

To the Mayor and Members of the City Council**November 17, 2015****SUBJECT: INTEGRATED STORMWATER MANAGEMENT (iSWM)
PROCESS AND STANDARD REVISIONS**

This Informal Report is to provide City Council with an update on the recent revisions to the Integrated Stormwater Management (iSWM) review process and standards.

The Recommendations and Next Steps reported to City Council in a June 16, 2015 Pre-Council briefing have been accomplished and processes and standards revised accordingly. They include the following:

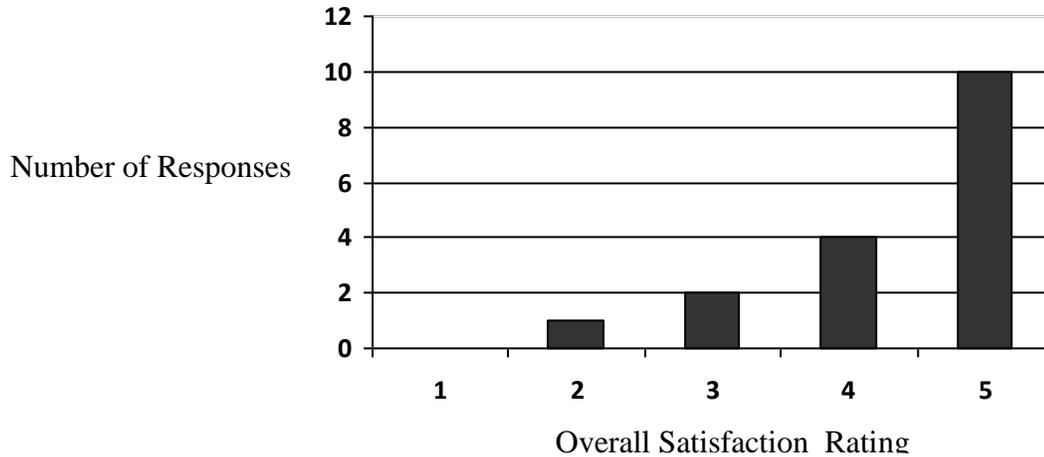
- Raised review threshold from 0.5 to 1 acre of land disturbance
- Eliminated downstream analysis for some small (< 5 acres) sites
- Reduced level of detail associated with preliminary reviews, primarily eliminating the need to assess downstream impacts and requiring detailed information on proposed detention in many cases.
- Provided simple tools for estimating detention volume at preliminary stage
- Provided training for developers and engineers on the revised process and revisions
- Published a revised, streamlined manual
- Focused City review efforts on verifying compliance with standards and leaving design quality assurance with the owner's design engineers
- Established a Liaison Committee with representatives from the Development Advisory Committee, Real Estate Council, and Builders Association to meet with staff at least quarterly to review progress and develop additional improvement opportunities. Two meetings have been held to date.
- Implemented a customer satisfaction survey
 - The overall average satisfaction rating on the 17 surveys received back to date, on a scale of 1-5 (1 = least satisfied, 5 = most satisfied) is: 4.3.
 - The actual overall satisfaction score for each of the 17 responses is reflected in the chart below. The score of 2 was a case where the applicant believed that their project would not be subject to iSWM review and the requirement for an iSWM review resulted in the project being delayed by 30 days.

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Comments received via the Customer Satisfaction Survey have included that the process and staff were “collaborative”, “smooth and timely”, “responsive”, “proactive”, “considerably streamlined”, and found “custom solutions”.

The average review time for an iSWM submission in the past 6 months is: 7 business days (goal is 10 business days).

Staff is working to develop a means of tracking and reporting on the average number of review cycles to achieve iSWM acceptance. For a variety of reasons it is challenging to track and report meaningful data for this metric.

If you have any questions on the iSWM review process please contact Assistant TPW Director Greg Simmons at 817-392-7862.

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