

DSC

Development Services Center



HAMPTON VA

Purpose

- 1. Update City Council on the performance of the Development Services Center**
- 2. Address specific concerns regarding the timeliness of our development review processes**
- 3. Identify current challenges**
- 4. Identify potential strategies for additional improvement**

Our Mission

To provide a single source for information, guidance, and support for Land Development.

We support, promote, and facilitate creative solutions and processes for development customers in the City of Hampton.

Through effective communication and administration and our streamlined procedures and processes, we implement the strategic goals of Hampton's Community Plan and ensure benefits to developers and the City of Hampton.

What is the DSC?

Community Development
Staff

+

Public Works
Staff
Co-located in the DSC

=

**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 Environmental & Sustainability Mgr.

1 DSC Manager

**23 Total Positions in
the DSC**

Partnership for Success

Customer's Responsibility

Initiates the process

Submitting all information necessary for the review to occur

Timely response to review comments

Obtaining necessary permits

Requesting inspections

Staff's Responsibility

Protect health, safety, & welfare

Insure compliance with applicable state, federal, & local regulations

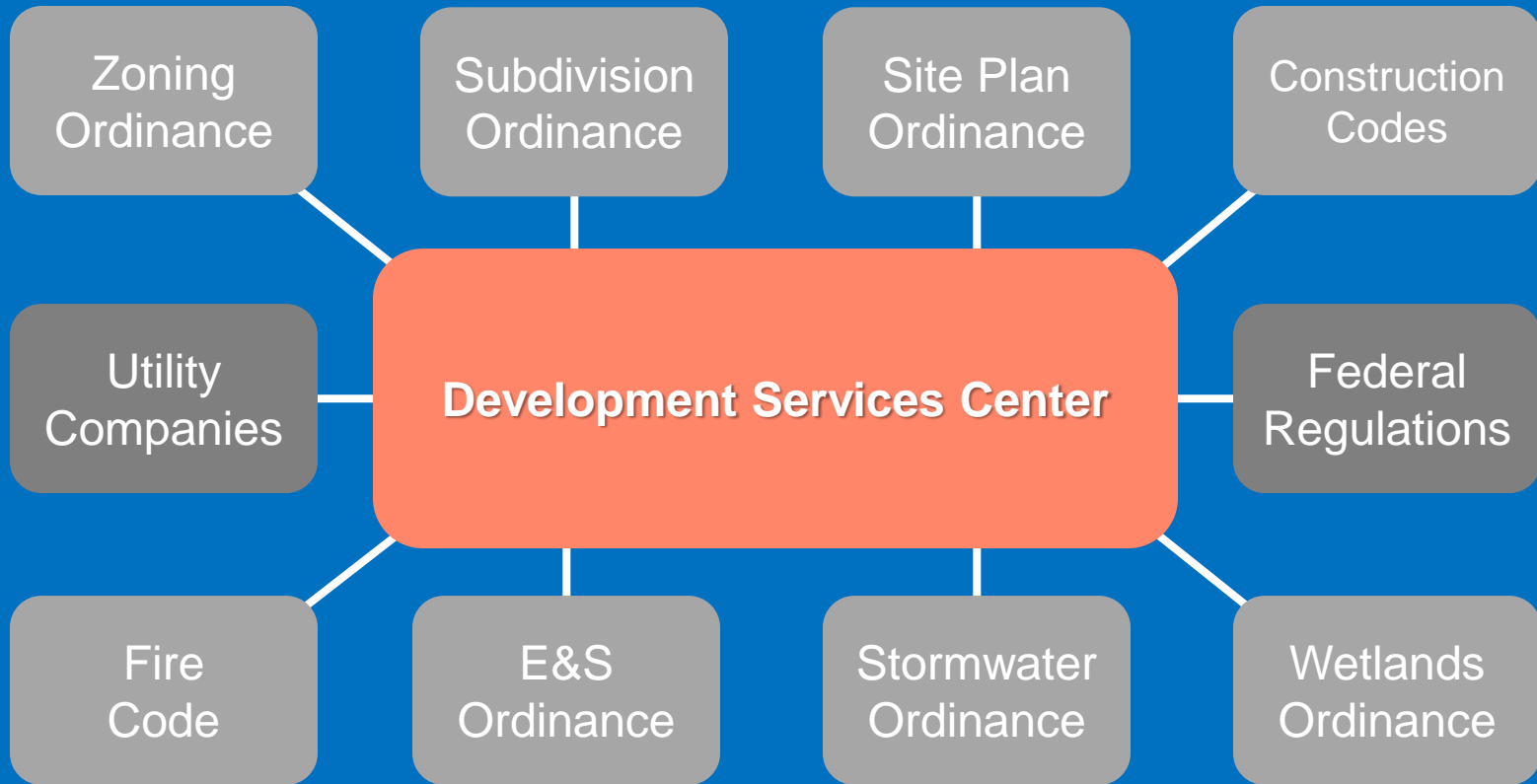
Timely & predicable review

Be a helpful resource & provide project coordination services

Prepare and issue permits

Conduct inspections

What does the DSC do?



What is Development?



23 Commercial Site Plans
Approved PY18

Development Services Center

What is Development?



351 Commercial Building
Permits Issued PY18

What is Development?



697 Residential Building
Permits Issued PY18

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 have we accomplished

Building Permits

1,072

Trades Permits

3,391

Site Plans

23

Subdivisions &
Adjustments

121

Yard Sale Permits

877

Permit Fees

\$970,082

**5,556 Permits and Applications
Issued**

What have we accomplished?

Building
Inspections

4,526

Zoning
Inspections

314

Stormwater
Inspections

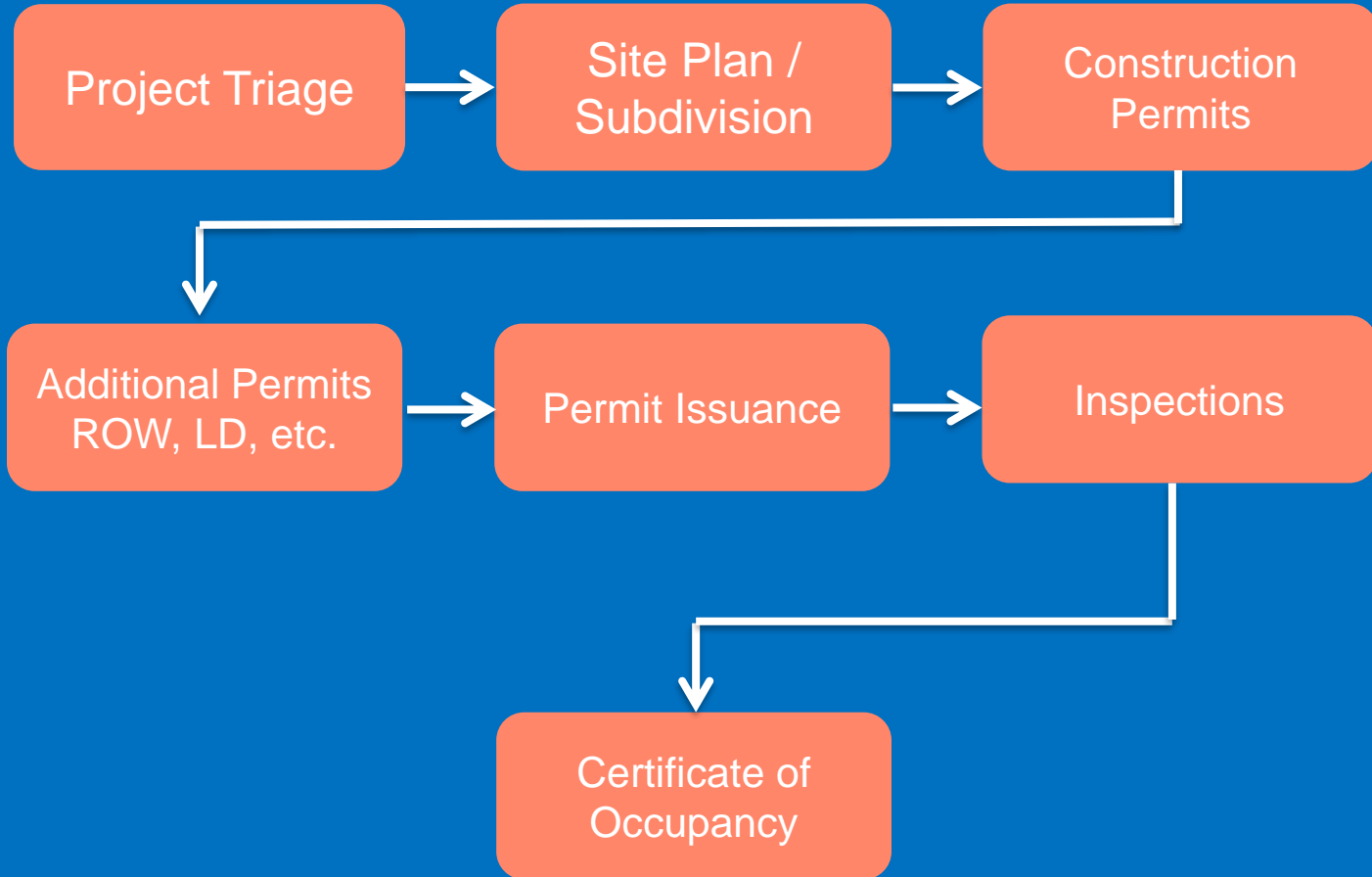
259
(July 1, 2017 to
April 30, 2018)

Trades
Inspections

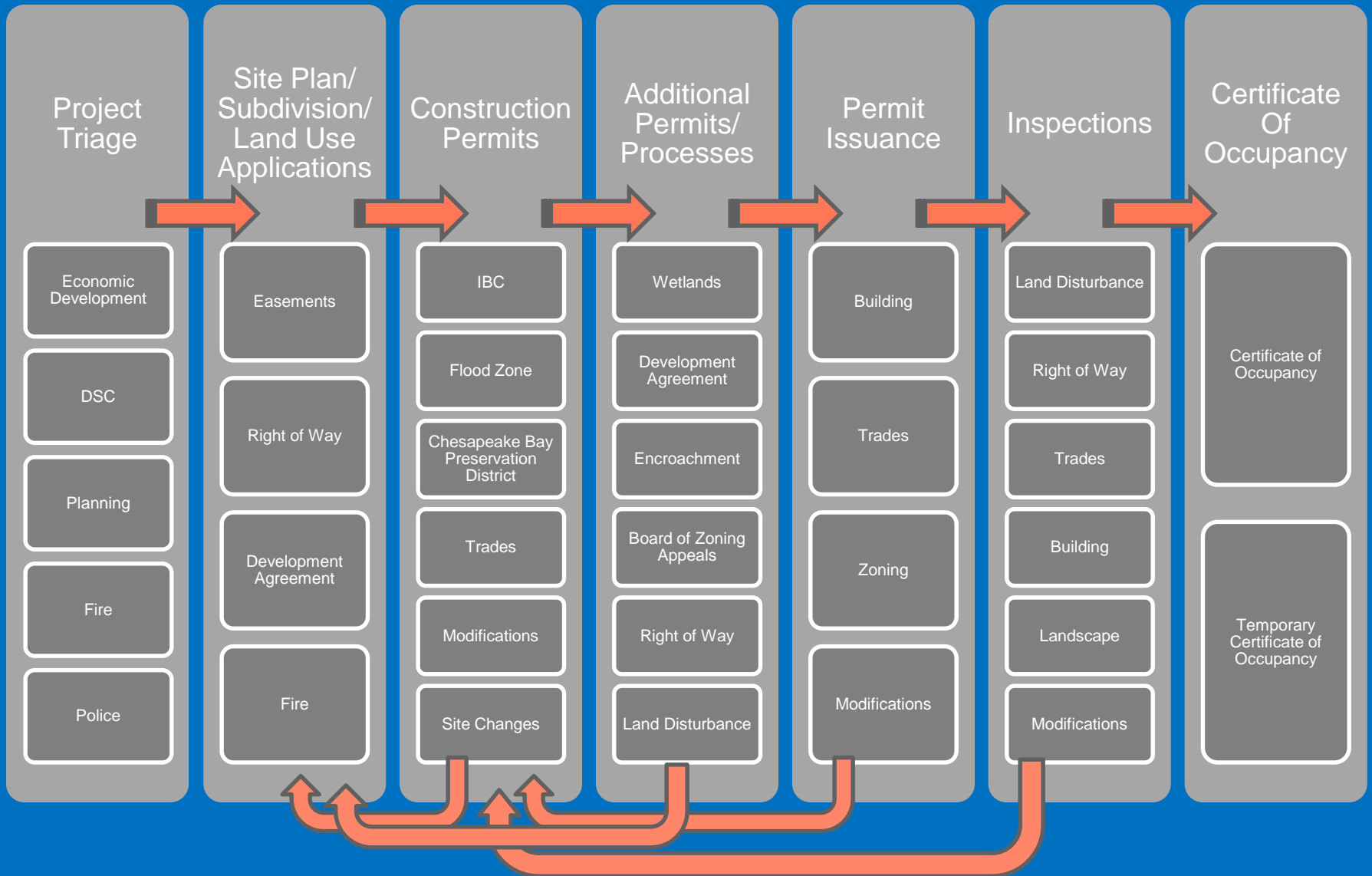
8,242

13,341 Inspections Completed

How do we do it?



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">• 5 Business Days• 7 Calendar Days	Chesapeake	<ul style="list-style-type: none">• 20 Business Days• 28 Calendar 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• 19 Calendar Days
<ul style="list-style-type: none">• 7 Business Days• 9 Calendar Days	Newport News	<ul style="list-style-type: none">• 10 Business Days• 21 Calendar 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• 5 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
<ul style="list-style-type: none">• 10 Business Days• 14 Calendar Days	York County	<ul style="list-style-type: none">• 10 Business Days• 14 Calendar Days

Commercial Review Times

How do we compare?

Residential Review Times

1 jurisdiction has quicker delivery times

Commercial Review Times

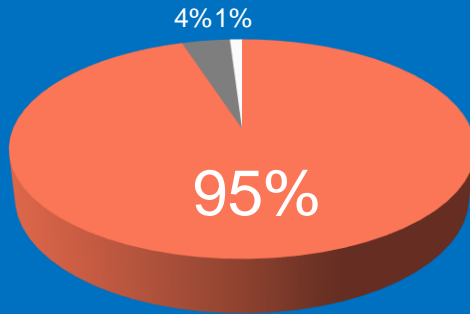
4 jurisdictions have quicker delivery times
3 are slower
1 is equal

How are we doing?

Performance Year 2017

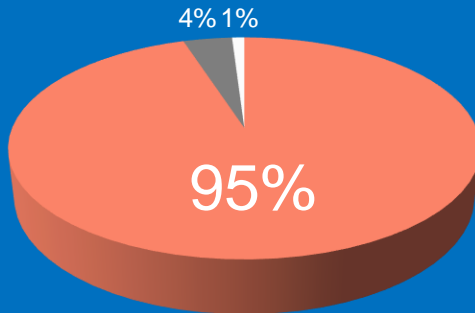
PY 17 Residential Review

7 days 10 days over 10



PY 17 Commercial Review

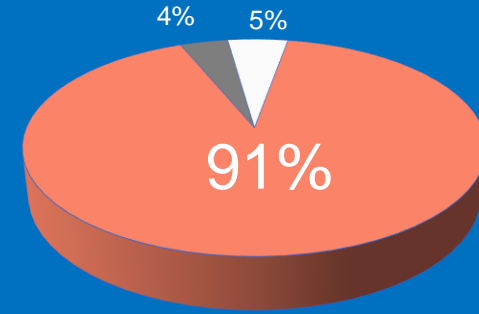
24 days 27 days over 27



Performance Year 2018

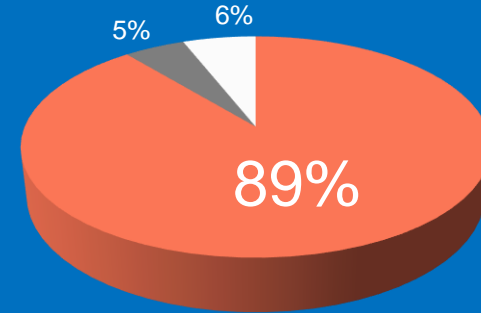
PY18 Residential Review

7 days 10 days over 10



PY18 Commercial Review

24 days 27 days over 27



FY15: Residential Reviews in 7 Days: 66%
Commercial Reviews in 29 Days: 72%

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Commercial Reviews in 29 Days: 72%

On Time Reviews by Jurisdiction

James City County

2016

Residential: 76%
Commercial: 81%

2017

Residential: 75%
Commercial: 81%

Newport News, York County, Suffolk, Chesapeake, Portsmouth, and Norfolk do not track this information

How do we compare?

Site Plan Review Times

<ul style="list-style-type: none"> • 30 Days • State Code Allows 60 Days 	Hampton	<ul style="list-style-type: none"> • 30 Days
<ul style="list-style-type: none"> • 1st Review: 28 Days • Resub: 3 Days 	Chesapeake	<ul style="list-style-type: none"> • 30 Days
<ul style="list-style-type: none"> • 10 Days • Ordinance Allows 30 Days 	James City County	<ul style="list-style-type: none"> • 10 Days • Ordinance allows 30
<ul style="list-style-type: none"> • 1st Review: 20 Working Days • Resub: 15 Working Days 	Newport News	<ul style="list-style-type: none"> • 60 Days
<ul style="list-style-type: none"> • 1st Review: 4 Weeks • Resub: 2 Weeks 	Norfolk	<ul style="list-style-type: none"> • 1st Review: 4 Weeks • Resub: 2 Weeks
<ul style="list-style-type: none"> • 10 Days for Review • 12 Days for Letter 	Portsmouth	<ul style="list-style-type: none"> • 1 Month
<ul style="list-style-type: none"> • 30 Days 	Suffolk	<ul style="list-style-type: none"> • Minor : 30 Days • Major : 60 days
<ul style="list-style-type: none"> • 1st Review: 28 Days • Resub: 21 Days 	Virginia Beach	<ul style="list-style-type: none"> • 1st Review: 28 Days • Resub: 21 Days
<ul style="list-style-type: none"> • Priority Project: 15 Days • Other Projects: 60 Days 	York County	<ul style="list-style-type: none"> • 1st Review: 60/Resub: 45 • Priority Projects: 15

Subdivision Review Times

How do we compare?

Site Plan Review Times

4 jurisdictions have a faster delivery time
4 are equal

Subdivision Review Times

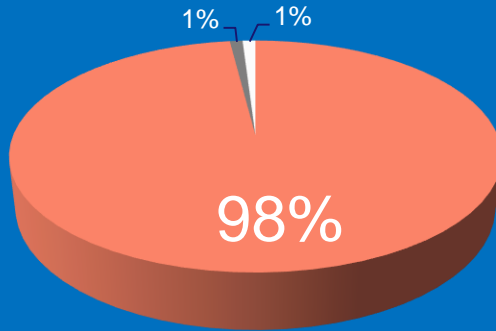
1 jurisdiction has a quicker delivery time
2 are slower
5 are equal

How are we doing?

Performance Year 2017

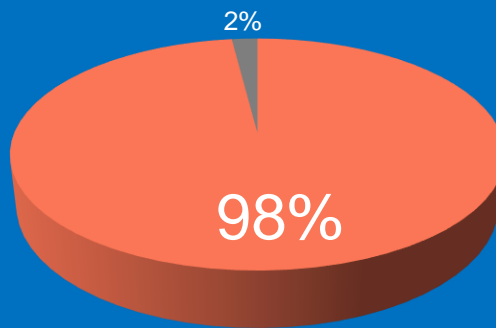
PY17 Zoning Review

■ 2 Days ■ 5 Days ■ Over 5



PY17 Site Plan Review

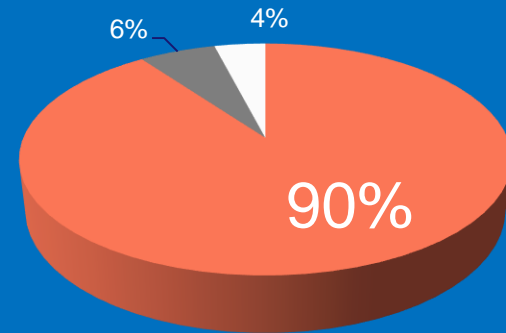
■ 30 Days ■ Over 30



Performance Year 2018

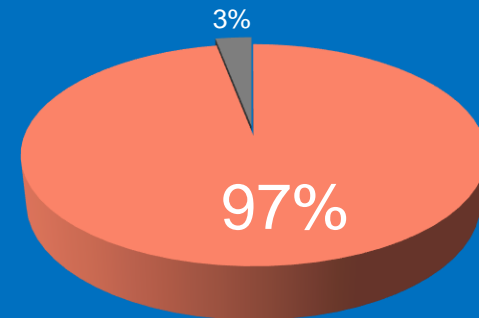
PY18 Zoning Review

■ 2 Days ■ 5 Days ■ Over 5



PY18 Site Plan Review

■ 30 Days ■ Over 30



How do we compare?

Permit Fee for
2,000 Sq. Ft.
Single Family
Dwelling

• \$724.60	Chesapeake	• \$1,352.00
• \$838.60	James City County	• \$1,771.82
• \$662.35	Newport News	• \$2,375.87
• \$508.00	Norfolk	• \$1,943.00
• \$483.00	Portsmouth	• \$1,902.00
• \$777.26	Suffolk	• \$1,291.00
• \$495.00	Virginia Beach	• \$1,204.00
• \$625.26	York County	• \$1,712.58
• \$471.00	Hampton	• \$1,680.00
• \$620.56	Average	• \$1,692.47

Permit Fee for
10,000 Sq. Ft.
Office
Building

How do we compare?

Single Family Dwelling

Hampton is the least expensive

10,000 sq. ft. Office Building

Hampton is slightly below the area average
3 jurisdictions are less expensive
5 are more expensive

Resubmittal Fees on Building Permits

Hampton	• None
Chesapeake	• None
James City County	• None
Newport News	• Equal to initial submission fee
Norfolk	• \$50
Portsmouth	• None
Suffolk	• None
Virginia Beach	• None
York County	• Equal to initial submission fee

Customer Feedback

Customer Oversight
Committee

Representatives include:
CCBID, DHDP,
Developers, Surveyors,
Neighborhood
Associations, Civic
Associations

Meets Quarterly

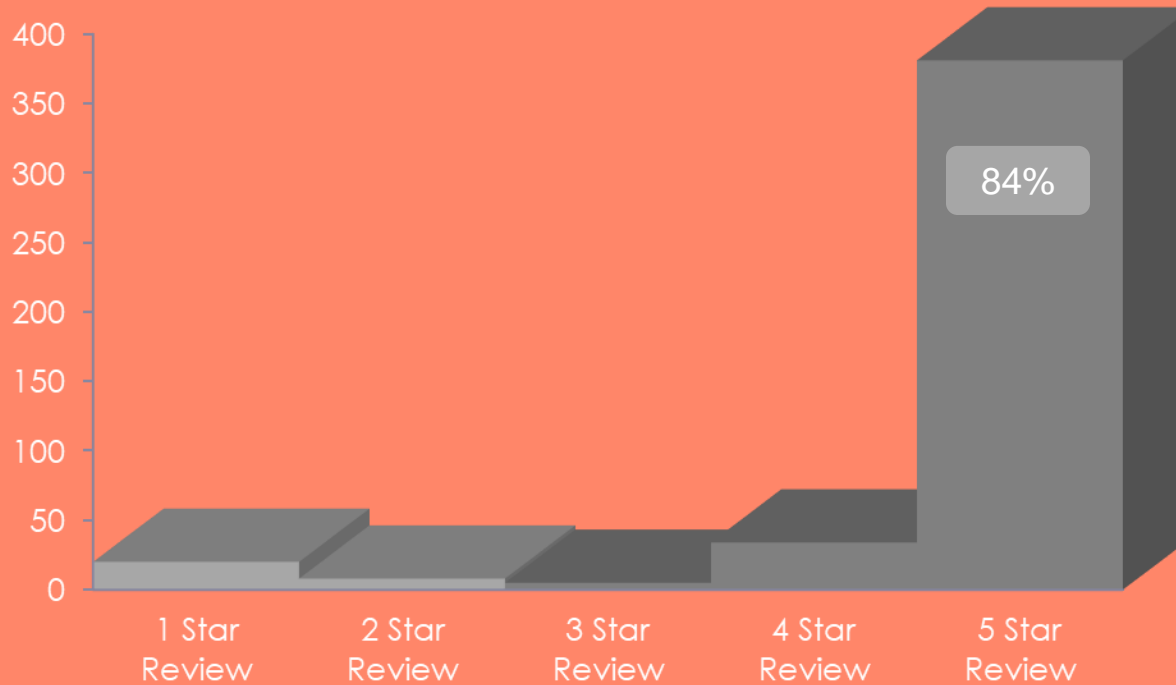
Next Meeting: June 2018

Customer Surveys

228 Digital
223 In person

Customer Feedback

Customer Survey Results



What has changed?

More
Complex
Reviews

- Chesapeake Bay Preservation Overlay
- Flood Zone Overlay
- Stormwater Regulations
- Energy Codes
- Building Code Changes
- Wetlands Regulations
- Vested Rights

What has changed?

Process Improvements

- **Online Portal Upgrades**
 - Some building & trade permits available
 - Live status of site plans & subdivisions
 - Pay fees & schedule inspections
- **Project Coordinators**
 - Triage meetings
- **Checklists & “how to” guides**
- **New Tenant buildout times**
- **Resubmission Quality Circle**
- **SFD process Quality Circle**
- **Communications Team Quality Circle**
- **Residential Reviews increased from 66% to 95% in 2 years. The most current year is 91%.**
- **Commercial Reviews approved on time increased from 72% to 95% in 2 years. The most current year is 89%.**

Common Concerns

Why can't we expedite recurring plans/tenant buildouts?

Energy calculations
Zoning
Use changes

Project Management

Economic Development
Public Works
Development Agreements
HRHA

Managing Expectations

Applicants do not account for review times
Expediting one delays others

Can re-submissions be expedited?

Process was updated to review re-submissions when we can

Small Business Owners

Lack of knowledge & experience

What are our challenges?

What causes things to go wrong

Incomplete plans
Incomplete submissions
Inefficient flow of information

Project Management

Economic Development
Public Works
Development Agreements
HRHA

Unrealistic expectations

Pushes other projects back
Unfair reputation

Technology

Different systems across different departments

What are our challenges?

Organizational
Alignment

Fire Department Review
Stormwater Review
Land Disturbance Review

Operating Funds

Fees do not create a self supporting
operation

Staffing Levels

We struggle to maintain delivery
standards when even 1 team member is
on extended leave
Old or conflicting codes & ordinances.
Lack of dedicated staff to
maintain/update codes or ordinances.

Staffing Levels

Turnover

PY17: 6 positions

PY18: 8 positions

Unmanned Staff
Hours

PY17: 14 weeks

PY18: 36 weeks

Potential Strategies for Additional Improvement

1. Improve Information Flow
 - “How to” videos
 - Better partnerships
2. Authority to pay third party plans review when short handed
3. Organizational Alignment
 - Technology
 - Project Management
 - Better alignment with “High Performing Organization” work
4. Re-submission Fees
5. Enhanced Staffing across the entire business system
 - DSC
 - Public Works
 - City Attorney’s Office
 - Fire Department

Questions?