

AGENDA ITEM #4.

CITY COUNCIL COMMUNICATION FORM

FROM: Tyler Gibbs, Planning Director
THROUGH: Gary Suiter, City Manager
DATE: March 13, 2018
ITEM: Update on Zucker Report Implementation.

DIRECTION
 INFORMATION
 ORDINANCE
 MOTION
 RESOLUTION

I. REQUEST/ISSUE & BACKGROUND INFORMATION:

In August 2017 a team from Zucker Systems conducted an in-depth field evaluation of the City of Steamboat Springs Planning and Development Process. In the course of this process, the Zucker team met with City staff, County Building Department staff, board and commission members, referral agencies, professional design and development services providers and applicants.

Zucker Systems delivered the report of their findings, titled Development and Process Improvement, on October 30, 2017. In response to participant comments, an updated report was delivered in February 2018.

Upon receipt of the initial report, City staff immediately began a process of short and long-term responses to suggested process improvements. This report is a summary of the activities undertaken by staff to implement those recommendations.

The Table of Recommendations from the Zucker report has been updated to provide a column for status.

In addition, a summary of process improvements being undertaken by the Routt County Building Department, many of which were in progress prior to the receipt of the Zucker recommendations, is attached to this report.

II. RECOMMENDATIONS IMPLEMENTED (numbering per Zucker report):

1. **Agree on an implementation Plan**

The first recommendation in the Zucker report is to adopt an implementation plan. Staff believes the phased plan in the report is mostly on target.

We have emphasized the “low-hanging fruit” as the initial implementation steps, and we have also categorized the time frames as those achievable in 2018 and those targeted for 2019. Recommendations that will require additional financial or human resources are noted. The cost of some of the steps has yet to be estimated.

Additionally, there are recommended steps for outside agencies, such as Yampa Valley Electric Association. We will work closely with those agencies to the extent possible, but cannot guarantee action on those steps.

Interdepartmental meetings will be conducted in order to isolate “pinch points” in the review process and analyze resources required to improve the process. As we see increasing workloads for staff, we will bring forth a recommended plan to deal with peak development review workloads. Council will see funding requests for the 2019 budget, in order to fully implement the recommended action steps in the Zucker report.

2. **Communicate policy or interpretation changes 30 days prior to implementation.**

This has been adopted as Planning Department policy.

3. **Return phone calls and emails the same day (within 24 hours) received.**

This is City-wide policy.

4. **Create a City-wide directory.**

An internal directory has been in place for many years. Usability will be improved for external users.

6. **Assist customers in obtaining an on-line permit**

On-line portal implemented and application improvements implemented.

12. **Comprehensive training for counter staff**

Comprehensive training and continuous learning are fundamental to maintaining necessary skills. The planning technician is currently being trained to take over sign permitting at the counter.

13. **Adopt formal policy on approach to fee recovery**

Fee study completed in 2017 and implemented in 2018.

21. **Reminder to delete emails**

Implemented by IT.

27. **Update CDC re the Historic Preservation Commission**

All current regulations and information pertaining to the City’s Historic Preservation program is located in Article 1 of the updated CDC.

- 28. Verify incentives for historic preservation**
CDC update is in progress to remove reference to rebates for tap fees.
- 33. Pursue adoption of 2015 Fire Code**
Steamboat Springs has adopted the 2015 code.
- 38. Participate in new permit software program (also 77 and 101)**
All impacted City departments are working with the Regional Building Department to draft an RFP for new permitting software. Target RFP completion is Spring 2018.
- 42. Allow credit cards for fees**
Implemented.
- 47. Include Mt Werner Water in final distribution list for TAC**
Implemented.
- 49. Refine Planning position descriptions**
Planning position descriptions have been updated with greater differentiation.
- 51. Establish a supervisory position**
Supervisory responsibilities have been added to the Principal Planner position. These responsibilities will include ensuring consistency and coordination of code application, process and communication within Planning and across TAC participants.
- 52. Evaluate the number of TAC meetings**
The TAC schedule has been determined to be appropriate to facilitate communication and coordination among reviewing agencies throughout the review process. Projects in all phases are reviewed at each meeting.
- 53. Allow applicants to attend TAC meetings related to their projects**
Applicants have always been allowed at TAC meetings. In some circumstances they are specifically requested.
- 54. Reject incomplete applications**
This is City policy, however it is at times difficult to determine completeness without in-depth review.
- 55. Rename CDC terminology**
Terminology was updated with the 2017 CDC update.
- 58. Review and update development standards in the Code**
This was a part of the Code update adopted in 2017 and is ongoing.
- 66. Prepare three to five year work program**
Base Area Plan proposed for 2019. Ongoing long-range planning may include Curve Area, Central Park Area, US 40 Corridor and others depending on issues and need.

- 72. Revise job recruitments**
Qualifications and scope have been clarified. Off-site review options have been considered.
- 73. Establish performance expectations for contract employees**
Written performance expectations are provided and monitored by Public Works management.
- 84. Public outreach program re storm water plans**
Public outreach program is in place and ongoing.
- 85. Compare installed plumbing fixtures against approve plans**
Improved coordination with building inspectors has been implemented.
- 87. – 96. See attached report from Routt County Regional Building Dept.**
- 97. Continue solid working relationship between IT and Planning Department**
IT is working closely with Planning on development review software selection.
- 107. Update zoning map on City’s website**
Complete and ongoing.

Table of Recommendations

Key to Status:

- Complete or Policy implemented – Actions to implement recommendations are complete
- In progress – Actions are being taken to implement recommendation
- Ongoing – Actions implementing recommendation are of a continuous nature
- Budget dependent – Will require resources to be considered during budget process
- Under review – Recommendation is being reviewed for clarity or applicability
- RCRBD = Routt County Regional Building Department
- See footnotes after table

#	Recommendation	Responsibility	Priority	Recommended Completion Year	Status
1.	Agree on an implementation plan	City Manager	1	'18	In progress
ISSUES RELATED TO VARIOUS FUNCTIONS					
Customer Service					
2.	Communicate policy or interpretation changes 30 days prior to implementation	City Manager and Planning and Community Development	2	'18	Policy implemented
3.	Return all phone calls and emails the same day received	City Manager	1	'18	Policy implemented

#	Recommendation	Responsibility	Priority	Recommended Completion Year	Status
4.	Create an employee directory	All departments	2	'18	In progress
5.	Install computer kiosks at counters	Planning and Community Development and Regional Building Department	3	'19	
6.	Assist customers to obtaining a permit on line	Planning and Community Development and Regional Building Department	2	'18	In progress
7.	Display customer survey cards at counters	Planning and Community Development and Regional Building Department	3	'18	In progress
8.	Send out customer surveys after a project has been completed	Planning and Community Development	2	'19	In progress
9.	Make customer comments available to all staff	All Managers	3	'19	In progress
10.	Goal of 85% positive comments on customer surveys	Planning and Community Development	1	'19	
11.	Forward any customer comments about other agencies to those agencies	Planning and Community Development	2	'18	In progress
12.	Comprehensive training for counter staff	Planning and Community Development	2	'19	Ongoing
Financial Issues					
13.	Adopt formal policy on approach to fee recovery	City Manager	2	'19	Complete
Interagency Agreements					
14.	Clarify and continue City and County agreements re: building permit services	City Manager	1	'18	In progress
15.	Include provisions in the Interagency Agreement as outlined in this report	City Manager	1	'18	In progress
16.	Adopt the performance standards shown in the report	All development and permitting functions	1	'18	Applies to RCRBD review only
17.	Report on performance achievements at least monthly	All development and permitting functions	1	'19	
18.	Post-performance data on website	All development and permitting functions	2	'19	
Records Management					
19.	Convert existing files for easy retrieval by new permit system	IT	2	'19	Budget Dependent
20.	Create a records naming convention	City Clerk	2	'18	In progress
21.	Reminder to delete outdated emails	City Clerk	3	'18	Complete
22.	Plans and documents digitized by Planning and Community Development staff to be available to other departments	Planning and Community Development	2	'19	Budget dependent In progress
23.	Use computer station to trace files as removed	Planning and Community Development	3	'19	
Technical Advisory Committee (TAC)					
24.	Review appropriate TAC comments	TAC	3	'19	Under review
BOARDS AND COMMISSIONS					
Board of Adjustment					
25.	Restore verbiage in CDC re responsibilities of Board of Adjustment	Planning and Community Development and City Attorney	2	'18	N/A See footnote #1

#	Recommendation	Responsibility	Priority	Recommended Completion Year	Status
26.	Broaden authority of the Board of Adjustment	Planning and Community Development	1	'19	
Historic Preservation Commission					
27.	Update CDC re the Historic Preservation Commission	Planning and Community Development	1	'19	N/A See footnote #1
28.	Verify incentives for historic preservation	Planning and Community Development	2	'18	In progress
Planning Commission					
29.	Reassign responsibility for CDC interpretations to Board of Adjustment	Planning and Community Development	3	'19	
30.	Post Planning Commission data for past two years on website	Planning and Community Development	3	'19	
31.	Issue annual Planning Commission report	Planning and Community Development	2	'18	In progress
32.	Post meeting notifications for Planning Commission work sessions	City Clerk	2	'18	N/A See footnote #1
FIRE DEPARTMENT					
33.	Pursue adoption of 2015 International Fire Code	Fire Marshal	1	'18	Complete
Staff Issues					
34.	Hire a Deputy Fire Marshal	Fire Chief	1	'18	Budget dependent
35.	Consider Deputy Fire Marshal as a non-sworn position	Fire Chief	1	'18	Under review
36.	Continue to use shift personnel to assist in plan reviews and inspection	Fire Marshal	2	'18	Ongoing
37.	Support staff's efforts to obtain new certifications	Fire Marshal	2	'19	Ongoing
Other Issues					
38.	Participate in new permit software program	Fire Marshal	1	'19	In progress
39.	Adopt the performance standards shown in the report	Fire Marshal	1	'18	Under review
40.	Document all plan reviews in the permitting system	Fire Marshal	2	'18	In progress
41.	Allow 3 rd -party inspection firms to post results to the City's permit system	Fire Marshal	2	'18	Under review
42.	Allow credit cards for fees	Fire Department	1	'18	Complete
43.	Allow Building Department to grant fire approvals for minor projects	Fire Marshal	2	'18	Under review
44.	Hold rough framing inspections until fire has approved sprinkler plans	Fire Marshal	2	'18	Complete w/ RCRBD
MOUNT WERNER WATER AND SANITATION DISTRICT					
45.	Participate in replacement permit software system	Mount Werner Water and Sanitation District	1	'19	In progress
46.	Adopt plan review times as shown in the Report	Mount Werner Water and Sanitation District	1	'18	Under review
47.	Should be included in the final distribution list for the TAC	Planning and Community Development	2	'18	Complete
48.	Purchase large computer monitors	Mount Werner Water and Sanitation District	1	'19	

#	Recommendation	Responsibility	Priority	Recommended Completion Year	Status
PLANNING AND COMMUNITY DEVELOPMENT					
Organization Issues					
49.	Refine position descriptions	Planning and Community Development and HR	3	'19	Complete
50.	Evaluate the need to add two long-range planners	Planning and Community Development	1	'19	Under review Budget dependent
51.	Establish a supervisory position	Planning and Community Development	2	'18	Complete
Process Issues					
52.	Evaluate reducing the number of TAC meetings	Planning and Community Development	2	'18	N/A See footnote #1
53.	Allow applicants to attend TAC meetings related to their projects	Planning and Community Development	1	'18	Complete
54.	Reject incomplete applications	Planning and Community Development	1	'18	In progress
55.	Rename existing CDC terminology	Planning and Community Development	2	'18	Complete
56.	Add to the use of Conditional Use Permits	Planning and Community Development	2	'19	N/A See footnote #2
57.	Merge Major Variances and Major Adjustment	Planning and Community Development	2	'19	N/A See footnote #2
58.	Review and update development standards in the Code	Planning and Community Development	1	'19	Complete
59.	Incorporate greater use of Conditional Use Permits	Planning and Community Development	2	'19	N/A See footnote #2
60.	Change City Council review of site development plans	City Council	2	'19	Under review
61.	Define and adopt provisions for Minor Subdivision plats	Planning and Community Development	2	'19	N/A See footnote #1
Technical Advisory Committee					
62.	Create policy and procedures manual	Planning and Community Development	1	'18	In progress
63.	Eliminate initial TAC meeting	Planning and Community Development	3	'18	Under review
64.	Selective distribution to TAC agencies	Planning and Community Development	2	'18	In progress
65.	Describe TAC on website	Planning and Community Development	3	'18	In progress
Long Range Planning Policy					
66.	Prepare three to five-year work program	Planning and Community Development	1	'19	In progress Budget dependent
Facilities					
67.	Reoccupy the upper story of current office	Planning and Community Development	2	'18	Under review Budget dependent
68.	Perform security review of Centennial Hall complex	City Manager	3	'19	Under review
69.	Reduce the volume of archived storage	Planning and Community Development	3	'19	In progress Budget dependent
70.	Correct safety issues in document storage area	Planning and Community Development	3	'19	In progress

#	Recommendation	Responsibility	Priority	Recommended Completion Year	Status
PUBLIC WORKS'					
Organizational Issues					
71.	Reinstitute cross-training program for the Engineering staff	City Engineer	2	'19	Budget Dependent
72.	Revise job recruitments	City Engineer and HR	3	'19	Complete
73.	Establish performance expectations for contract employees	City Engineer	1	'18	Complete
74.		City Engineer	1	'18	Budget dependent
Policy Issues					
75.	Adopt plan review performance standards	City Engineer	1	'18	Established by RCRBD See footnote #1
76.	Display performance standards and post on website	City Engineer	2	'19	
77.	Staff to participate in new online permit system	City Engineer	1	'19	In progress
78.	Update engineering standards	City Engineer	1	'18	In progress
Process Issues					
79.	Permit system to flag need for storm water permit	City Engineer and IT	2	'19	Under review
80.	Examine potential for separate storm water management permit	City Engineer	2	'19	Under review
81.	Track storm water permits in new software system	City Engineer and IT	2	'19	Budget dependent
82.	Evaluate use of contract staff for storm water permits	City Engineer	2	'19	Budget dependent
83.	Work with City Attorney re enforcement of storm water plans	City Engineer and City Attorney	3	'19	In progress
84.	Public outreach program re storm water plans	Water Resources Manager	3	'19	Complete
85.	Compare installed plumbing fixtures against approved plans	City Engineer and Building Official	3	'18	Complete
86.	Examine Interagency Agreement re plumbing inspections	City Engineer and City Manager	3	'19	In progress
ROUTT COUNTY REGIONAL BUILDING DEPARTMENT - See Attachment					
Policy Issues					
87.	Train additional staff as backup to upload digital plans	Building Department	1	'18	Complete
88.	Audit performance of inspectors	Inspection Supervisor	2	'18	Complete
89.	Expand training re audit issues	Inspection Supervisor	3	'19	Complete
90.	Post inspection results at conclusion of each inspection	Inspection Supervisor	1	'18	Completed pre-Zucker
Plan Review					
91.	Adopt plan review turnaround time performance standards	Building Department	1	'18	Complete
92.	Audit plan correction letters	Building Official	2	'18	Complete
93.	Purchase large computer monitors	Building Department	2	'19	Completed pre-Zucker
94.	Revise building plan correction letters	Building Department	3	'19	Complete
95.	Add fees for repeat plan checks	Building Department	2	'18	See footnote #1

#	Recommendation	Responsibility	Priority	Recommended Completion Year	Status
96.	Meet with plans examiners for excessive plan resubmittals	Building Department	3	'18	In progress
TECHNOLOGY					
General Observations and Issues					
97.	Continue solid working relation between IS Division and Planning Department	IS and Planning Department	1	'18	Ongoing
98.	Establish public outreach program re new permit system	IS and Planning Department	2	'19	
99.	Configure timekeeping system to track planning project	IS and Financial Services Department	3	'19	
100.	Add speech-to-text to email system	IS	3	'19	
Permitting System Software					
101.	Work on selection of new permitting system	City and Routt County	1	'18	Budget dependent RCRBD in progress and budgeted
102.	Update City's requirements before replacing View Point	City	2	'18	In progress
Electronic Document Management					
103.	Implement onBase in Planning Department	Planning Department	2	'18	In progress
104.	Phase out paper versions of applications, maps and supporting materials	Planning Department	3	'19	In progress Budget dependent
105.	Tablet computers to members of Planning Commission and Board of Adjustment	Planning Department	3	'18	In progress
Geographic Information Systems					
106.	Expand ArcGIS Online	Planning Department	2	'19	
107.	Update zoning map on the City's website	Planning Department	1	'18	Complete
Website					
108.	Expand Planning website	Planning Department	2	'18	In progress
109.	Examine cloud based online Citizen Development Assistance services	Planning Department	3	'19	
YAMPA VALLEY ELECTRIC AUTHORITY					
110.	Supplement staffing to meet workload needs	YVEA	1	'18	
111.	Participate in selection of new permit system	YVEA	2	'18	
112.	Adopt plan review performance standards	YVEA	1	'18	
113.	Additional training re use of Bluebeam	YVEA	2	'18	
114.	Update and replace informational guides on website	YVEA	2	'19	

Footnotes:

1. Recommendation requires no action. Process or resource already exists.
2. Recommendation has been reviewed. Final action is pending further clarification with the consultant

IV. FISCAL IMPACTS:

The following recommendations are deemed to be budget dependent:

#	Recommendation	Resources Needed
19	Convert existing files for easy retrieval by new permit system	Significant staff or consultant time required to review and scan files stored in over 25 file cabinets and more than 70 file boxes in Centennial Hall basement.
22	Plans and documents digitized by Planning and Community Development staff to be available to other departments	All digitized files will be available digitally. Resources needs noted under #19.
34	Hire a Deputy Fire Marshal	FTE approval required
50	Evaluate the need to add two long-range planners	Mountain base area plan anticipated in 2019. Other area plans may include the Curve, Central Park, US 40 Corridor and Area Community Plan update depending on priority and resources. Current levels of development activity warrant consideration of an additional FTE to maintain review deadlines.
66	Prepare three to five-year work program	Mountain Base Area plan is scheduled for 2019. Work program beyond 2019 will be dependent on development activity levels and ability to staff projects.
67	Reoccupy the upper story of current office	This would require multiple relocations of other functions. Need will be dependent on work program.
71	Reduce the volume of archived storage	Dependent on ability to digitize archived files. See 19 and 22 above.
71	Reinstitute cross-training program for the Engineering staff	Would require additional staffing resources
74	Request an additional engineer	Current development review activity warrants an additional FTE at this time
81	Track storm water permits in new software system	This will occur when new software is implemented
101	Work on selection of new permitting system	City staff from Engineering, Planning and IT are currently working with the RCRBD to evaluate system options. Staff has made 2 site visits to see software in use. An RFP is being prepared for late spring release. The RCRBD has budgeted for new software.
104	Phase out paper versions of applications, maps and supporting materials	The majority of Planning and Development applications have been updated over the past three years. Ready to go fully digital when software allows.

V. LEGAL ISSUES:

None identified.

VI. CONSISTENCY WITH COUNCIL GOALS AND POLICIES

Ongoing response to the Zucker recommendations for Planning and Development Review Process Improvement addresses the following City Council Goals and Policies.

- Fiscal sustainability
 - Improved efficiency
 - Fee recovery
- Improved community trust and engagement
 - Customer feedback (during the Zucker study and ongoing)
 - Improved customer responsiveness
- Downtown
 - Completing the Downtown Improvements
 - Initiating the Downtown Plan

ATTACHMENTS:

Attachment 1: Routt County Regional Building Department letter re: Zucker Report and Process Improvements.



Attachment #1

ROUTT COUNTY REGIONAL BUILDING DEPARTMENT

136 6th Street * P.O. Box 773840 * Steamboat Springs, CO 80477
(970)870-5566 * FAX (970)870-5489 * Email: Building@co.routt.co.us

Date: 3/8/2018

To: Tyler Gibbs, Planning Director
Planning and Community Development
City of Steamboat Springs

Subject: Zucker Report & Process Improvements

1. Technology Improvements:

- All Forms have been converted to electronic PDF Fillable documents and are available on our website.
- Code Enforcement Complaint Forms: Available online and can be submitted by email
- City/County Work in Progress: The City and County staff have made trips to Fort Collins, Longmont, and Grand Junction to view new permitting software and gather input and information on the software each community is using.
- City and County Staff have established a Core Team made up of City and County staff and held two meetings so far to begin composing the RFP for new Permitting Software.
- Goal: RFP completed by May of 2018

2. Permit Application Review Time-Frame:

- County Permit Technician will spend time with City Engineering staff for training on reviewing Grade and Fill permit applications and Site Plan Checklist requirements. This training has never been done in the past. This training will benefit Building Department staff and ensure proper applications are being submitted with the required information prior to starting the plan review.
- City/County staff implemented new turn-around times for plan reviews based on the type of building permit application that is submitted, see below.

A. **Over the Counter/Same Day Building Permits:** Windows, doors, roofing, and siding.

Requirements Below

- Property is not classified as Historic within the City of Steamboat
- No decrease in window area for commercial properties and no reduction in access for entryways.
- Building Department must review all egress openings to confirm proper size is met along with tempered glass requirements where needed.
- All new openings must be reviewed by Building Department for structural requirements.

B. 5-Day Plan Review and Approval on Building Permits: Building Permits that are minor interior renovations of existing space and do not involve any change in the existing footprint of the building, except for exterior decks that are constructed without roofs.

Exceptions below that may increase Plan Review Time:

- Significant Residential/Commercial Interior alterations that involve complete gut/remodel of the existing space or building.
- Change in occupancy use that may affect zoning requirements.
- Significant structural alterations
- Significant changes to Fire Alarm/Sprinkler System

C. 10-Day Plan Review and Approval on Building Permits: All Building Permits that involve changes to the existing footprint of the building, including additions and all new residential and commercial construction projects.

Note: New commercial buildings exceeding 10,000 square feet may take up to 15 working days to complete the review process.

3. Plan Review Improvements:

- Plan Review Summary Report: This was implemented to track our progress and allow the public to request this report upon completion, and will identify areas of improvement or problems throughout the review process.
- Communication: City and County staff have developed new communication policies and are utilizing Email in lack of the abilities offered through are current permit software. This is a huge improvement and constant communication is needed throughout all phases of the permitting process internally and externally.
- 24-Hour Response time policy implemented by the City and Routt County Building Department.
- Plan Review Letters: The Building Department has gone back to creating Plan Review Letters and Comments for all building permit application except for over-the-counter permits. Plan Review Letters are also being done for TAC reviews, and County Planning Department reviews. Plan Review letters are stored with the permit record in the permitting software.
- Staffing: The Building Department hired an additional Permit Technician/Admin position, which has allowed us the capability to have a dedicated staff member who manages all projects going through the Plan Review Process.
- Plan Review Comments: All City and County staff are utilizing the comment boxes within the Plan Review page of the permitting software to make comments and notes so the public can have access to these. Initial comment letting the public know we have started the plan review process within a 48-hour period. Comments requesting

additional information or re-submittals, and comments informing the public we have completed the review process.

4. Public Outreach and Communication:

- Building Department Newsletter once a month.
- Encouraging Positive and Negative Feedback from the public has created positive working relationships and helped identify issues seen from the public side.
- New policies below have been composed based on feedback and concerns from the public and Staff, these polices solve problems both internally and externally.
Foundation-Only Permitting Policy
Deferred Fire Sprinkler & Fire Alarm Plan Submittal Policy
LP Appliance Exhaust & Alarm Policy
- Yampa Valley Trades Association: The Building Department organized the first meeting in October and help provide public outreach for this event. City/County Staff participated in the first meeting. The Building Department met with the Trades Association in January of 2018 with the core group of individuals who would like to take on Board positions or other volunteer positions with the trades association.
- Notifications and Updates: The Building Department has created an online notification through our Civic Plus website that allows us to build a list of those we serve to quickly send out updates as needed to provide the public with information.
- Code Training for Contractors during the adoption process.
- Building Department Website: All information has been updated throughout our website. We have added new information and a stand-alone page for permitting within the City of Steamboat Springs. Our goal is to make continuous improvements to our web page as we make process improvements to provide the public with as much useful information as possible.
- BUG meetings internally on a quarterly basis, and as needed in between quarterly meetings with small groups to discuss process improvements.

5. Inspections:

- Inspectors call Contractors the morning of the inspection to provide them an expected time of arrival within an hour to help them plan their work day.
- City Water/Mount Werner Water/ Building Inspectors met to discuss improvements on shared responsibilities in terms of water main and sewer main inspections and installation regulations per code. Developed an Example drawing of how to install a clean-out on a sanitary main, type of materials per jurisdiction, and who to call for what type of inspections.
- City Water, Sewer, and Mount Werner are now utilizing the Building Department permitting software to record their inspections. This now allows contractors and building department inspectors to see the approved or denied inspections by these departments.
- New Inspection Requirements Information Handouts: Used by contractors to clearly understand what inspection are required and the sequential nature of the inspections throughout each project.

- City Engineering Department: Will begin to utilize the building department software to perform and record inspections on all permitted projects on April 1st, 2018. This allows the public to see the inspection results and know if the inspection has been performed.
 - City Engineering Inspection Requests: The Building Department will begin accepting all inspection requests for the Engineering Division on permitted projects through our Online Inspection portal, and through our Inspection Hotline. Building Department staff will place this inspection request on the Engineering Divisions inspection calendar on a daily basis. This will allow Contractors to use the same method across departments, and help encourage them to call for these inspections.
6. Final Inspection Process and Time-Frames/ Certificate of Occupancy
- City/County Staff discussed process improvements at the most recent BUG meeting on Feb 26th, 2018.
 - Implemented a 5-Day Expected Time-Frame to complete all final inspections from all Departments on residential projects.
 - Communication and Response: The Building Department notifies all Departments and includes the contractor and applicant on the email requesting the final inspections and approvals.
 - All Departments communicate back to the contractor, applicant, and the Building Department informing them of any conditional items that are left to approve, or mandatory items that must be done in order to approve.
 - City/County Staff will meet in March to develop expected turn-around times for commercial construction final inspection requests. We will develop different expected time-frames based on the size and magnitude of the project.
 - Communication is key with Project Managers and knowing their anticipated date of completion well in advance, so we can build the punch list items for them so they meet their projected date of completion.
 - The Building Department recently went back through our un-completed permits and sent out notices to applicants and owners informing them that their property did not receive a Certificate of Occupancy, and made them aware of the Departments left to approve.
 - New Code Adoption: Mandatory all residential projects that are required to obtain a Certificate of Occupancy will be held accountable for completing the process.
 - Building Department is tracking all Temporary Certificates of Occupancy, and notifying applicants and owner 30-days in advance along with any Departments who have conditions left to approve.
 - Building Department has gone back and sent out notifications on all Temporary Certificates of Occupancy that have expired.
7. Building Department Services Provided to the City of Steamboat Springs:
- Attend all weekly TAC meets, participate and provide detailed Plan Review Comments.
 - Offer input and help identify potential problems early on during the TAC process as it relates to Building Codes.

- Worked with City Planning to remove a policy that a full Code Analysis is required at the time of TAC submittal. This could save the private sector a considerable amount of time and money in the event the project does not move forward. It does limit our ability to provide detailed comments, however these comments truly relate to the Building Permitting process and not TAC.
- Working with City Departments on eliminating to Building Permit Site Plan Checklist, will reduce to one checklist form.
- Working with City Departments to set expected turn-around times on Plan Reviews for Grade and Fill Permits.
- Collaborate with City Departments throughout the Zucker Report to identify areas of improvement.
- Building Department Staff: All staff members have goals set for 2018 to obtain additional ICC Certifications, and all staff will be attending Continuing Education Training at the ICC conference the week of March 5th, 2018.
- Building Department is currently in the process of entering into a MOU with the State to provide Building Services to our local school districts. We will be allowed to perform Plan Reviews, Issue Permits, and Perform Inspections for building and mechanical work, and Issue certificates of occupancy or approvals upon completion.
- Permit Reports both weekly and monthly are available online.
- New IGA Agreement: Building Department has submitted a final draft to the City for Review with updated policies and processes outlined in the services we provide.

8. Code Enforcement Services:

- Building Department responds to all Code Enforcement complaints within a 24 to 48 hour period.
- Building Department has been successfully working with the public and assisting them through the process to bring their properties into compliance.
- Utilizing the Board of Appeals if needed versus County or City Managers or Building Oversight Committee.
- Tracking all Code Enforcement complaints and completed cases.
- Working effectively with all City Departments on shared Code Enforcement complaints and communicating throughout the process.
- Responding to the public or complainant on our progress.

9. Contractor Licensing Requirements

- Working with the Yampa Valley Trades Association and reviewing neighboring counties and municipalities to develop a licensing program that will be effective, but may share reciprocity between multiple counties or municipalities.



**ROUTT COUNTY REGIONAL
BUILDING DEPARTMENT**

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(970)870-5566 * FAX (970)870-5489* Email: Building@co.routt.co.us

Conclusion:

The Building Department is confident that we are moving in a positive direction and have accomplished many goals and made solid improvements since the Zucker Report and interviews first began. The working relationship between the Building Department and City Departments is extremely positive and both parties continue to work together to improve the overall services we offer our County and Community. Most importantly, we are receiving positive feedback from the public in many areas of the services we share together, we will continue to listen to the publics concerns and feedback and build upon the momentum we have started moving forward.

Todd Carr, Building Official
Routt County Regional Building Department