

Priority Review Process for Superior Performers

Initial Review

- Plans examiner completes the review and places the re-review time in the LD system notes. This should be the first note in the list.

Workplate

- The coordinator bundles the project for pick up. Upon completing the resubmittal sheet, if it is a superior performing team and if the Building, Electrical, Mechanical, or Plumbing (BEMP) re-review is less than 4 hours per trade, the coordinator checks the box on the resubmittal sheet indicating the project is eligible for priority review.

Customer

- If the customer wishes to participate in priority review, they indicate this to the coordinator when they submit the resubmittal sheet for scheduling.

Scheduling

- The coordinator will verify it is a Superior team by looking at the internal notes in EPM.
- The coordinator will schedule the trades together or separately, as time allows.
- The coordinator will inform the customer of the scheduled priority review time by EPM. In the EPM system, when the coordinator closes a disapproved cycle, the coordinator puts in the time needed for re-review for each trade. The customer accepts this on their dashboard and sends back when the plans will be ready for resubmittal. The coordinator then schedules the re-review in Office Tracker, reserving the time for the priority review appointment. On this screen, there is a notes section. In the notes section, the coordinator can place the time for the priority review and any other pertinent information. The customer then accepts or rejects the dates on their dashboard within 2 business days. If no action is taken by the customer, the appointment will be canceled.
- The customer will confirm the date and time.
- If the customer rejects the date, the coordinator will reschedule the appointment based on the new plans ready date given by the customer.
- Cancellation policy and fees will apply.

Time of Review

- Customer comes, requests to see coordinator.
- The coordinator seats them in the lobby or the Rehab conference room.
- The coordinator gives the plans to the plans examiner(s), lets them know where the customer is located.
- The coordinator stamps in the office/field sets.
- The review takes place. The plans examiner(s) goes to the customer to request redlines or ask questions.

- At the end of the review, the plans examiner informs the coordinator they are finished and if they have approved or disapproved the project.
 - The coordinator will process the plans based on criteria below: If only one trade is involved:
 - If approved, the coordinator will inform the customer the permit will be issued in 24-48 hours.
 - If disapproved, the coordinator will inform the customer of resubmittal options.
 - If more than one trade is involved:
 - If all trades are approved, the coordinator will inform the customer the permit will be issued in 24-48 hours.
 - If there is another priority review meeting scheduled, the coordinator will keep the plans and redlines for the next meeting.
- If BEMP is approved, but other trades are not, the coordinator will inform the customer of resubmittal options.

Possible scenarios for Priority Review

Scenario: A project has failed Building and City Fire. The customer wishes to pool the plans for resubmittal for City Fire and have a priority review for Building.

Process: The customer may resubmit the drawings as a pool for City Fire while the priority review appointment is being scheduled for Building. Since the office/field sets are in the office for City Fire, the customer would bring the redlines for Building at the time and date of the priority review.

Scenario: A project has failed Building and Plumbing. The customer wishes to have a priority review for Building and Plumbing, however, they are unable to be scheduled the same day due to conflicts with the reviewer's schedule.

Process: The customer can either choose not to have a priority review or have the priority review appointments on separate days. If they choose to have them on separate days, the customer would need to bring the office/field set with the revised drawings attached to the back and plans examiner's redlines with revised drawings attached to the back for the first priority review appointment. At the conclusion of the review, the customer would take the office/field and the plans examiner's set with them. At the second priority review appointment, the customer would bring the office/field set and the second plans examiner's redlines with revised drawings attached. At the conclusion of the review, if the drawings are approved, the coordinator will keep the office/field sets for permitting.

Scenario: A project has failed Electrical and Mechanical. The customer schedules priority review for both trades at the same time. The Electrical passes, however, the Mechanical does not.

Process: The customer would take the office/field and plans examiners redlines. They may schedule another priority review with Mechanical or submit the 3rd cycle as a pool review.

Scenario: A project has failed Plumbing but passes Building. Changes made to the plans to correct Plumbing create the need for the Building plans examiner to review.

Process: The customer may schedule a priority review appointment for Building to review the changes or submit the project as a pool project.