



December 12, 2022

Senator Stroebel, Chair
Representative Summerfield, Vice-Chair
Study Committee on the Commercial Building Permitting Process
State of Wisconsin, Joint Legislative Council
One East Main Street, Suite 401
Madison, WI 53703-3380

Dear Senator Stroebel and Representative Summerfield:

Thank you for your correspondence dated November 16, 2022, discussing recommendations that the Legislative Council Study Committee on the Commercial Building Permitting Process may not address directly in proposed legislation. Thank you also for your interest sharing the committee's ideas for internal process adjustments that could lead to improved customer service.

I am pleased to share that similar ideas are in various stages of implementation and discussion. For example, we agree that increased and improved communication can help improve the quality of initial submissions and minimize the initial error rate. More customer tools, such as a list of common errors, and a periodic newsletter could definitely add value, assuming we have the staff capacity to create and maintain these tools and communication channels.

We also recognize that many of our customers desire consultation to a varying degree of specificity and at varying points in project development. We also see how there would be value in establishing continuity from consultation to review. We are discussing ways we could offer this kind of increased staff access to customers, and we will explore the modifications to eSLA (and the related cost) that would be required to build this service and functionality into our systems.

Your question about project tracking numbers reflects the importance of project status to the entire industry. I am pleased to share that our existing process includes tracking numbers on all documents related to plan submittals. This number is often referred to as the DIS number. The lone exception to this practice is the payment confirmation email, which is generated by US bank and not the department.

The tracking/DIS number is not generated randomly. The first two digits of the number reflect the month of the submittal, and the second two digits reflect the year. Because the tracking numbers convey important information about the date of submission, we strongly encourage building and construction site owners to obtain project tracking numbers from plan submitters. Often these numbers can minimize confusion regarding timelines, submission dates, and wait times.

Finally, I am happy to report that we currently have a fee-free payment option. Submitters can pay via ACH for no additional fee. I am also open to evaluating future options for integrating credit card use charges into our overall fees when we next propose a fee revision rule.

Again, thank you for your interest in the department and for these recommendations. We share your interest in providing the best service possible with the resources available to us, and we welcome the opportunity to access additional resources to drive further improvement.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Hereth". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Dan Hereth
Secretary-designee