

TOWN OF
QUEEN CREEK
ARIZONA

Senate Bill 1598

Application Processing “Time-Frames”

November 7th, 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
Administrative Review				
Application Completeness Review	Under Review	0 days - Over the Counter	15 days (back office)	0 days - "Self Certified"



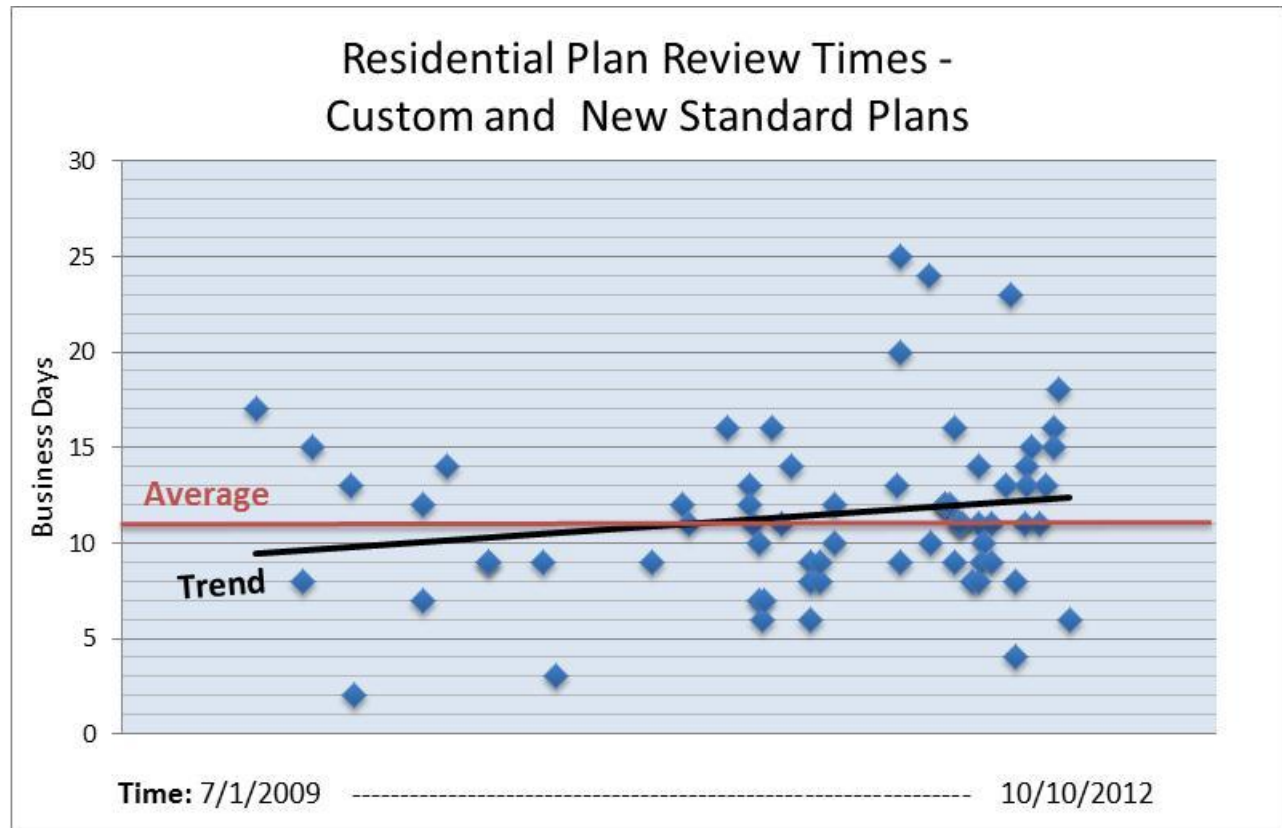
New Substantive (Formal) Review Time-Frames

- 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 DRAFT		Phoenix DRAFT		Tucson DRAFT	Mesa DRAFT
Commercial Building Plans	Description	Max	Average	Max	Average	Max	Max
Major	Over 50,000 SqFt	44	N/A	45	37	70 days (includes two formal reviews)	18
Medium	5,000 SqFt - 50,000 SqFt	36	14	35	20		
Minor	Under 5,000 SqFt	24	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	32	N/A	-	-	70 days (includes two formal reviews)	-
Medium	5,000 SqFt - 50,000 SqFt	20	10	-	-		
Minor	Under 5,000 SqFt	16	5	-	-		

“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 DRAFT		Phoenix DRAFT		Tucson DRAFT	Mesa DRAFT	
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	24	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	16	6	14	9			
Plot Plans	placement of new single family homes, pools, etc.	16	4	5	3			5
Misc./Default	All other residential construction	24	11	N/A	N/A			10

“**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 DRAFT		Phoenix DRAFT		Tucson DRAFT	Mesa DRAFT
	Max	Average	Max	Average	Max	Max
Engineering						
Final Plat & General Engineering Reviews	44	27	-	-	70 days (includes two formal reviews)	-
Planning and Zoning						
Temporary Use & Sign Permits Permits	20	7	-	-	70 days (includes two formal reviews)	10

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 November 7th, 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?

Project Manager:

Kevin Johnson

Sr. Management Assistant

Development Services Department

Kevin.Johnson@QueenCreek.org