



Development Services

Ideas for Today and Tomorrow

*Introduction of a service enhancement proposal
to improve plan review and inspection services*

Goal

Get the customer to success through a timely and predictable development review process

Drivers

This proposal was shaped based on feedback from:

- Development Services Stakeholder Advisory Group
- DR2 / Blue Ribbon Panel
(EVP Prosperity that Fits Plan)
- 2009 Customer Service Survey (105 respondents)

Development Services Stakeholder Advisory Group

- Meet Approx Quarterly
- Members:
 - Lyle Hutchins, DEVCO Engineering
 - Bob Grant, Bob Grant Construction
 - Mike Goodrich / Boyd Dockendorf, Legend Homes
 - Brent Jenkins, JBD Construction, LLC
 - Rob Wood, Century Constructors
 - Henry Alaman, OSU Housing & Dining Services
 - Lori Fulton, OSU Facilities Services

Prosperity that Fits – DR2 / Blue Ribbon

Strategy 14: Streamline, clarify and update local permit and development review processes to reduce costs and increase the quality level of future developments.			Implementation to Begin:		
#	Action Description	Partners (* Denotes Lead)	Yrs 1-2	Yrs 3-5	Yrs 6+
14.1	<p>Establish a “blue ribbon” panel consisting of planners, engineers, policymakers, developers and other appropriate interests to identify priority permit, development and annexation review process improvements and opportunities. The goal is not to “relax” standards, but rather to add clarity and certainty to the review process. Specific assignments might include:</p> <ul style="list-style-type: none"> Facilitating a community conversation to identify development projects that are consistent with community objectives. Identifying and rectifying any potential redundancies, unnecessary restrictions and/or unclear requirements with the goal of setting a “guaranteed review timeline.” Evaluating and improving the current procedure for annexing properties. Prioritizing future areas for annexation, and defining acceptable development types for each. Inventorizing future development potential by type based on known land amounts in distinct geographic areas. Assessing the current PDO process and recommending critical improvements. Establishing zoning and permit flexibility for downtown and other in-fill areas to stimulate increased use of existing land and building resources before developing new. Establishing a “permit partner” program at city- and county-level regulatory offices, to: A) provide clear instructions to business applicants seeking new development, building improvements, etc. B) establish and clarify a project review timeline; C) troubleshoot review glitches or discrepancies; and D) offer insight or strategies for achieving defined policy or performance objectives. Provide a directory of related professional services offered locally. Designing and testing a “model permitting and development review package” that clearly articulates development targets, and outlines a step by step review process to take place within a specified period of time. This could first be applied to housing developments, and if successful, expand to additional development types. 	<p>City of Corvallis*, Chamber, Local contractors, Other political Jurisdictions, DCA (Pat Lampton) Corvallis Matters, CNHS</p>	⇒		

add clarity and certainty to the review process.

Establishing a “permit partner” program at city- and county-level regulatory offices, to: A) provide clear instructions to business applicants seeking new development, building improvements, etc.; B) establish and clarify a project review timeline; C) troubleshoot review glitches or discrepancies; and D) offer insight or strategies for achieving defined policy or performance objectives. Provide a directory of related professional services offered locally.

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Issues

- Overall process for plan review and inspections is much the same as it was 20+ years ago.
- Despite a very positive outcome, the 2009 Development Services Survey indicated concern in two key areas:
 - length of time required to complete the plan review process and the complexity of the process
 - coordination of reviews by multiple departments and multiple agencies
- Projects are broken into multiple phases
- Each phase contains large numbers of deferred submittals and revisions
- Time is money - customers expect instant service

Background

Four Elements to the Proposal

- Reorganization
 - Fund a Project Manager (Shepherd)
 - Combine Inspector/Plans Examiners
- Overhaul the approval process
 - Stop the re-review spin cycle
- Implement Electronic Plan Review (e-Plans)
- Add a Service Enhancement Fee
 - Supports an enhanced service level beyond the traditional baseline code review and approval
 - 3-year phase in

Reorganization

- Project Coordinators
 - A multi-certified inspector/plans examiner who is responsible for code approval from project inception, to final approval.

- Project Manager
 - Facilitates early troubleshooting of problems and proactively monitors projects for trouble spots
 - Develops tools for tracking, conducts quality control
 - Facilitates inter-department and inter-agency communications
 - Oversees project coordinators and promotes healthy conflict resolution

Process Overhaul

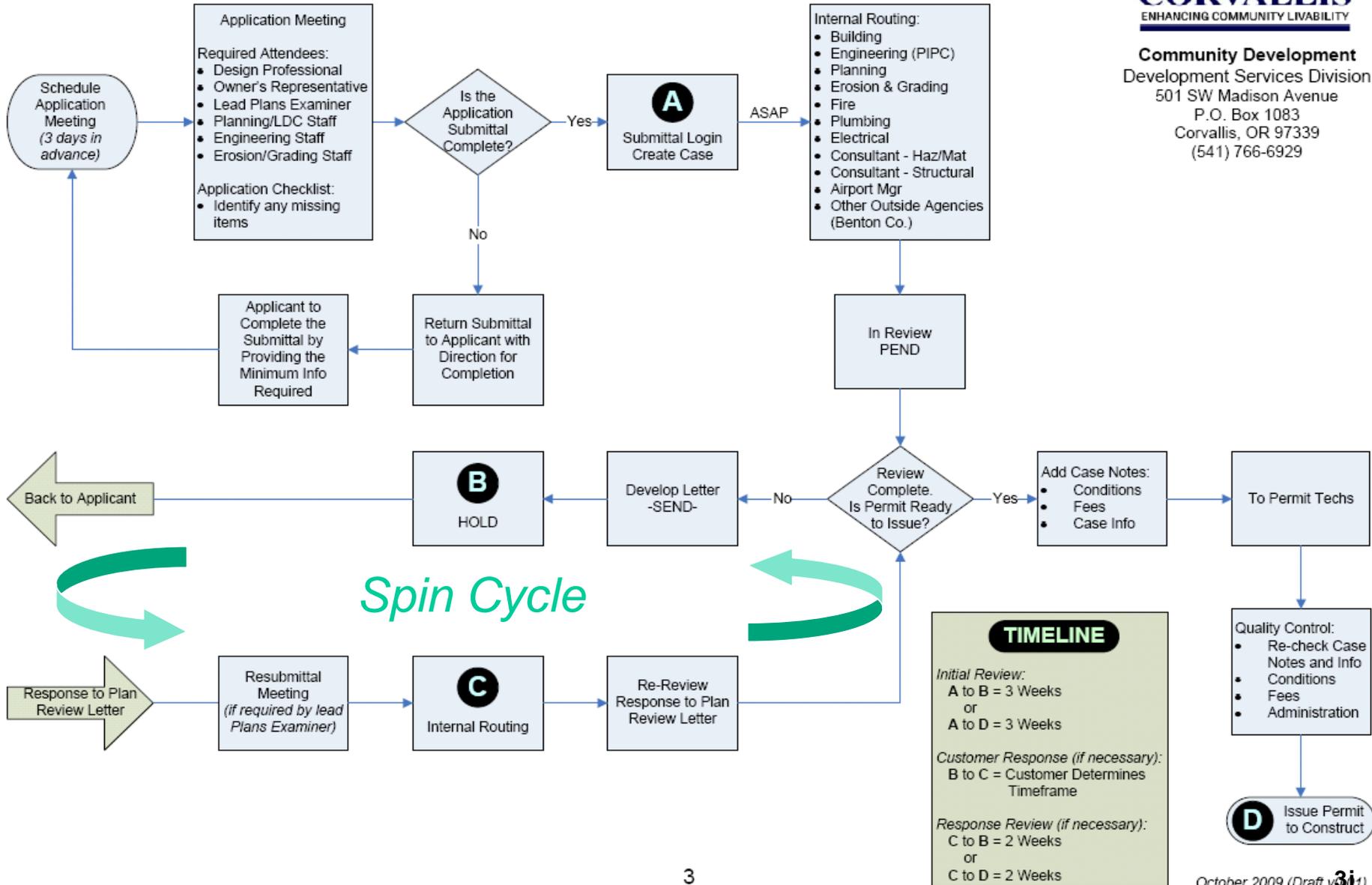
■ Approval Process

- Stop the re-review spin cycle – eliminate unlimited re-reviews
- Rapid Reviews - provide additional OTC staff coverage by certified staff (target from 30% to 60%)
- Advance pre-scheduling of reviews for new homes
- Implements tools for tracking, auditing and conducting quality control
- Project Manager proactively facilitates inter-department and inter-agency communications
- Restructure project workflow, focusing on timeliness, efficiency, and predictability

COMMERCIAL PLAN REVIEW PROCESS (\$500,000+ in Value)



Community Development
Development Services Division
501 SW Madison Avenue
P.O. Box 1083
Corvallis, OR 97339
(541) 766-6929



Time Savings

Project	Valuation	# Revisions	# Letters	1st Review	1st Letter	2nd Review	2nd Letter	3rd Review	3rd Letter	4th Review	4th Letter	Total City	Total Design
				City	Design Pro	Review	Review						
OSU Project	\$ 7,000,000	27	3	26	36	14	9	30	2	13		83	47
9th Street Retail Building	\$ 130,000	5	3	21	63	20	65	14	20	2		57	148
9th Street Retail Building Site Util	\$ -	9	3	20	65	32	20	14	4	8		74	89
OSU Project	\$ 4,500,000	35	3	21	25	9	8	6	5	2		38	38
Warehouse/Storage Facility	\$ 4,596,000	17	3	21	66	14	44	12	1	5		52	111
Business/Factory	\$ 1,638,400	18	3	24	16	14	7	14	14			52	37
Fitness/Retail Center	\$ 953,500	36	9	21	16	19	18	14	15	13	12	67	61
Hospital Project	\$ 4,400,000	29	2	13	36	15	4	15				43	40
OSU Project	\$ 5,000,000	5	1	21	36	3	8	7				31	44
OSU Project	\$ 5,000,000	6	2	50	5	15	20	14	29	6		85	54
Office Shell	\$ 376,000	14	2	22	9	18	6	4				44	15
Office TI	\$ 375,000	6	2	22	22	5	9	1				28	31
Clinic	\$ 1,516,400	14	2	32	34	27						59	34
Averages		17	3	24	33	16	18	12	11	7	12	55	58
							TARGET						
				Avg # Days		73	Avg # Days	30					

e-Plans

■ Project Dox

- Plans submitted electronically over the internet
- Plans reviewed electronically by all staff concurrently
- Markup layer
- Code information layer
- Enhance accountability for City and Applicant



plan layout1.dwg V1

425

48" Clear

EN'S
ER RM.

JAN.

Cut wing wall back to clear 48" wheelchair access to restroom.

Title	Author	Date
Door Relocation Issue		
Fire Exit Issue		
Wheelchair Access Issue		

All

Wheelchair Access Issue

COORDINATOR #1 PLAN

ADA Accessibility Guidelines Building Code Issue - 4.23 WCA48CLEARv1

Move or cut back wing wall in men's restroom to allow for a 48" wheelchair access.

ADA Accessibility Guidelines - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Favorites

Address <http://www.access-board.gov/adaag/html/adaag.htm> Go Links

ADA Accessibility Guidelines for Buildings and Facilities (ADAAG)

[PDF version](#) [ADAAG Homepage](#) [Download](#) a zipped copy to your computer. Then, unzip files and install them in a single folder and open "adaag.htm."

As amended through September 2002 [About this Edition](#)

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Fee Adjustment

- Pursue a service enhancement review fee
- The service enhancement review fee is proposed to be phased over a 3-year period as services rollout:
 - 20% January 1, 2011
 - 20% January 1, 2012
 - 27% January 1, 2013 (total = 67% of Plan Review Fee)
- Avoids the state surcharge as the 12% surcharge is not required on plan review – Keeps the revenue local

Project Impacts

New 6,260 sq ft Office Building				
Valuation		\$	751,000	
Square Feet			6,261	
Development Services Permits				% of Project
			Shell & TI	of Value Increase %
Building Permit			2,979.99	
Building Plan Review			2,979.99	
Land Development Code Review			983.79	
Full 2013 Adjusted SE Review			1,996.20	
Fire & Life-Safety Review			2,979.99	
	Current	\$	9,924	1.32%
	Proposed	\$	11,920	1.59%
				0.27%
			Adds \$ 1,996	
			0.27% to cost of project	

SE Review Phase-in			
	January-11	January-12	January-13
SE Fee	\$ 596	\$ 1,192	\$ 1,996

Project Impacts

New 24,000 sq ft Medical Office Building			
Valuation	\$ 4,000,000		
Square Feet	24,000		
		% of	Project
Development Services Permits		of Value	Increase %
Building Permit	13,487.00		
Building Plan Review	13,487.00		
Land Development Code Review	4,450.00		
Full 2013 Adjusted SE Review	9,037.00		
Fire & Life-Safety Review	13,487.00		
	Current	\$ 44,911	1.12%
	Proposed	\$ 53,948	1.35%
			0.23%
		Adds \$ 9,037	
		0.23% to cost of project	

SE Review Phase-in			
	January-11	January-12	January-13
SE Fee	\$ 2,698	\$ 5,396	\$ 9,037

New 2,380 sq ft Single Family Dwelling

Valuation		\$	266,791		
Square Feet	Dwelling		2376		
	Garage		620	2,996	
SDC Fees	Water		1,991.54		
	Sewer		5,439.61		
	Storm		158.55		
	Street		2,210.72		
	Parks		5,152.65	\$ 14,953	5.60%
Development Services Permits					
Building Permit			1,130.86	% of	Project
Building Plan Review			1,130.86	of Value	Increase %
Land Development Code Review			373.18		
Full 2013 Adjusted SE Review			757.68		
Mechanical Permit			220.00		
Mechanical Plan Review			110.00		
Plumbing Permit			380.00		
Plumbing Service Charge			175.00		
Temp Electrical Permit			65.00		
Electrical Permit			300.00		
Erosion Control Permit			250.00		
Certificate of Occupancy			25.00		
			Current \$	4,160	1.56%
			Proposed \$	4,918	1.84%
					0.28%
State Surcharges					
State Building Surcharge	12%		135.70		
State Mechanical Surcharge	12%		26.40		
State Plumbing Surcharge	12%		45.60		
State Electrical Surcharge	12%		36.00		
State Electrical Temp Surcharge	12%		7.80		
			\$	252	0.09%
Other					
Water Meter			474.00		
Sidewalk			25.00		
Curb Cut			75.00		
			\$	574	0.22%
Grand Total					
			Current \$	19,938	7.47%
			Proposed \$	20,696	7.76%
		Adds \$	758		
		0.28% to cost of project			

	SE Review Phase-in		
	January-11	January-12	January-13
SE Fee	\$ 226	\$ 452	\$ 758

Benefits

- Biggest benefit is consistency and project time savings
 - Approaches projects like they are projects, rather than by specific disciplines
 - Home Builder, Remodeler – Scheduled counter & OTC review
 - Commercial Builder – Electronic plans, Project Coordinator, Field Approved Revisions
- Eliminates workflow cycle delays – streamlines process

“There will be no “percentage of a total project cost” nor “cost per day” which will be consistent from one project to the next.”

“I can assure you, however, with the proposed permitting process change proposal, the savings to any large project, will far outweigh the proposed fee increase.”

Next Steps

- Feedback from ASC
- Additional outreach to various groups
(Home Builders, Stakeholders, DR2, etc)
- Notice of public comment at the October 20, ASC
- ASC to review and deliberate
- Recommendation to Council, November
- First phase effective January 1, 2011