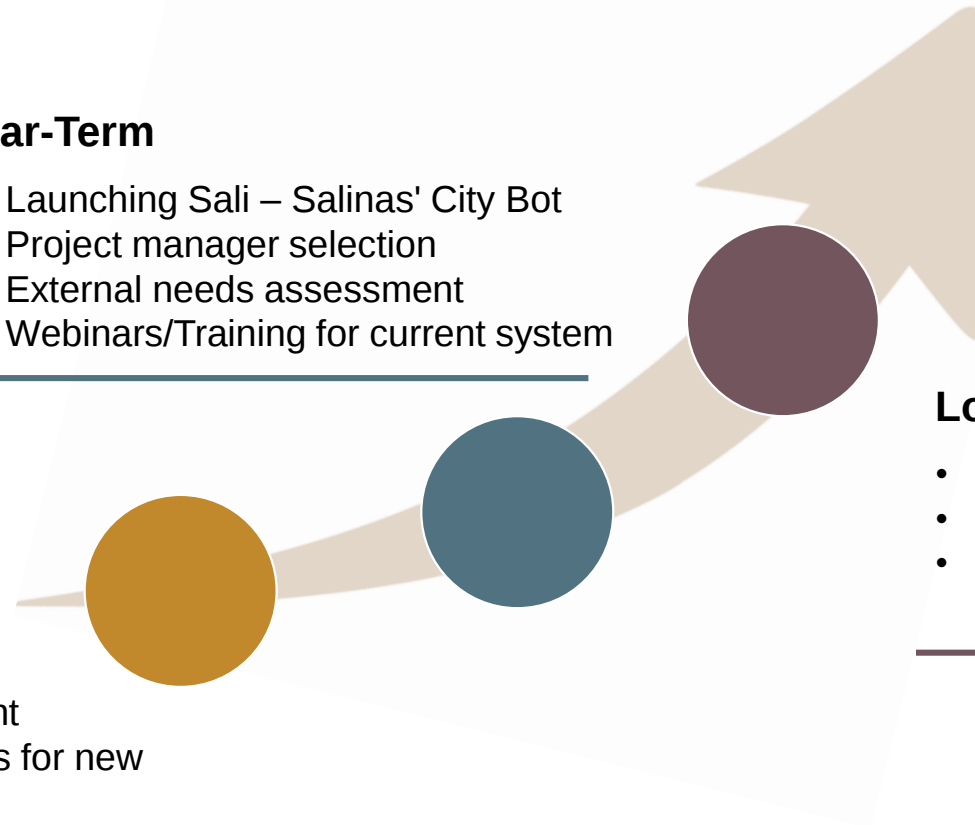
- Launching Sali – Salinas' City Bot
 - Project manager selection
 - External needs assessment
 - Webinars/Training for current system
-

Longer-Term

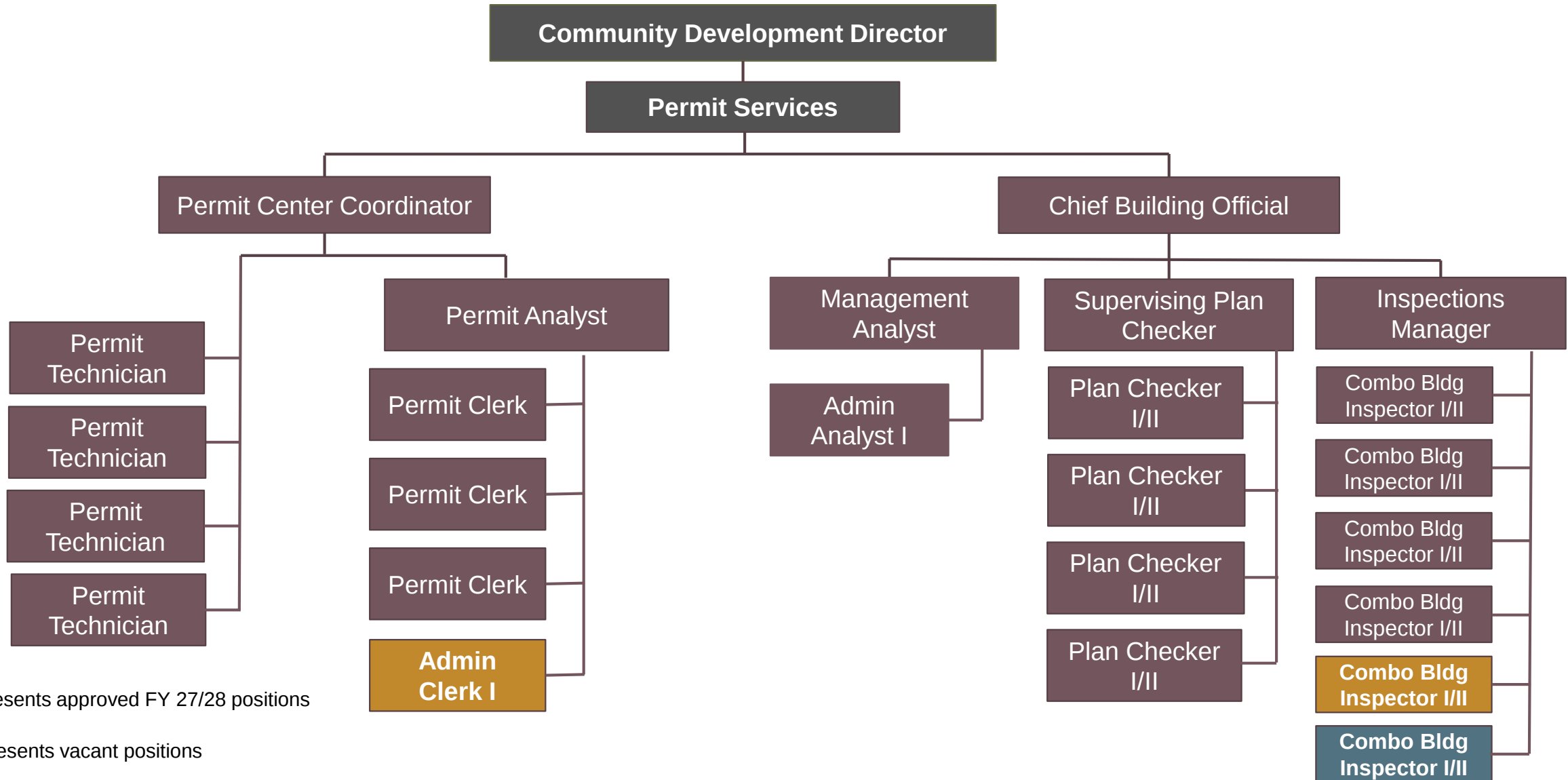
- RFP released
 - Vendor selected
 - Permit system implemented
-

Currently Underway

- Internal needs assessment
 - Statement of qualifications for new permitting system
 - Step-by-step videos for current system
-



Organizational Chart - Permitting



*Represents approved FY 27/28 positions

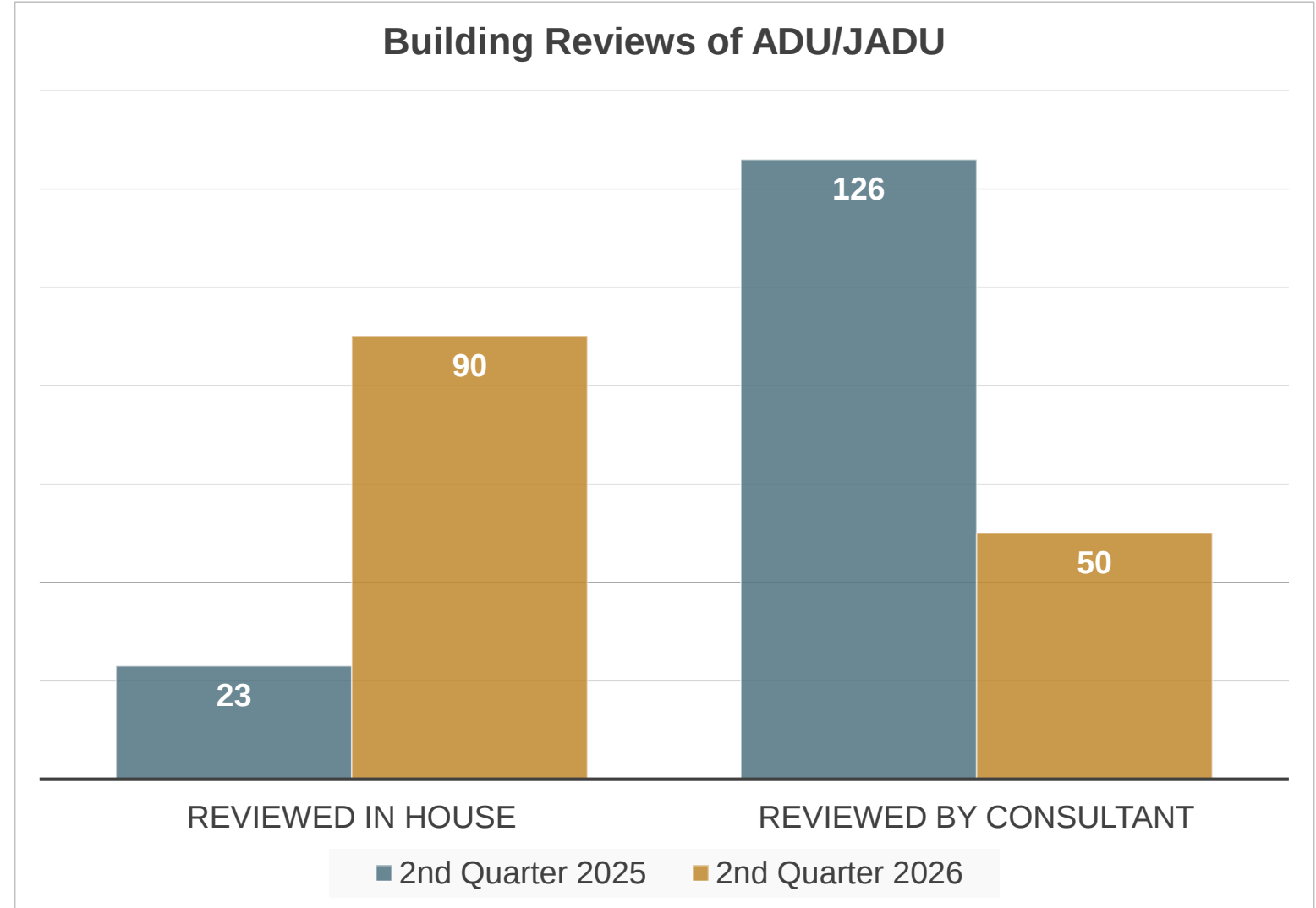
*Represents vacant positions

Values in Action Plan

Value / Definition	How It Is Seen	How It Is Measured
Accountability Own the outcome: We individually follow through on commitments, make data-informed decisions, and proactively step in to get things done. Disc Agreement Maintain accountability and professional respect across divisions	Permit Services Inspections are available on the next business day and scheduled at the customer's request. Permit intakes are processed in compliance with state law.	Permit Services 90% percent of building permit inspections are available on the next business day and scheduled at the customer's request. Meets or exceeds state timelines for completeness.
	Code Enforcement Proactive enforcement cases are opened in each district in a fair and consistent manner, and cases are closed once compliance has been achieved.	Code Enforcement Generate a report after each cycle showing the number of cases opened and confirming a minimum 50% closure rate for all districts.
	Current Planning Projects are processed in compliance with state law, City procedures and established review timelines.	Current Planning Meets or exceeds statutory timelines for application completeness determinations and project review milestones.
	APPI Long-range plans and implementing projects are informed by accurate technical studies and robust community engagement.	APPI Adoption of long-range plans and completion of implementation projects.
	Administration Outcomes are available and transparent for the community.	Administration Update department and division Key Performance Indicators (KPIs) on City website quarterly.
	Housing Grant-funded projects and commitments are kept on track.	Housing Meet expenditure and timeliness requirements for CDBG, HOME and ESG grants.

Service Excellence
Anticipate, respond
and deliver: We
commit to
provide high
quality effective
service to all

DiSC Agreement
Provide consistent,
empathetic service
to the public



Residential Permit Process

CITY OF SALINAS
COMMUNITY DEVELOPMENT

RESIDENTIAL PERMIT APPLICATION GUIDE



1

REVIEW YOUR PROJECT SCOPE

Design changes visible from public view, or any addition of square footage, typically require Current Planning approval.

It's recommended to check in with Current Planning before starting a project if your project will change the layout or appearance of your home.

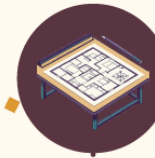
CONTACT CURRENT PLANNING
(831) 758-7206
CURRPLANWEBMAIL@SALINAS.GOV



2

DETERMINE IF A PERMIT IS REQUIRED

Any changes or addition to the electrical, plumbing, roofing, mechanical (HVAC), home structure or building foot print require a permit.



3

CONSIDER HIRING A DESIGN PROFESSIONAL

Addition or alterations to a home's structure, such as room additions, added square footage, ADUs and garage conversions require a set of plans. To expedite review and approval, it is best to work with a qualified design professional.

WHEN IS A LICENSED PROFESSIONAL REQUIRED?



4

CONSIDER HIRING A CONTRACTOR

Residential permits allow home owners to do the work themselves, but to help the project go more smoothly, a qualified licensed contractor can be hired.

SEE THE CALIFORNIA CONTRACTORS STATE LICENSE BOARD (CSLB) [GUIDE](#) ABOUT HIRING A CONTRACTOR



5

CREATE YOUR PERMIT PORTAL ACCOUNT

To apply for a permit, an account must be set up using the [Salinas Paperless Permits Portal](#). Payments, forms, status updates can be found on this portal. All your permitting needs can be found here.



6

APPLY FOR YOUR PERMIT

Next, complete the application, submit and upload your documents. Project checklists can be found on the [City website](#). Ensure all required documents are provided.

WHEN IN DOUBT,
CONTACT THE PERMIT
CENTER AT (831) 758-7251
OR ASK SALI, THE CITY'S
CHATBOT, ON THE PERMIT
CENTER WEBSITE AT
SALINAS.GOV

Website Enhancements



Your Permit Has Been Issued... Now What?

Construction may begin after permit issuance. As different stages of work are completed, inspections must be scheduled.



Inspections help confirm your project meets code requirements and safety standards.

HOW TO SCHEDULE BUILDING INSPECTIONS



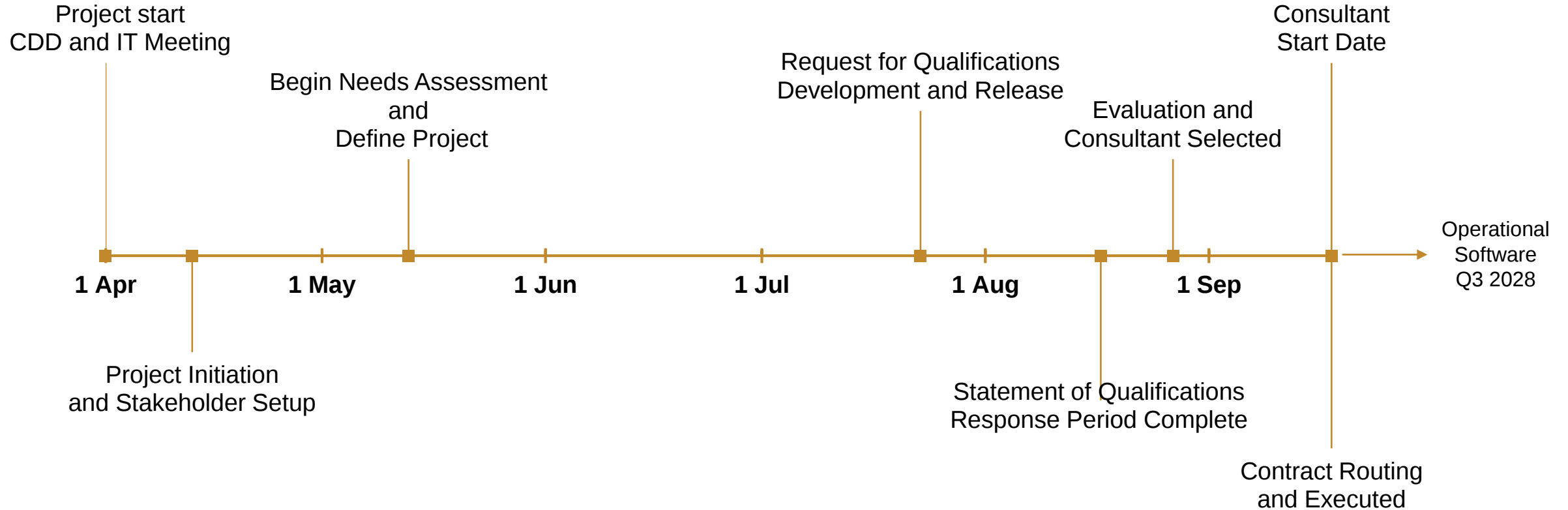
VIRTUAL INSPECTIONS



FINAL DEPARTMENT CLEARANCES



PROJECT TIMELINE



**RFQ and Consultant Support for
2028 Software Replacement**



Questions?

*For more information contact permit services
(831)-758-7251*

<https://www.cityofsalinas.org/your/government/departments/community-development>