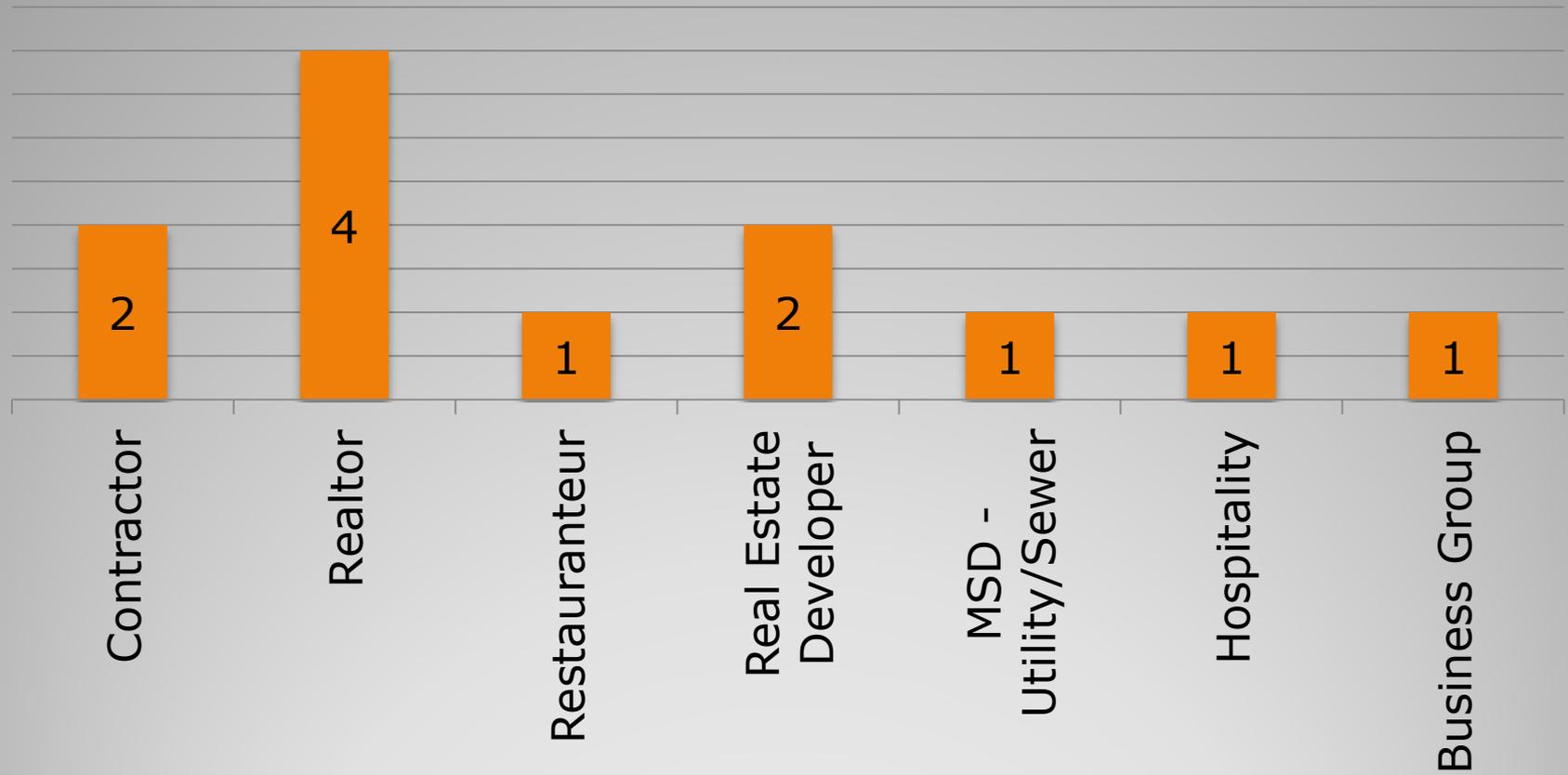
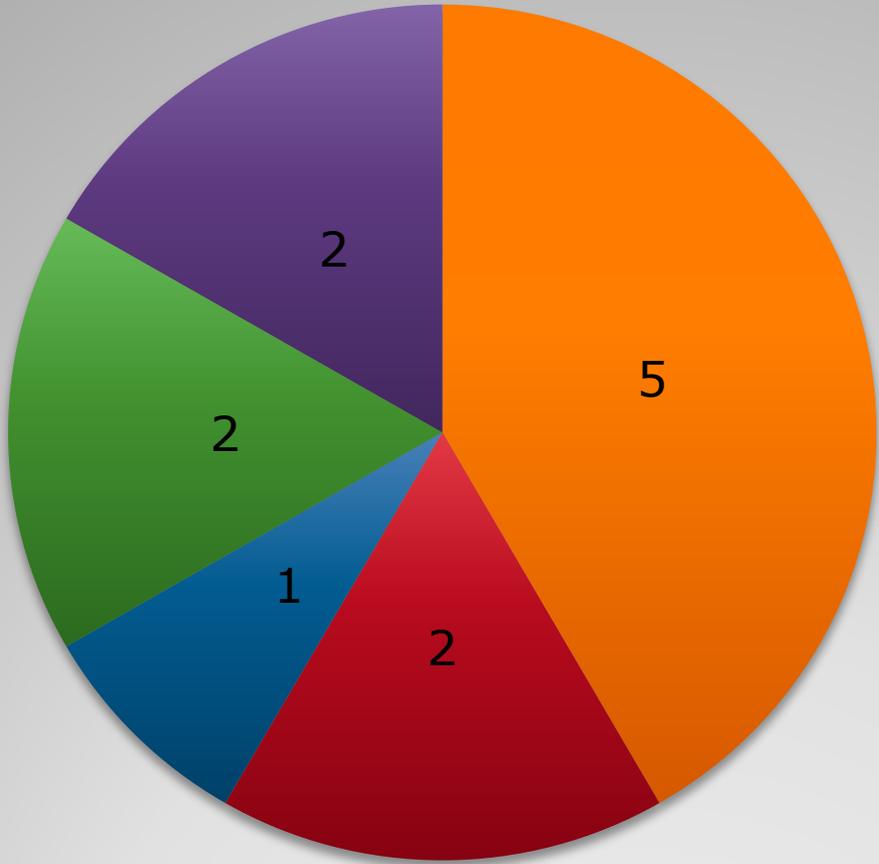


# Mayor's City Development Task Force 2014

Survey Results  
October 9, 2014

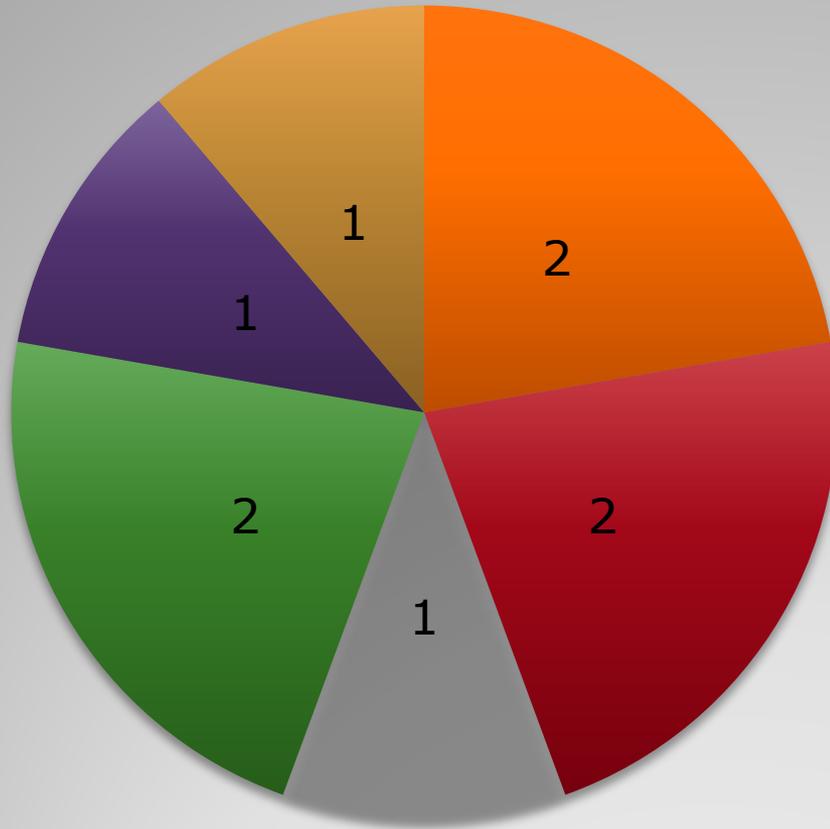


## Respondent Sectors (14 respondents)



- 2014
- Summer '14
- Spring '14
- Winter '14
- Sept. '14

# Most Recent Project



- Historic Reno
- Restaurant
- Hospitality Reno
- Commerical Dev
- Small Business Reno
- Residential Reno

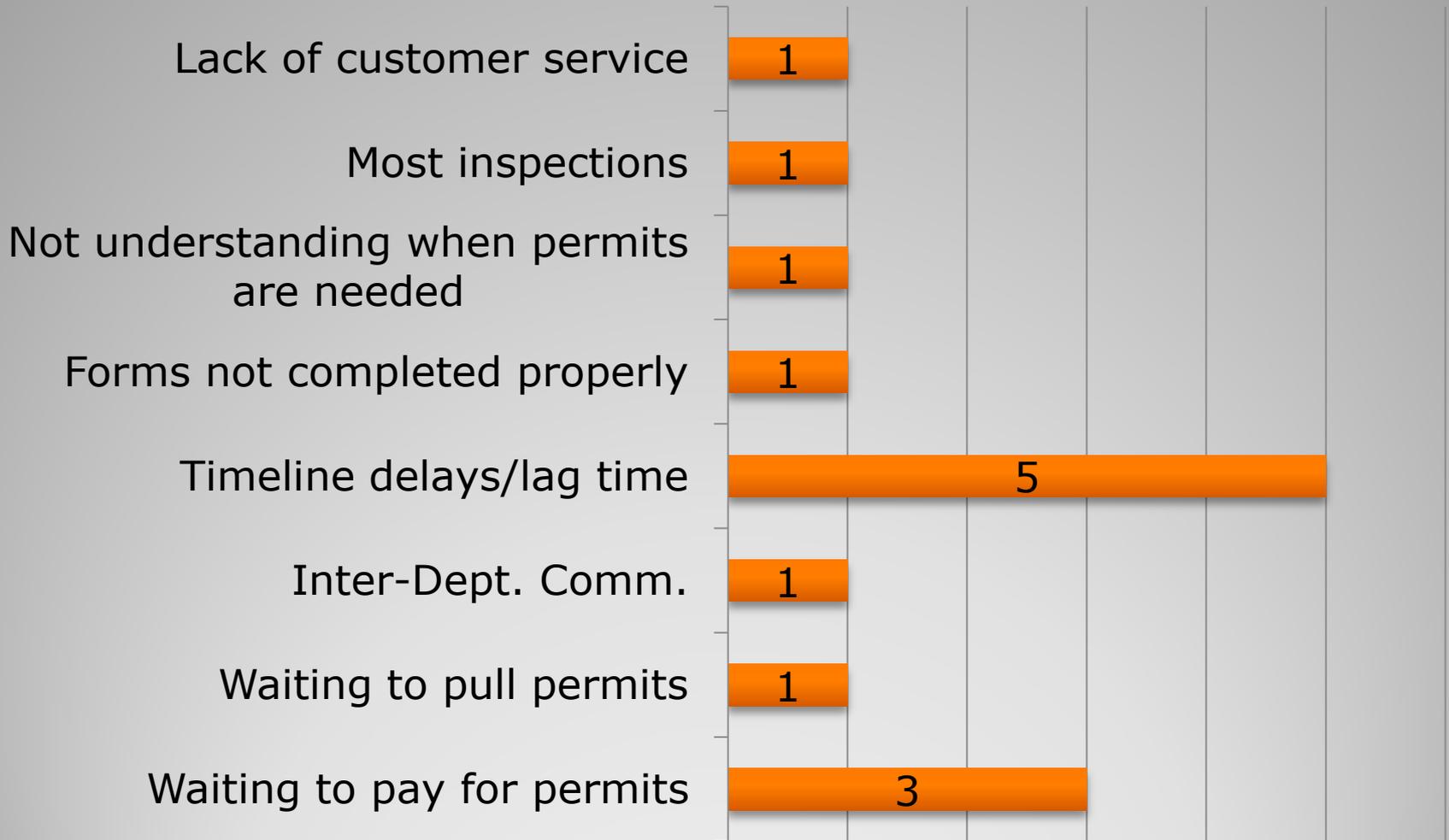
## Type of Most Recent Project

- Ability to sign a waiver of review on small residential project
- Staff addressing pressing code compliance queries. (*staff support referenced by total of 5 respondents*)
- Reasonable City process
- Value of an informed and diligent contractor
- Timely and fair inspections

**Most positive experiences of your recent project...**

- Our vision for project complimented City vision and building code requirements
- Working with inspectors and building safety staff to get temporary CO
- When documents are filed correctly and on-time. This helps MSD process more effectively and ultimately help the developers get the sewer portion handled faster.
- Staff provided a quick conceptual review regarding overall project requirements

**Most positive experiences of your recent project...**



**Most challenging experiences of your recent project...**

- When paying for permits, don't make professionals wait so long. Take our card information, if everything is in order charge and email a receipt. If corrections are needed, email me and I'll start over.
- When calculating permit fees, maybe charge a flat permit review fee to start the process. Then based on project, charge a final fee to cover additional costs. Fee must be paid before permit is given.
- Improve new computer system.
- Hire more staff and fill open positions.
- Offer Monday to Friday hours.

**Snags you've experienced and suggestions for dealing with them**

- Problem caught late stage.
  - Six months into construction, owner determined fire marshal probably had missed smoke detector requirement in building. After checking with City and architect, we were correct and it cost significantly more to fix it at that stage in the process.
- The process of getting a variance (to waive installation of tree) took several weeks. Could a building permit have been issued but the CO not issued until the variance was taken care of?

**Snags you've experienced and suggestions for dealing with them**

- We had to stop renovations for one week, since we did not know we had to pull a permit. Educating general developers and also coherent and smooth flow of communication between permitting staff would help in future.
- Water Department's close-out requirements take over a month.
- Hard projects are hard. The snags are usually a requirement no one thought would be applicable until we got into it.
- It seems there is a disconnect between the Development Services staff and what the inspectors do. Would be great for inspectors to have a more customer service/facilitation type role and help the projects get on track and not be a barrier to production.
- Time in line waiting to turn in forms.
- Different inspectors have different opinions.

**Snags you've experienced and suggestions for dealing with them**

- Waiting time in line
  - More staff support to: answer general questions, answer early code questions, more outreach and education to public (like YouTube videos)
- The cost of developing larger tracks (including design, engineering, water, sewer, storm water, and road and ped. Infrastructure) makes the process unprofitable
- Perception of a difficult process
  - Make the process faster and let people know it has been streamlined. Improve customer communication.
  - Provide more preliminary design review opportunities so that a higher percentage of initial plan submissions meet all requirements.

**Greatest obstacle to private  
development**

- Managing the development process while the City deals with an accelerating growth rate
- Building safety and zoning
  - Continue to streamline the process
- Communication. Biggest delay is during the plan review process. Pretty much all of our projects are designed by registered architects and engineers. Is there a way to streamline review process, since we're working with trained professionals?
- Flow of communication between Development Services staff.
- "Express Permits" lane for simple jobs and those with more experience.

**Greatest obstacle to private development**

- Amount of work that has to be done to discover all the requirements and costs of a project (for a large project, usually a Level II TRC). This is a substantial cost and makes it difficult to predict whether a project is viable until we have done that amount of work.
  - Is there a way to do preliminary work that does not require full civil storm water calculations and design in order to get a go/no go on a pro-forma?
  - Information bottle neck in submittals and re-submittals. Allow for digital submittals, copied to appropriate staff. This could accelerate the comment/response/review steps.

**Greatest obstacle to private development**