



Philadelphia Water Department

Development Plan Review Performance

Date: 12/8/2008

Results for Philadelphia:

1. Public Safety

2. Education

3. Jobs and Economic Development

4. Healthy and Sustainable Communities

5. Ethics

6. Customer Service and a High Performing Government

Special Topic:

Water Department's role in the development process for residential, commercial, and industrial properties

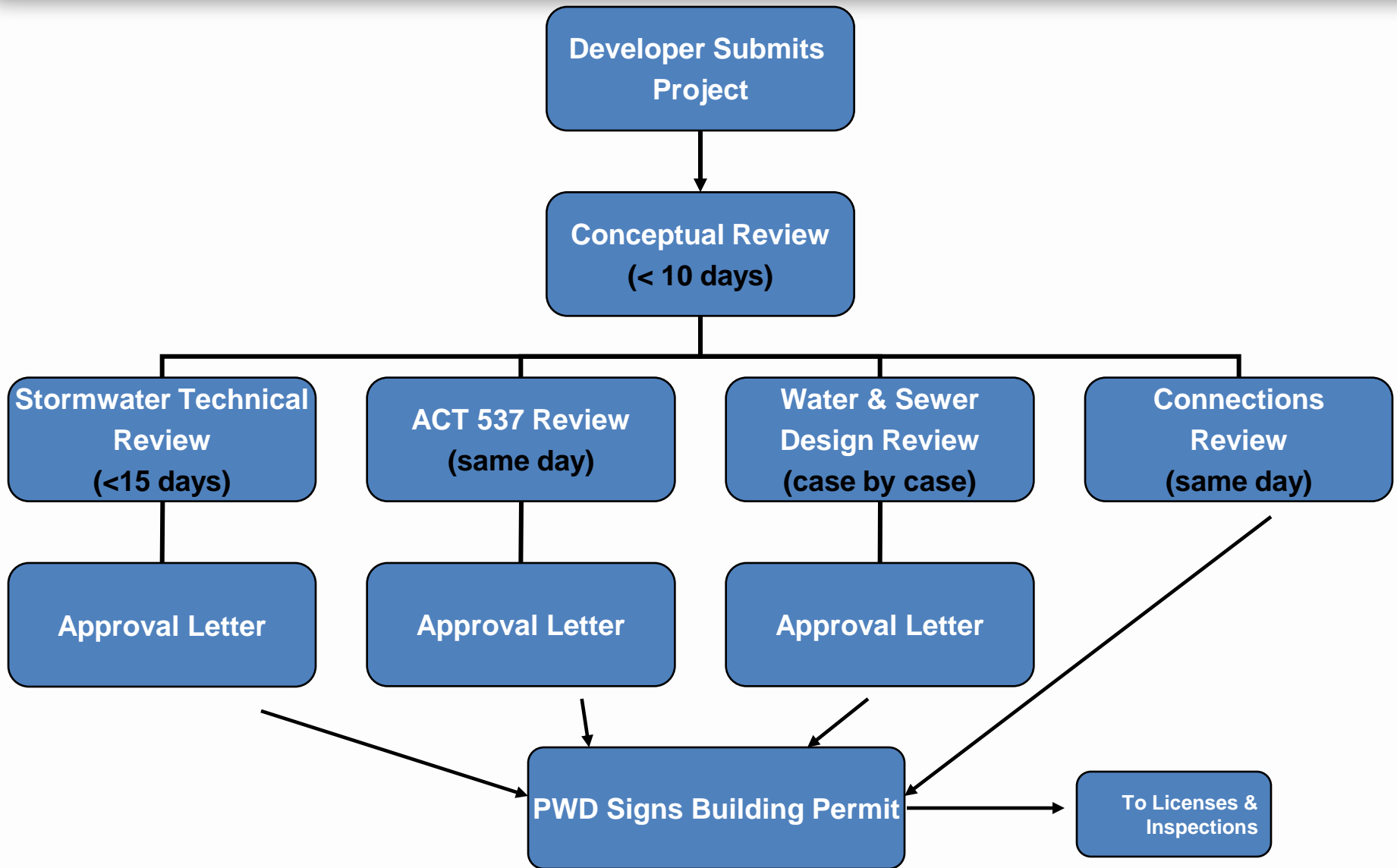
- **Overview of permits required by the Water Department**
- **Performance of the Department in the plan review process versus established goals**
- **Current efforts to improve the plan review process**
- **Planned future improvements to the plan review process**
- **Stormwater permit program benefits**

PWD Plan Review

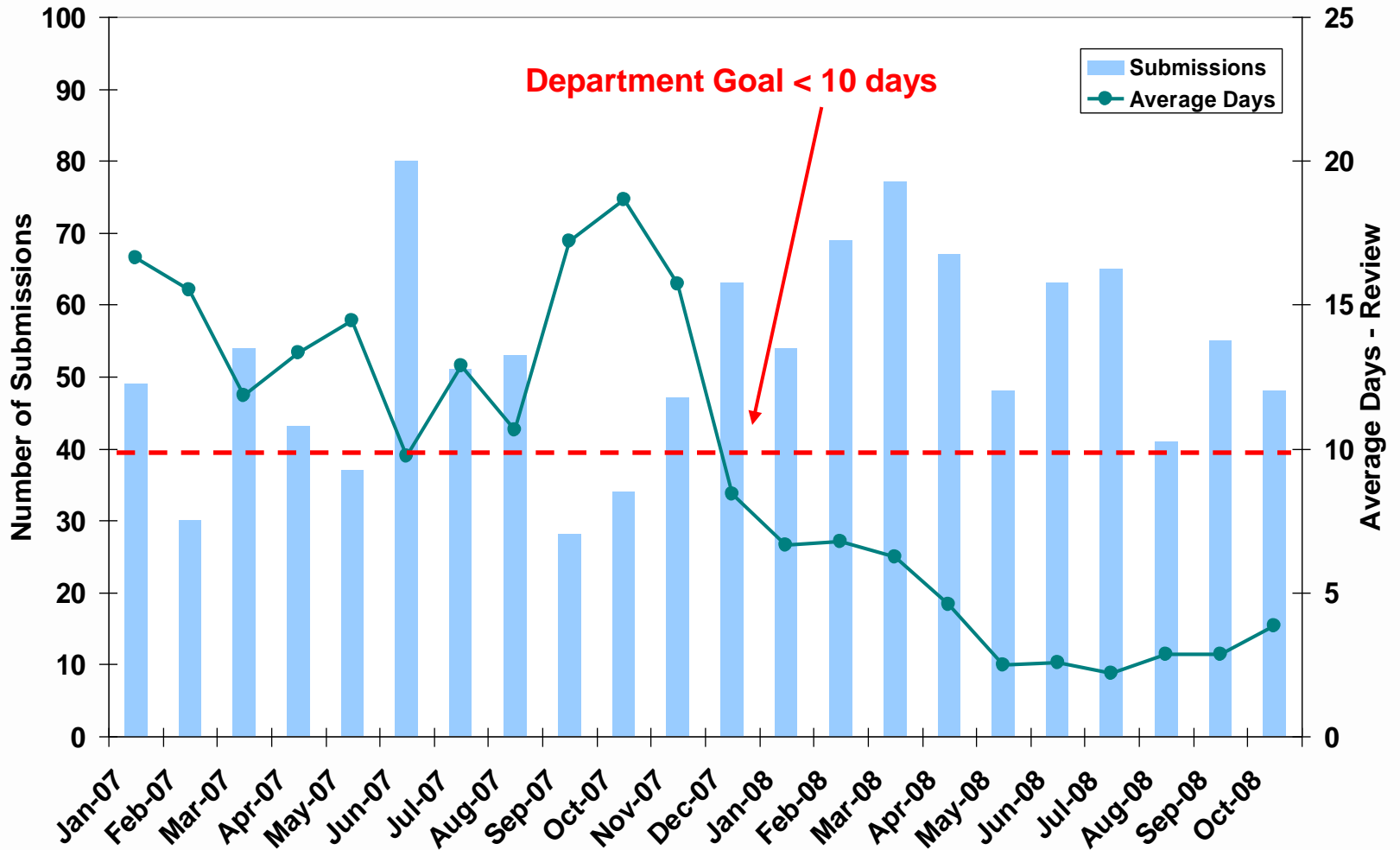
Depending Upon The Project Up to Five Required Approvals From PWD

1. **Conceptual Plan Review (Zoning Permit) – 600+ projects/yr**
 - Created to expedite the zoning permit process
 - Preliminary design evaluation to determine feasibility (water/sewer availability, stormwater, fire, meter, rights of ways, etc.)
2. **Sewage Facilities Planning (ACT 537) – 500+ projects/yr**
 - Sewage capacity analysis, required under State Law
3. **Stormwater Plan Technical Review (NPDES) – 200+ projects/yr**
 - Stormwater management analysis, required under State Law
4. **Connections Review – 400+ projects/yr**
 - Physical pipe connection details to water and sewer system
5. **Water and Sewer Infrastructure Review – 25 projects/yr**
 - Extensions and modifications to PWD infrastructure

PWD DEVELOPMENT REVIEW PROCESS

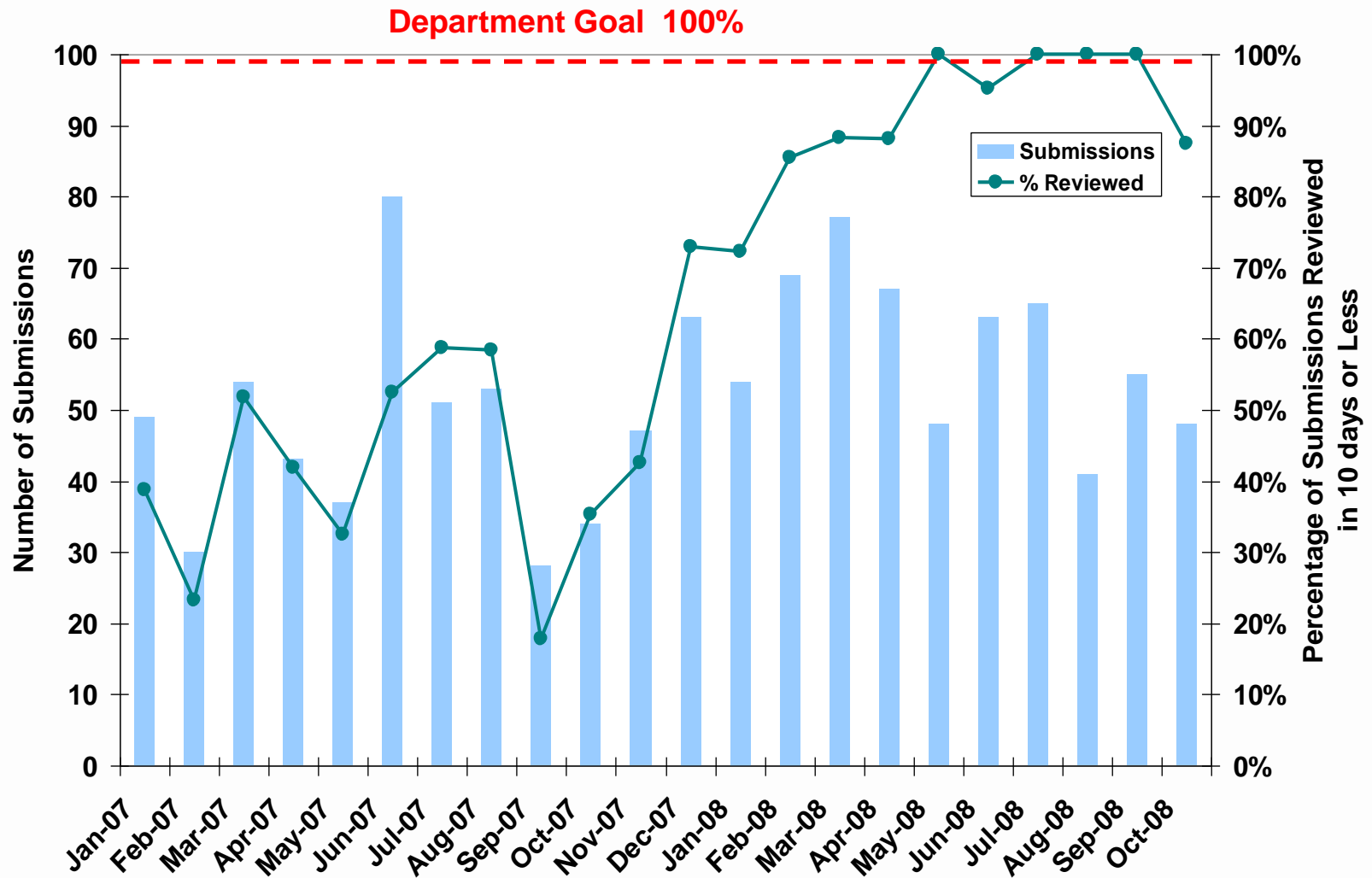


Average Number of Days To Review Conceptual Plans

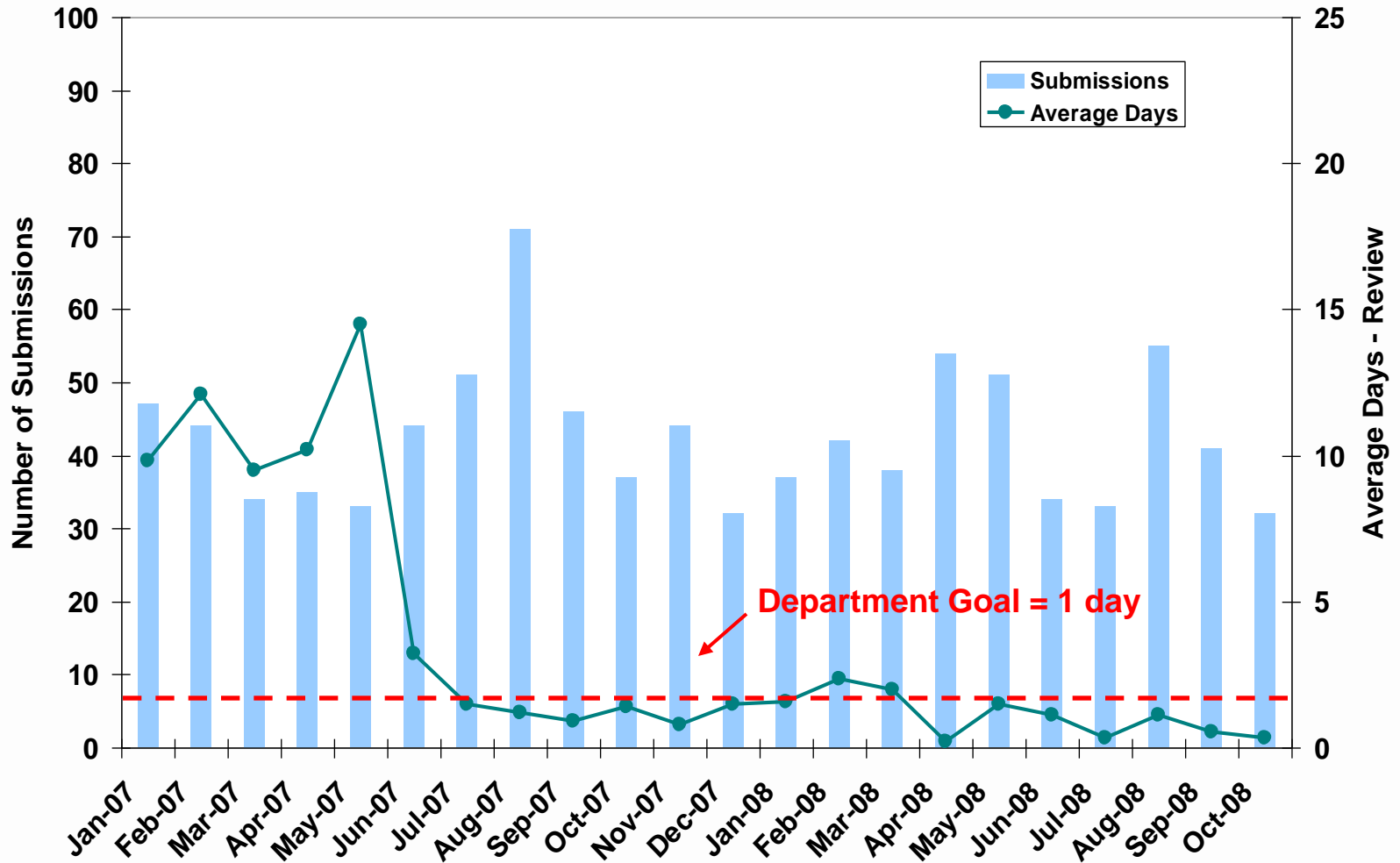




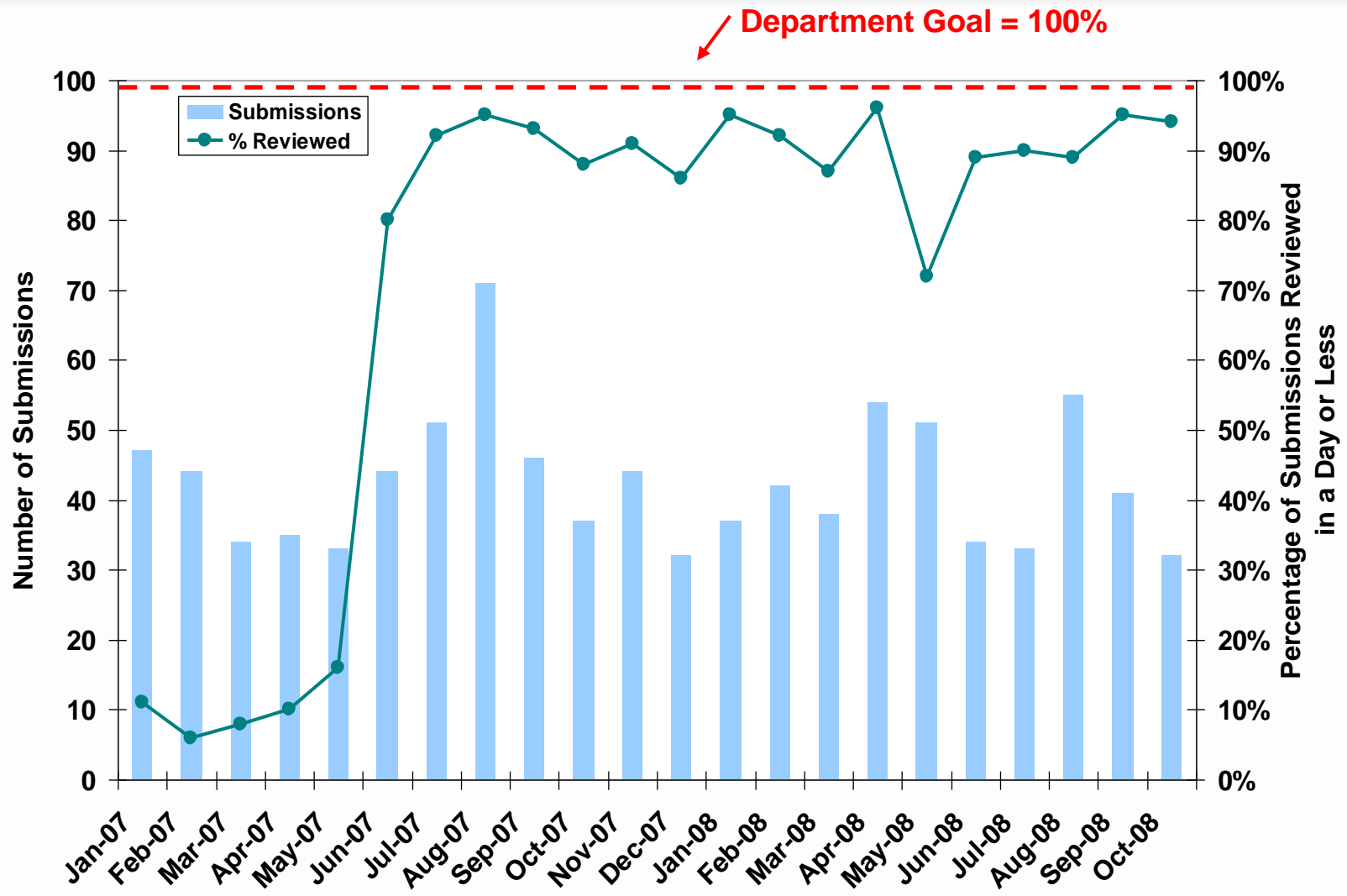
Review 100% of Conceptual Plans In Less Than 10 days



Average Number of Days for ACT 537 Plan Approvals

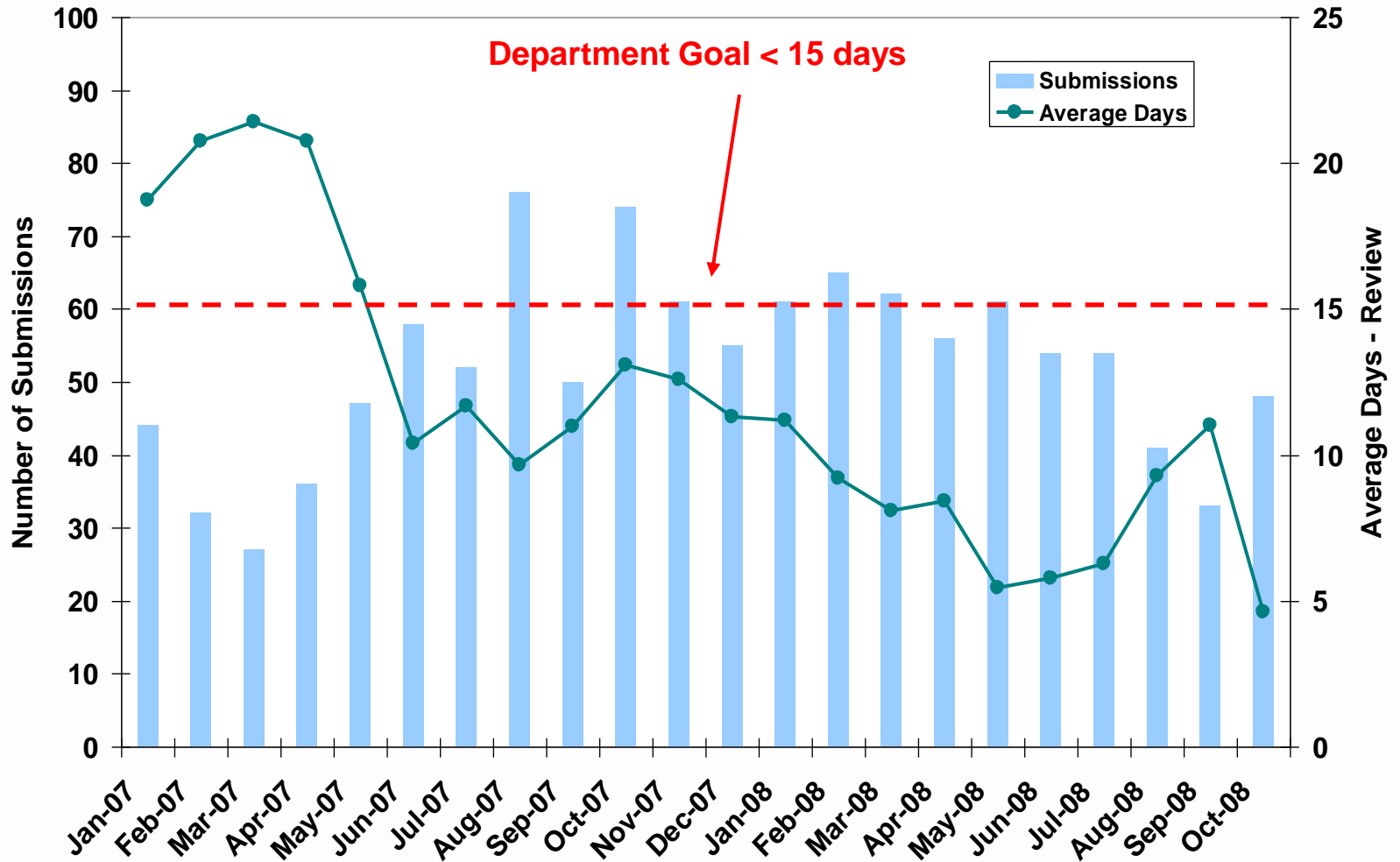


Approve 100% of ACT 537 Plans Same Day



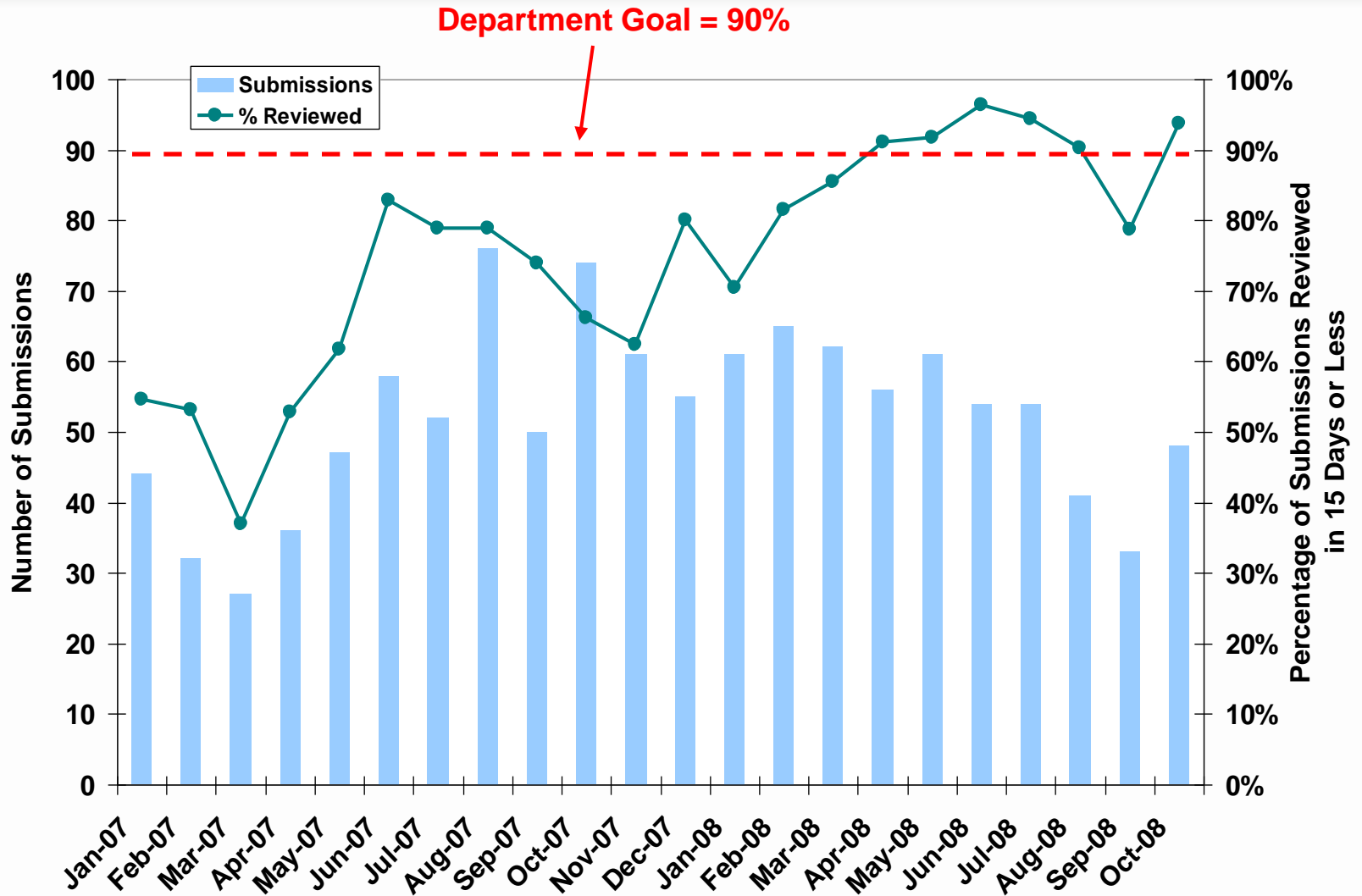


Average Number of Days To Review Stormwater Technical Plans

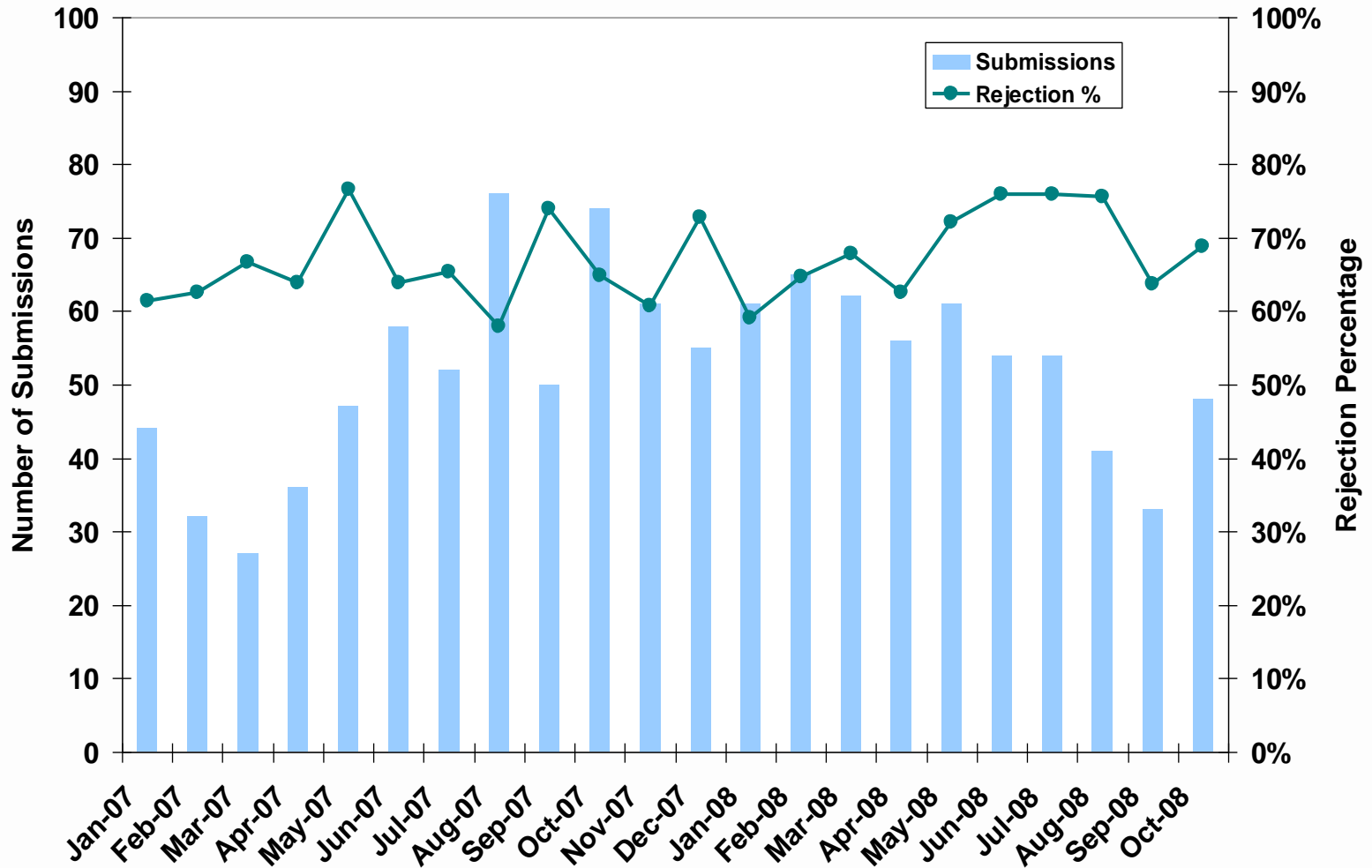




Review Over 90% Of Technical Stormwater Plans in Less Than 15 days



Rejection Rate for Stormwater Technical Plans




Efforts to Improve Plan Review Process

- “Green” Projects go to the top of the list and are reviewed first with 5 day turnaround guarantee
- Distributed CD ROM with guidance on the development process, and posted guidelines on PWD website
- Seminars and workshops for developers and engineers
- Weekly open walk-in hours for consultation
- Professional Services Contract to augment review staff
- Increased PWD review staff
- Meet monthly with Building Industry Association (BIA)
- Detailed Water/Sewer Design and Stormwater Design Manuals
- Monthly Development Status Reports To City Agencies
- On-line plan and project submissions

Future Improvements To PWD Process

- Customer Service Feedback Report – October
- Monthly Development Status Reports To City Agencies Expanded to other Agencies – November
- Operation and Maintenance Agreement Processing Improvements
 - Record agreements on deeds
- Refinement And Clarification Of Technical Criteria
- Technical Workshops For Developers & Engineers (December / ongoing)



**Philadelphia Water Department
Private Development Review and Processing Survey**

The Water Department is always looking for ways to improve efficiency and productivity in the processing of your application and the review and permitting process. We value your comments and input. Please tell us how we're doing by taking a few moments to fill out this brief survey.

What type of service did you need processing by PWD for your project? (Check all that apply)

<input type="checkbox"/> Act 537 Application	<input type="checkbox"/> Building Permit Sign-off	<input type="checkbox"/> Stormwater Management Review
<input type="checkbox"/> Flow Test Request	<input type="checkbox"/> Connection Permit	<input type="checkbox"/> Public Water/Sewer Extension
<input type="checkbox"/> Right of way Encroachment	<input type="checkbox"/> Request for Information	<input type="checkbox"/> Other _____

How would you say was your overall PWD service experience?

Outstanding Good Fair Needs Improvement Poor

In terms of handouts and other instructions available, how would you rate your level of satisfaction? (Check all that apply)

Act 537 Application:	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
Stormwater Plan Review:	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
Public Water/ Sewer Plan Review:	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
ROW Encroachment	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
Other service or request	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor

In terms of the over time it took to process your request/submittal, how would you rate your level of satisfaction? (Check all that apply)

Act 537 Application:	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
Stormwater Plan Review:	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
Public Water/ Sewer Plan Review:	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
ROW Encroachment	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor
Other service or request	<input type="checkbox"/> Outstanding	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Poor

How would you rate your level of satisfaction with respect to being informed and kept up to date on the status of your project during review?

Outstanding Good Fair Needs Improvement Poor

What area of the service received did you find positive and/or helpful?

How do you feel we can improve the process of serving you in the future?

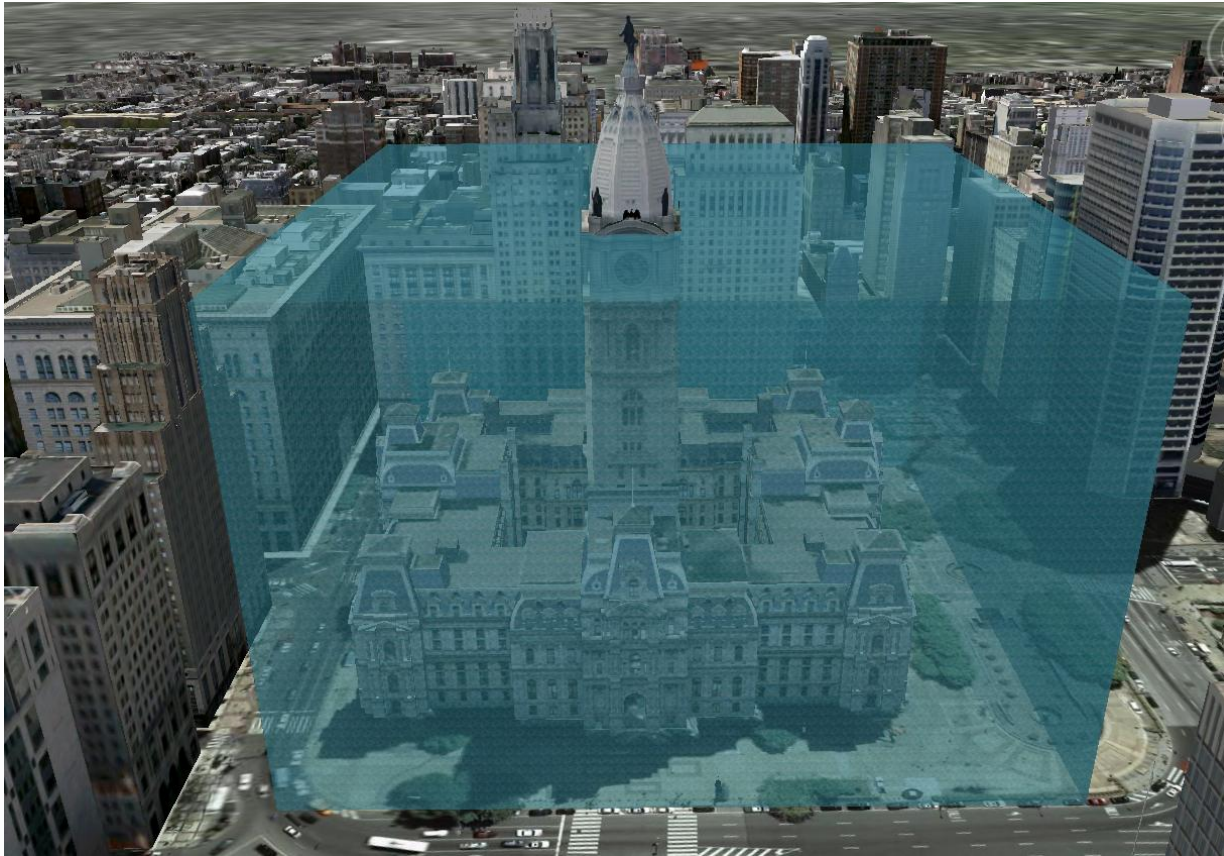
Would you like someone to contact you to discuss your experience and suggestions to improve the process?

Name: _____

Email Address: _____

This Survey and any additional comments may be submitted to Brian D. Mohl at Brian.Mohl@phila.gov, faxed to 215-685-6211 or mailed to PWD Projects Control, 2nd Floor, 1101 Market St., Philadelphia, PA 19107

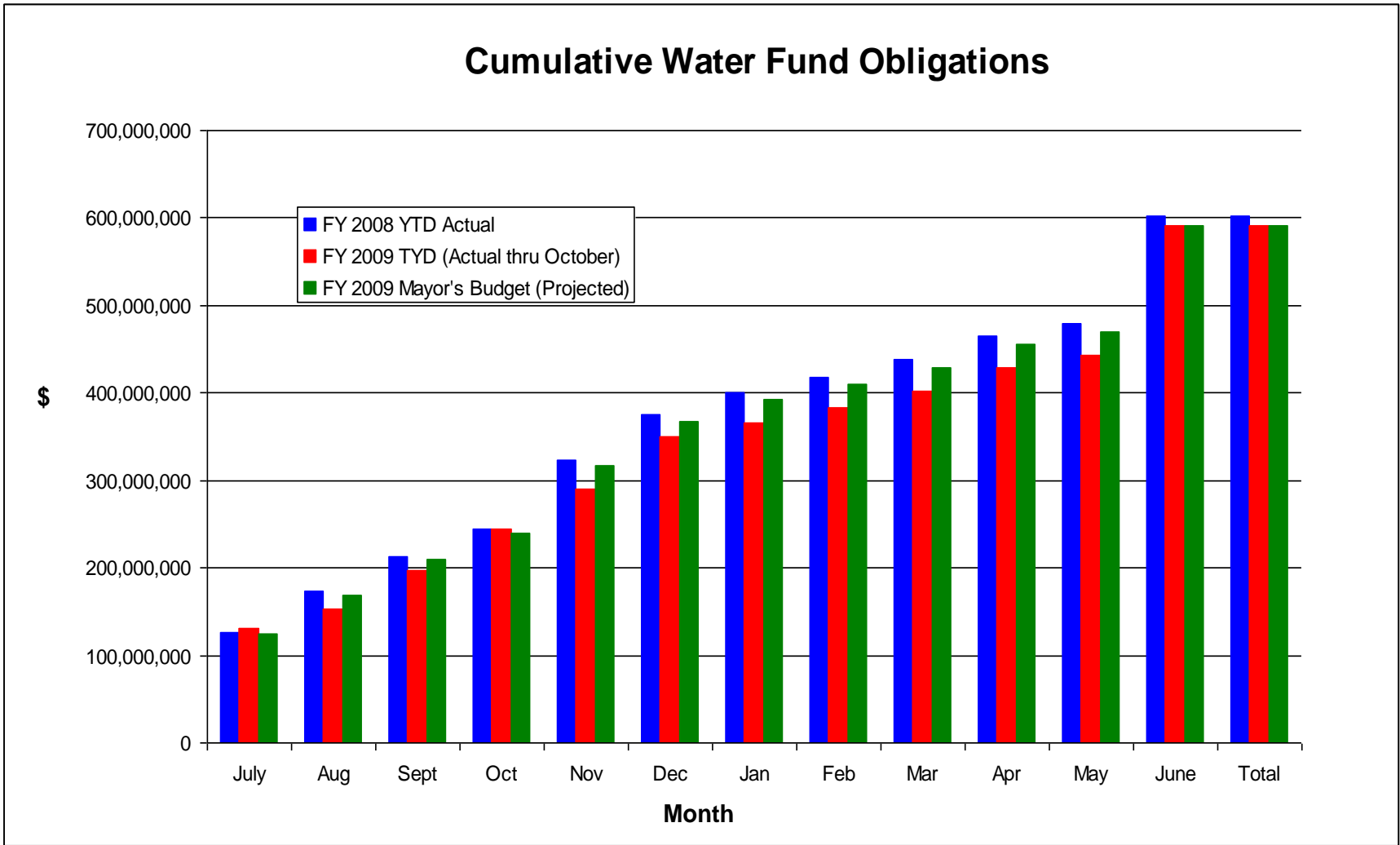
Stormwater Plan Review Reduced The City's Runoff by 908 Million Gallons Per Year



- That's a volume equal to the block of City Hall 370 feet Deep. (drawn to scale)
- A 3% reduction in citywide runoff
- Up to \$425 Million in infrastructure capital costs saved
- Up to \$80 Million in additional future operation and maintenance costs saved

Water Fund Obligations

\$6Million / 2.5% Over the Projection Thru Oct.



Water Department Overtime

\$3.2 Million Thru Sept. on Target with Projections

