



## STREAMLINE SACRAMENTO 2025: KEY IMPACTS AND SIGNIFICANT ACTIONS

### Shortened Approval Timelines

- **Meet/Exceed Plan Review Timelines & Avoidance of Comments After Cycle 1**
  - 98.5% of reviews completed on time or early, surpassing 90% target.
  - Additional Arborists trained as plan reviewers and the Department of Utilities is adding on-call plan reviewers to avoid delays.
- **Accelerated Process for Obtaining New Addresses and Demolition Permits**
  - Address updates now occur every 2 weeks instead of once a month.
  - Automated routing and approval process instituted for demolition/wrecking applications.
- **Parcel Map Waivers**
  - Saves up to 3 months of processing time and associated costs for 1-4 lot subdivisions.

### Increased Ease of Opening & Expanding Businesses

- **Small Business Liaison Program**
  - Provides personalized guidance for restaurants and other small businesses navigating permitting, with 2 liaisons, an educational webpage and checklists, and quarterly training sessions.
- **Temporary Certificate of Occupancy & Safe to Stock**
  - Allows early occupancy and staff training before final sign-off, reducing operational delays for restaurants and other businesses.
- **Self-Certification Program & Instant Building Permit Issuance**
  - Implemented an accelerated building plan approval process for restaurant tenant improvements (AB 671). The City is evaluating the feasibility of similar self-certification approaches for other minor tenant improvement projects, including B (office), M (retail), and S (warehouse) occupancies.
  - Expanding instant building permit process to allow homeowners (previously contractors only) to receive permits for minor projects like water heaters, HVAC, and solar installations, thereby eliminating wait times.



## Reduced Cost of Development

- **Alternate Water Systems Ordinance Removal**
  - Reduces financial burden on hotels and commercial projects by rescinding graywater piping requirements.
- **Waiving Fee for ADU Optional Zoning Review & Shelf Ready ADU Plan Modifications**
  - Starting July 1, 2026, waiving \$117 fee to encourage participation in optional ADU Zoning review to verify compliance with the Planning and Development Code and prevent costly redesigns.
  - In 2023, the City developed free Shelf Ready ADU Plans. In December 2025, these plans were updated to provide additional flexibility, reduce construction costs, and support more efficient project delivery.
- **Bond Opportunities for Land Development (BOLD) Program**
  - Provides flexible financing for infrastructure improvements and impact fees.

## Simplified Processes and Enhanced Customer Service

- **Expanded Public Counter Hours Pilot**
  - In-person services now available 5 days a week, thereby improving accessibility for customers preferring in-person service while maintaining 24/7 online portal access.
- **AI-Powered Tools & Virtual Inspections**
  - Entered into contract with Ichi, an AI Co-Pilot for Building Code Compliance that assists in implementation and training of building plan review and building inspections.
  - SacGPT, the City's AI-powered chatbot assistant with a search summarization feature launched publicly in December 2025 allowing customers to find information more quickly.
  - Virtual inspections for minor permits allow customers to select an inspection time and eliminates travel time for inspectors, increasing the number of inspections that can be performed each day.
- **Building Inspection Efficiency Measures**
  - Launched an internal web-based dashboard to track inspections and make schedule or inspector adjustments in real time.
  - Inspection results entered in real time from the field instead of from the office the next day, saving up to 24 hours in the approval timeline.

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