

CITY OF FRANKLIN

BUILDING AND NEIGHBORHOOD
SERVICES DEPARTMENT

Commercial Building Plan Review
Process Overview and Recommendations

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HISTORIC
FRANKLIN
TENNESSEE

WHY IS PROCESSING PERMIT APPLICATIONS IN A TIMELY MANNER IMPORTANT?

- Businesses need to be **operational ASAP**.
- Moving employees, furniture, and technology can be **overwhelming**.
- Time is ticking on leases and loans - small businesses and entrepreneurs have **limited resources**.
- Scheduling and coordinating construction is **critical**.
- Business owners face different challenges and delays – at least the City can provide a **predictable permit application process**.

THEREFORE...

It is the goal of the City of Franklin Building and Neighborhood Services and Fire Departments to complete the review of Commercial Building Permit Applications and Plans thoroughly and **within prescribed timeframes 100% of the time.**

HOW ARE WE DOING?

Over the past three years the **Plans Examiners** and **Permit Techs** have processed permit applications within prescribed timeframes, and typically in advance of deadlines, in **excess of 99% of the time!**

WHAT ARE THE CITY'S COMMERCIAL BUILDING PERMIT & PLAN REVIEW PROCESS TIMEFRAMES?

- Permit Applications are processed and reviewed on a **first-in, first-out** basis and as **quickly as possible**.
- Initial Plan Reviews are completed within twenty (20) Working Days – **Applicants have expressed concerns that this initial review period is too long, and staff believes we can improve with a little help.**
- Subsequent Reviews are completed within ten (10) Working Days

PLANS EXAMINERS

“WE DO MUCH, MUCH MORE THAN REVIEW PLANS”

- Number one objective is customer service!
- Meeting with current and potential business owners.
- Working with Architects, Engineers, Contractors and Inspectors.
- Addressing issues often on-site, for resolution.
- Receive many phone calls during the day.
- Reviewing projects.
- Researching questions.
- Calculating fees.
- Continuing education requirements.

PROPOSED GOAL:

TO BECOME MORE
EFFICIENT IN PLAN
REVIEW AND REMAIN
RESPONSIVE TO
CUSTOMERS.

HOW WE WILL ACHIEVE OUR GOAL: FOR STARTERS....

Complete the processing of permit applications for non-restaurant tenant build-out and alterations, remodeling, and building additions less than 5000 sq. ft. within:

- Ten (10) Working Days - Initial & Subsequent Reviews

HOW TO INCREASE PRODUCTIVITY WHILE MAINTAINING GREAT CUSTOMER SERVICE?

Use of Plan Review Consultants for Time Intensive Projects

- All new buildings and structures and building additions greater than 10,000 square feet will be sent to a pre-qualified **Third Party Plan Review Consultant**.
 - Applicant chooses consultant from **pre-qualified list**.
 - Applicant pays all consultant plan **review fees**.
 - Applicant submits Building Permit Application and Plans to the BNS Department and the consultant **simultaneously**.
 - City charges the plan review fee for municipal code and zoning review as well as inspection & permitting fees.
 - Upon completion of consultant's review, applicant submits approved plan to City.
 - **Permit ready within five (5) working days** upon receipt of consultant approved plans.

Thank You For Your Attention.

We appreciate your support in serving our residents and business partners.

Questions?