

Development Services Services Enhancement Proposal

September 1, 2010

Goal

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

Drivers

- 1) Times have changed - Construction project management strategies and administration have been evolving for the past 10 years or more while the process for plan review and inspections is much the same as it was 20+ years ago
- 2) 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
- 3) Projects are broken into multiple phases – each phase contains large numbers of deferred submittals and revisions – creates a sizable challenge to track and manage for both developer and facilitator, often results in unnecessary project delays
- 5) Time is money - customers expect instant service and instant approval

Feedback

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)

Four Parts

- 1) Reorganization
 - Fund a Project Manager (Shepherd)
 - Combine Inspector/Plans Examiners (Project Coordinators)
- 2) Overhaul the approval process
 - Stop the re-review spin cycle (2 reviews max)
- 3) Implement Electronic Plan Review (e-Plans)
- 4) Add a Service Enhancement Fee
 - Supports enhanced service level beyond traditional baseline services
 - 3-year phase in total 67% of plan review fee (20% Jan 2011, 20% Jan 2012, 27% Jan 2013)

Project Cost

Total Service Enhancement Fee in 2013 will equal approximately 0.25% of the overall project cost

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

Project	Valuation	# Revisions	# Letters	1st Review City	1st Letter Design Pro	2nd Review City	2nd Letter Design Pro	3rd Review City	3rd Letter Design Pro	4th Review City	4th Letter Design Pro	Total City Review	Total Design 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
				Avg # Days		73	TARGET		Avg # Days		30		

“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.”

Approximate Estimated Savings

- Office Shell and TI \$ 350 per day
- Clinic Shell and TI \$ 1,000 per day
- New retail building \$ 1,500 per day

“Cutting 30 days out (average) would be fantastic!”

-Rob Wood, Century Constructors
August 23, 2010

