

Development Services Update

Mark Van Vleck, PE

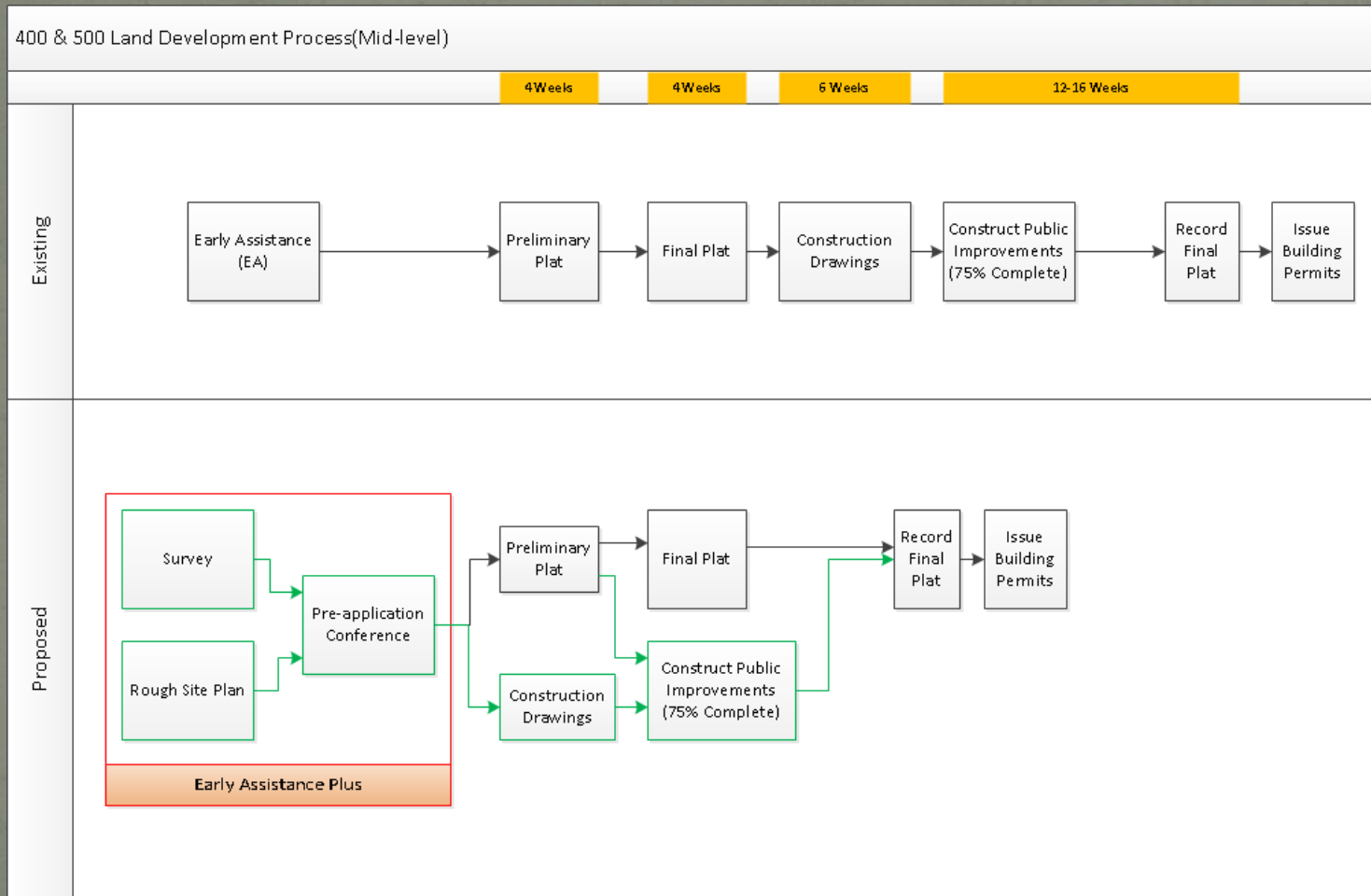
Director

April 30, 2013

Reorganization

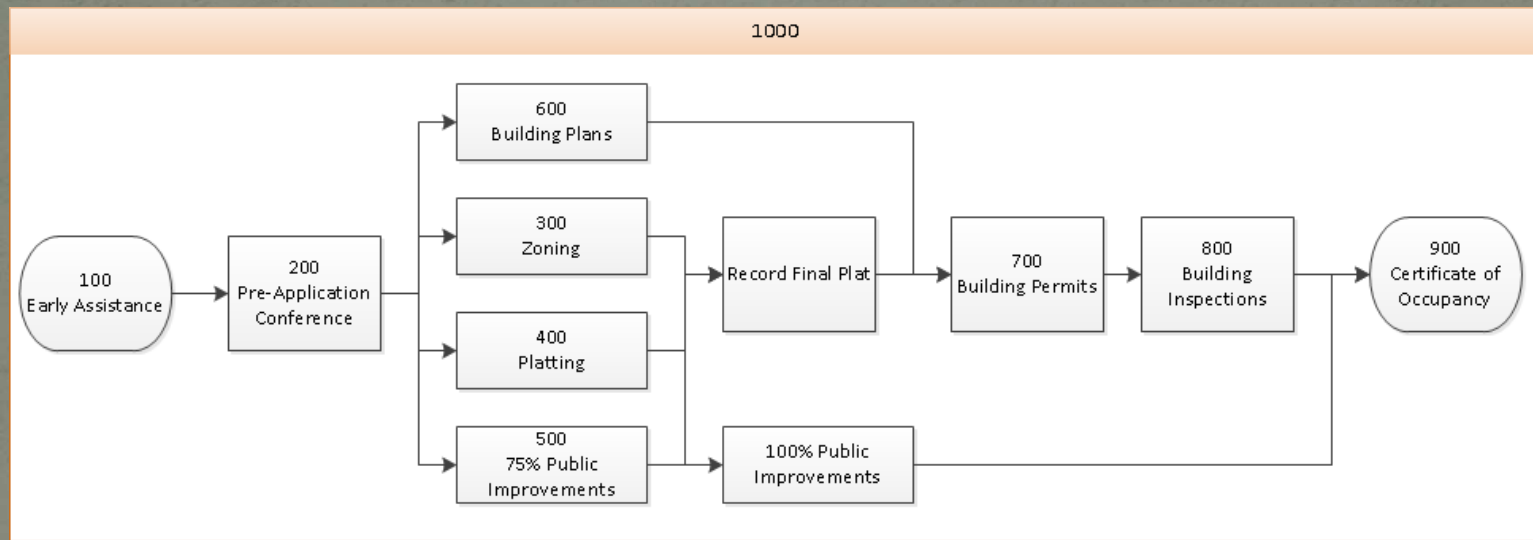


Platting Process



All Processes

Time to Permit reduced by 6 to 8 weeks



Additional Process Improvements

- Administratively approved Deferment Agreements
 - Reduced Time to Permit by 2 to 4 weeks
- Streamline process for Administratively approved Plats
 - Reduced Time to Permit by 1 to 2 weeks
- Morning Operations Meeting to discuss current status of all reviews.

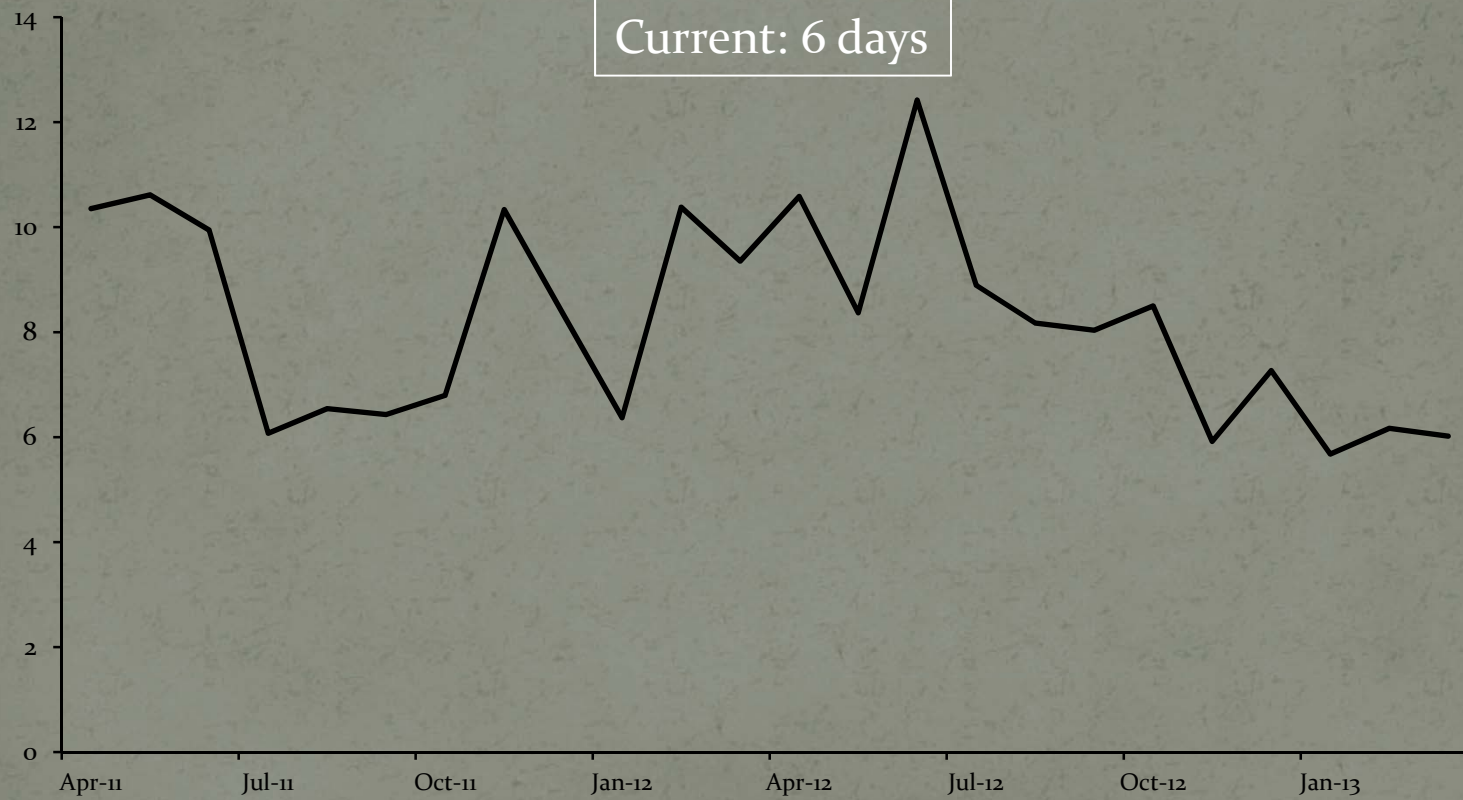
Commercial Plan Review

Number of Reviews



Commercial Plan Review

Average Staff Review Time (Days)



Commercial Plan Review

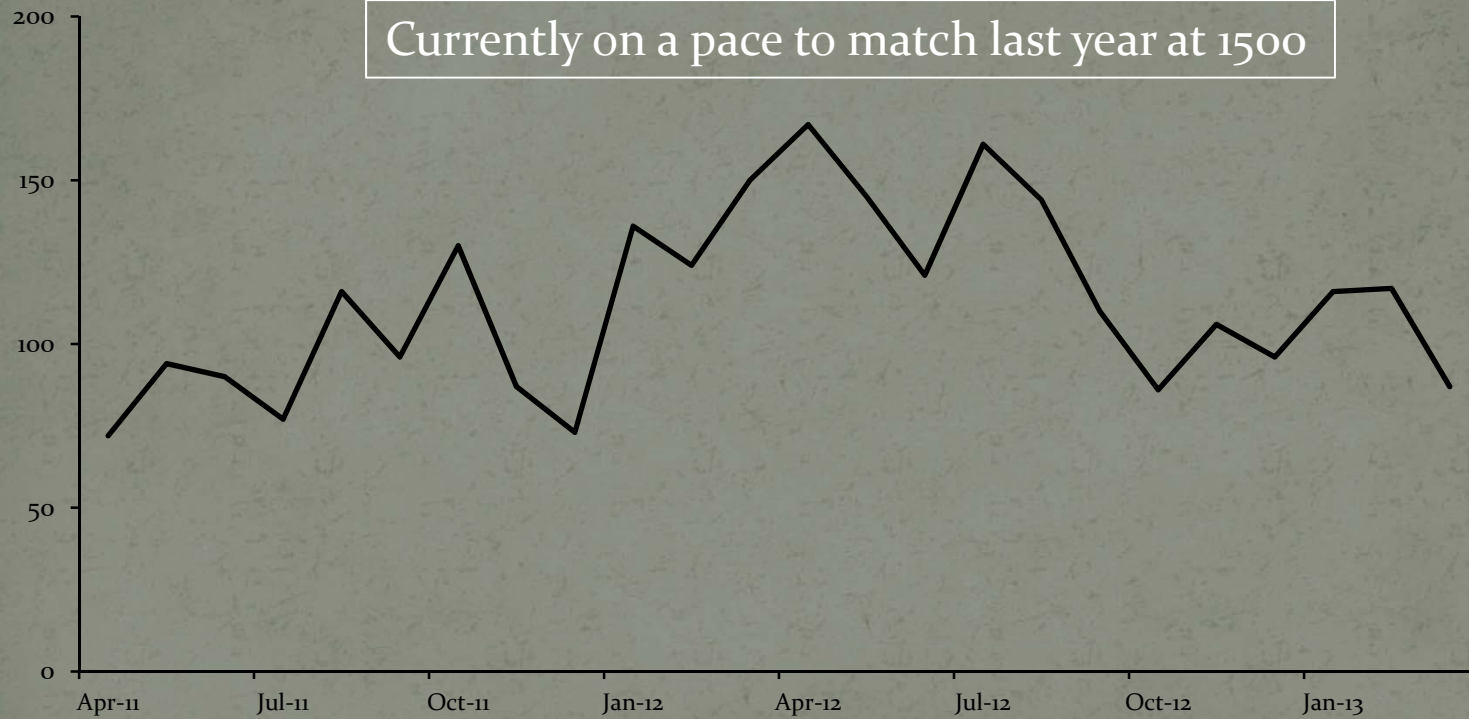
Max Review Time (Days)



Residential Plan Review

Number of Reviews

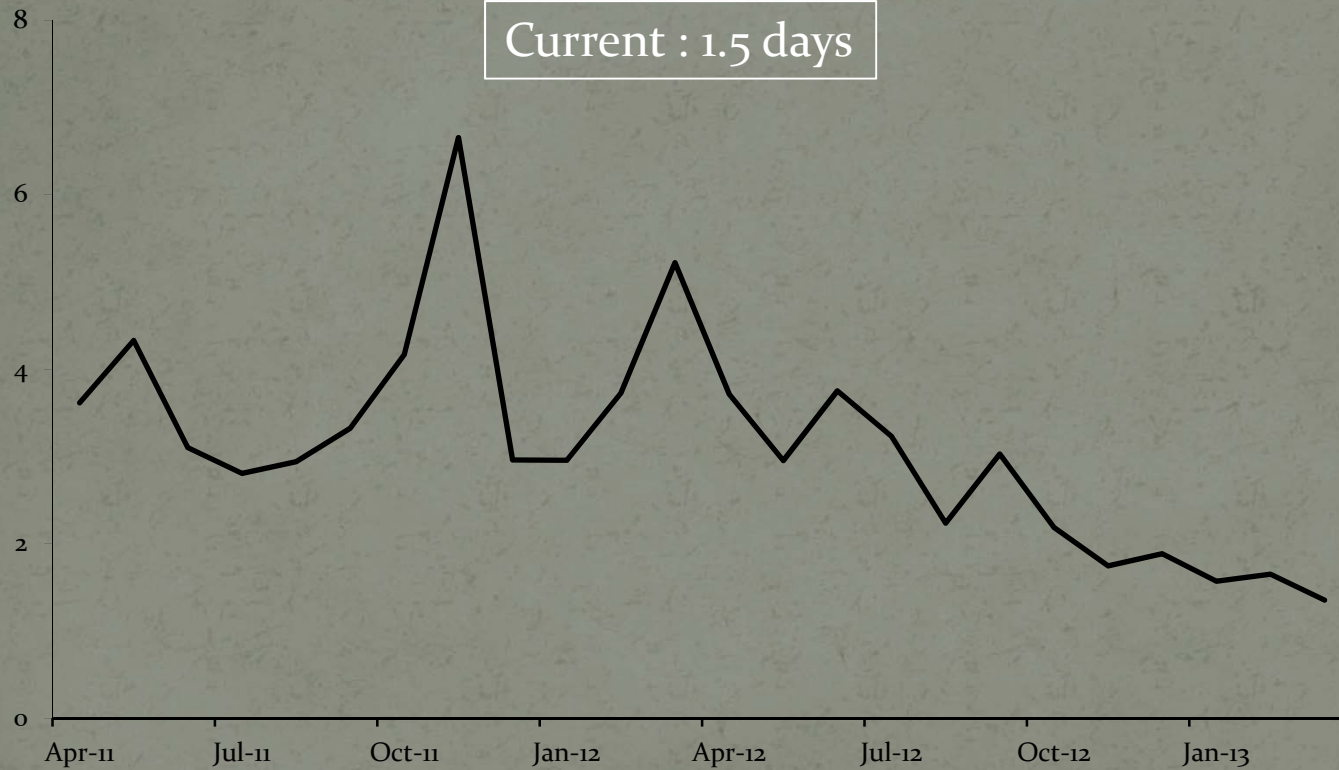
Currently on a pace to match last year at 1500



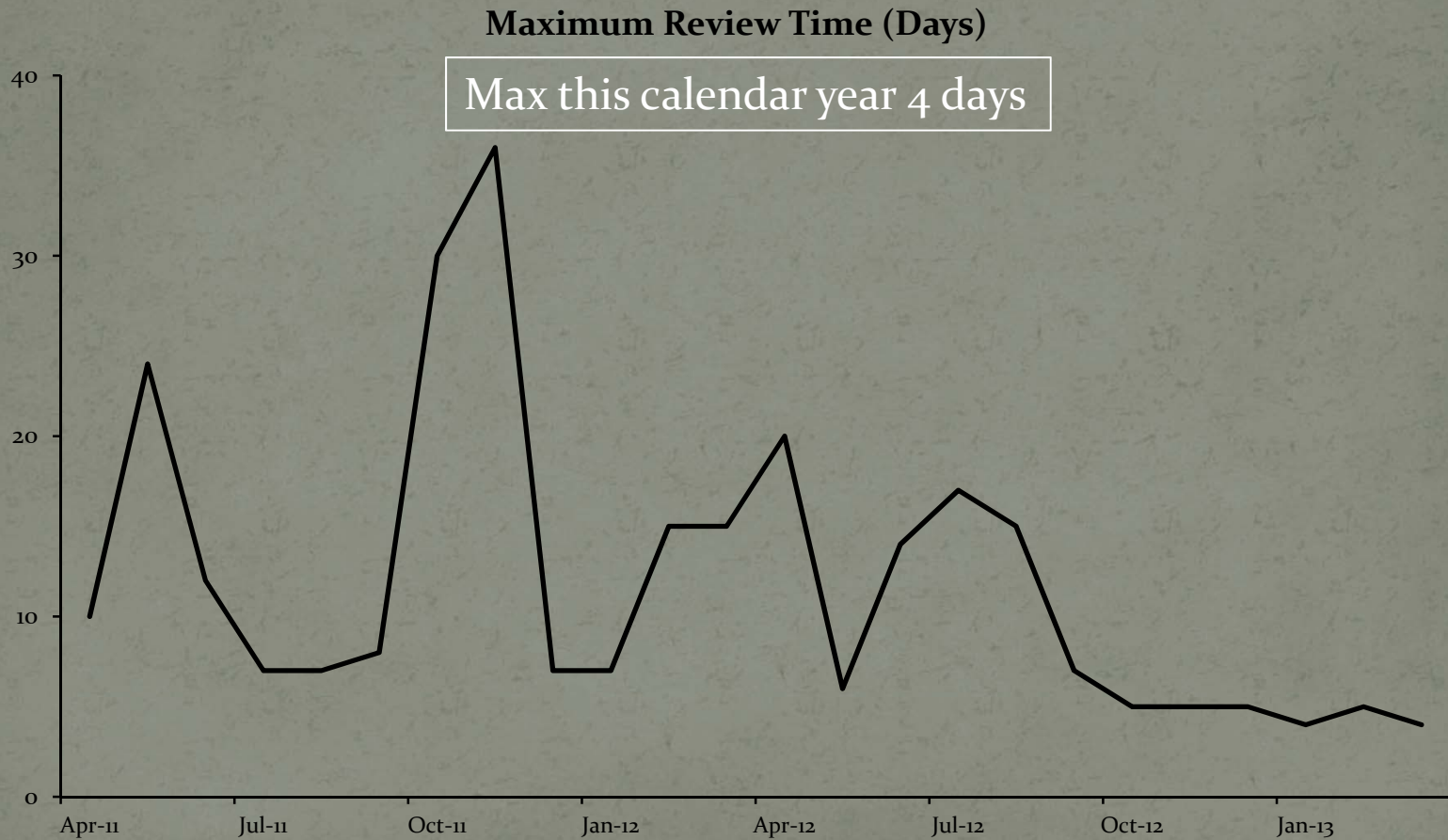
Residential Plan Review

Average Staff Review Time (Days)

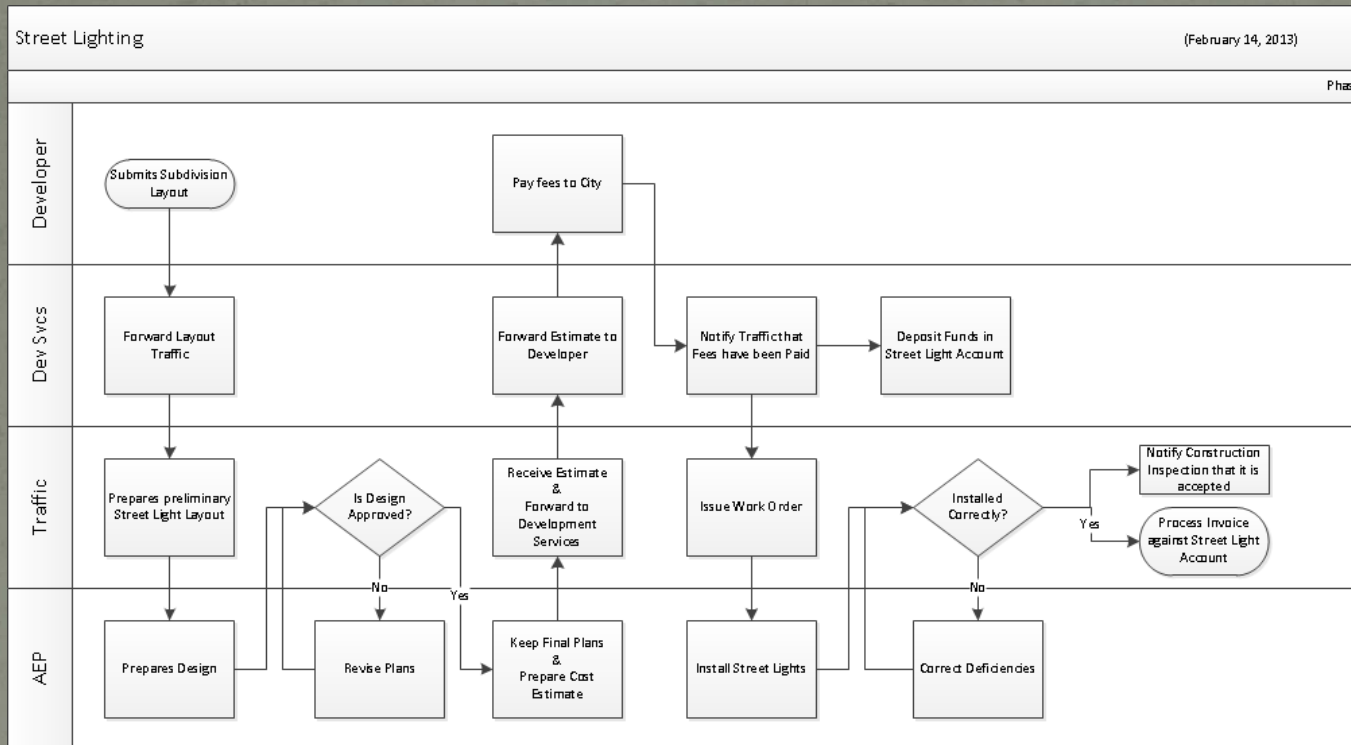
Current : 1.5 days



Residential Plan Review

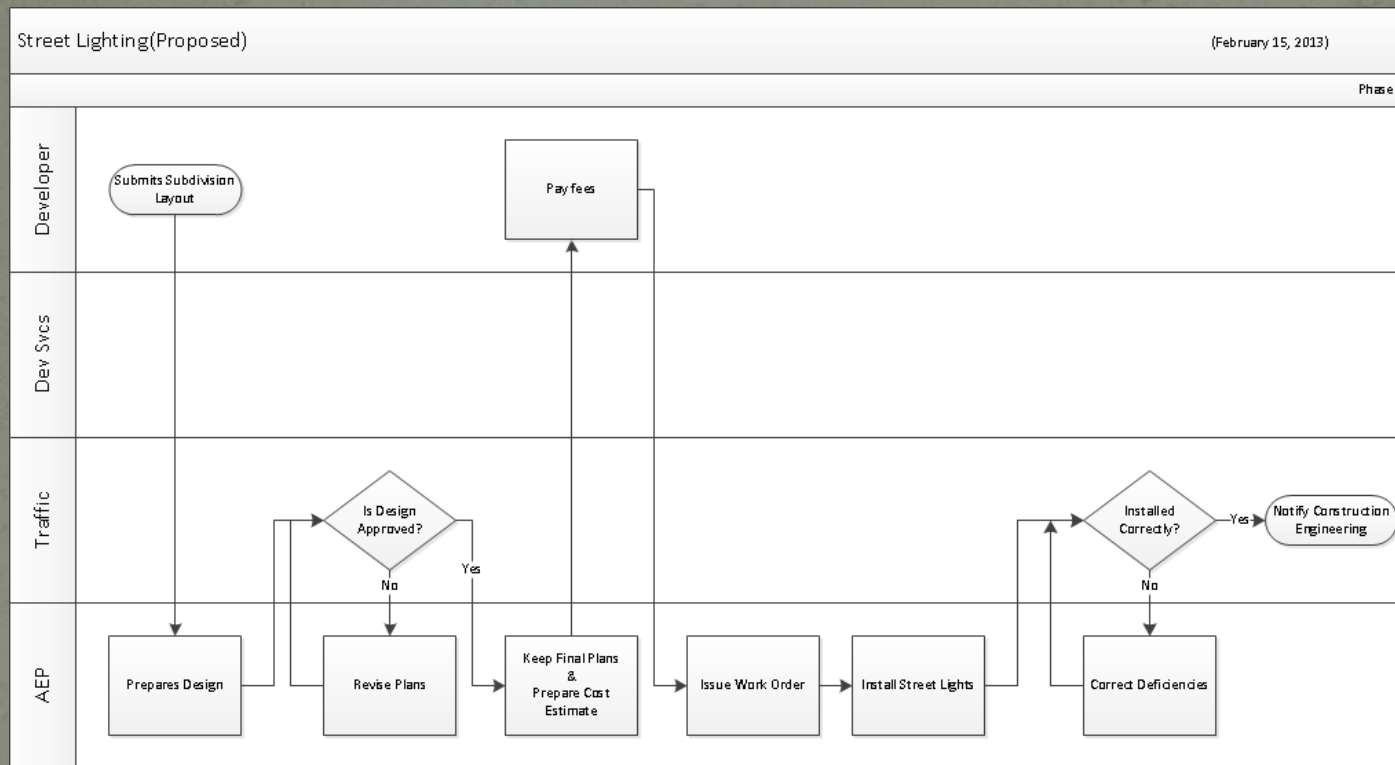


On-going Process Improvements



Revised Process

Removed 7 steps and two weeks



Conclusion

- Continuous process improvement is beginning to take hold in the department.
- Our biggest challenges over the next year:
 - Recruiting, training and retaining qualified inspectors.
 - Identify the replacement to our software (HTE)
 - Communicating the metrics that I presented to you today to our customers