



City of Peoria
Economic Development Services Department

9875 N. 85th Avenue, Peoria, Arizona 85345

Development Forum
Summary of Discussions
July 28, 2010

Building Development Division
Site Development Division
Fire Protection Division

Counter / Permitting

- Comment: Provide tracking number to customer at the time of plan submittal
 - Staff: Currently the permit number is created when the application is processed, which staff may not have time to do at the service counter. All attempts to provide a number will be made if the customer is willing to wait.
- Comment: Document conversations with customer so that all City representatives are on the same page.
 - Staff: City will investigate mythology that will allow multiple departments to participate. The City currently has the capability to do documentation if a project has a permit number assigned to it. Efforts are being undertaken to become much more consistent with documentation.
- Comment: Can the City accept electronic submittals?

- Staff: Not at this time. When funding becomes available it is the intent of the City to implement electronic submittal capability in a wide range of Departments.

Plan Review

- Comment: Is there any chance of doing TI reviews and issuing the permits over the counter?
 - Staff: Due to staff reductions we are not able to accommodate this service at this time. But this service is included in our master plan of expanded services in the future as funding allows.
- Comment: Site Development – Approval from MCESD seems to be a consistent holdup in the permitting process.
 - Staff: The document is a requirement of the County. The process would be smoother if the applicant submitted the completed form at first submittal. The City will put a sample document with explanation on our website to help facilitate completion.
 - With the re-organization that recently took place, Economic Department has taken the responsibility of the water and sewer forms and approval (originally wtr and swr had to be approved by utility dept as well). This will help expedite the process somewhat. Subdivision section approval will still be required from public works as historically processed.
- Comment: Do you have electronic plan review option?
 - Staff: Our City's mission is to implement in a wide range of departments as funding becomes available.
- Comment: What is the internal policy for email and phone message responses?
 - Staff: The City's official policy is to return all messages and emails within 24 hours. It is Development's policy to return all phone messages and emails the same day or if left late in the day the next morning at the latest. The

requirement will be re-emphasized at our ongoing department staff meetings.

- Comment: ‘Out of Office’ email assistant needs to be sent to external customers
 - Staff: City staff has the capability to set for external notification. Staff has been instructed to do so. Be aware that some external email systems are not compatible with the City’s and therefore the ‘Out of Office’ message may not be deliverable.
- Send redline comment letters in word document format
 - Staff: Will accommodate upon request.
- Comment: Plan review timeframes. Will they be impacted by the 4/10 schedule?
 - Staff: Adjustments have been made to accommodate the longer day / shorter week. As an example, a plan that is submitted to Building Development that previously had a 15 working day target now has a 12 working day target.
- Comment: Does the City have plans for a ‘Project Coach’, one person to guide customers through the processes and provide one point of contact?
 - Staff: The long range plan is to create such a position dedicated to ongoing project communication. Currently counter staff attempts to provide information and answers to any questions on project statuses. When Accela Citizen Access becomes available plan and permit tracking will be available through the web. This service should be available by the end of the calendar year.

Inspections

- Comment: Automated inspection line working well
 - Staff: Please note that calls from cell phones sometimes do not work with the automated system. The City

hopes to soon offer the option of scheduling inspections through the web.

- Comment: Does the City allow inspectors to approve small changes to plans in the field?
 - Staff: Yes, at the discretion of the inspector. As each situation is different, there are no firm guidelines. But generally if a change requires examination of calculations a revision must be submitted to plan review.
- Comment: Are there any new codes being considered?
 - Staff: Not at this time. The City's ability to keep current with code cycles is frozen by HB2008.
- Comment: With the 4/10 work week are inspectors able to do 2 inspections at the same job site in one day?
 - Yes, within limits. The request should be discussed at the first inspection of the day and should be limited to minor less time consuming inspections.
 - Over time inspections on Fridays are not available.