



DEPARTMENT OF
**PLANNING AND
DEVELOPMENT
REVIEW**

The Progress of Permitting in the City of Richmond



Monday, November 14, 2022

Before the Improvements What We Heard...

I am very accustomed to contractors turning down work for the sole reason of the Richmond permit office.

Once again, the City of Richmond gets an “F” for functioning effectively.

This isn't a staffing issue, it's a continuation of a department failure that's been going on for well over 20 years, regardless of who's in charge!

How many more instances of ineptitude by the City is required? It's never going to change.

After the Improvements What We Are Hearing...

I just wanted to send you a note to let you know that I (and the entire development community) very much appreciate your recent efforts regarding permits, inspection, and the POD process.

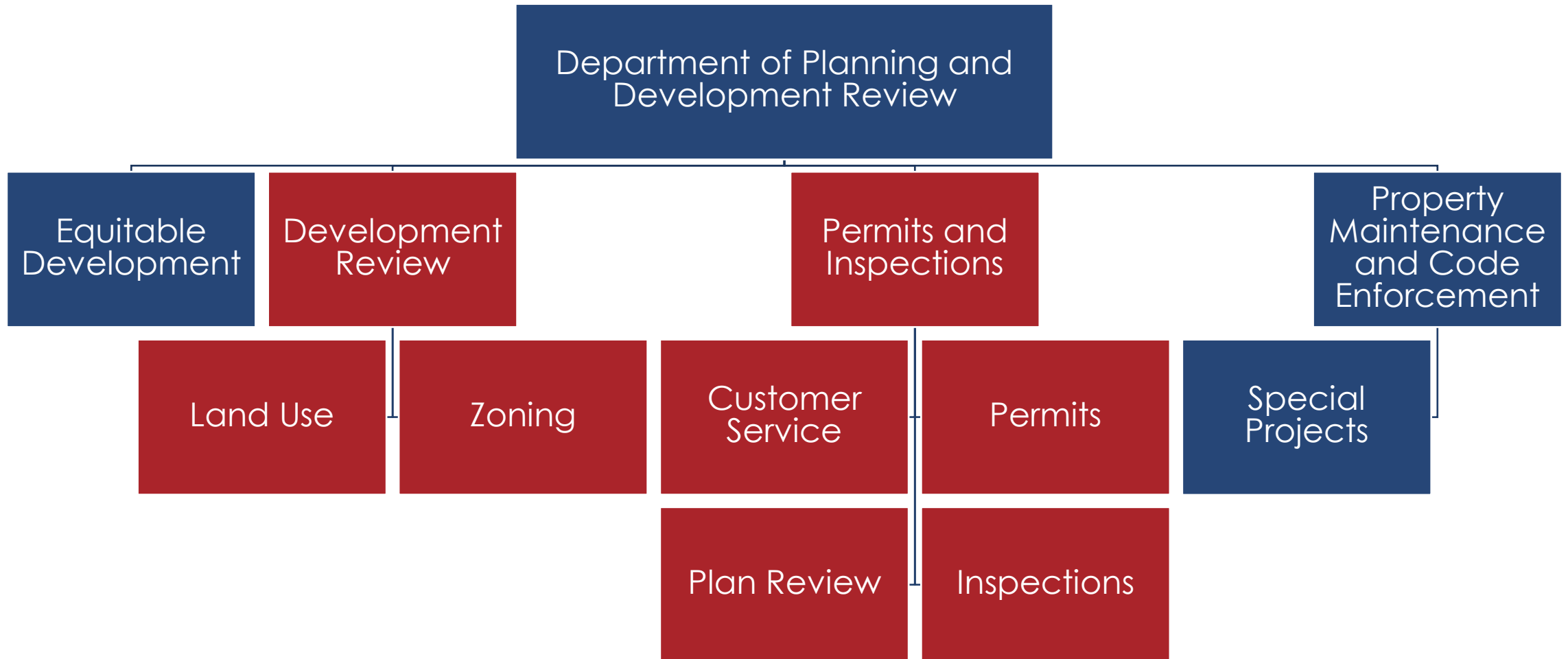
In my 14 years working in Richmond, I have never experienced the level of collaboration that you all have brought to the city. Your continued outreach and willingness to work with us to try and create better, more efficient systems and processes is incredibly refreshing. We are all trying to achieve the same goals and I thank you for recognizing that we can (and should) be working together to create forward-looking methods that allow us all to focus on building a better Richmond.

Just a quick note to say how impressive Leo is with the plan review and permits. I have now worked with him on multiple plans, permits, and random issues and he is terrific.

I just left a meeting of HBAR's multifamily council executive committee, and a good 20 minutes of the agenda was a round-robin love-fest of members sharing how impressed they are with the collaborative approach we are seeing from the leadership in Planning and Development Review.

All of us at SWA want to make you aware of how cooperative the Department of Building Inspection has been during the process. The inspectors have been thorough, and without fail, have been available and exhibited an attitude of teamwork. As you may be aware, first occupancy is especially difficult as all life safety, special inspections, elevator and all trade inspections must come together at one time.

PDR Organizational Chart



Development Review Process: **Permit Intake**



MEASURE	BIZ DAYS	CAL DAYS
Code of Virginia	-	-
Business goal	5	7
Performance	3	5

Development Review Process: **Entitlement**



MEASURE	BIZ DAYS	CAL DAYS
Code of Virginia	-	-
Business goal	90 90	126 126
Performance	75 105	105 147

Development Review Process: **Site Plan Review**



MEASURE	BIZ DAYS	CAL DAYS
Code of Virginia	42	60
Business goal	15	21
Performance	14	20

Development Review Process: **Building Plan Review**



MEASURE	BIZ DAYS	CAL DAYS
Code of Virginia	42	60
Business goal	10 20	14 28
Performance	18 20	26 28

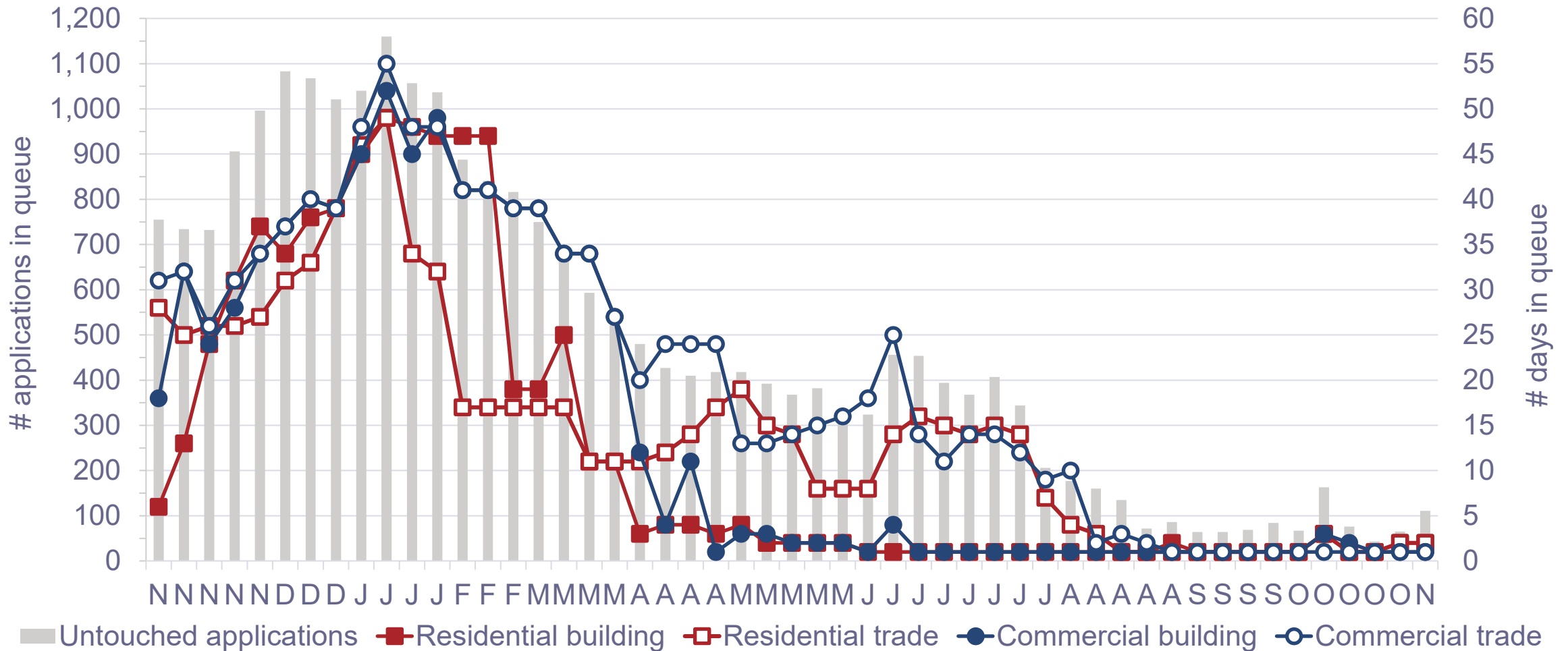
Development Review Process: **Inspections**



MEASURE	BIZ DAYS	CAL DAYS
Code of Virginia	2	2
Business goal	2	2
Performance	1	1

What a difference a year makes: November 2021 to November 2022

Days in Queue DECREASED by an average of 50 days



Continuous Improvement – Performance Objectives Personnel

Objectives	Status
Need more staff to complete the permitting process quickly	Hired seventy-one (71) employees since July 2021
Find funding for the additional positions	Leveraged building code fees to add three (3) planning specialists; will add four (4) plan examiners
Engage our customers and provide better service	Created a customer service division within the Bureau of Permits and Inspections
Determine a better way to provide timely plan review services	Contract with a third party to provide plan review services

Continuous Improvement – Performance Objectives Technology

Objective	Status
Find and evaluate a community development review software (Energov)	Worked with multiple plan review and depts. to create over 130 pages of business process need to evaluate software
Leverage legislative tracking software features (Legistar)	Staff training underway to implement Granicus
Purchase an intelligent software system to provide a better experience for the customer	In the process of purchasing software to implement an enhanced customer service-based system

Continuous Improvement – Performance Objectives Policies

Objective	Status
Adopt ordinance to change Plan of Development (POD) to Site Plan	Draft ordinance being reviewed the by City Attorney
Create and adopt standard operating procedures	Multi-departmental SOP has been adopted and being implemented
Redesign and reopen front counter	Now open from 8:00 AM to 1:00 PM for limited transactions

Questions?