

## AUDIT REPORT TRACKING SYSTEM (ARTS)

SECTION I: SUMMARY INFORMATION			
<b>Audit Title:</b>	Timeliness of Land Development Plan Review Could Be Improved	<b>Audit Release Date:</b>	04/23/2018
<b>Department:</b>	City Planning and Development	<b>Last Report Date:</b>	First ARTS report
<b>Department Director:</b>	Jeffrey Williams	<b>This Report Date:</b>	11/21/2018
<b>Contact Person/Phone:</b>	Jeffrey Williams (816) 513-8803	<b>Expected Presentation Date:</b>	01/16/2019
SECTION II: RECORD OF IMPLEMENTED RECOMMENDATIONS			
1. In Progress		3. In Progress	
2. In Progress		5. In Progress	
SECTION III: SUMMARY OF IMPLEMENTATION EFFORTS			
<p><b>Recommendation 1: The director of city planning and development should identify recurring issues and common problems in submitted plans and communicate the identified issues and problems to developers and their engineers periodically.</b></p>			
<p><i>Status of Recommendation: In Progress</i></p>			
<p>During January and February of 2018 (prior to the release of this audit in April 2018) our department updated its established application guidelines, submission checklists and templates, along with developing a FAQ document regarding land development document submission processes. On March 6, 2018, we sent e-mail to applicants that had submitted drawings to the Land Development Division (LDD) in recent years notifying them of these resources.</p>			
<p>On May 9, 2018 Department staff conducted and LDD Deep Dive to identify procedural changes based upon ongoing project review challenges such as: plan submission sequencing, eliminating double entry of plan review comments, calculation of materials values, document / plan requirements for quality control review of submissions, and resubmittal form and comment structure. As a result, initial process changes were made with further changes implemented through the August 2018 conversion of the department's development application review software from KIVA to EnerGov (CompassKC).</p>			
<p>City Staff met for a half day on October 2, 2018 to go through the platting process. During our meeting, we wrote out every step and discussed the reasons for each requirement. Through this review, we discussed a number of ideas to simplify the process. Currently, we are reviewing other local city processes to determine if there are other legal options to obtain the same end. We are also reaching out to other departments to attempt to streamline their review of the plat. We are hopeful to have some specific changes to the process by the end of the year which we will be able to share and publicize.</p>			
<p>Also prior to this audit's release, the department's senior management team (myself, the department's deputy director – Diane Binckley and the City's Building Official – Greg Franzen) along with the City Manager established for 2018 a quarterly meeting protocol to meet with:</p>			
<ol style="list-style-type: none"> <li>1) representatives of the Home Builders Association to learn their specific land development review issues in order to craft process changes to address their issues – Meetings held 3/15/18, 7/2/2018 and 9/25/18.</li> <li>2) numerous development attorneys and project developers to capture their specific concerns in order to identify process changes that would reduce project review times. – Meetings held 1/24/18, 6/12/18, 8/23/18.</li> </ol>			
<p>Review staff will track common issues found in plan submittals. These will be addressed in periodic updates to plan submittal criteria documents, and messaged to customers through our various communication methods, including newsletter, targeted emails, etc.as appropriate.</p>			

**Recommendation 2: The director of city planning and development should require plan reviewers to return deficient plans to design engineers immediately.**

*Status of Recommendation: In Progress*

Our department updated its Land Development application guidelines, submission checklists and templates which served as the foundation for instituting policies to return insufficient submitted documentation in a timely fashion. The August 2018 conversion of the department's development application review software from KIVA to CompassKC and the new system's transition from its implementation phase to its operational phase in October 2018 caused the need for further protocol changes to further reduce our timeframe for returning deficient plans. Staff continues to offer on-line, telephone and in person training opportunities for customers familiarizing themselves with CompassKC and its document submission requirements in an effort to assure customers are submitting the appropriate plans for their desired permit / approval type.

We anticipate continuing to make revisions to these process (and further tightening the document return timeframe) through the first half of 2019. At this time, signoff in CompassKC occurs as soon as the plans review is completed. We have recently enabled the 3<sup>rd</sup> Party reviewers with security to work directly in CompassKC. Review comments are available online in real time, and a review comment report is emailed to the applicant (and to any additional contacts they choose) by system automation.

**Recommendation 3: The director of city planning and development should explore process changes to reduce the time plan reviewers spend on clerical tasks.**

*Status of Recommendation: In Progress*

Prior to the City's launch of its new development application review software (CompassKC) we assigned additional department staff to handle the routing and assigning of submitted materials. Once launched in August 2018, CompassKC brought about the following improvements related to reducing clerical task times for plan review including, but not limited to:

- Numerous automations of project review status and progress (e.g. comments sent by email)
- Better organization of plan reviewers list of reviews
- Online dashboard of projects for applicants thereby reducing staff needs to communicate project review status to customers and other city staff members.

CompassKC's transition from its implementation to operational phase in October 2018 has allowed for further refinement / enhancement of the system's automated features thereby further increasing the time savings for LDD staff reviewing projects. We anticipate continuing to see further enhancements to CompassKC's automated features until its phase two rollout to additional City Departments projected to occur in the Spring of 2019.

**Recommendation 5: The director of city planning and development should reevaluate whether established plan review turnaround time goals are realistic.**

*Status of Recommendation: In Progress*

Based upon the conversion of the development application review software from KIVA to CompassKC in August 2018, the continuing implementation of land development project review process changes and the significant time department staff members needed to dedicate for a successful launch of CompassKC, our department goal is to work with our department's senior management team and our Land Development Division staff to begin the reevaluation of established plan review turnaround goals in January 2019.

**SECTION IV: ADDITIONAL OUTCOMES**