Appendix G

Benchmark Survey

	Name of City:		Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
5	Population of the community:		885,400	822,553	792,862	1.288 million	792,727	609,644	583,776	1.409 million
6	What was the building valuation of private construction in your community last year?		$3.7 billion (FY 2014)	$1.8 billion		$3.2 billion (FY 13-14)	$2.95 billion CY 2013 All Construction Permitted	$1.8 billion	Andy Peterson can provide this to you	Commercial $2.9 billion
7	How many discretionary applications (site plans, plats, variances, etc.) did your City process last year?		Site Plans - 530; Plats - 269	1254		12,500 Building Permits (FY 13-14); 270 plats	CY 2013-2031 Applications	Over 20,000	Approximately 800	49
8	How many zoning cases did you process last year?		217	381	120	255 (FY 13-14)	CY 2014-166	155 new & amendments	Define what you mean by a "zoning case"	207
9	How many applications for new single family houses did you process last year?		3,280	877	18	1,117 (FY 13-14) does not include additions or rehabs	BY 2013-3,306	Approximately 750	Andy Peterson can provide this to you	1982
10	How many applications for new commercial buildings did you process last year?		280	688		513 (FY 13-14) does not include additions or rehabs	CY 2013-865	over 7,000	Andy Peterson can provide this to you	1225
11	If performance standards have been established for review cycles, are they cut in half for each subsequent cycle of review (i.e., first review is 10 working days; second review is 5 working days, etc.)?		No	Yes	Reduced, but not cut in half	Yes & No	No	Complete in 3 weeks		Yes
12	How many times did your City Council amend your Land Development or Unified Development Code last year?		20	3	15	5 (FY 13-14)	0	About 20	The zoning code was amended once. A separate tree code went into effect Jan 1st	4
13	Do you have published interpretation manuals for:	Building Codes	Yes	Yes		Yes	Yes	No	Yes	Yes
		Zoning Codes		Yes	No	Yes	Yes	No	No	Yes
		Engineering Standards	Yes	Yes		No	Yes	No		Yes
		Other	Fire, Transportation, Drainage, Utilities, Environment			A building code interpretation manual exists, but it is currently available for staff use only.				RID

			Name of City:	Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
14	Are administrative decisions on site, building, plantting, etc. appealable by the public?			Yes	Yes	Yes	Yes	Yes	Yes	Yes, administrative discretionary decisions are appealable by the public	Yes, they appeal to BOA-required by State
15	Do you have separate design standards for commercial structures?			Yes, subchapter E of the Land Development Code	Yes	Depends on zoning district	Generally no, however, commercial building design standards exist for "special" districts (historic, conservation, planned developments)	Yes	Yes	Yes	Yes
16	New commercial buildings. What is the promised number of days required for the first plan check or review by:	Building		21 days	30 calendar days			7	3 weeks		35
		Engineering						14			NA
		Planning						21			NA
17	New commercial buildings. What is the promised number of days required for any second plan check or review by:	Building		14 days	30 calendar days			7	Varies		15
		Engineering						14			NA
		Planning						NA			NA
18	New Single Family dwelling. What is the promised number of days required for the first plan check or review by:	Building		14 days	7 calendar days			7	45 minutes, by phone		3
		Engineering						NA			NA
		Planning						NA			NA

	Name of City:		Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
19	New Single Family dwelling. What is the promised number of days required for any second plan check or review by:	Building	14 days	7 calendar days			7	None		1
		Engineering								NA
		Planning								NA
20	Average number of inspections per day per inspector?		28.9 Residential; 19.6 Commercial	8.6		21 (average daily inspections per FTE of all inspector types, including building, plumbing, and electrical	15	12		15
21	Do you utilize combination inspectors?		Yes, Building, Plumbing and Mechanical (not electric)	No, we have inspectors employed by specific trade i.e., mechanical, structural, electrical, plumbing		No	Yes, plus a mix of specialists	Yes	Yes	Yes
22	Are all your plans examiners and inspectors required to be certified?		Yes for inspectors; no for plans examiners	Yes		No, some are, some aren't	Yes	Yes		Yes
23	Does your community regulate impervious cover on single-family, multi-family, or commercial sites?		Yes	Yes	Yes	Generally not, but some special districts are regulated.	Yes	Yes	Only in certain plan districts	Yes
24	Does your community have tree preservation regulations?		Yes	Yes	Yes, Engineering Dept administers	Yes	Yes	Yes	Yes	Yes
25	Does your community have requirements for on-site permanent water quality treatment?		Yes	Yes	Yes, Engineering Dept administers		Yes	Yes	Yes	Yes
26	Does your community have regulations to control the massing and scale of single-family, residential structures (McMansion)?		Yes	Yes	Height only	Generally no, except in "special" districts (historic, conservation, stabilization overlay)	No	Yes, overlays	Yes	Yes

	Name of City:	Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
27	Does the staff, at any level, have administrative authority to grant waivers to minor zoning issues, such as small setback encroachments?	Yes	No, we have inspectors employed by specific trade i.e., mechanical, structural, electrical, plumbing	Yes	No	Yes	No	No, waiving zoning code requirements such as minimum setbacks requires a discretionary land use review, public notice, and writing findings on how specific approval criteria are met.	Yes
28	Do you enforce engineering construction standards for public right-of-way infrastructure work?	Yes	Yes		Yes	Yes	Yes		Yes, TCI regulates this
29	If site plans are required (infrastructure or site projects); what is the promised length of time required for the first plan check?	28 days	12 calendar days			14 days	Public Works issue		8
30	If site plans are required (infrastructure or site projects); what is the promised length of time required for the second plan check?	14 days	6 calendar days			14 days	Public Works issue		10 to 20 days
31	Are sit plans part of the building permit process or separate?	Separate	Part of Building Permit	Separate	Part of Building Permit	Part of Building Permit	Part of Building Permit	Part of Building Permit	Part of Building Permit
32	If sit plans are a separate process, how many applications do you have per year?	529 in 2014	They are linked to the Building Permit. Without site plan approval, the Building Permit cannot be issued.	Another department is responsible for this					
33	Subdivisions: What is the average length of time required from the application for a subdivision to recording?	6 months	3 months	Not a fixed time 60-90 days preliminary plan review; 30-45 days plat review	2 to 3 years		6-8 weeks	Partitions too? Or only subdivisions? Applicant has 180 days to make application complete. Once it's complete add about 3 months.	Varies - typically 6 to 9 months

	Name of City:		Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
34	Are public improvements required prior to recording of the plat?		No	No	The developer has the option to complete all required improvements or post bond/surety	Yes	No, the contracted for in a Community Facilities Agreement	Improved or bonded	Yes	Yes, unless the public improvements are bonded
35	How many subdivision plats do you approve administratively?		108 in 2014	0	All preliminary plans and plats are approved administratively	About 30 per year	None	About 75% of applications - roughly 195 last year	Unclear question	217 plats were eligible for administrative approval
36	How many subdivision plat applications to you have per year (both major and minor)?		269 in 2014	20	In 2014 staff received 132 plat applications (19 condo plats, 92 major plats, and 21 minor plats). Also approved 94 plat revisisons and 75 not subject to plats.	About 300	CY 2013-2279	About 260 last year	170	431 applications in 2014
37	What percent of the budget for the following functions comes from fees?	Building	66%	81%		100%	100		100%	71%
		Engineering	9%	1%			100		100%	13%
		Planning	2%	9%	20%	<10%	100		85-90% (for administration of the zoning code). Long range planning is in a different bureau.	16%
38	Are development fees isolated in a separate account and restricted to development activity, or can they go into the general fund?		Can go into the general fund	Are isolated	Can go into the general fund	Are isolated, Dallas' Building Insepction Division is an enterprise organization	Can go into the general fund	Can go into the general fund	Are isolated	Are isolated
39	What is your policy for when phone calls and emails are to be returned?	Emails	24 hours	No policy	24 hours	Varies, no policy (asap)	24 hours	No policy	24 hours	24 hours
		Phone Calls	24 hours	No policy	24 hours	Varies, no policy (asap)	24 hours	No policy	24 hours	24 hours

		Name of City:	Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
40	What methods does your department / agency use to communicate new programs, policy changes, or service improvements to external customers? (Check all that apply)	Newsletters	Yes		Yes	Yes	Yes	Yes	Yes	Yes
		Brochures				Yes	Yes		Yes	Yes
		Social Media (Facebook, Twitter, etc.)						Yes		Yes
		Web	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		Monthly Meetings		Yes	Yes	Yes	Yes		Yes	Yes
		Press Releases	Yes			Yes	Yes	Yes	Yes	Yes
41	What methods does your department / agency use to communicate new programs, policy changes, or service improvements to internal customers (employees)? (Check all that apply)	Newsletters	Yes			Yes	Yes	Yes	Yes	Yes
		Brochures					Yes			
		Social Media (Facebook, Twitter, etc.)						Yes		
		Web	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
		Monthly Meetings		Yes	Yes	Yes	Yes		Yes	Yes
		Press Releases	Yes				Yes			

		Name of City:	Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
42	How many staff do you have for the permitting and developing functions?	Building and Safety Inspection	59	59		60	44	33		71 assigned
		Building and Safety Review	40 (residential & commercial)	23		70	40	6		37
		Code Enforcement	NA					19		134
		Current Planning	15		26 (this number includes 5 subdivision staff)	8 - 19	33	9 +3 support	This includes subdivision and Zoning but not sure what you mean by that term. Total is about 70	NA
		Economic Development	NA					Separate dept. located in Mayor's office		NA
		Engineering	12	14		6				NA
		Fire	NA	2		5				6
		Housing	NA							NA
		Long-Range Planning	61 (Comprehensive Planning and Urban Design)			3		11	Different bureau	NA
		Subdivisions	5		Included in Current Planning	6			Part of current planning	9
		Transportation	5		1			Long-range planning / community planning / design division includes 1 dedicated transportation planner MPO housed in our dept. has a staff of 12		NA
		Zoning	6 (captured in Current Planning above)	17	Included in Current Planning	8			Part of current planning (the land use services division = current planning)	10
		Other		44	Urban Design (4) - Also involved in other activities					
43	Do you have third party vendors to assist in processing applications or permits for:	Building	No	No		Yes	Yes	No		No
		Engineering or Site Plan	No	No		No	Yes	No		No
		Subdivision	No	No	No	No		No	No	No
44	What percent of the workload is handled by third party vendors for:	Building				Third party vendors required for design and inspection of Green Building regulations (100%). All other aspects of building plan reviews are conducted "in-house."	90% residential 10% commercial			NA
		Engineering or Site Plan					Less than 10%			NA
		Subdivision			0%	None	Less than 10%		0	NA
45	Do you have expediting procedures for processing applications or permits for:	Building	Yes	Yes		Yes	Yes	No		Yes
		Engineering or Site Plan	No	No		Yes	Yes	No		Yes
		Subdivision	No	No	No	Yes & No	Yes	No	No	Yes

		Name of City:	Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
46	Which of the following staff functions are included in the department which would generally be considered the Building or Development Services Department?	Board of Adjustment or Appeals Staff Support	Yes	Yes	Yes	Yes	No		Yes	Yes
		Inspection	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
		Building Plan Review	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
		Capital Improvement Program Lead	No	No	No	No	No			No
		Current Planning	Yes	No	Yes	Yes	No	Yes	Yes	
		Dedicated Customer Service Center	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
		Design Review	Yes	Yes	Yes	Yes	No	Yes	Yes	
		Economic Development	No	No	No	No	No			No
		Engineering Infrastructure Inspection	Yes	No	No	Yes	No	Yes		
		Engineering Review of Public Utility and Infrastructure	No	Yes	No	Yes & No	No	Yes		
		Environmental Review	Yes	No	No	Yes	No		Yes	Yes
		Hearing Officer	No	No	Yes	Yes	Yes		Yes	
		Historic Preservation	Yes	No	Yes	Yes	No	Yes	Yes	No
		Interpretation of Zoning Ordinance	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
		Long-Range Planning	Yes	No	Yes	Yes	No	Yes		No
		Redevelopment	No	No	Yes	Yes	No	Yes		Yes
		Site Plans	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
		Subdivisions	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
		Urban Design	Yes	No	Yes	Yes	No	Yes	Yes	
		Zoning Enforcement	No	Yes	Yes	Yes	No	Yes	Yes	Yes
		Other (please specify)	Environmental Inspection; Commercial Site		Planning Dept; other functions by Charlotte Engineering, Transportation, Neighborhood & Business Services and Mecklenburg			Related depts. Operate a joint Development Services Center - "one-stop shop" for applications and review. Initial intake and some reviews are done there.		

	Name of City:	Austin, TX	Columbus, OH	Charlotte, NC	Dallas, TX	Fort Worth, TX	Nashville, TN	Portland, OR	San Antonio, TX
47	Can Planning, Building, or Engineering Plans be submitted to your community electronically over the Internet?	No	No, Plans to implement this function in 2015	Some	Currently limited to Express Plan Review customers. Will be available to all permit applicants later this year.	Some, in March it will be all	Yes	Yes, but this is only pdfs via email	Some
48	Has your organization established an online permit tracking system so that users can track the status of plan approvals without having to call staff to inquire?	Yes	Yes	Yes	Yes, basic function currently available, with expanded services available soon.	Yes	Yes, also have an online system for applicants and the public to track status of applications	Yes	Yes
49	Do you use electronic plan check software?	No	No., Plans to implement this funciton in 2015	Yes	Yes	In March	No	No	Yes
50	If yes, which software?	There is an active project to implement ProjectDox by Avolve in FY 15	Onbase E Plan	Acella EDR	BlueBeam				Brava

	Name of City:		Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
5	Population of the community:		885,400	103,166	109,821	54,076
6	What was the building valuation of private construction in your community last year?		$3.7 billion (FY 2014)	$44 million	$1.7 million	$1.5 million
7	How many discretionary applications (site plans, plats, variances, etc.) did your City process last year?		Site Plans - 530; Plats - 269	30	74 (site, subdivision, variances), 47 (plats)	70
8	How many zoning cases did you process last year?		217	60	29	9
9	How many applications for new single family houses did you process last year?		3,280	89	547	275
10	How many applications for new commercial buildings did you process last year?		280	8	231	16
11	If performance standards have been established for review cycles, are they cut in half for each subsequent cycle of review (i.e., first review is 10 working days; second review is 5 working days, etc.)?		No	No	No	No
12	How many times did your City Council amend your Land Development or Unified Development Code last year?		20	3	3	4
13	Do you have published interpretation manuals for:	Building Codes	Yes	Yes	No	No
		Zoning Codes		Yes	No	No
		Engineering Standards	Yes	Yes	No	Yes
		Other	Fire, Transportation, Drainage, Utilities, Environment			

	Name of City:		Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
14	Are administrative decisions on site, building, plantting, etc. appealable by the public?		Yes	Yes	Yes	No
15	Do you have separate design standards for commercial structures?		Yes, subchapter E of the Land Development Code	Yes	Yes	Yes
16	New commercial buildings. What is the promised number of days required for the first plan check or review by:	Building	21 days	26	Depends on permit type. Typically 5 weeks.	5-7 business days
		Engineering		26	NA	na
		Planning		26	2 weeks	5-7 business days
17	New commercial buildings. What is the promised number of days required for any second plan check or review by:	Building	14 days	7-12 days	No resubmittal required	5-7 business days
		Engineering		7-12 days	NA	na
		Planning		7-12 days	No resubmittal required	5-7 business days
18	New Single Family dwelling. What is the promised number of days required for the first plan check or review by:	Building	14 days	26	Typically 1 week	3-5 business days
		Engineering		26	NA	na
		Planning		26	Typically 1 week	3-5 business days

			Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
		Name of City:				
19	**New Single Family dwelling . What is the promised number of days required for any second plan check or review by:**	**Building**	14 days	7-12 days	No resubmittal required	3-5 business days
		Engineering		7-12 days	NA	na
		Planning		7-12 days	No resubmittal required	3-5 business days
20	**Average number of inspections per day per inspector?**		28.9 Residential; 19.6 Commercial	15	12	20
21	**Do you utilize combination inspectors?**		Yes, Building, Plumbing and Mechanical (not electric)	Yes	Yes	Yes
22	**Are all your plans examiners and inspectors required to be certified?**		Yes for inspectors; no for plans examiners	Yes	No	Yes
23	**Does your community regulate impervious cover on single-family, multi-family, or commercial sites?**		Yes	Yes	Yes	Yes
24	**Does your community have tree preservation regulations?**		Yes	Yes	Yes	Yes
25	**Does your community have requirements for on-site permanent water quality treatment?**		Yes	No	No, regulated by the Texas Commission of Environmental Quality	Yes, not in every location.
26	**Does your community have regulations to control the massing and scale of single-family, residential structures (McMansion)?**		Yes	Yes	Yes, lot size, setbacks	No

	Name of City:	Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
27	Does the staff, at any level, have administrative authority to grant waivers to minor zoning issues, such as small setback encroachments?	Yes	Yes	Yes, typically 10% variance is allowed	Yes, 10% administrative variance for directors
28	Do you enforce engineering construction standards for public right-of-way infrastructure work?	Yes	Yes	Yes	Yes
29	If site plans are required (infrastructure or site projects); what is the promised length of time required for the first plan check?	28 days	3 weeks	15 working days	10 days
30	If site plans are required (infrastructure or site projects); what is the promised length of time required for the second plan check?	14 days	15 working days	15 working days	10 days
31	Are sit plans part of the building permit process or separate?	Separate	Part of Building Permit	Separate	Separate
32	If sit plans are a separate process, how many applications do you have per year?	529 in 2014		50 to 75 site development permit applications are received per year	35
33	Subdivisions: What is the average length of time required from the application for a subdivision to recording?	6 months	90-180 days	Depends on status of subdivision construction	45 days

	Name of City:		Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
34	Are public improvements required prior to recording of the plat?		No	No, public improvements are memorialized and guaranteed through a subdivision agreement	Yes, or fiscal security must be posted	Yes
35	How many subdivision plats do you approve administratively?		108 in 2014	5-10 / year	None	25
36	How many subdivision plat applications to you have per year (both major and minor)?		269 in 2014	5-10 / year	35-60 (concept, preliminary, and final plat applications	40
37	What percent of the budget for the following functions comes from fees?	Building	66%	100		
		Engineering	9%	50		
		Planning	2%	50		
38	Are development fees isolated in a separate account and restricted to development activity, or can they go into the general fund?		Can go into the general fund	Are isolated	Can go into the general fund, some are isolated, e.g. Reginal Detention, Oversize	Can go into the general fund
39	What is your policy for when phone calls and emails are to be returned?	Emails	24 hours	24 hours	24 hours	24 hours
		Phone Calls	24 hours	24 hours	24 hours	24 hours

		Name of City:	Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
40	What methods does your department / agency use to communicate new programs, policy changes, or service improvements to external customers? (Check all that apply)	Newsletters	Yes	Yes	Yes	Yes
		Brochures		Yes		
		Social Media (Facebook, Twitter, etc.)		Yes	Yes	
		Web	Yes	Yes	Yes	Yes
		Monthly Meetings		Yes		
		Press Releases	Yes	Yes		Yes
41	What methods does your department / agency use to communicate new programs, policy changes, or service improvements to internal customers (employees)? (Check all that apply)	Newsletters	Yes		Yes	
		Brochures				
		Social Media (Facebook, Twitter, etc.)		Yes		
		Web	Yes	Yes		
		Monthly Meetings		Yes	Yes	Yes
		Press Releases	Yes	Yes		

		Name of City:	Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
42	How many staff do you have for the permitting and developing functions?	Building and Safety Inspection	59	7	7	4
		Building and Safety Review	40 (residential & commercial)	4	7	
		Code Enforcement	NA	2	4	
		Current Planning	15		2	3
		Economic Development	NA		4	
		Engineering	12		3	2
		Fire	NA		3	
		Housing	NA		0	
		Long-Range Planning	61 (Comprehensive Planning and Urban Design)		3	1
		Subdivisions	5		2	
		Transportation	5		2	
		Zoning	6 (captured in Current Planning above)		1	
		Other				
43	Do you have third party vendors to assist in processing applications or permits for:	Building	No	No	Yes	No
		Engineering or Site Plan	No	No	No	No
		Subdivision	No	No	Yes	No
44	What percent of the workload is handled by third party vendors for:	Building			<5%	
		Engineering or Site Plan				
		Subdivision			<5% (bridge design, pavement design)	
45	Do you have expediting procedures for processing applications or permits for:	Building	Yes	No	No	No
		Engineering or Site Plan	No	No	No	No
		Subdivision	No	No	No	No

		Name of City:	Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
46	Which of the following staff functions are included in the department which would generally be considered the Building or Development Services Department?	Board of Adjustment or Appeals Staff Support	Yes	Yes	Yes	Yes
		Building Inspection	Yes	Yes	Yes	Yes
		Building Plan Review	Yes	Yes	Yes	Yes
		Capital Improvement Program Lead	No	Yes	No	
		Current Planning	Yes	Yes	Yes	Yes
		Dedicated Customer Service Center	Yes	Yes	Yes	Yes
		Design Review	Yes	Yes	Yes	Yes
		Economic Development	No	No	No	
		Engineering Infrastructure Inspection	Yes	Yes	Yes	
		Engineering Review of Public Utility and Infrastructure	No	Yes	Yes	
		Environmental Review	Yes	Yes	Yes	Yes
		Hearing Officer	No	No	No	
		Historic Preservation	Yes	Yes	No	Yes
		Interpretation of Zoning Ordinance	Yes	Yes	Yes	Yes
		Long-Range Planning	Yes	No	No	Yes
		Redevelopment	No	Yes	Yes	Yes
		Site Plans	Yes	Yes	Yes	Yes
		Subdivisions	Yes	Yes	Yes	Yes
		Urban Design	Yes	No	No	Yes
		Zoning Enforcement	No	Yes	No	
		Other (please specify)	Environmental Inspection; Commercial Site			

	Name of City:	Austin, TX	Boulder CO	Round Rock, TX	San Marcos, TX
47	Can Planning, Building, or Engineering Plans be submitted to your community electronically over the Internet?	No	Some	No	Yes
48	Has your organization established an online permit tracking system so that users can track the status of plan approvals without having to call staff to inquire?	Yes	Yes	Yes	Yes
49	Do you use electronic plan check software?	No	No, plan to in 2015	No	Yes
50	If yes, which software?	There is an active project to implement ProjectDox by Avolve in FY 15	BlueBeam Review		MyPermitNow