



# Development Center

City of Grand Rapids  
January 14, 2025

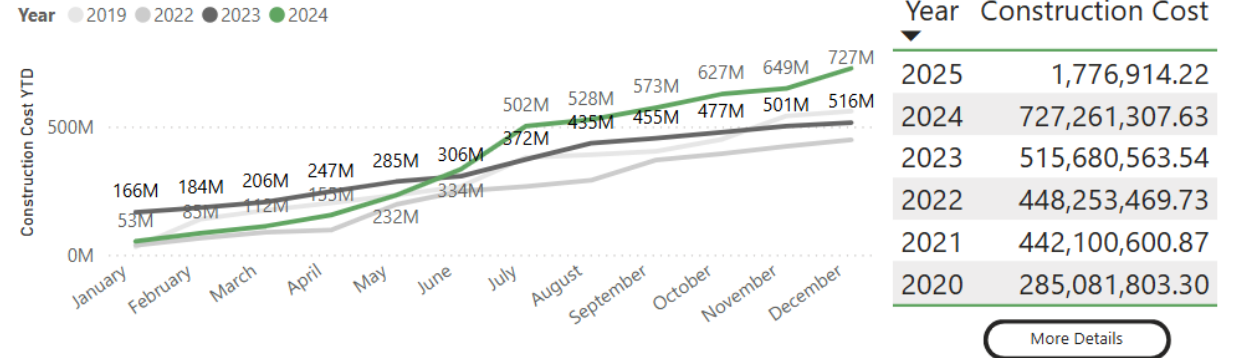


# DEVELOPMENT CENTER

- The Development Center takes a **multi-disciplinary approach**, bringing together people from Planning, Building, Engineering, Traffic Safety and Fire, and others to make it easier to build or renovate buildings in the City.
- In 2024, the City experienced **\$728 million dollars in construction investment** and 2025 projects remain strong.
- Review timeliness is monitored by permit type and plan reviewer.
  - Top line shows total review time when permits are under our control.
  - Bottom line shows total review time.

## Building Permit Construction Value

Cumulative Construction Cost YTD by Month



## DEVELOPMENT REVIEW TIMELINESS

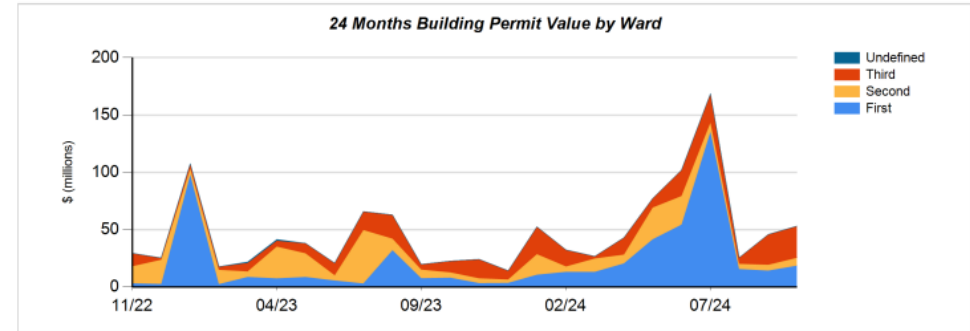
	Residential Building	Commercial Building	Land Use Development
<b>Ave. Days for Review Response</b>	5.94	8.88	10.38
<b>Ave. Days Application to Approval</b>	21.63	61.15	71.73

More Details

# DEVELOPMENT CENTER

- **Development Center reports:**
  - Construction investment
  - Projects submitted since previous report
  - Permit review timelines
  - Number of new housing units (by month and type)
- **Community engagement activities:**
  - Monthly attendance at Neighborhood Association meetings and Corridor Improvement Association meetings
  - Attendance at Neighborhood Association Collaborative meetings
  - Conduct quarterly Lunch & Learns
- **Customer Ombudsperson**
  - Cross-departmental liaison who provides proactive customer support throughout the development process
  - Darrell Singleton – [dsingleton@grcity.us](mailto:dsingleton@grcity.us) or (616)456-3971

 **Executive Project Report**  
Friday, November 1, 2024



**Investment Summary**

	Construction Investment	Econ Dev Jobs (applied)	Planning Comm (applied)
2023	\$457,000,000	765	88
2024 YTD	\$627,000,000	2,136	58
10/2024	\$53,000,000		5

**10/01/2024 - 10/31/2024**

PROJECTS BY WARD: Economic Development applications received; Planning Commission applications received; and Building Permits (value >\$500,000) issued during the period 10/01/2024 to 10/31/2024.

**First Ward**

1947 ALPINE AVE NW	Owner: TORCH 616 PROPERTIES LLC	West Grand
Planning Commission - Cannabis Special Land Use	Applied: 10/11/2024	PC-MSLU-2024-0077
CANNABIS RETAILER: JARS Holdings, LLC (Hani Kassab Jr.) is requesting Special Land Use and Site Plan Review approval to establish a recreational cannabis retailer. Approval to exceed the required number of parking spaces by more than 20% is also requested. The request will be evaluated by the Planning Commission for compliance with the standards of Article 6 and Sections 5.9.19., 5.10.04.D., 5.12.08., and 5.12.09. of the Zoning Ordinance.		
The "TCC" district offers a transition in the intensity of the downtown development pattern for adjacent areas while still allowing for more development than a traditional residential neighborhood. This zoning designation facilitates a balance between commercial activities and residential living, contributing to the overall vibrancy and vitality of the area. The site was rezoned TCC to support neighborhood-friendly development and encourage redevelopment for pedestrian-oriented use.		



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## 2023 Customer Service Survey Results

- In late 2023, a Customer Service Survey was issued to 3,300 individuals who engaged with our services (within 12 months of survey issuance).
- Received 497 responses and 166 individual comments.
- At least 80% of customers report feeling satisfied or were neutral about the services we provide and the way we provide them.
- Significant insight was gleaned by the submitted comments and spoke to a need for improved project communication and customer service.
  - Staff training
  - Redesign of website
  - Added three positions dedicated to the plan review process

This customer service survey was conducted from Nov. 28 through Dec. 8, 2023.

3,361 emails were sent out to recent Development Center Customers.

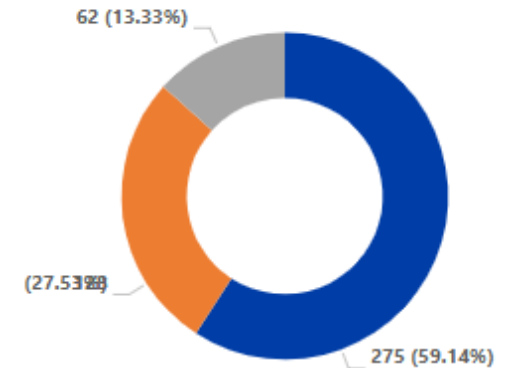
Survey results are driving the Department's priorities for improvement and innovation.

Total Participants

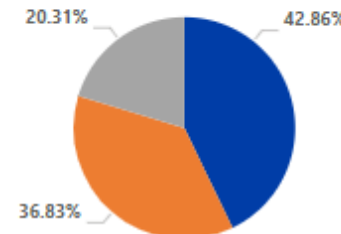
**497**

### Overall Dev Center Experience

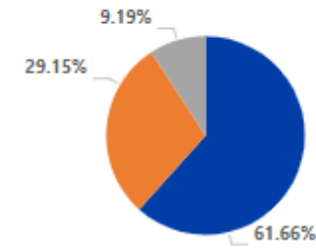
● Satisfied ● Neutral ● Dissatisfied



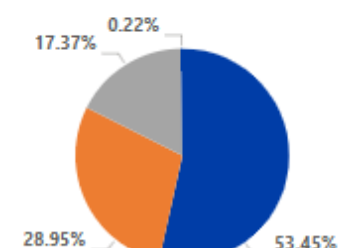
### Online services are user friendly.



### Staff provides valuable suggestions.



### Staff responds within one business day.



● Agree ● Neutral ● Disagree



Thank you

