

Developers Focus Group Meeting

Process Improvement... an Ongoing Practice!



Planning & Development Services
February 14, 2019

Agenda

□ Introduction

- Welcome - Greater Chamber of Commerce

□ Director's Update

- City Council Items
- 2018 Accomplishments
- iCARE Culture implementation

□ Survey Results - Chamber of Commerce

□ Updates

- Comments from November's Meeting
- Electronic Plan Review (EPR)
- Fire Prevention
- AP.com (Online Permitting System) Information

□ Upcoming Permitting Workshop

2019 City Council Items

- Gas Well Ordinance Update
- Hotel Design Standards
- Short-Term Rental (STR)
- Downtown Master Plan implementation

2018 Accomplishments

Ordinance Adoptions:

- a. Ordinance amendment related to Grease Trap/Interceptor Sizing Method (17-073)
- b. 2015 International Codes and 2017 National Electric Code adoption
- c. UDC Update – related to mixed-use developments in the Downtown Business and Downtown Neighborhood Overlay districts
- d. UDC Update – related to a minimum setback requirement for future residential development adjacent to gas well sites (18-037)
- e. UDC Annual Update (18-062)
- f. Downtown Master Plan

Implementation of new City Policies/Ordinances:

- a. Smoking Ordinance implementation (17-024)
- b. Small Business Initiative
 - i. Assist business owners and contractors throughout the permitting process
 - ii. Update website and provide resources
 - iii. Creating a user-friendly small business guide

2018 Accomplishments (contd.)

Department Initiatives

- ❑ iCARE Culture
- ❑ Process Improvements based on Developers Focus Meetings
 - Grease Trap Interceptor Sizing – new method and now reviewed by the Senior Plumbing Inspector instead of Water Resource Specialist
 - Created ‘Project Management Contact Sheet’ with contact information for the project manager, their supervisor, all the way up to the Director, so that if the customer has any issues, they know that there are higher-ups in the department who can help. This sheet is provided to all applicants, along with their first comment letter.
 - Electronic Signature Stamp – now utilized for various permits, thus reducing the need for the customer to make a trip to City Hall to collect the issued permit.
 - Certificate of Occupancy - Building and Fire Inspection are done during the Building Permit (CP-Remodel) stage to reduce additional/unforeseen requirements
 - Fire Prevention Specialist funded in FY2019 Budget to assist in inspections (especially allows for preliminary Fire Inspections, during due diligence period)
 - Residential subdivision permitting process
 - Added a second over-the-counter permitting desk
- ❑ Third Party Review Program for Fire Plan reviews established
- ❑ Customer Service training for all staff; robust training for our new employees and refresher courses for our existing employees.

Fire Prevention

- **Fire Prevention Specialist position**
 - Hired in December and is currently in training

The Arlington Fire Department embraces the community and business partnerships and are constantly working to improve services

iCARE Culture Implementation

- ❑ Attitude
- ❑ Impression
- ❑ **Connection**
 - *'Customer Appreciation Week': Highlighting one Downtown Arlington Business every month!*
- ❑ Response
- ❑ Exceptional



January – Jack's Chicken Shack

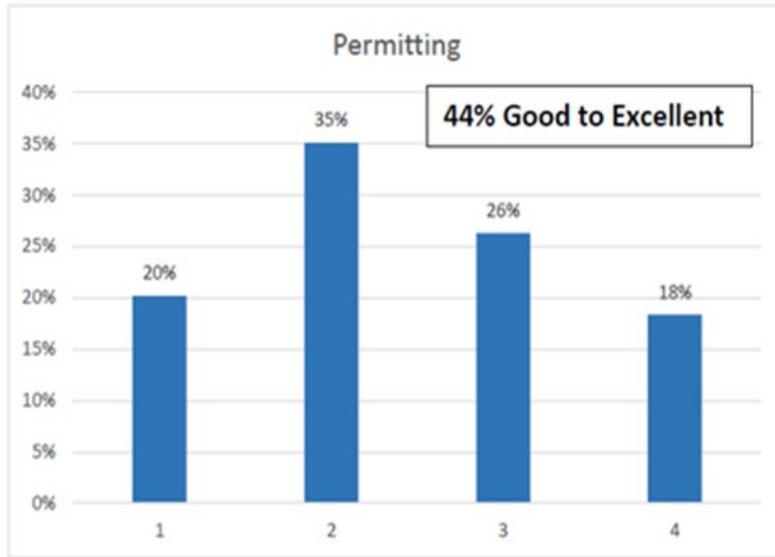


February – J.R. Bentley's

Greater Chamber of Commerce

Welcome New Members to the Developer's Focus Group!

Arlington City Services



Survey conducted at the end of last year

Participation:

115 online respondents and 28 in-person respondents

Permitting process in the City was rated by most respondents as needing improvements.

Goals:

1. Change the perception.
2. Dashboard of performance measures.
3. Continue to identify specific systemic issues and address.

Performance Measures:

Plan Review Goal Times

Measure	FY2016 Average	FY2017 Average	FY2018 Average
Public Improvements (Engr.)	100%	100%	100%
Site Plans (Engr.)	96%	93%	100%
Plats (Planner)	100%	100%	100%
Residential (Plans Exam)	95%	95%	99%
Commercial (Plans Exam)	92%	88%	98%
Fire (Plans Exam)	92%	95%	90%
Building Inspections	100%	100%	100%

Greater Chamber of Commerce

Survey Results

- ❑ **Fire Marshall inspections inconsistent**
 - *COA-Building and Fire Inspection are done during the Building Permit (CP-Remodel) stage to reduce additional/unforeseen requirements.*
 - *COA-Fire Prevention Specialist funded for 2019 to assist in inspections (allows for preliminary Fire Inspections, during due diligence period)*
- ❑ **Signage and Permitting processes are unwieldy and unnecessarily complex. Hard for new businesses- inspectors, signage, etc.**
 - *The previous process required you to come in and pick up the permit. Today, we issue permits with the Electronic Signature Stamp process, thus not requiring you to come to City Hall.*
- ❑ **Does not encourage, makes it difficult unlike other cities where they welcome you and want your business there...Feel Arlington doesn't care if you grow**
 - *iCARE Culture a change of philosophy "How can I help you" to "Thank you for your investment in Arlington".*
- ❑ **Little slow at issuing a green card to businesses... Example: Inspector say somethings needs to be in a certain spot, the business will follow what the inspector says. Inspectors comes back out saying its wrong and makes them change it. Which it makes it very hard for the new businesses.**
 - *The Inspector's use the approved plans during the inspection and are trained not to add new comments, unless it is a life safety issue.*

Update from November's Meeting

☐ Asbestos Survey

- *State Law 25TAC §295.34(1)(2)*, which states that a municipality may not issue a building permit to renovate or demolish a commercial building unless either (1) an asbestos survey has been completed on the affected parts or (2) a letter from an engineer or architect is submitted stating they have reviewed all the MSDS sheets for every product used in the construction of the building and nothing contains asbestos. There is no exception to this based on the age of the building.
- *Stored electronically in Permit folder as part of the construction plans*

☐ Owner Information

- *Information is requested and entered into AMANDA*

☐ Times for Plan Review

- *Posted on PDS webpage*

<http://www.arlington-tx.gov/pds/wp-content/uploads/sites/11/2018/11/Turnaround-Times-Plan-Review.pdf>

☐ After-Hours Emergency Inspection Number

- *Posted on PDS web page*

<http://www.arlington-tx.gov/pds/building-inspections/emergency/>

Electronic Plan Review (EPR) Update

Coming Spring
2019!

❑ Vendor

- ePlanSoft

❑ Training

- Internal training for staff
- Spring 2019 - Training Workshop for customers
- Additionally, 'how-to videos' and 'training tutorials' will be uploaded on our website and AP.com for our users.

Current Arlington Permits.com

AP.com Interface



Arlington Permits

Welcome to ArlingtonPermits.com, your One Stop online platform for a variety of permits, licenses, and registrations.

For assistance with questions: [Contact Us](#) or [View Helpful information](#).

What's New to Arlington Permits Online

December 14, 2018: **Application Policy – ten (10) business days**

Building permit applications started on-line through arlingtonpermits.com will remain in our system for **ten (10) business days** until payment and/or plans are received. If **no** payment and/or plans are received within ten (10) business days, then the application will be **voided**, and a new application must be submitted.

Enhanced Arlington Permits.com (to be launched with EPR)

AP.com Interface

The screenshot displays the Arlington Permits.com website interface. At the top left is the Arlington logo, a red and blue star with the text "ARLINGTON THE AMERICAN DREAM CITY". To its right is the "Arlington Permits" title in a large, dark red font. Further right are three circular icons: a magnifying glass labeled "SEARCH", a question mark labeled "HELP", and a gear labeled "SERVICES". On the far right is a dark blue login box containing "Log in", "Email Address" and "Password" input fields, a "LOG IN" button, and links for "Forgot Password?" and "Report Technical Issues". Below the login box is a "First-time user?" label and a "REGISTER" button. A dark blue banner below the header contains the text "Your one-stop online platform for permits, licenses, and registrations." Below this banner are two dark red navigation bars. The first is labeled "What's New" and the second is labeled "How-To Guides". Under the "How-To Guides" bar is a list of links, each preceded by a small red icon:

- Web Registration
- Applying for a New Business Registration
- Apply for a Permit
- Paying Fees Online
- Update or Renew Online
- Enable TLS on Browser
- Create My Arlington Permits Account
- Schedule My Garage Sale Permit
- Cancel My Garage Sale Permit

Upcoming Permitting Workshop

6 to 8 pm.
Wednesday, Feb 27
2nd floor, City Hall

- Bi-Annually
 - February 27, 2019
 - August 29, 2019

- Assist small business owners, residents & contractors throughout the permit process
 - Building permits
 - Inspections
 - Certificate of Occupancy

QUESTIONS