



Building Industry Association of Southern California

*Board of Supervisors Workshop  
BIA / Riverside County  
Streamlining Strike Force*



**WORKING TOGETHER**





# Board Direction

- Establish an ad hoc committee composed of Building Industry Association (BIA) members and affected County departments to:
  - Streamline the development review process
  - Restructure the decision making process to be more transparent and predictable
  - Reduce or defer cost wherever possible
- Goal: Improved Customer Service





# Strike Force Participants

- Building Industry Association
  - Riverside County
  - Desert Chapter
- Brehm Communities
- Dave Jeffers Consulting
- KB Homes
- K. Hovnanian Homes
- Shea Homes
- Laing-Sequoia Partners
- Van Daele Development
- T & B Planning
- Board of Supervisors
- Executive Office
- Legislative Assistants
- Planning Commission
- TLMA Planning Department
- TLMA Building and Safety Department
- TLMA Transportation Department
- TLMA Administrative Services
- TLMA Environmental Programs
- TLMA Code Enforcement
- Environmental Health Department
- Economic Development Agency
- Flood Control District
- Regional Parks and Open Space District
- Fire Department
- County Counsel
- Regional Conservation Agency



# Strike Force Objectives

- Streamline the entitlement process
- Streamline the plan check and permit process
- Provide efficient project case management
- Enhance communication between/among County departments and builders/developers





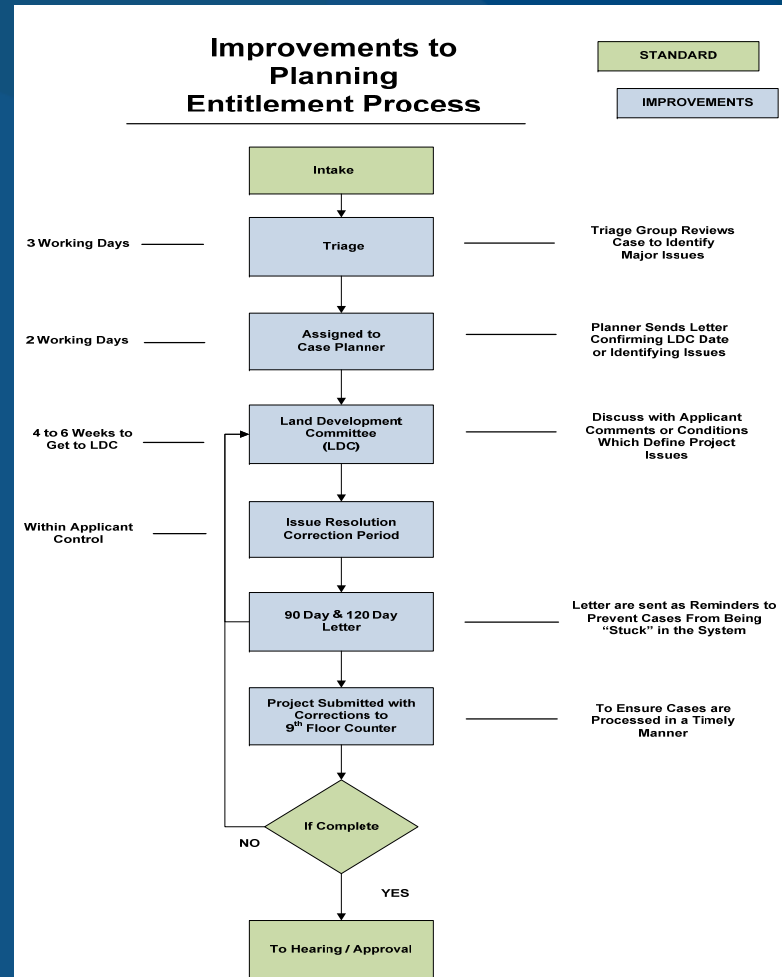
# Strike Force Actions

- Reviewed departmental processes
- Identified actions to improve case management within and across departmental lines
- Identified actions private industry could take to assist case processing
- Goals: Transparency, Predictability, Cost Savings to Improve Customer Service



# Goal: Improve Transparency

- Revised Work Flows
- Updated Filing Requirements
- Revised Land Division Committee Process
- Revised Plan Check Process





# Goal: Increase Predictability

- The Triage Process: Identifying Major Planning Issues within Three Days of Submittal
- New Guides: Guide to California Landscaping, Updates to Environmental Health, Flood Design Standards; the future: Trails Design Manual and Fuel Modification Manual
- Conditions of Approval Library



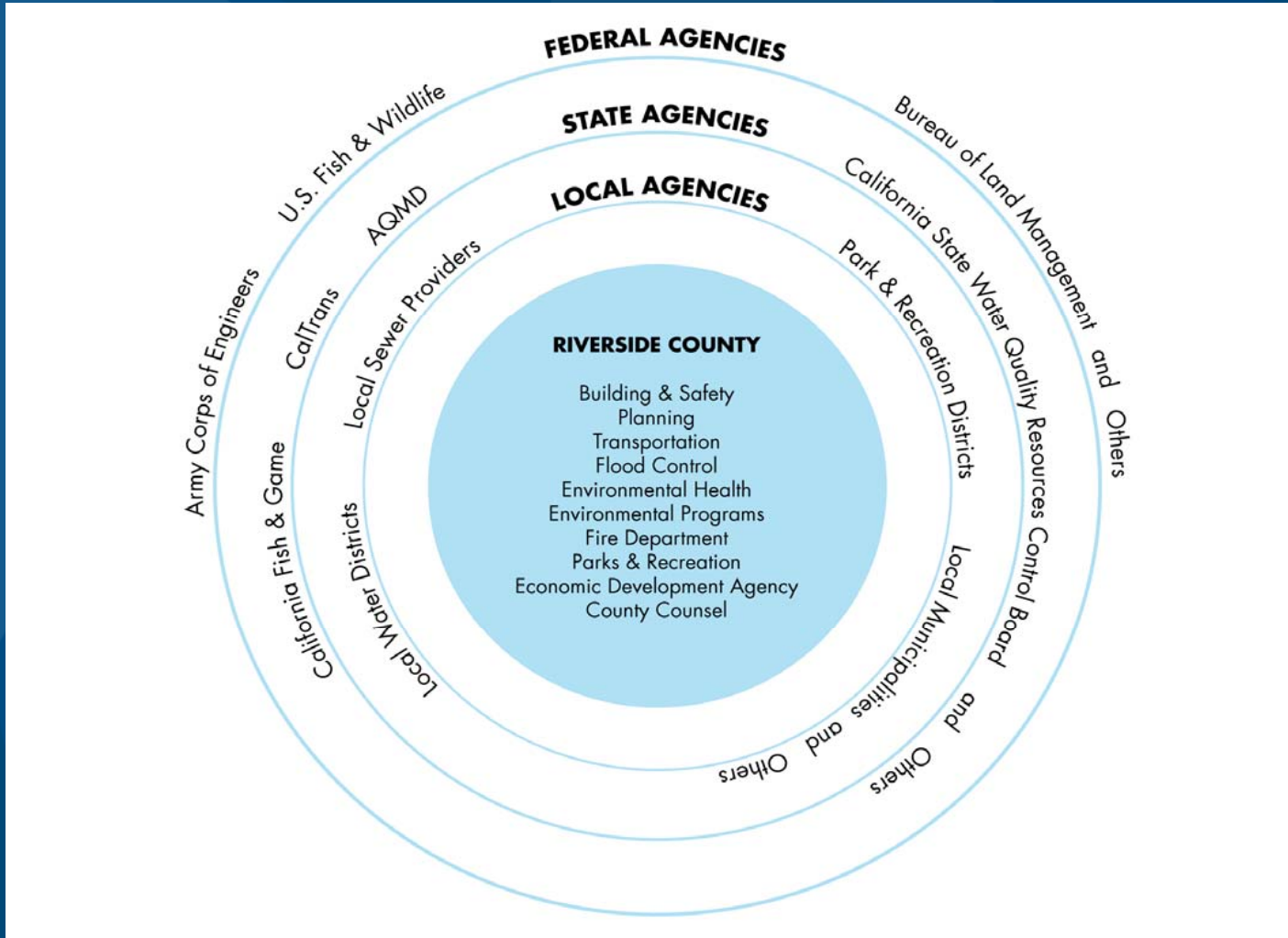
# Goal: Cost Savings

- Transportation: Plan Check Deposit Reduced, Bonds Reduced, Propose Deferring RBBD Fees
- Flood: Allow Area Drainage Plan Fee Deferral
- EDA: Deferral of Quimby Fee
- Efficient Case Processing = Cost Savings for Development and Public Sectors and Improved Customer Service





# Development Review is Multi-Layered





# Implementation

- Staff Training
- Interdepartmental Project Management
- Expand Ombudsman Role
- Streamline Counter Operations
- Improve Hearing Process
- Tools for Measuring Success





# Recommendations to the Board

- Receive and file the BIA/Riverside County Streamlining Strike Force Report
- Direct the TLMA Agency Director, in cooperation with the BIA/Riverside County Strike Force, to report back to the Board in six months on streamlining progress





*a special thanks to  
our facilitators*



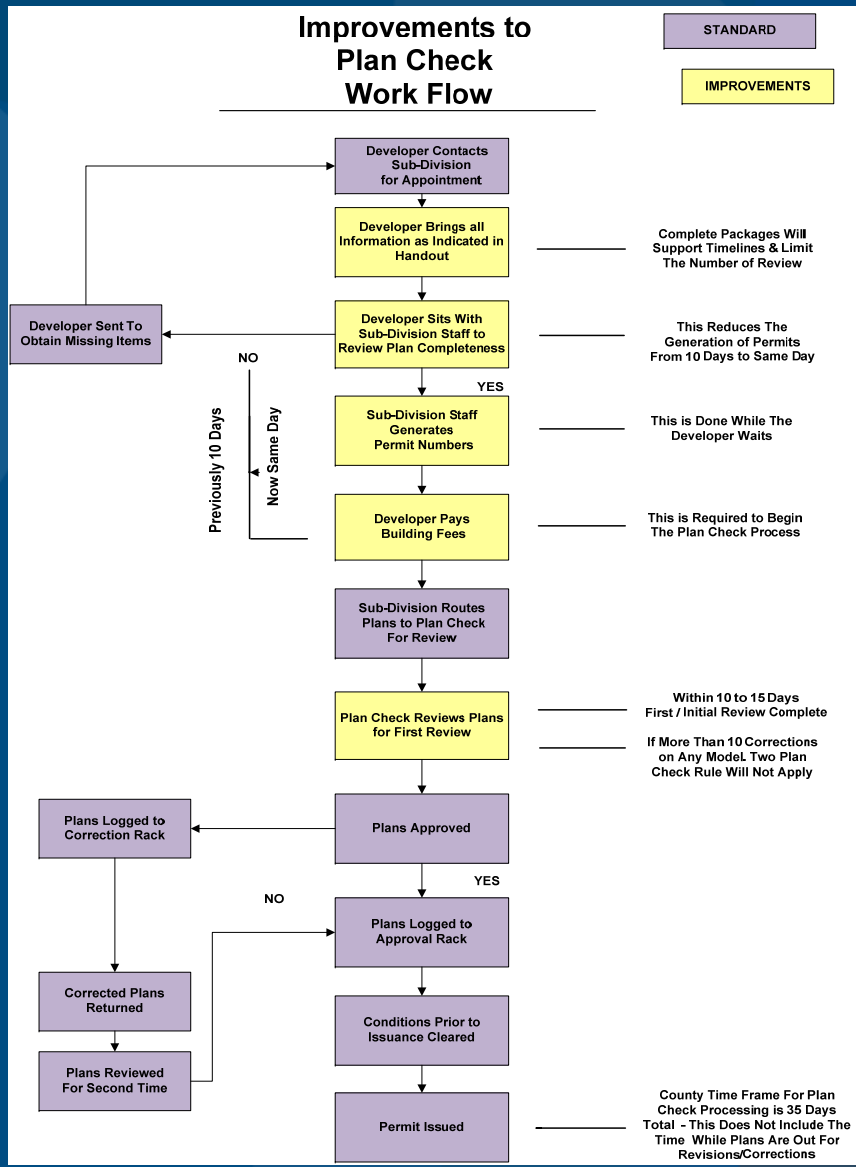
Barry Burnell – Principal  
Kimberlin Tran – Project Planner  
T & B Planning



## BIA /RIVERSIDE COUNTY STRIKE FORCE CASE PROCESSING ACTION PLAN

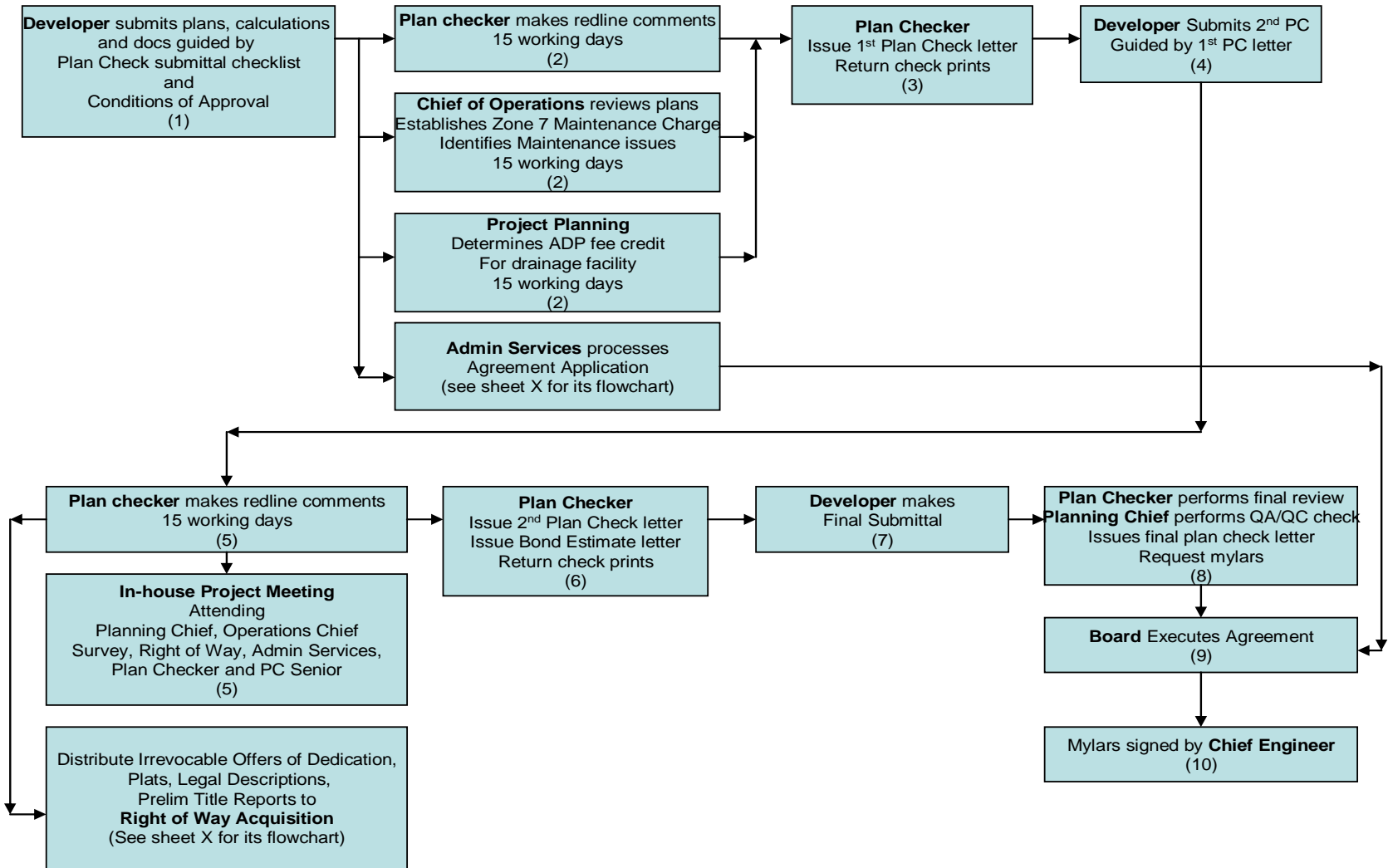
July 1, 2008

Lead Department	Challenge	Action	Implementation	Benefit
Planning	Training staff to apply regulatory standards and procedures consistently.	The Planning Department has developed Standard Operating Procedures (SOPs) and a training program to develop staff strengths. The training program includes staff's participation in Toastmaster's International. This program is outlined in the Planning Department letter dated June 19, 2008 (attached).	Program initiated in November 2007; Ongoing	Increased predictability, consistency and certainty resulting in reduced time and fee costs for customers-- <b>PREDICTABILITY, EFFICIENCY, COST.</b>
Planning	Implementing water efficiency requirements in compliance with Ordinance 859 in a consistent manner.	Planning developed a Guide to California Friendly Landscaping to assist the development community. Additionally, Planning will conduct workshops to assist the private and public sector in implementing the landscape program.	April 2008; Future workshops to be determined	Increased predictability and certainty resulting in reduced time and fee costs for customers-- <b>PREDICTABILITY, SPEED, COST.</b>
Planning	The need to close out cases that have become "dormant" and clog the system. At the same time, facilitate the movement of active cases through the land review system.	Several actions have been taken to address the number of "inactive" cases that clog the current system. Substantial Conformance cases are being reviewed by minor permit staff to reduce the Area Planners' case load and Pre-Application Review must be approved within 45 days. Planning has established a Triage program, in which within 3 days of submittal, major issues will be identified on major cases. Within 5 days, the applicant will be notified regarding a Land Division Committee (LDC) date. 90 and 120 day letters are now required to notify the applicant, owner, and engineer about the status of the project, following LDC.	Inactive case program initiated; LDC program will begin in July 2008	Increased system efficiency as inactive cases are deleted from the system. Increased predictability and certainty resulting in reduced time and fee costs for customers through improvements to the LDC program-- <b>EFFICIENCY, PREDICTABILITY, COST.</b>
Planning	Delay in getting information from LDC back to the applicant/design professional.	Planning has brought the applicant/design professional back into the LDC process.	July, 2008	Increased transparency and reduced time in the entitlement process-- <b>SPEED, TRANSPARENCY.</b>
Planning	Confusing or irrelevant conditions of approval.	Planning has established a subcommittee to review the Conditions of Approval Library and determine if conditions should be added, deleted, modified, or simply reworded.	June, 2008	Increased predictability and consistency in the entitlement process-- <b>PREDICTABILITY, CONSISTENCY.</b>
Planning	Applicants/design professionals' need for additional time to review staff reports prior to hearing.	Planning will now distribute hearing packages with the Notice of Public Hearings. The applicant, owners, and engineer of record will receive a copy of the Hearing Expectations letter which will outline what can be expected at the hearing.	July, 2008	Increased transparency and improved service in the entitlement process-- <b>TRANSPARENCY, SPEED.</b>





# RCFC Facility Plan Check Review – The Plans





# RCFC Facility - Agreement Processing

