

# Permit Processing Timeframes

City of Boise | Planning & Development Services | pds.cityofboise.org

| Report Dates                            | First Review |                                      |                         |                           | Ready to Issue                    |                                     | Permits Issued                    |                          |
|---|--------------|--------------------------------------|-------------------------|---------------------------|-----------------------------------|-------------------------------------|-----------------------------------|--------------------------|
|   | Target       | Average First Review<br>Dec 1-Feb 28 |                         | Fiscal Year<br>Average    | Average<br>Ready<br>to Issue Time | Average Wait for<br>Customer Pickup | Total Number of<br>Permits Issued |                          |
|   | # of<br>Days | Dec 1 –<br>Feb 28                    | Change<br>2012 vs. 2013 | FY 2014<br>Oct 1 – Feb 28 | Dec 1 – Feb 28                    | Dec 1 – Feb 28                      | Dec 1 –Feb 28                     | FY 2014<br>Oct 1- Feb 28 |
| <b>Residential Construction</b>         |              |                                      |                         |                           |                                   |                                     |                                   |                          |
| Single Family Level 1                   | ≤10          | 6 days                               | 2 days faster           | 7 days                    | 14 days                           | 13 days                             | 72                                | 147                      |
| Single Family Level 2                   | ≤14          | 11 days                              | 1 day faster            | 11 days                   | 44 days                           | 28 days                             | 58                                | 78                       |
| Add/Alt/Repairs Level 1                 | ≤1           | Less<br>than 1<br>day                | same                    | Less than 1 day           | Less than 1<br>day                | 1 day                               | 95                                | 180                      |
| Add/Alt/Repairs Level 2                 | ≤5           | 2 days                               | same                    | 1 day                     | 7 days                            | 4 days                              | 9                                 | 15                       |
| <b>Commercial Construction</b>          |              |                                      |                         |                           |                                   |                                     |                                   |                          |
| New Multi-Family                        | ≤30          | 65 days                              | No data                 | 51 days                   | 272 days                          | 1 day                               | 3                                 | 5                        |
| New Commercial<br>Buildings & Additions | ≤30          | 18 days                              | 2 days faster           | 22 days                   | 73 days                           | 17 days                             | 11                                | 32                       |
| Tenant Improvement<br>Level 1           | ≤5           | 2 days                               | 1 day faster            | 2 days                    | 8 days                            | 9 days                              | 49                                | 77                       |
| Tenant Improvement<br>Level 2           | ≤10          | 7 days                               | 2 days faster           | 7 days                    | 12 days                           | 7 days                              | 43                                | 92                       |
| Tenant Improvement<br>Level 3           | ≤20          | 17 days                              | 3 days longer           | 15 days                   | 48 days                           | 4 days                              | 30                                | 67                       |
| Commercial Occupancy<br>Evaluation      | ≤5           | 3 days                               | 1 day faster            | 3 days                    | 4 days                            | 7 days                              | 54                                | 98                       |

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## Positive Trends

Reviews of single family dwellings are being processed 2 days faster than this time last year. Reviews of new commercial buildings and additions are being processed 2 days faster than this time last year. Average first review time frame targets were met for all project types, except new multi-family, issued from December 2013 through February 2014.

## Areas of Concern

New multi-family first review average is shown well over the target. This is due to review of the Terraces at Boise project. The Terraces project is extremely large and very complicated having 17 different types of permits (garages, multi-family, institutional, and duplexes) attached to one set of plans. To accommodate customer schedule, plans were accepted into review even though they were not entirely complete. This also extended the timeframe as additional plans and documents were submitted throughout the review.

As of March 1, there are only 20 new single family dwellings under review in the system, which is down from 33 applications reported as under review at this time last month. Single family level 2 project numbers show a significant increase because of several duplexes that were issued as part of the Terraces at Boise project.

## Project Updates

The following new commercial or new multi-family projects are under review or in the resubmittal process: Pad 3 shell building at the Trader Joe's site, Security Gold & Silver Exchange building, Dropzone Apartments (36 units), Horizon Park Apartments, Boise Heights-student housing, Animal

Medical Center addition, Guerdon Storage building, WIRB Building, Sleep Country, Cantabria Apartments, Cordillera Apartments, Bishop Kelly High School West Wing Addition, East Boise Youth Baseball/Softball Concession and Storage building, Northwest Sales Equipment, Allante Square Four-plexes, St. Alphonsus Ambulance Canopy expansion, and a Public Works Sludge Blend Tank . A plan modification for the JUMP below grade parking garage is also under review.

Some larger tenant improvement permit applications that are under review or in the resubmittal process include Winco Records storage building, Boise City Hall Phase 2, St. Alphonsus Hospital Maternity Center, Outback Steakhouse, several College of Western Idaho remodels, La Quinta Inn remodel, Department of Corrections remodel, Craig Stein Beverage expansion, Lane Bryant in Boise Towne Square, and Five Mile Shopping Center exterior façade remodel.

PDS has completed the review of some permits that have not been issued such as River Edge Apartments, Jackson's Store 46, and Gillingham Building #2.

## Other Trends

The average time a permit waits for a customer to pick it up (customer pick-up time) after PDS has completed the review showed some changes when compared to last month. New commercial buildings and additions customer pick-up time increased from 10 days to 17 days currently. Level 1 tenant improvement customer pick-up time increased from 3 days to 9 days currently. Commercial occupancy evaluation customer pick-up time declined from 11 days to 7 days currently. All other categories either remained the same or varied slightly from last month.