

Development Process Improvements
2008 – Present

When the Department of Development Services was formed in July 2008, the Board of County Supervisors charged the County Executive with the task of streamlining the commercial development process. In order to accomplish this task, the County reached out to the development community and solicited feedback and assistance with identifying areas for improvement and participating in the effort to re-define the development process. Over the last nine (9) years, the County has worked cooperatively with the development community on numerous process improvement teams. Below are some of the focus areas that were improved.

1. **Established the Commercial Project Management Program**
 - a. Industry supported this effort through a 12% Building Development Fee increase on all commercial development fees
 - b. Provides the customer with a single point of contact and allows issues to be resolved in a timely manner
2. **Created a Process Action Team with industry to create a Commercial Bond Phasing Program**
3. **Created a process Action Team with industry to review all Building Development Policies**
 - a. Review/Discuss each policy to establish "why" the policy was originally issued
 - b. Determine if each policy is still valid and still needed
 - c. Determine if there are other policy alternatives that provide for the health, safety and welfare at a return of better, faster, cheaper

Results

<u>Proposed Action</u>	<u>Total</u>	<u>Percentage</u>
Delete/suspend	3	5%
No revisions	28	49%
Minor admin. Revisions	20	35%
Major revisions	5	9%
New policy	1	2%

4. **Created a Process Action Team with industry to review the Building Development plan review process**
 - a. The Committee developed 18 recommended Action Items. The most significant Action Items:
 - i. Develop a plan to incorporate electronic plan submission and review
 - ii. Revise the construction field revision form
 - iii. Revise the requirements for sealing/signing of building plans
 - iv. Revise the Policy related to Special Inspection Shop Drawings and Submittals
 - v. Promote Outreach and Education

5. **Created a Process Action Team with industry to review the County Performance Bonding requirements**
 - a. Increased the bond extension time frames – reduced costs for development projects
 - b. Adjusted the bond rating system - enabled more financial institutions to conduct business with the County
6. **Created a Process Action Team with industry to improve the review of Fire Rated Assemblies**
7. **Developed a collaborative approach to implementing new development regulations**
 - a. Through the County's Development Ordinance Review Committee (Board appointed) , we involve the citizens and the development community in the discussions of the draft regulations to get input on the wording and enforcement of the regulations
 1. Example: Landscaping standards – we increased the landscaping standards at the Boards direction, but also allowed more flexibility in the site design process (created a win-win)
8. **Created a Process Action Team with industry to improve the County's bond release process**
 - a. Extended punch list time frames (30 – 90 days)
 - b. Landscape Escrow Reductions (one-time 50%)
 - c. Camera Inspection validity extended (6 mo. – 1 yr.)
9. **The Board approved the establishment of Flex Positions within development agencies. This allows Departments to quickly respond to staffing needs created by increased development activity.**
10. **Created a Process Action Team with industry to review the County's development fee schedules**
 - a. This was done in 2012 and is underway in 2015
11. **The Fire Marshal's Office hosted a meeting with industry in the fall of 2014 to help identify ways to improve the plan submission process**
12. **The Planning Office created the expedited agenda process**
13. **Created a Process Action Team to improve the SUP/Rezoning process**
 - a. Revised the Sketch Plan requirement policy
 - b. Improved the notification process associated with Final Plan submissions
14. **The Board provided \$3.3 million dollars in financial support from the Economic Development Opportunity Fund to help support development agency budgets during the recession. This support allowed development agencies to maintain their core staffing levels.**

15. **Development Agency Directors actively participate on various development industry organizations (i.e. NVBIA, NAIOP, County Commercial Development Committee)**
16. **The County established a 50/50 program, which allows developers to post up to 50% of their erosion and sedimentation escrow in the form of a Performance Bond**
17. **Review of the Land Development Fee Schedules**