

Longstanding CPD-DS Customer Service Initiatives

CPD-DS Team Inspection

This optional service allows building tenants, owners, developers and design professionals to meet with a CPD-DS associate at the proposed site to discuss potential impact of code requirements on the project. In addition to the on-site discussion, customers will be provided with a written record of the inspection.

Optional Preliminary Code Review Design Meetings

This optional service allows design professionals to meet with a CPD-DS associate in the early design stages of a project to answer design questions about how specific code requirements will apply to their project. Conclusions reached in the meeting will be verified by staff in a follow-up letter to the designer's written summary.

Plans Review Quality Control

Immediately upon completion of the first review for all logged in projects, the Plans Examiner shall arrange a personal meeting with the Supervisor of Plans Review to discuss the project. The Supervisor of Plans Review will then do a cursory review of the project in the presence of the Plans Examiner to verify that all major deficiencies have been addressed in the review. The details of this cursory review shall be recorded in the Kiva plan review record for each project. CPD-DS believes this quality control review will significantly reduce the number of design errors or omissions overlooked by a CPD-DS Plans Reviewer.

Review Comment Resolution (RCR)

In the event that a plans review subsequent to the first review is not approved, the Plans Examiner shall arrange a meeting with the Supervisor of Plans Review or the Division Manager of Plans Review to discuss the difficulties the applicant is having obtaining approval of the plans. Arrangements for this meeting shall be made immediately upon completion of the review. The Supervisor of Plans Review shall call or meet with the applicant as necessary to ensure that the applicant fully understands what is required to resolve the review comment(s).

Code Modification Request Process (CMR)

As a service to our customers, the City Planning & Development - Development Services (CPD-DS) has a formal Code Modification Request (CMR) process to allow the owner or owner's agent to apply for a modification to any provision of the Kansas City Building and Rehabilitation Code (KCBRC), provided the spirit and intent of the KCBRC are observed and the public health, welfare, and safety are assured. Through this process, we are attempting to resolve issues before appeals to the Building and Fire Codes Board of Appeals may become necessary. This process was introduced to help expedite and evaluate your requests in a timely manner and will apply to all aspects of the KCBRC.

Scheduled Express Plans Review

This optional service offers the benefit of a one-stop permit or a complete list of items that require further clarification on an "on-the-spot" basis while the applicant is with the plans examiner. Architects and engineers for the project may "red line" plans and make changes during Scheduled Express Review to satisfy code requirements and obtain a permit. For those projects which may be required to be routed to other City departments for approval prior to issuance of permits, the benefit of this program is the applicant is aware of CPD-DS plans review comments immediately and, therefore, has more time to prepare and submit required clarifications and revisions. Generally, tenant finishes, minor building additions, one- and two-family dwellings, surface parking lots, grading, minor structural alterations, fire sprinkler systems, and similar projects that require approved plans are eligible for Scheduled Express Review.

Priority Review of Projects.

This optional service allows applicants to request, either at the time the permit application is submitted or prior to submittal of the application, a Plans Review turnaround time of half the normal scheduled turnaround time for that type of project. The reduction in scheduled turnaround time applies to the first full technical review. Reviews subsequent to the first full technical review but occurring prior to issuance of the full building permit are assigned a one-week turnaround time. The decision to designate priority status to a project is made based on the complexity of the project and the availability of staff to perform the review. The permit fees for priority projects is double the normal permit fee.

Deferred Plans Review Submittals

This procedure allows a limited plans review process to begin on a project prior to the submittal of full construction documents. Under Section 18-18 (e) of the Kansas City Building and Rehabilitation Code, a deferred submittal includes portions of the building design that are not submitted at the time of initial application and that are to be submitted within a specified time period as approved by the building official. Depending on the scope of the initial application, this procedure may allow issuance of partial building permits at the owner's risk prior to obtaining full approval of the submitted plans.

Conditional and Partial Building Permits

This procedure was implemented to allow construction to proceed at the owner's risk prior to obtaining full approval of the submitted plans. In many instances, construction is allowed to proceed weeks before a full permit is obtained.

Fast-Track Sprinkler Permits

Because of the unique situation fire sprinkler contractors often find themselves in concerning the need to start work before design drawings are finalized, CPD-DS has developed, as a customer service initiative, a program to assist sprinkler contractors in obtaining a fast-track sprinkler permit. This permit will allow the contractors to legally start work, without delay, while still providing for the necessary code review of the completed design drawings by CPD-DS at a later date.

One-And Two Family Limited Service & Repair Permits (LSR)

The LSR program allows minor projects to be completed by licensed electrical, plumbing and mechanical contractors either prior to or after obtaining a permit and allows the contractor to certify that the completed work complies with the Kansas City Building and Rehabilitation Code (KCBRC) instead of scheduling an inspection by CPD-DS.

Fax Permit Process

CPD-DS can process your permit application by fax with payment by credit card. This service is offered as a convenience to our customers in our continuing effort to provide prompt, accurate and courteous service and may be utilized in obtaining electrical, mechanical and plumbing permits, building permits for new one and two family residences with an approved master plan number, fast-track sprinkler permits, and building permits for swimming pools and decks.

Review/Certification of One- and Two-Family Dwelling Plans

In this customer service initiative, certified plans will be accepted in lieu of plans review by CPD-DS staff. Plans shall be reviewed and certified as meeting the requirements of applicable Kansas City building codes and ordinances by a registered professional engineer, a registered architect, or a professional building designer certified by the National Council of Building Design Certification.

Optional Building Certification Program for 1- & 2-Family Dwellings

The purpose of this customer service initiative is to allow home builders in Kansas City, Missouri, (KCMO) the opportunity to use authorized third-party inspectors to perform certain

required inspections in lieu of the CPD-DS performed inspections. This optional program is designed to help expedite one and two family construction (Occupancy Group R3) projects and to give the builder more flexibility as to when some of the required inspections are performed.

Inspections outside of normal business hours

This optional program is designed to help expedite one-and two-family, as well as commercial, construction projects and to give the builder more flexibility as to when some of the required inspections are performed. Note: eligibility for inspections outside of normal business hours is determined by the building official based upon the nature of inspections requested and the availability of staff to perform the inspections.

Implementation of KivaNet

KivaNet provides on-line access to the City's Land Information System (LIS) that is the basis of all land development processes, construction permits, inspections, request for services (RFS), and related applications and processes administered by the City. Through the use of KivaNet, permit and inspection status may be verified on-line, 24 hrs a day.

Information Available on the CPD-DS Website:

- Full Text Ordinances
- Access to KivaNet
- Fee schedule
- Information Bulletins
- CPD-DS Interpretations
- Past Issues of Code Connection
- Special Inspections Manual
- 1 & 2 Family - Frequently Asked Questions
- Plans Review - Most Commonly Omitted Items

Procedures for Handling Field Discrepancies

It is our goal that every plans review and inspection be conducted thoroughly, consistently and accurately. However, there are times when errors or omissions made by a designer or contractor are not initially discovered by a CPD-DS inspector or plans reviewer until construction has proceeded. Although we may not be able to simply ignore the deficiency based on the original approval, it is important that our department offer special review of these situations so that the matter is handled in a fair and timely manner. To ensure that this is accomplished, the Division Managers in Plans Review and Inspections will always be directly involved in the decision making in such matters.

Direct phone line and e-mail address made available for each Plans Reviewer

In order to enhance the availability of plans reviewers to permit applicants, e-mail addresses and direct phone lines are provided in the Plans Review Letter. Applicants may call the plans examiners at any time to discuss issues pertaining to current projects. All plans examiners will either answer phones at their workstations or they will return all calls left on their phone message systems while they were unavailable. All CPD-DS associate names, job titles, direct telephone numbers and e-mail addresses are listed on the in on-line department directory at <http://www.kcmo.org/planning.nsf/planning/directory?opendocument>. Additionally, the direct telephone number of the project plans examiner is provided with the review comments found in KivaNet.

Appointments not required to pick up permits

Applicants are not longer required to schedule an appointment to pick up permits. Under these procedures, once the CPD-DS Customer Service Specialist informs you that your permit is ready to be issued and the amount of the permit fee, you need only to show up, at your convenience, at our Oak Tower Office with a check for your permit. Naturally, you will still need to wait your turn if other customers are there before you when you arrive at our

office, but CPD-DS will minimize your wait time as much as possible by having as much of the permit processing completed as possible before you arrive. Before this change, the CPD-DS staff actually scheduled you with a specific date/time slot for your permit, which may have added a few days to the permit issuance process.

Additional Staff Available to Issue Permits

To simplify the one- and two-family permitting process, CPD-DS one-and two-family dwelling plans reviewers will issue permits at their workstations for scheduled express customers once the plans that they are reviewing are approved. Under this procedure, it is not necessary for the customer to go to the Permits Division after their plans have been approved to get their permit. We believe this procedure saves time for our residential customers and creates more time for our Customer Service Specialists to assist our commercial customers with their permits. Additionally, two Development Specialist I's in our Plans Management Branch will assist the Customer Service Specialists of that branch in the issuance of permits in addition to their Quality Control Review duties. This, in effect, doubles the number of staff that can now issue commercial building permits. We believe this step will also decrease wait time for our customers in picking up permits.

Increased Staffing for Scheduled Express Reviews

Development Specialist positions were added to our Plans Review staff that were, in turn, filled with senior inspectors who were current CPD-DS associates and who already had broad knowledge of all of the codes disciplines involved with any project. While these individuals do not have engineering degrees, they have already passed all or most of the fifteen national examination code modules and are reviewing tenant finish plans where all code disciplines are involved. This move has enabled CPD-DS to increase staffing levels for commercial scheduled express plans review, thus reducing the wait time for available appointments.

On-line Permitting

CPD-DS has implemented KivaCitizen, an online permitting system, for those construction permits that do not require plans review submittals. By accessing the City's KivaCitizen website, permit applicants who have preregistered with CPD-DS are able to submit permit applications for processing. CPD-DS processes all permit applications within one business day of their submittal. KivaCitizen allows permit applicants to submit and pay for permit applications via the Internet at their convenience and to monitor the status of the application to the point of permit issuance. The permit applicant is also able to monitor the status of permit inspections and inspection results.