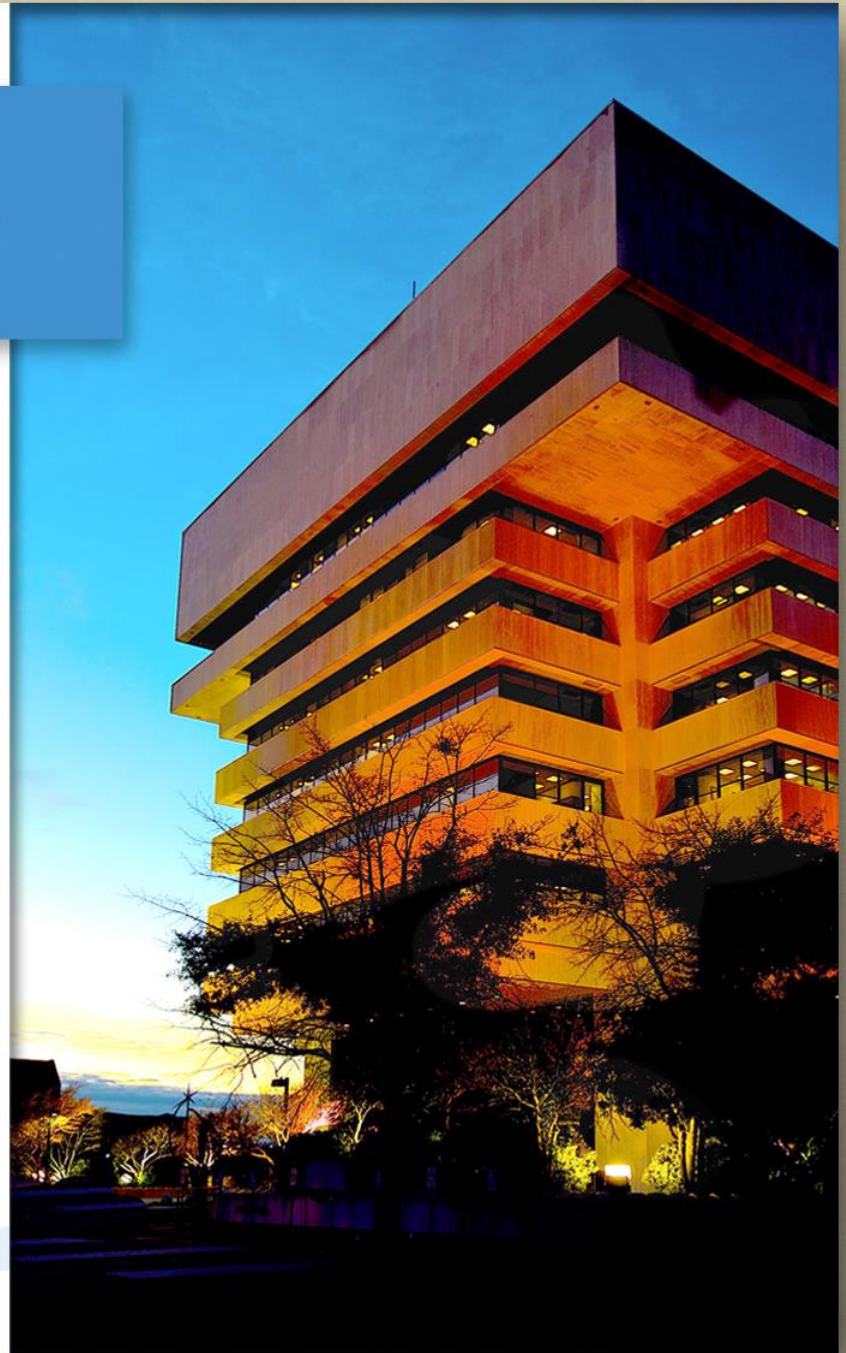


HAMPTON VA

**Development Services
Center Update**

**City Council
February 12, 2020**



Purpose

- Update City Council on the performance of the Development Services Center (DSC)

What is the DSC?

Community Development
Staff

+

Public Works
Staff

=

**Development Services
Center**

with assistance from

City Attorney's Office

Fire Department

Health Department

Economic Development

Information Technology

311 Call Center

Who are we?

- 4 Plans Examiners
- 4 Site Plan/Subdivision Agents
- 4 Zoning Officials
- 3 Permit Technicians
- 3 Development Services Assistants
- 3 Public Works Employees
- 1 Project Coordinator
- 1 DSC Manager

**23 Total Budgeted Positions
in the DSC**

Partnership for Success

Customer's Responsibility

Initiating the process

Submitting all information necessary for the review to occur

Responding timely to review comments

Obtaining necessary permits

Requesting inspections

Staff's Responsibility

Protecting health, safety, & welfare

Insuring compliance with applicable state, federal, & local regulations

Timely & predictable review

Being a helpful resource & providing project coordination services

Preparing and issuing permits

Conducting inspections

The Review

Rehab
Code

Energy
Code

Fuel Gas
Code

Residential
Code

Fire Code

Mechanical
Code

Electrical
Code

Plumbing
Code

City Code

Construction
Code

Zoning
Ordinance

Tidal
Wetlands
Act

NFIP

Stormwater

Chesapeake
Bay

Federal Law

State Law

City Ordinance

What We Have Accomplished

Building
Permits

1,035

Trades Permits

3,311

Site Plans

21

Public Works
Permits

1,461

Subdivisions &
Adjustments

51

Yard Sale
Permits

751

Permit Fees

\$813,127

Zoning Permits

523

6,058

Permits and Applications Issued

What We Have Accomplished

Building
Inspections

3,601

Zoning
Inspections

258

ROW & LD
Inspections

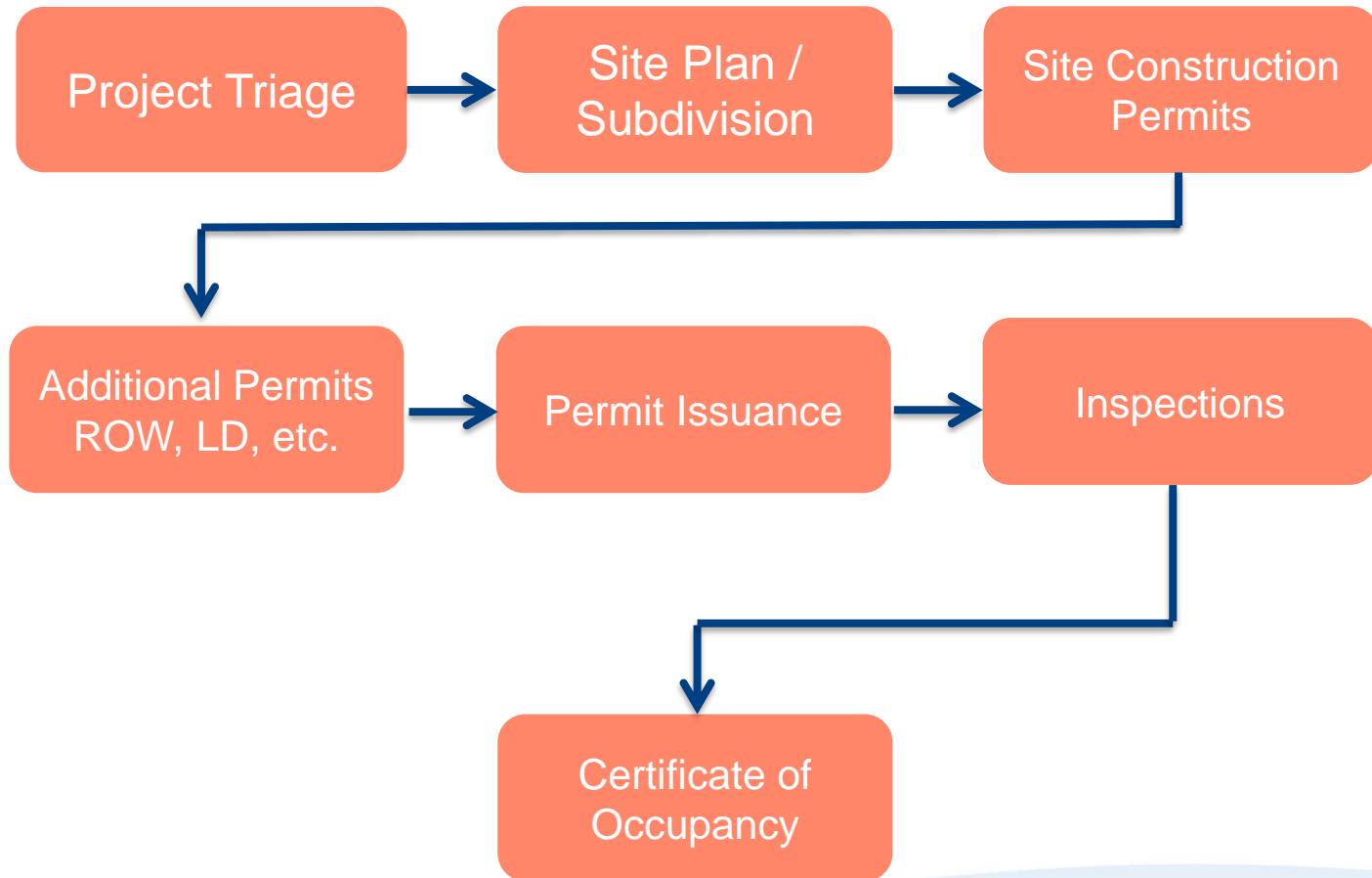
3,882

Trades
Inspections

6,727

14,468
Inspections Completed

The Process



How Do We Compare?

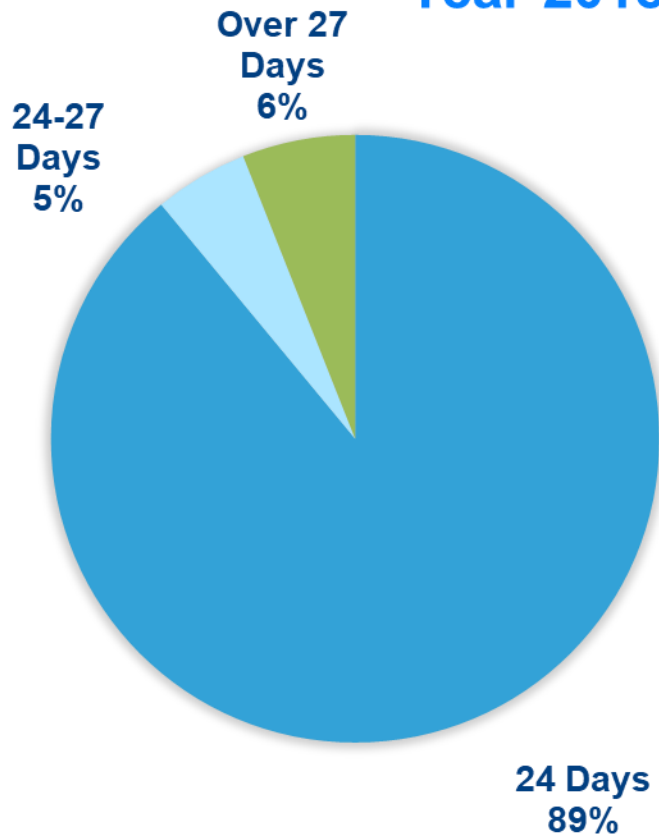
Residential Review Times

<ul style="list-style-type: none"> • 5 Business Days • 7 Calendar Days 	Hampton	<ul style="list-style-type: none"> • 15 Business Days • 21 Calendar Days
<ul style="list-style-type: none"> • 7 Business Days 	Chesapeake	<ul style="list-style-type: none"> • 30 Business Days
<ul style="list-style-type: none"> • 10 Business Days • 14 Calendar Days 	James City County	<ul style="list-style-type: none"> • 15 Business Days • 21 Calendar Days
<ul style="list-style-type: none"> • 7 Business Days Average is 3 Days 	Newport News	<ul style="list-style-type: none"> • 15 Business Days Average is 7 Days
<ul style="list-style-type: none"> • 5 Business Days • 7 Calendar Days 	Norfolk	<ul style="list-style-type: none"> • 10 Business Days • 14 Calendar Days
<ul style="list-style-type: none"> • 3 Business Days • 6 Calendar Days 	Portsmouth	<ul style="list-style-type: none"> • 10 Business Days • 14 Calendar Days
<ul style="list-style-type: none"> • 21-30 Business Days 	Suffolk	<ul style="list-style-type: none"> • 21 - 30 Business Days
<ul style="list-style-type: none"> • 24 Business Days • 32 Calendar Days 	Virginia Beach	<ul style="list-style-type: none"> • 30 Business Days • 38 Calendar Days

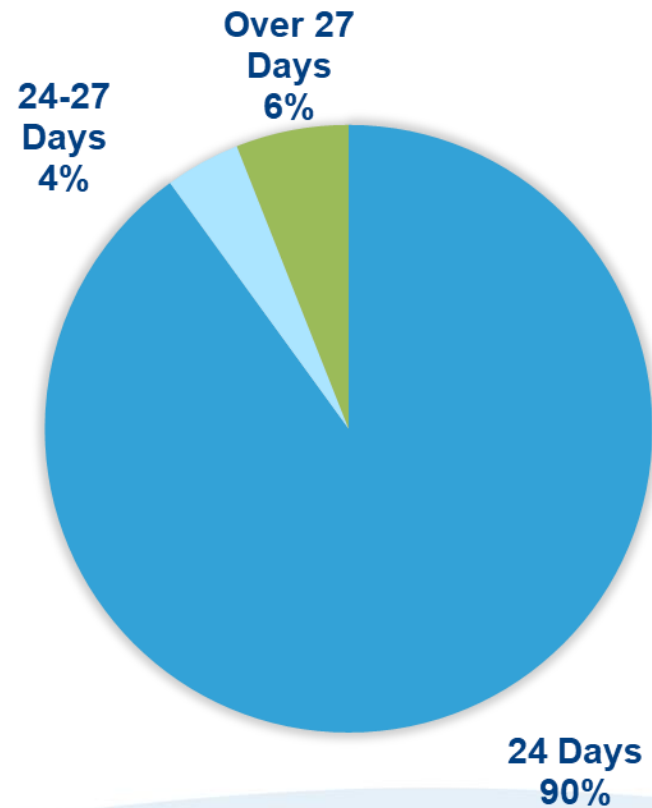
Commercial Review Times

Commercial Reviews 2018 & 2019

Performance Year 2018



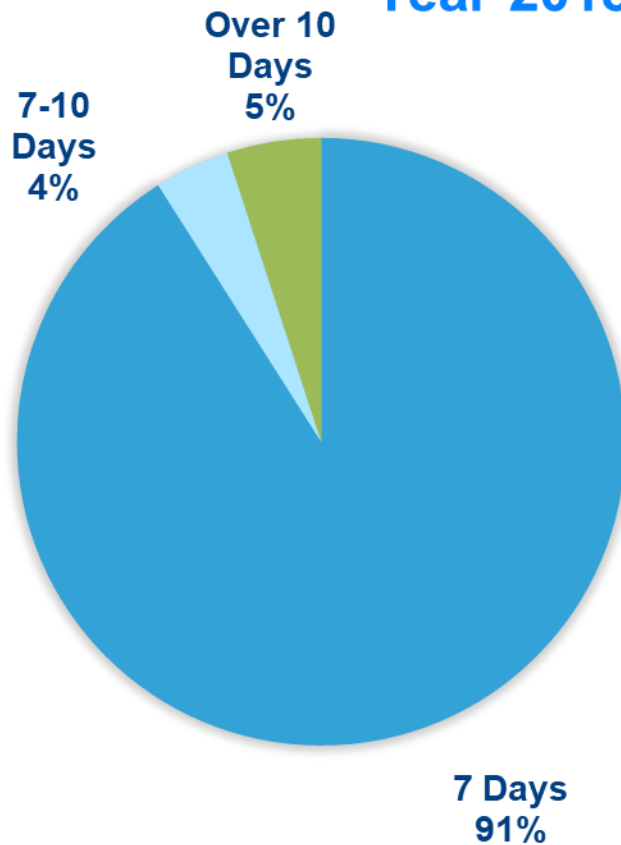
Performance Year 2019



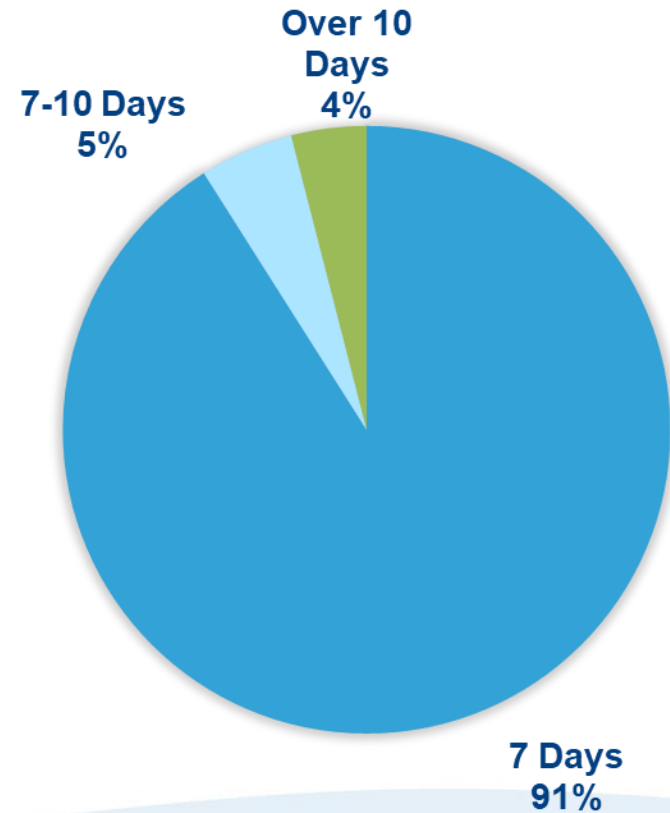
CDD Performance Year is April 1st – March 31st

Residential Reviews 2018 & 2019

Performance Year 2018



Performance Year 2019



CDD Performance Year is April 1st – March 31st

Customer Feedback

“How would you rate your experience?”

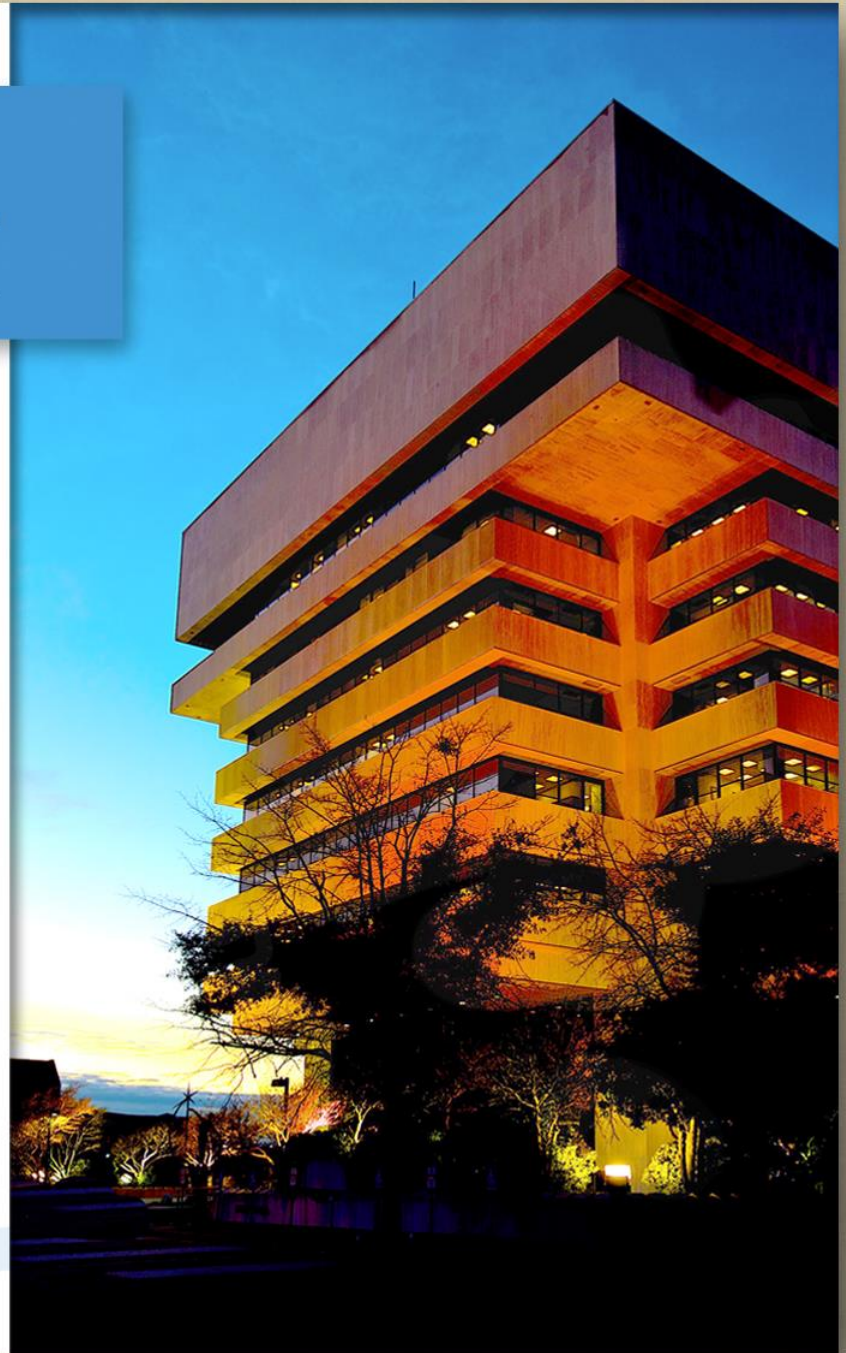
93%

4 & 5 star reviews



HAMPTON VA

Building Permit Fees Briefing



Purpose

Building Permit Fees Only

Building, Mechanical, Plumbing, Electrical Permits

1. Plan review fee
2. Resubmission fee
3. Temporary Certificate of Occupancy
4. Permit fee structure

Goals

- Decrease review times
 - Shorten timeframe from start to CO
- Incentivize higher quality submissions
- Remain competitive
- Strengthen the partnership for success
- Create an equitable fee structure
- Encourage redevelopment of existing structures
- Align with customer oversight committee

Authority

State Code § 36-105.

Enforcement of Code; appeals from decisions of local department; inspection of buildings; inspection warrants; inspection of elevators; issuance of permits.

Fees may be levied by the local governing body in order to defray the cost of such enforcement and appeals. For purposes of this section, "defray the cost" may include the fair and reasonable costs incurred for such enforcement during normal business hours, but shall not include overtime costs unless conducted outside of the normal working hours established by the locality. **A schedule of such costs shall be adopted by the local governing body in a local ordinance. ...**

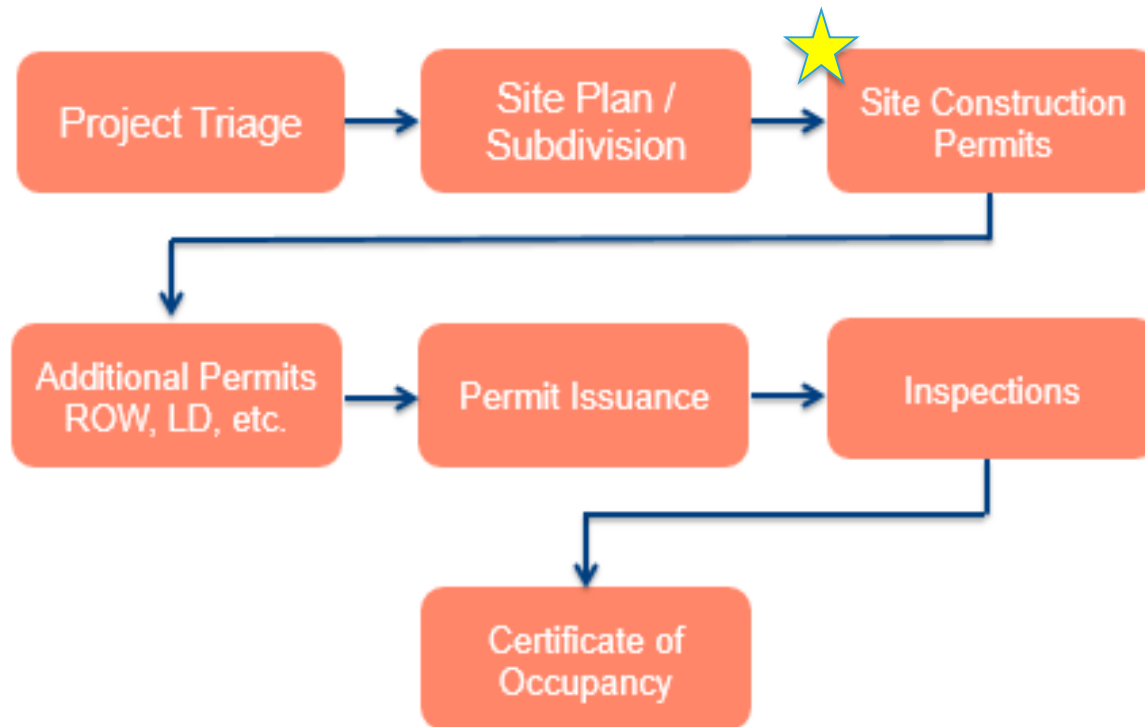
Authority

2015 VA Construction Code 107.1.1

The *local governing body* shall establish a fee schedule incorporating unit rates, which may be based on square footage, cubic footage, estimated cost of construction or other appropriate criteria. A permit or any amendments to an existing permit shall not be issued until the designated fees have been paid, except that the building official may authorize the delayed payment of fees.

Plan Review Fee

- Applies to permits requiring a review
- Paid when permit application is submitted

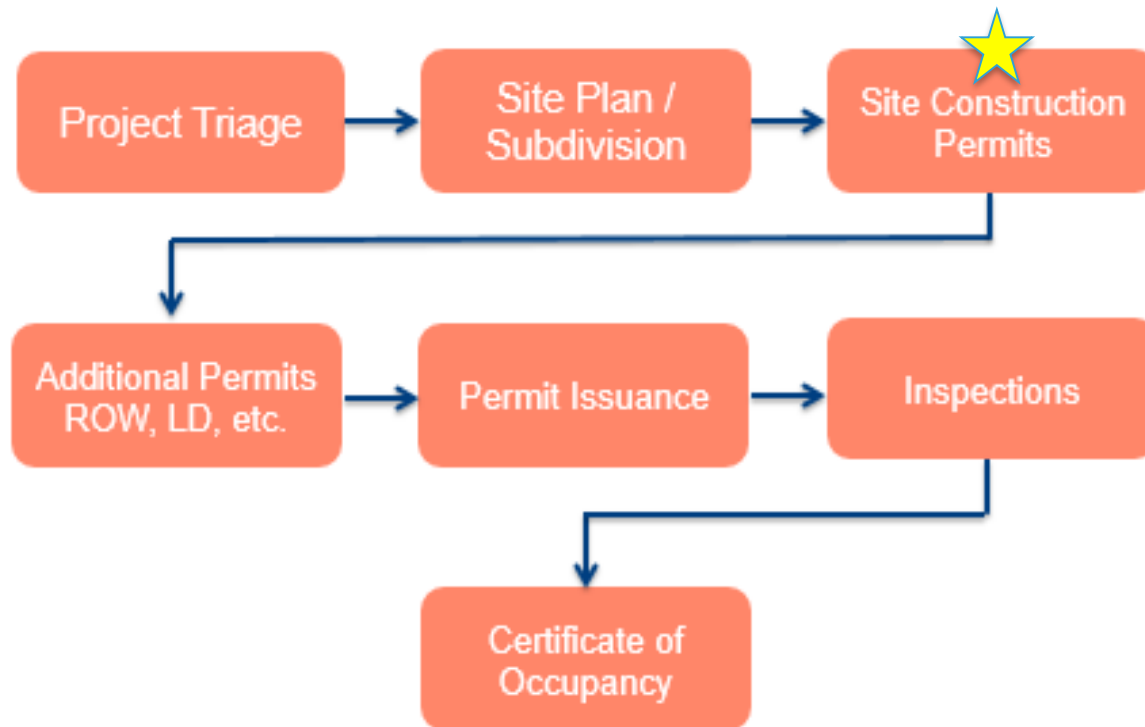


Plan Review Fee

Existing	Proposed	Area Average	Newport News
\$0 residential	\$20 residential	\$36+ based on work	\$30+
\$50 commercial	\$50 No change	\$57+ based on work	\$30+

Resubmission Fee

- Applies during the resubmission of plans
- Paid when plan is resubmitted



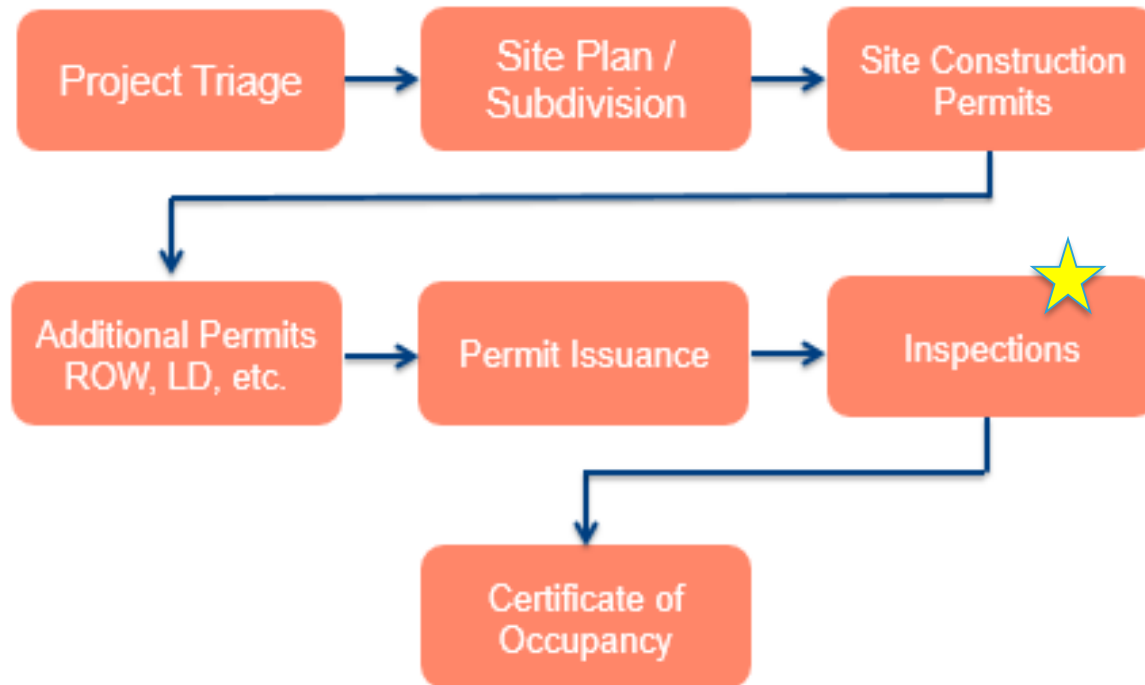
Resubmission Fees

Commercial Plan Review Fee	Current Fee	Proposed Fee
2 nd Submission of Plans	\$0	\$0
3 rd + Submission of Plans	\$0	\$200

Residential Plan Review Fee	Current Fee	Proposed Fee
2 nd Submission of Plans	\$0	\$0
3 rd + Submission of Plans	\$0	\$100

Temporary Certificate of Occupancy (TCO)

- Allows occupancy of a building prior to completion of all work
- **May be** granted by the Building Official



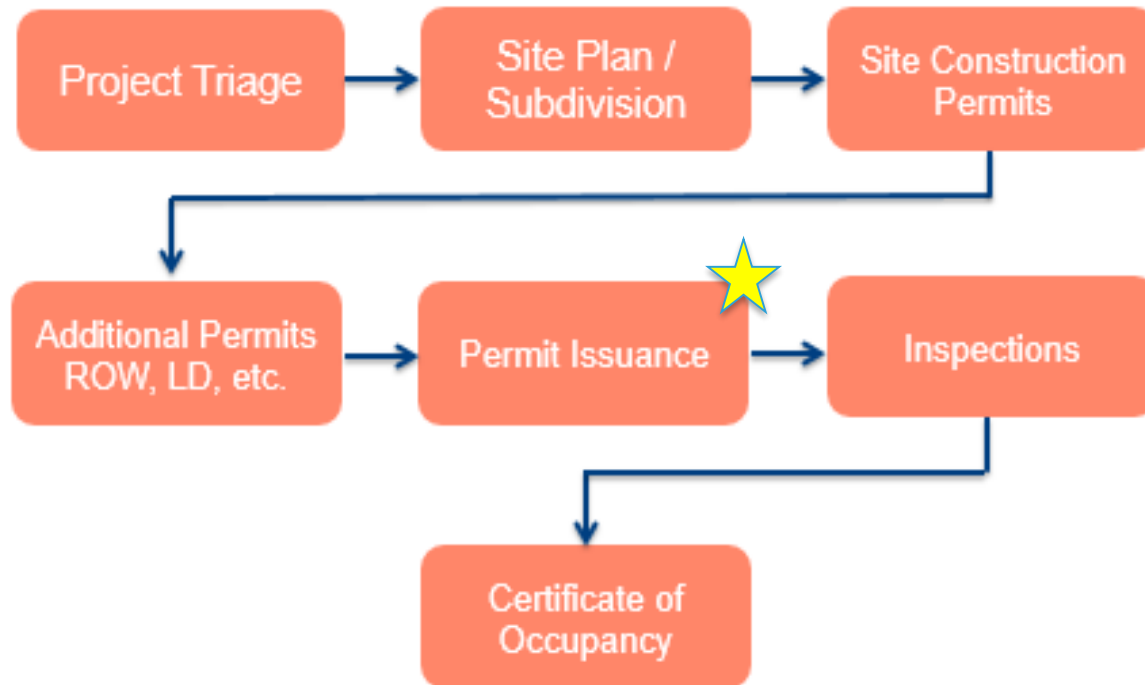
Temporary Certificate of Occupancy

Residential TCOs and Public/Semi-Public Service Facilities	Proposed	Area Average (excluding Norfolk)
1 st TCO	\$100	\$62+
2 nd + TCO	\$200	\$51+

Commercial TCO	Proposed	Area Average (excluding Norfolk)
1 st TCO	\$100	\$72+
2 nd TCO	\$500	\$61+
3 rd TCO	\$1,000	\$61+
4 th + TCO	\$2,000	\$61+

Permit Fees

- Helps cover the cost of services provided
- Permitting fees FY19 **\$953,547.78**
- Salary for DSC & New Construction: **\$1,117,128**



Proposed Permit Fees

New Building	Renovation of Building	Plumbing	Mechanical	Electrical
0.39% of the value of construction	0.39% of the value of construction	0.9% of the value of construction	0.9% of the value of construction	0.9% of the value of construction

\$50 minimum permit fee

Historical Buildings

Capped at \$1,000 permit fee

Proposed Permit Fees

Work Type	Hampton	Newport News
New Construction, Commercial	0.39%	.42%
New Construction, Residential	0.39%	.39%
Alterations, Commercial	0.39%	.48%
Alterations, Residential	0.39%	.44%

Permit Fees

Building Permit Fees	Current Fee	Proposed Fee Based on Value of Construction	Newport News Fees
\$2,000,000 New apartment complex (Commercial)	\$3,827.42 based on square feet	\$7,800	\$8,448
\$2,000,000 Renovation of apartment complex (Commercial)	\$22,000	\$7,800	\$9,600
\$100,000 New SFD (Residential)	\$358.74	\$390	\$390
\$1,000 renovation (Residential)	\$253	\$50 (minimum fee)	\$55

Customer Oversight Committee

- Supportive of resubmission fees
- Shared our concerns regarding completing construction in a timely manner & safety
- Updated 1st Commercial TCO fee based on feedback
- Updated permit fee percentage based on feedback

Goals

- Decrease review times
 - Shorten timeframe from start to CO
- Incentivize higher quality submissions
- Remain competitive
- Strengthen the partnership for success
- Create an equitable fee structure
- Encourage redevelopment of existing structures
- Align with customer oversight committee

Next Step

- Seeking Council feedback on proposal
- Make any necessary changes in time for fee changes to be considered in FY21 budget (May 2020)