

Emphasis on Quality Rochester's City Owner Contract Process

Presentation
July 2017

City-Owner Program

- ▶ 2015 Task Force Report / Recommendations
- ▶ 2 year Pilot Program approved by City Council
- ▶ 2016 / 2017
- ▶ March 17, 2017 MEMO summarized 1st Yr items & survey results

C - O Pilot Program 2016 - First Year Survey Results

- ▶ Impact of Program Changes
 - ▶ Mixed results
 - ▶ Some time impacts
 - ▶ Cost impacts (especially for developers)
- ▶ Communication Improvements
 - ▶ Communication improved, but still room for further improvement
 - ▶ Better between staff & field team
 - ▶ Better documentation
- ▶ Meeting C-O Program Goals & Objectives
 - ▶ Developer - improvement but question cost / benefit
 - ▶ Contractor - improvement but at a time / schedule impact
 - ▶ Staff / consultants - see notable improvement

C-O Pilot

Year 1 - Additional Changes

- ▶ Engring Standard, Specs, Detail plates revamped / reorganized
- ▶ Forms - redone; web based, drop down format, easier to use
- ▶ O&O Contract document changes to more accurately reflect real world (completion dates, warranty period, all tasks)
- ▶ Improved procedure for release of "excess" dev. fees for **Observation & Oversight (inspection) contracts**

Overall Outlook & Next Steps

- ▶ Generally Positive
- ▶ Communication improved
- ▶ 2017 -- 2nd Year of Pilot Program
- ▶ Evaluate Program at end of 2017