

TOWN OF  
**QUEEN CREEK**  
ARIZONA

# Senate Bill 1598

## Application Processing “Time-Frames”

October 17th, 2012



# SB 1598 Intentions

## Application Processing Requirements:

▪ **Improve Communication:** Provide applicants with clear direction regarding what must be submitted to obtain an approval and how long the review process will take.

▪ **Streamline the Review Process:** Reduce the number of times Cities and Towns can go back to the applicant for additional information.

▪ **Provide a Penalty Provision:** refund review/application fees If the City/Town does not approve or deny within the published time-frame or within the mutually agreed upon (one-time) time frame extension.



# Development Realities

## Application Processing Requirements:

- Development applications are site specific
  - Each site is unique with different development requirements and challenges
  - Unique development requirements result in reviews with varying degrees of difficulty and time needed to perform the review
- Due to the complexity of certain projects, the development community has requested flexibility in order to accommodate special needs
  - SB1598 removes some ability to be flexible



# Compliance to SB 1598

- Develop and publish our review time-frames for applicable forms of approval.
  - Not applicable to most Planning and Zoning case types
  - The new law excludes permits issued within 7 calendar days from application submittal
  
- Must consider:
  - Intent
  - Realities
  - Resources
  - Trends



# Developing New Time Frames

Two time-frames to develop

- **Administrative Review** - Determine if an application is complete or deficient
  
- **Substantive (Formal) Review** – Approve or deny the application



# New Administrative Review Time-Frames

## ■ Approaches

- Perform review at the counter with the applicant
  - Requires sufficient counter staff
- “Self Certification” of application completeness
  - Inherent risks and ambiguity
- Perform review “back office” with primary reviewers
  - Increases overall lead times

## ■ Strategy

- The administrative review is the time the applicant and staff have to ensure all required material needed to approve or deny an application has been submitted.
  - Approaches that reduce the time to zero days negate some flexibility



# New Administrative Review Time-Frames

TAT's (Business Days)	Queen Creek	Phoenix	Tucson	Mesa
<b>Administrative Review</b>				
Application Completeness Review	Under Review	0 days - Over the Counter	15 days (back office)	0 days - "Self Certified"



# New Substantive (Formal) Review Time-Frames

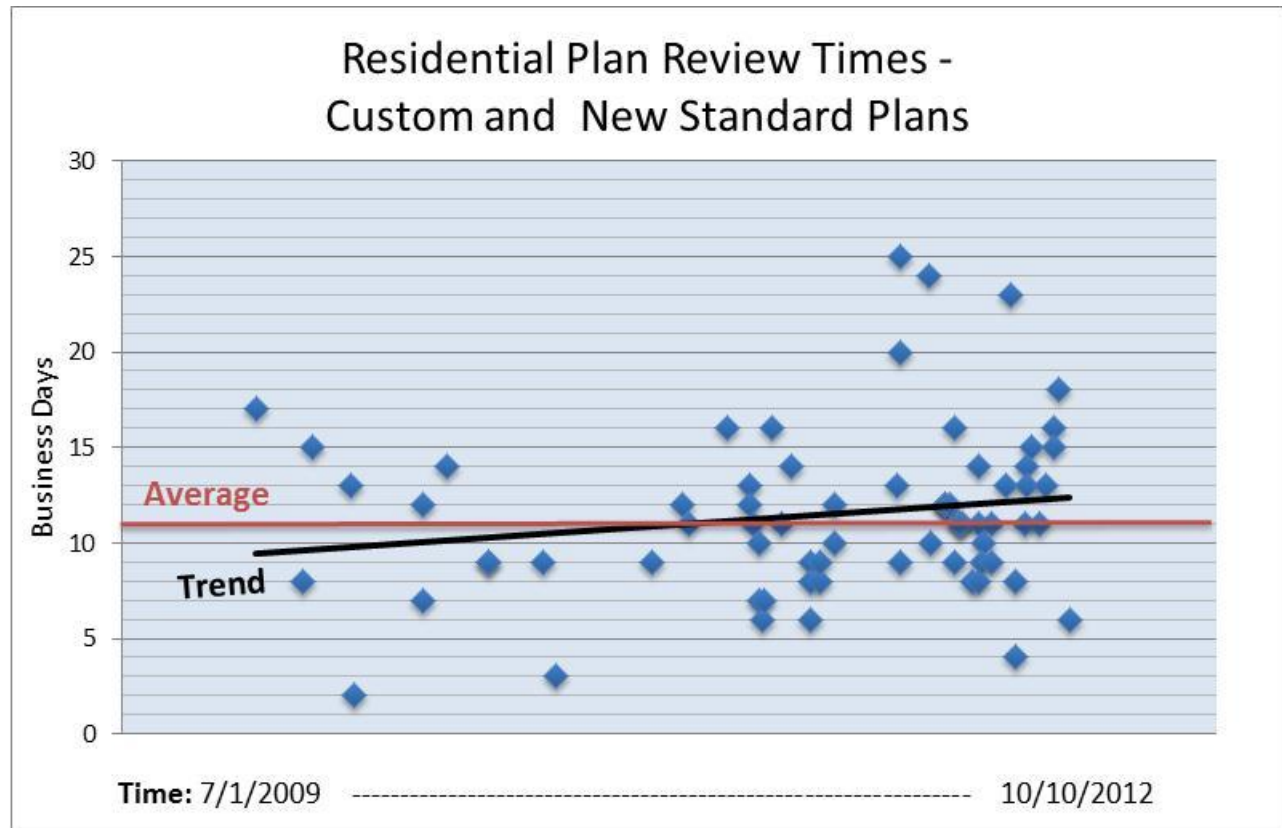
- Move away from time-frames that focus on average time to perform a review
  - Must consider worse case scenarios and trends due to the penalty provision
- New time frames will be based on the maximum amount of time to perform reviews within current resources.





# New "Time-Frames"

Looking to the past for the future



# New “Time-Frames”

- Each City/Town is developing time-frames based on their strategies to comply with SB1598 and within their resources.
- No City/Town has published their new time-frames. The following times are draft only.



**“Max”** = Promised/Guaranteed Turnaround Time

**“Average”** = For QC, the amount of time 80-85% of reviews are performed in

TAT's for SUBSTANTIVE REVIEW (Business Days)		Queen Creek <b>DRAFT</b>		Phoenix <b>DRAFT</b>		Tucson <b>DRAFT</b>	Mesa <b>DRAFT</b>
Commercial Building Plans	Description	Max	Average	Max	Average	Max	Max
Major	Over 50,000 SqFt	45	N/A	45	37	70 days (includes two formal reviews)	18
Medium	5,000 SqFt - 50,000 SqFt	35	14	35	20		
Minor	Under 5,000 SqFt	25	11	25	18		
Misc.	Sign, Demo	20	6	N/A	N/A		
Fire Safety (Construction)	Description	Max	Average	Max	Average	Max	Max
Major	Over 50,000 SqFt	30	N/A	-	-	70 days (includes two formal reviews)	-
Medium	5,000 SqFt - 50,000 SqFt	20	10	-	-		
Minor	Under 5,000 SqFt	15	5	-	-		

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Residential Building Plans	Description	Max	Average	Max	Average	Max	Max
Custom and Standard Plans	One of a kind new home that has a full set of plans with all disciplines	25	11	30	20	70 days (includes two formal reviews)	10
Major Remodels and Additions	> 2,000 SqFt and/or more than one level	20	9	30	15		
Minor Remodels and Additions	< 2,000 SqFt and not more that one level	15	6	14	9		
Plot Plans	placement of new single family homes, pools, etc.	15	4	5	3		5
Misc./Default	All other residential construction	25	11	N/A	N/A		10

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	Max	Average	Max	Average	Max	Max
Engineering	40	27	-	-	70 days (includes two formal reviews)	-
Final Plat: Residential and Commercial	35	17	-	-		-
General Engineering Reviews	Max	Average	Max	Average	Max	Max
Planning and Zoning	20	10	-	-	70 days (includes two formal reviews)	-
Temporary Use Permits	20	5	-	-		10
Sign Permits						

# Process Improvements

Currently exploring a number of process and resource improvements

- Software
- Process mapping revealed deficiencies & opportunities
- Completed a staffing/capacity analysis



# Does this all add value?

Queen Creek values efficient and quality service where communication is honest, timely and accurate.

## **The new law is refocusing efforts to:**

- Improve project tracking
- Provide clarity of project requirements
- Improve communication
- Recognize customer rights





# SB 1598 Compliance Project

## Project Schedule:

1. Town Council Work Study presentation on September 5, 2012
  - a) overview of SB1598 and the compliance project
2. Department consensus on staffing capacity and time-frame recommendations by October 1, 2012.
3. Town Council Regular Session presentation on October 17, 2012
  - a) overview of developed “time-frames”
4. Finalize checklists, process documentation, notices, and outreach materials by November 14, 2012
5. Publish time-frames December 3, 2012, effective January 1, 2013





# Questions or Comments?

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