

**2018-2019 BUDGET QUESTION**  
***Response to Request for Information***

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**DEPARTMENT:** Development Services

**REQUEST NO.:** 190

**REQUESTED BY:** Alter

**DATE REQUESTED:** 9/4/18

**DATE POSTED:** 9/10/18

**REQUEST:** It appears the fee to talk to a residential reviewer is increasing to \$253 per hour. How much does a commercial project get charged to talk to a reviewer?

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**RESPONSE:**

The Development Services Department (DSD) provides the following consultation services to assist applicants with their appropriate application submittal as well as reviewing draft submittals. The consultation services are as follows:

- Residents are provided a free 20 minute in-person consultation to answer general questions about their project. Consultations beyond the 20 minutes incur an hourly rate.
- Beyond the free 20-minute in-person consultation, there is a preliminary plan review hourly fee of \$270 per hour to meet with a Zoning or Building reviewer and \$281 per hour to meet with an Arborist.
- There is also a commercial preliminary plan review fee which is \$263 - 287 per hour for each discipline, of which there are eight (building, mechanical, electrical, plumbing, structural, fire, health, and industrial waste). For consultation services of an hour each for all eight disciplines, the total cost would be \$1,887.
- Commercial and residential consultations apply for plans already under review and are charged if more than 20 minutes of meeting time is needed. Residential consultations are rare with an hourly fee of \$253. Commercial consultations are an hourly fee of \$183 per discipline.

DSD is proposing a Residential Homeowner Ombudsperson Program. There would be no charge to a residential homeowner to use the program. The program will provide continuous support and resources to residential homeowners, including providing general information about permit regulations and procedures, explaining application requirements for projects, and serving as an ombudsperson for issues encountered during plan review and inspections. The roles and responsibilities of the ombudspersons would be as follows:

- Serve as liaison for residential homeowners;
- Mapping of processes to inform of steps in the permitting and inspection process;
- Outreach to inform residential homeowners of rules, regulations, and processes; and
- Develop proposals to streamline processes for residential homeowners.