

Improvement Plan Processing Mutual Commitments

Commitments from County Departments to Customers

IMPROVEMENT PLAN REVIEWS

1. *Realistic and reasonable timelines will be developed and adhered to as follows:*
 - *1st plan review-20 working days for County to complete*
 - *2nd plan review-10 working days for County to complete*
 - *3rd plan review (if necessary) -10 working days for County to complete*
2. *A complete and comprehensive plan review will be performed with the first plan submittal.*
3. *Initial improvement plans reviews will be performed within 7 days of submittal in a coordinated effort during which improvement plan acceptance will be determined and will be contingent upon the completeness and quality of the submitted plan.*
4. *Incomplete plan submittals will not be accepted for review and plans will be returned to applicant engineers until submittals meet minimum established standards.*
5. *Improvement plans will be reviewed for consistency with most recent Board of Supervisor adopted Improvement Standards. Personal preferences will not be a basis for staff plan review.*
6. *Plans will be deemed incomplete when the following conditions are present:*
 - a. *plans are inconsistent with County Improvement Standards,*
 - b. *plans are inconsistent with County plan submittal checklists,*
 - c. *technical studies, as defined in each Departments submittal requirements, are not included with plan submittal, and*
 - d. *plans do not comply with Final Conditions of Approval.*
7. *Once accepted, County staff will review improvement plans utilizing Final Conditions of Approval. Plan review comments will be consistent with those conditions.*
8. *Improvement plan reviews will be completed within two review cycles. Prior to the initiation of a third review cycle, the Project Facilitator will convene a meeting with the developer, engineer and appropriate staff to resolve issues with the plan.*
9. *Plans resubmitted to the Land Division Site Improvement Review Section (LDSIRS) will be distributed upon day of receipt.*

10. *Plan check staff will be available by appointment during the hours of 1pm to 4:30 pm daily. Customers are encouraged to take advantage of appointment scheduling.*
11. *Plan check quality control measures will be instituted by County to insure consistency and accuracy of plan reviews including regular training of plan review staff, standard plan drafting standards and check lists made available to customers detailing plan submission requirements.*

PROJECT FACILITATOR ROLE

1. *A Project Facilitator will be designated for every improvement plan*
 - *to serve as a single point of contact for the developer and engineers,*
 - *to monitor status of plan review,*
 - *to monitor improvement plan time commitments are met by County staff,*
 - *and to insure consistency of plan reviews resulting in improved coordination of all comments.*
2. *County management and Project Facilitator will be responsible for monitoring timelines and to facilitate resolution of plan review issues.*

GENERAL PROVISIONS

1. *Technical study requirements will be developed in conjunction with the development community. Study requirements will be adhered to by both County staff and project customers.*
2. *At a minimum, quarterly technical staff training plans will be implemented to insure staff is knowledgeable in their craft and has the resources and skills to perform plan review.*
3. *LDSIRS will create, publish and maintain a scoreboard of performance measures for plan check review for all departments.*
4. *County will establish knowledgeable and responsible points of contact and return calls timely.*
5. *Improvement Standards will be updated by County every other year, at a minimum, to capture the changes to standards required to more accurately reflect the design function and infrastructure requirements of County service providers, the Board of Supervisors and the community.*

Commitments from Developers/Engineers/Customers to the County

1. *Quality control will be performed by the engineering firm submitting the improvement plan.*
2. *Developers/Engineers understand that plans will be deemed incomplete when the following conditions are present:*
 - *plans are inconsistent with County Improvement Standards,*
 - *plans are inconsistent with County plan submittal checklists,*
 - *technical studies, as defined in each Departments submittal requirements, are not included with plan submittal, and*
 - *plans do not comply with Final Conditions of Approval.*
3. *Improvement plan reviews will be completed within two review cycles. Prior to the initiation of a third review cycle, the County Project Facilitator will convene a meeting with the developer, engineer and appropriate staff to resolve issues with the plan.*
4. *Realistic and reasonable timelines will be developed and adhered to as follows:*
 - *Upon receiving notice of the County's 1st plan review comments the Developer shall resubmit to the County within 60 working days. If a complete re-submittal is not made within 60 working days the County's response time shall revert to 20 working days.*
 - *If there is no submittal activity by the Developer on a project for a period of 120 working days, the County shall purge all improvement plan submittal documents from its files. Subsequent Improvement plan submittal for the project shall be treated as a completely new submittal and will require all documents associated with an initial Improvement Plan submittal.*
5. *Plans will not be resubmitted until the Developers/Engineers have responded to all comments provided by County on prior submittals. Written responses to each and every comment from the prior plan review will be provided with the next plan submittal.*
6. *Partial plan approvals will be requested only under the most extraordinary circumstances.*
7. *Developers/Engineers will verify all off-site conditions are met.*
8. *Developers/Engineers will establish knowledgeable and responsible points of contact and return calls timely from the County Project Facilitator.*
9. *Developers/Engineers will comply with appointment periods to allow plan check staff uninterrupted time to review improvement plans.*