## EXISTING REVIEW TIMES

<table>
<thead>
<tr>
<th>Review Type</th>
<th>Existing Review Time (Business Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Construction</td>
<td>15</td>
</tr>
<tr>
<td>Remodel</td>
<td>5</td>
</tr>
<tr>
<td>Smart Housing</td>
<td>7</td>
</tr>
<tr>
<td>Smart Housing Update</td>
<td>2*</td>
</tr>
</tbody>
</table>
*New Construction review time recently changed from 21 calendar days to 15 business days.
REVIEW TIME GOALS

- Update Review Times to reflect actual capability
- Meet performance measures recommended by the Zucker Report and set by the department
- Prevent larger projects from holding up the smaller projects
- Provide accurate review time information for our customers
- Work toward greater participation from other departments for providing concurrent reviews
Various additions to plan review over time, not limited to:

- Energy Review. Previously conducted by dedicated Austin Energy staff.
- Site Plan Coordination review. Previously conducted by Land Use Review.
- Subchapter E review.
- Tap receipt verification. Previously handled by Austin Water & Inspections.
- Tenant Relocation, notification verification (eff. 9/12/2016)
- Occupant Load Cards. Handled by Austin Fire Department for several years.
- Demolition applications, currently handled by Planning and Zoning Historic Preservation Office. (proposed change)
Continued...

- Additional Site Plan Coordination review (upcoming)
- Additional training funding provided for staff is a benefit, yet requires time
- Increase in request for projects to be qualified as Quick Turnarounds
- Quick Turnarounds are a benefit yet also monopolize the reviewer’s day
- Increasingly larger projects
- Increase in customer visits
- Overtime Review and requests for the service
- Increase in requests for Limited Permits
- New staffing to train. Over 50% new staff in the past few years.
- Increase in request for Conditional (Paper) Permits
HISTORIC DATA
NEW CONSTRUCTION

• Unable to achieve 90% on-time goal until Cycle 4 (i.e. 4th update).
• Closer to 90% on time 14 days after deadline on Cycle 3 (i.e. Update 3)
HISTORIC DATA REMODELS

- Unable to achieve 90% on-time goal
- Closer to 90% on time 14 days after deadline on Cycle 1 (i.e. Update 1)
HISTORIC DATA
REVIEWS BY AREA

Square Footage Reviewed

Square Footage Reviewed

0 20,000,000 40,000,000 60,000,000 80,000,000 100,000,000 120,000,000 140,000,000

Development
CITY OF AUSTIN SERVICES DEPARTMENT
Building A Better Austin Together
HISTORIC DATA
REVIEWS BY AREA

# Plan Reviews per year based on area
> 5,000 square feet

# Plan Reviews per year based on area
Including < 5,000
HISTORIC DATA

- Number of Initial Reviews
- Number of Customer Consultations
- Total Square Footage Reviewed
## COMPARABLE CITIES

<table>
<thead>
<tr>
<th>City</th>
<th>Remodel</th>
<th>New Construction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austin</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td>Houston</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>Dallas</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>San Antonio</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>Portland</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Seattle</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Phoenix</td>
<td>25</td>
<td>32</td>
</tr>
</tbody>
</table>

![Bar Chart](chart.png)

- **Remodel/Finishout/Alterations**
- **New Construction/Additions**
Establish different plan review turnaround targets for projects based on their size and complexity so as to avoid having small projects unnecessarily wait behind large projects.

Increase the review time for projects $1,000,000 and above.
  - Increase based on square footage. Division is moving away from fees based on job valuation and toward those based on area.

90% on-time review goal.
  - This cannot be achieved with our current resources.
OTHER CONSIDERATIONS

- 4 Plan Review Staff added in 2016
- Expedited Review
- 3rd Party Review to address backlogs
- Electronic Plan Review

Negative Impacts:
- Additional Review requirements
- Continual growth and increase in permitting
<table>
<thead>
<tr>
<th>Review Type</th>
<th>Existing Review Time (Business Days)</th>
<th>Proposed Review Time (Business Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Construction =&gt; 25,000 sq. ft.</td>
<td>15</td>
<td>25</td>
</tr>
<tr>
<td>New Construction =&gt; 25,000 sq. ft. Update 2</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>New Construction &lt; 25,000 sq. ft.</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Remodel</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td>Remodel Update 2</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Smart Housing</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Smart Housing Update</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Major Revision</td>
<td>Match Original</td>
<td>Match Original</td>
</tr>
<tr>
<td>Minor Revision*</td>
<td>Match Original</td>
<td>5</td>
</tr>
<tr>
<td>Update for Site Plan / Tap Receipt only</td>
<td>Match Original</td>
<td>5</td>
</tr>
</tbody>
</table>

*Minor Revision qualification would be determined by the assigned reviewer and/or supervisor(s) for the required review disciplines.