

One-Stop Arlington Customer Advisory Working Group

Meeting Summary
May 22, 2018

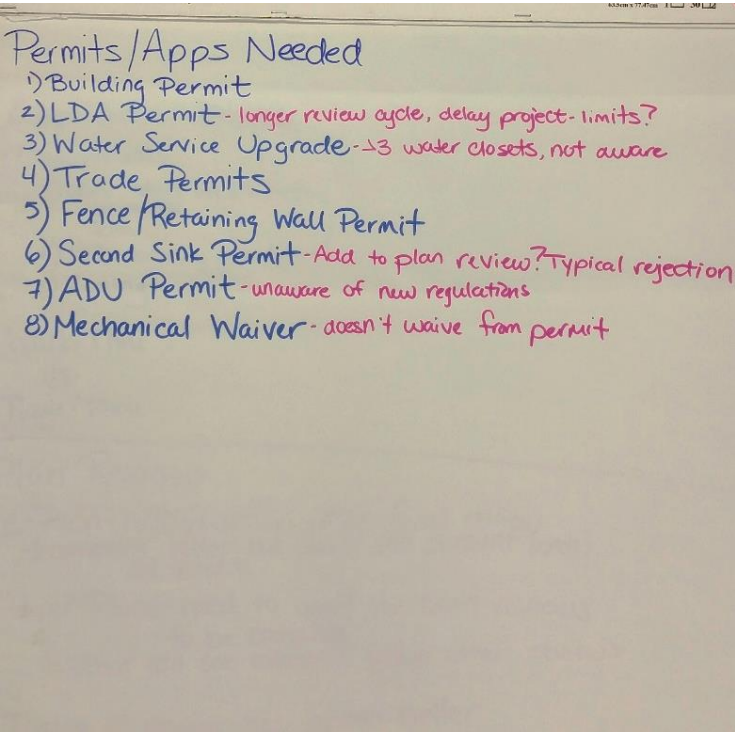
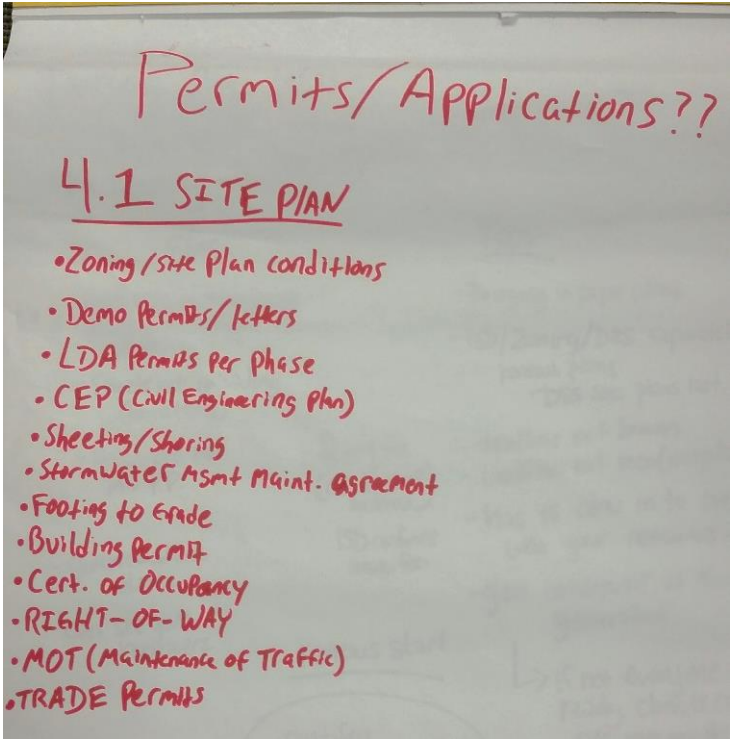
WG member attendees: Jeff Adler, Kenneth Hewitt, John Lutostanski, Betsy Staggs, Christopher Young
County staff attendees: Deborah Albert, Melvin Adler, Samantha Blue, Sadé Bowers, Allison Cook, Kevin Josey, Kimberly Kalaha, Jessica Margarit, Aja Moody, Darryle Smith

Working Group recap: Member and staff introductions. This month's meeting was a working session where members worked with staff to map the process for submitting a permit application for Residential Addition and New Commercial Building.

Discussion with members was based on the following questions:

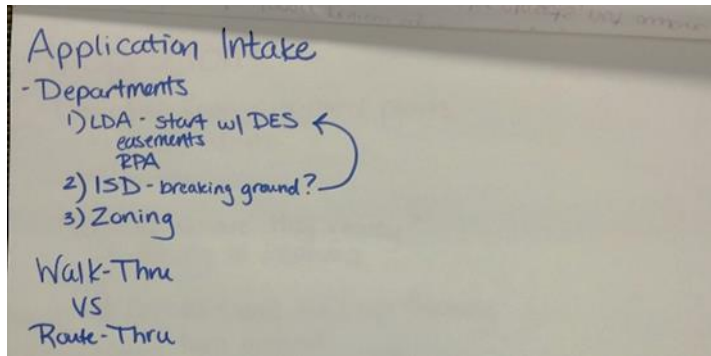
1. What permits/applications do you need for this project?
2. What occurs during permit or application intake?
3. What occurs during plan review?
4. What occurs during inspections?
5. What completes the process?

Comments from members are below:

Residential Addition	New Commercial Building
<p data-bbox="35 1010 797 1081">What permits/applications do you need for this project?</p> 	<p data-bbox="797 1010 1593 1081">What permits/applications do you need for this project?</p> 

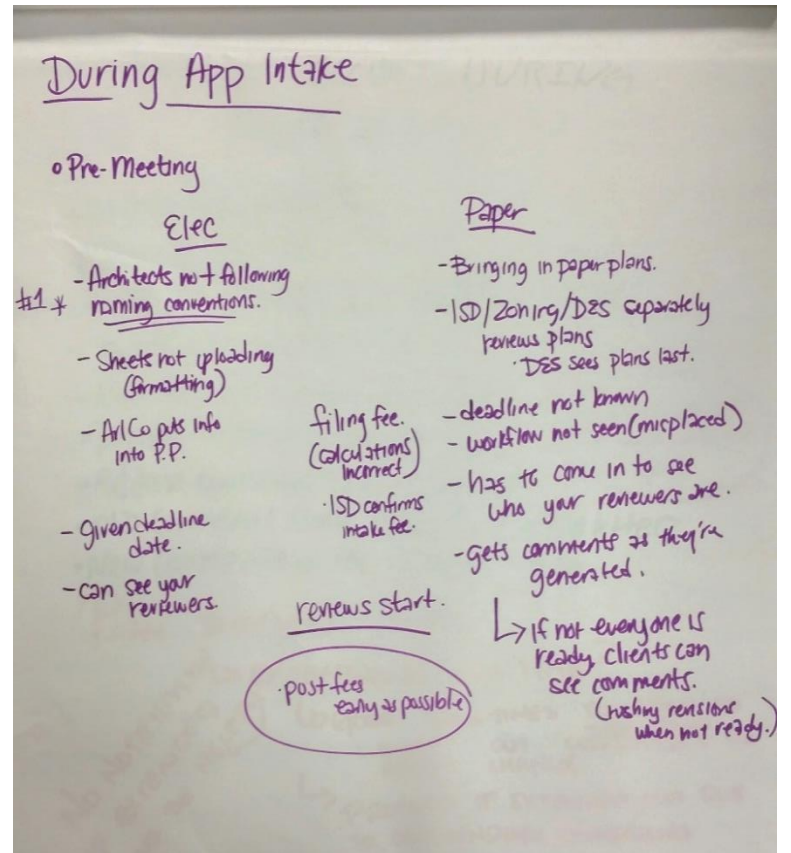
Residential Addition

What occurs during permit or application intake?



New Commercial Building

What occurs during permit or application intake?



Residential Addition

What occurs during plan review?

Plan Review

e-Plan - notification after final review
* comment letter but can't see comment until all complete

Paper Plans - need to wait for both reviews to be complete
* but can see comments before other reviews

Timing of review has gotten better
- But would like to see comments before cycle closes.

Plunker boxes - satisfying different dept's requirements
- no clear-cut Code answers

Comment response letter is helpful!

New Commercial Building

What occurs during plan review?

WHAT OCCURS DURING PLAN REVIEW ???

- TRACKING/UPDATES
- Current vs. Real TIME STATUS
- Coordination between client and reviewer
- Comments are inconsistent
- After rejection, resolve and resubmit
- Discuss comments with reviewer
- Address comments 1 by 1 in person
- Old comments show up on response letter
- New comments after review cycle

Revisions only sent to specific dept that rejects.

PLAN REVIEW TIMES

EXTENSIONS ON TIME?
NO NOTIFICATION IF EXTENDED WOULD BE HELPFUL
↳ GOOD SOMETIMES TO HOLD TO WORK OUT ADMIN CHANGE
↳ PROBLEM IF EXTENDED NOT DUE TO OUTSTANDING CONDITIONS

Residential Addition

What occurs during inspections?

Inspections

- Deviated from approved plans.
 - Update sheets
 - Reconcile

Scheduling - are they ready?
 - flexibility of inspectors

Wall checks - will hold up framing
 - 2-day turn around
 - what if reviewer is out?

DES final inspections / process sign-off
 - calling numerous people to get sign-off

Rejections

- fix issue, call for re-inspection
- follow-up + keeping track of inspections
- all permits closed out?

New Commercial Building

What occurs during inspections?

Inspections

- Building Permit Issued
 - Soon after submit Active Revision. (changes they notice on site)
 - ↳ Inspector may notice something to change.

- Reduce review cycle time for Active Revisions.
 * If submitting changes for one dept revision should only go that dept.

- Coordinating inspections.

- If revisions needed / start Elec needs to stay elec.

- Plans don't match field work. (clients time to come in w/ revisions)

* Permits set and contractor set (in the field) is always different.
 (county doesn't have a big interest in it so they don't want to cloud the permit set)

suggestions - allow sketches to be submitted for revisions instead of full revisions. (Right now - they can tape revisions into paper plans - depends on inspector)

* - Inspectors aren't consistent w/ each other / don't know the plan process.

- Diff requirements for Zoning inspections / Building inspections (more about furniture) told by ISD
 for CO approvals - for public spaces. (wanted after occupan but zoning won't approve if furniture not in before)

Shell : core mtg :
 need to be more specific abt what they will / won't approve.

Residential Addition

What completes the process?

Complete the Process

- final inspections
- all permits closed out
- CO if required
 - Who do I contact?
 - How can I reach them?
 - When?
 - Final survey?
 - Have I applied for CO?

Wall checks + final surveys

- Now can drop off instead of checking in.
- Would be easier to drop off other items.

Truss drawings in e-Plan

- waiting on other reviewers

New Commercial Building

What completes the process?

WHAT COMPLETES THE PROCESS?

- AFTER Building Permit is approved, LDA may or may not be needed.
- HUGE FOCUS on Having Permit, per lender requirement
- Preliminary discussion on what is needed to secure permit

TIME and MONEY

- Final Fees put in as early as possible (suggestion)
- Can DFU fees come after permit issuance?
- Track CO of O process online
- CO of O inspections approved/rejected but not always posted in the system
- ^{Transition} ~~Transition~~ between approval and securing of CO of O
- FIGURING OUT FEES for CO of O.
- Energy code issues hold up CO of O.

Additional comments provided:

- ❖ List where customers must go.
 1. Who do they need to talk to?
 2. Where and when can they find the appropriate staff that they need?
- ❖ Checklist details.
 1. List what the customer can do in each department?
 2. List out what the customer will need.
 3. List all of the information the customer should have prepared before coming to the County office.