

Summary of Stormwater Plan Review Interview Recommendations

Detailed list of Recommendations

November 3, 2014

Communication

1. Continue to make improvements regarding the consistency of information communicated by different reviewers and communication of updates to Plan Review processes, procedures, and resources available
 - a. Implement standard review comments, supplemented as needed with a narrative
 - b. Provide engineers with the opportunity to identify their own projects for the Green Project Review at the conceptual stage.
 - i. Expand the Green Project Review section in Guidance Manual
 - ii. Clarify qualifications and eligibility requirements
 - iii. Provide a checklist of the documents required for submission
2. Partner with SBN's GSI Partners to host an annual Stormwater Plan Review Seminar to facilitate improved external communication on policy, process, and resources
 - a. Resources that currently exist and how they can be best used
 - b. Resources that have been added or changed
 - c. Availability and explanation of front- and back-loaded review options
 - d. Current policies and procedures as well as updates, especially those that relate to Stormwater Plan Review, including Green Project Review.

Resources and Website

1. Update Plan Review website to make wayfinding easier for new and experienced users.
 - a. Redesign/overhaul the Plan Review Website's landing page and subsequent internal pages to improve navigation so that all users can better identify what resources and documents can be found in a given section of the website, and which documents are for what purpose
 - i. Indicate Guidance Manual chapter titles and worksheet names to support easier navigation
2. Update existing resources and add additional resources.
 - a. Recommended improvements to existing resources:
 - i. Update documents that are currently hosted on the website so that they accurately reflect current submission requirements, guidelines, and other considerations
 - b. Recommended additional resources:
 - i. Downloadable standard review notes and standard plan details (preferably as CAD files).
 - ii. Individually downloadable charts, figures, checklists, etc. that are currently only found in embedded in the Guidance Manual (preferably as .pdf files).
 - iii. A separate downloadable checklist for Technical Review that would indicate what plan sheets are required with a project submission. For example, Checklist "B" states, "Please ensure the north arrow is included on ALL plan sheets," however, it is not specified anywhere what plan sheets are required.
 - iv. A downloadable checklist of eligibility requirements for Green Project Review.

- v. A downloadable checklist of submission requirements for Green Project Review (see Communication section).
 - vi. Downloadable flowcharts that explain the process and timeline for Conceptual Review, Technical Review, and Green Project Reviews.
3. Communicate the availability of a professional engineer for discussions on complex or technical comments as well as what steps would be needed to initiate a request.

Process

1. Continue to improve project flow and reduce review times, especially in Technical Review.
 - a. Standardize comments (noted in the Communication section)
 - b. Implement peer or supervisory review of each comment letter prior to its issue
2. Communicate the availability of a technical reviewer in the conceptual plan review phase for more complex or unique projects
3. Increase promotion of the availability of “front-” and “back-” loaded review options.
4. Increase the number of post-construction submittals and stormwater fee credit applications.
 - a. Leverage annual Stormwater Plan Review Seminar.
 - b. Provide clear accessible information outlining the post-construction submittal procedure and requirements/approval process on several platforms, including the Plan Review website and PWD’s main website.
 - c. Following online ERSA submission, conceptual review approval, and/or technical approval, provide automatic prompts for post-construction review, directing the customer to contact the Credits Unit at the time of construction completion.

Code and Policy

1. Put attention to code and policy to ensure that they are written and interpreted to best facilitate the greenest and most vegetated practices whenever possible.

Internal and External Coordination

1. Continue efforts to improve coordination within the PWD Stormwater Plan Review division.
2. Continue efforts to improve coordination between PWD departments (ie. Plan Review, Watersheds, Design, Sewer, and Drinking Water), especially as it relates private costs.
3. Improve coordination between PWD and other City Departments (ie. Streets, L+I, etc.)