Developers Focus Group Meeting

Process Improvement... an Ongoing Practice!

Planning & Development Services
May 9, 2019
Agenda

- Director’s Update
- AP.com (Online Permitting System) Information
- Electronic Plan Review (EPR)
- Fire Inspection
- Permitting Workshop
- EPR Announcement by the Mayor
2019 City Council Items

- Gas Well Ordinance Update
- Hotel Design Standards
- Short-Term Rental (STR)
Introducing Redesigned ArlingtonPermits.com

Process Improvement... an Ongoing Practice!
PUTTING TECHNOLOGY TO WORK

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Arlington Permits.com (AP.com)

Customer Feedback

- Layout was confusing to customers
- Application process could be improved
- Search and Help functions were not apparent
- Overall unappealing
- Difficult to navigate
- Site not well defined
Partnered with IT Department to hire a consultant to complete an assessment on the user interface and experience

Provided recommendations that addressed repetitive customer feedback
Coming Soon!
ArlingtonPermits.com will have a fresh new look soon! It was designed with your needs in mind.

ArlingtonPermits.com will be upgrading our website on March 28, 2019 from 10:00 pm - 11:00 pm. During this time the site will be down and users will not be able to log in to do business until the upgrade is complete.

There will also be a scheduled maintenance on Friday March 29, 2019 from 8:30 am - 9:00 am where during this time the site will be down and users will not be able to log in and do business until maintenance is complete.

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Arlington Permits

Welcome to ArlingtonPermits.com, your One Stop online platform for a variety of permits, licenses, and registrations.

For assistance with questions: Contact Us or View Helpful information.

What's New to Arlington Permits Online

December 14, 2018: Application Policy – ten (10) business days
Building permit applications started on-line through arlingtonpermits.com will remain in our system for ten (10) business days until payment and/or plans are received. If no payment and/or plans are received within ten (10) business days, the application will be voided, and a new application must be submitted.

March 18, 2019: Beginning in April 2019
The Planning & Development Services Dept. will begin piloting electronic plan (ePlan) submittals via ArlingtonPermits.com. To begin submitting your ePlans during the pilot period, you must attend one of the five training workshops in April.

Learn More
Redesigned Homepage
Redesigned My Services
Redesigned Application Process
# Redesigned Application Types

## Registrations and Licenses

### Building Permits
- **Building Permit for Electrical Work**: Apply for all residential and commercial electrical permits.
- **Concrete Permit**: Apply for sidewalk, drive approach, or parking lot permits.
- **Fire Permit**: Apply for the following fire permits on this webpage: fire sprinkler, fire alarm, special locking systems, fire extinguishing systems, smoke control systems, tank installation, storage tank removal and line abandonment, LPG container installation, fire line with hydrants, fire lanes with pavers, underground fire protection systems, blasting, trench burning, fireworks, pyrotechnics, flame effects, airport refueling units, and mobile fueling.
- **Plumbing Permit**: Apply for all residential and commercial plumbing permits.
- **Sign Permit**: Apply for Wall Sign, Pole Sign, Ground, Onsite Development, Menu Board, Directional, Directory, Awning, Billboard, Multi Tenant Ground sign, Offsite Development or other undefined signs.

### Other Permits
- **Commercial Building Permit**: Apply for New construction, New construction - shell, Addition, Interior Finish, Remodel/Alterations/Repair, Demolition, Move, or Early Grading permits.
- **Fence Permit**: Apply for Residential Privacy, Swimming Pool Barrier, Commercial Privacy, Commercial Screening, Perimeter Screening Fence or Subdivision Screening Wall fence permits.
- **Floodplain Development Permit**: Apply for a Floodplain Development permit. This is required if work is to be performed on a property within the Floodplain.
- **Irrigation Permit**: Apply for all residential and commercial irrigation permits.
- **Mechanical Permit**: Apply for all residential and commercial mechanical permits.
- **Residential Permit**: Apply for residential permits.
Customer Feedback after “Go Live”

- Login is so much clearer!
- More efficient!
- Easier way to click on their business registration instead of searching!
Introducing
Electronic Plan Review

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Planning & Development Services
May 9, 2019
What Is Electronic Plan Review

- Also called Eplan Review or EPR

- Permitting Process:
  - Using EPR system, plans are submitted in electronic format rather than on paper
  - The plans are electronically reviewed by staff, and emailed to the applicant with marked-up comments on the plans
  - Plans are also resubmitted electronically
Add water barrier at joint
Why Use EPR?

- **MONEY!**
- Hard-copy prints/plans are costly
- A single set of plans can cost $200-$500 on an average size commercial project
- Applicants must submit more than two paper sets to the City for development and permits
- Same number of copies may be required for resubmittals too
- Electronic plans can save the applicant thousands in the cost of the project
Why Use EPR?

- **CONVENIENCE!**
  - Applicants must travel to City Hall, lug large/heavy sets of paper plans, and wait their turn in line to submit. OR pay courier service
  - Multiple staff members review each set of plans. Paper plans allow for just one reviewer at a time. EPR allows for unlimited simultaneous review
Why Use EPR?

- **STORAGE!**
- Paper plans are bulky and awkward to store
- Significant City Hall floor area is dedicated to plan storage
  - Electronic plans are stored on the network and cloud
- State record retention laws require most building plans to be maintained for the life of the building
  - Electronic storage complies with state laws
How Does It Work?

- The application and plans are submitted from any computer with internet access at ArlingtonPermits.com (AP.com)
- They are instantly transferred to AMANDA, which starts the review process
- Comments, markups, and the permit are available to the applicant at AP.com
Who Can Use It?

- Anyone submitting a permit or development application through One Start Development Center
- Applicants must register first at AP.com, and then the entire process is available online
- Comments, markups, and the permit are available to anyone the applicant includes on the application. This includes the contractor, owner, architect, engineers, and any other interested party
When Does EPR “Go Live”?

- April 1: Soft Launch
  - Applicants who have attended one of the five training sessions offered in April were able to submit ePlans

- May 1: Public Go-live Date
  - ePlan submittal is available to all
What Applications Use EPR?

- All **permit applications** including:
  - Residential permits
  - Commercial permits
  - Signs
  - Fences
  - Swimming pools
  - Mechanical, Electrical, and Plumbing permits

- All **development applications** including:
  - Site Plans
  - Zoning changes
  - Plats
  - Public Improvements
  - Gas well permits
Product Demonstration

Electronic Plan Review

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PUTTING TECHNOLOGY TO WORK

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Steps For Using EPR

- Step 1: Login to ArlingtonPermits.com
  - Create user profile
  - Start application
  - Upload plans and supporting documents
  - Pay fees

- The application and plans are instantly transferred to AMANDA to start the review process
Steps For Using EPR

- **Step 2:** Processes are created in AMANDA
  - Planning performs a **Zoning Completeness Review**
  - Building Inspections conducts an **Application Completeness Check**
  - Once both are completed, AMANDA creates all plan review processes.

- The plans are now transferred to EPR to begin the reviews
Steps For Using EPR

- **Step 3:** Plans are reviewed in EPR
  - Markups can be placed directly on the plans – both correction and informational comments.
  - Comment letter is generated from comments placed on markups.
  - General comments can also be added to the comment letter.
  - Approved plans are stamped with COA custom stamp.

- Once review is complete, Project Manager creates deliverables to be returned to applicant
Step 3: EPR-Dashboard

- Quickly view:
  - Projects and assignments to be reviewed
  - Due dates
  - Status of projects
Step 3: EPR-Plan Mark Ups
Step 3: EPR-Comments
Step 3: EPR-Add
Standard Comments

Filter standard comments by:
- Group
- Review Type
- Word Search
Step 3: EPR-Measure Distance

Measure distances
Step 3: EPR-Add Redline Comments
Step 3: EPR-Page Comparison

Compare different versions of the same sheet for changes – either side-by-side or overlay.
Step 3: EPR-Approval Stamp

Stamp plans with COA custom stamp
Step 3: EPR-Features

- Other EPR Features:
  - Highlighter
  - Draw various shapes (circle, square, etc.)
  - Calculate angles
  - Calculate radiuses
Step 4: Plans are returned to applicant

- If revisions are necessary, markups and comments are available on AP.com
- If plans are approved, the permit and stamped plans are downloaded from AP.com
- Anyone the applicant associates with the application can view markups, comments, and approved plans. This includes the contractor, engineers, architects, owners, etc.
Electronic Plan Review

PUTTING TECHNOLOGY TO WORK!
Fire Inspection
Permitting Workshop
Permitting Workshop

Bi-Annually
February 27, 2019
August 29, 2019

- Seven attendees – current business owners
- How to apply for a permit
- AP.Com Overview – the online process
- Electronic Plan Review
- iCare
- One Start Development Center
EPR GO LIVE
QUESTIONS