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## Development and Plan Review Process



# Development & Plan Review Process

- Overview
  - BoC emphasis on efficiency, effectiveness
  - In 2006, Matrix organization studied all aspects of the development and plan review process
    - Planning & Development
    - Fire & Emergency Services
    - Transportation
    - Water Resources



## Purpose

- **Why did we study the development and plan review process?**
  - The Matrix Consulting Group was retained by Gwinnett County to conduct a study of the development review process including technology, organizational structure, customer service, staffing levels, and interdepartmental cooperation



# Findings

- **What did the study find?**
  - The study found a number of positive features within the development review process but focused on opportunities for improvement
  - The following are some of the key recommendations contained within the report





# Findings

- **Key recommendations contained within the report include:**
  - Reorganize the management structure within P&D
  - Consolidate development review services by assigning Stormwater Plan Review, Water and Sewer plan review, and DOT plan review to P&D
  - Restructure Building Plan Review positions from specialists to generalists



# Findings

- **Adopt a Case Management System to coordinate the plan review process in all divisions/departments**
- **Assign Case Managers to each project**
- **Fully utilize the capabilities of the existing Permit Plan permitting data base**
- **Assign at least one IT position solely to support P&D to assist in implementing Permit Plan workflow and the increased use of technology**
- **Implement requirements of HB 1385**



# Findings

- Develop a database to monitor the timeliness of plan checking by all divisions and departments
- Add a Chief Building Official position
- Modify the classification specifications for Building/Development Inspectors
- Utilize combination inspectors for ALL construction
- Evaluate the proscriptive standards approach utilized by Stormwater Plan Review and Building Plan Review



# Findings

- Improve communication with the development and building community
- Establish a quality control program for inspections
- Provide the option of plan submittal and plan check by appointment
- Eliminate the walk through process for plan checking
- Limit over the counter plan check services





# Findings

- Establish minimum submittal criteria
- Evaluate the costs of establishing a one-stop permit center
- Move forward with the Digital Data Submission Project



# Implementation

- What are we doing with the study recommendations – now and in the future?
  - The new P&D will focus on providing excellent customer service by implementing many of the recommended changes



# Implementation

- **Improving the development and building review process**
  - Consolidate review services by assigning Stormwater Plan Review, Water and Sewer Plan Review, DOT Plan Review, and Fire Plan Review to P&D
  - Reduce the scope of review
  - Utilize a more “generalist” approach to review



# Implementation

- Consider elimination of the walk through process to reduce wait times
- Provide the option of plan submittal and plan check by appointment to reduce wait times
- Assign case managers to each project
- Evaluate costs of a one-stop permit center





# Implementation

- **HB 1385**
  - House Bill requires review of building plans within 30 days
  - Study indicates Planning & Development presently reviews projects within previously established 14-day turn around



# Implementation

- Increase Use of Technology
  - Permit Plan workflow
  - Authorize IT position to support P&D
  - Implement Accella Wireless system
  - Upgrade permitting database to Accella Automation
  - Nextel phones for all inspectors



# Implementation

- **Digital Data Submission**
  - Allow submittal of plans online
  - Eliminates unnecessary visits to the department
  - Reduces printing costs for developer/designer
  - Provides comments and “red lined” plans electronically



# Implementation

- **How it Impacts Our Customers**
  - Consolidation of Development Review Services will provide better coordination and communication between the review agencies
  - Restructuring Building Plan Review positions to generalists will reduce the scope of plan review thereby speeding up the process
  - Optional plan check by appointment and limiting over the counter plan services will reduce wait time



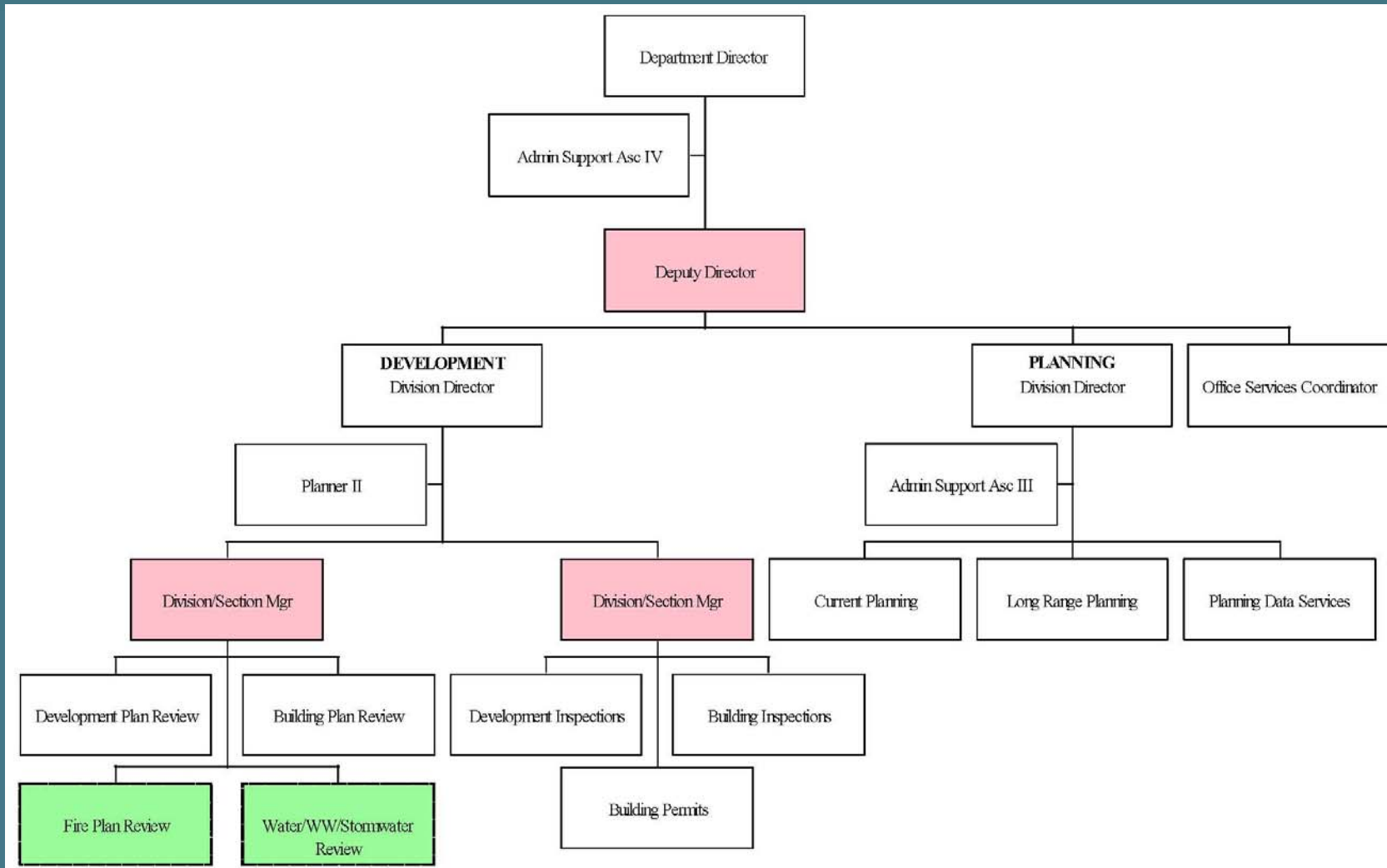


# Implementation

- A Case Management System will result in better management of plan review comments and better communication with the designer and developer community
- Upgrading the Permit Plan permitting database and implementing a work flow will better monitor the timeliness of plan checking.
- Review of Building/Development Inspector positions will help Gwinnett to compete with the surrounding metro Atlanta counties for quality inspectors



# Implementation





# Gwinnett County's Information Resources

link↑up

[gwinnettcounty.com](http://gwinnettcounty.com)

