



WALK-IN PLAN REVIEW SERVICE SUMMARY

Minneapolis Department of Inspections

Revised January 2007

As part of our continuing effort to ensure that all of our customers receive the best possible service, we are defining some guidelines for walk-in plan review services.

In the past, we have offered walk-in service for most any size and type of project except for the very largest and most complex work. For the customer able to wait in our lobby, we recognize that this is a very desirable service in that it allows the customer to leave with the desired permit on the same day. The decision to offer that service for such a wide scope of projects, however, has had undesirable and sometimes unfair consequences for our other customers. Due to the level of resources need to staff walk-in service at such a high level, delays have resulted in reviews of more complex projects for which walk-in service is not possible. Thus, customers not able to take advantage of the walk-in service received a lower level of service than they would otherwise have received. In addition, because of the interrupted environment that resulted for our staff when we made them available to walk-in customers on an immediate service basis, we lost efficiency in the use of our technical staff. This loss of efficiency meant that reviews took longer and critical tasks, like maintaining and improving our information and technical assistance services that ultimately benefit all customer, went undone.

In light of those considerations, we believe that the best solution for fairly servicing all of our customer has two parts. First, we will offer walk-in service in situations where that service can be most efficient and will not cause delays for other customers. Walk-in service will be available for the following types of projects:

Residential One and Two Family:

- Attic Finishes
- Basement Finishes
- Decks
- Dormers
- Detached Garages
- Interior Remodeling
- Porches
- Simple Room Additions
- Other projects of a similar level of complexity

Commercial/Multifamily:

- Minor alterations such as office remodeling or repairs to building of \$250,000 value or less
- Other projects of a similar level of complexity

Second, we will perform other reviews by prioritizing them in order of the date they are received. For customers having critical time considerations on their project, we have a special optional expedited plan review service at a higher fee. This program is staffed by plan review positions made possible by the additional fees.