



July 25, 2018

Mayor Jenny Durkan  
City of Seattle  
P.O. Box 94749  
Seattle, WA 98124-4749

RE: Seattle Services Portal

Dear Mayor Durkan:

**AIA Seattle**

Center for Architecture  
& Design  
1010 Western Ave  
Seattle, WA 98104

T (206) 448 4938

[aiaseattle.org](http://aiaseattle.org)

We imagine you are very aware of the disruptive issues building industry professionals are experiencing related to SDCI's Seattle Services Portal. Our members would like to add the voice of Seattle architects to those calling for the City to fix the Portal and to fix it fast.

The new system, launched on April 30, continues to cause severe disruptions with permitting and inspection requests by architects and others. Our members' frustrations with the system include their inability to look up permits or see available permit intake dates in the calendar, problems uploading required documents, projects being lost in the system or going into a limbo status, the lack of a user dashboard (part of the old system), and more.

These problems are costing our industry significant money and time due to extended delays. Some firms have had to turn to professional permit expeditors at up to \$5,000 per project to accomplish what they used to be able complete in-house. These delays add costs to critical projects, including affordable housing, and disadvantage small firms that do not have the budgets to pay for the extra help.

The recent problems with the Portal have aggravated what was an already a difficult situation with permit review, with city reviewers frustrated and under stress due to very high workloads. This led to a pre-Portal upgrade system rife with delays and poor response rates to applicant inquiries.

In addition to resolving the current Portal problems, we ask that the City produce a plan to hire more reviewers or otherwise streamline the system to make the situation both tolerable for staff and more responsive to the needs of applicants. Once the situation is stabilized, we ask that the City be able to provide realistic target dates for individual review as well as accurate expected permit review durations.

Thank you for any help you can provide.

Regards,

A handwritten signature in black ink, appearing to be 'LR' with a flourish.

Lisa Richmond  
Executive Director

A handwritten signature in black ink, appearing to be 'Sidney Scarboro'.

Sidney Scarboro  
President