

OPEN COUNTER TALKING POINTS

- Increases compliance with code and regulations: Individuals and businesses only apply for permits and licenses they know they need for compliance, OpenCounter asks the questions that reveal the code and governmental requirements of a project, the cost associated and the steps to take. Creates a "to do" list.
- Frees staff time to perform other tasks: OpenCounter is available to the public 24 hours a day, with clear and reliable information. City staff will spend less time on the phone or at the counter explaining requirements, and the explanations will be clear and consistent for the applicant.
- Makes the permitting process transparent and accessible to all.
- All material will be professionally translated into Spanish, with the potential to add additional languages.
- Allows citizens to understand zoning requirements before investing in property and projects that are not allowed as currently zoned.