

**RESOLUTION NO. 24-27**

**A RESOLUTION TO ESTABLISH A DEVELOPMENT REVIEW ASSISTANCE SERVICES POLICY STATEMENT FOR THE CITY OF SPRING HILL**

**WHEREAS**, The Development Services Department conducts all development application plan reviews and coordinates those reviews with the other City departments (Utilities, Public Works, Fire, Buildings, Parks and Recreation, Engineering, and Planning); and

**WHEREAS**, The Development Services Department is requesting to enact a Third-Party Review service for Development Services and adopt a Third-Party Review Policy, attached hereto as Exhibit A.

**NOW, THEREFORE BE IT RESOLVED**, by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee to authorize the establishment of a Third-Party Review Policy.

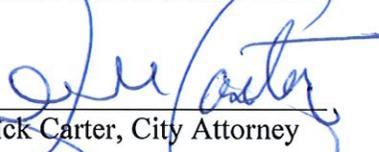
**Passed and adopted by the Board of Mayor and Aldermen of the City of Spring Hill, Tennessee, this 5<sup>th</sup> day of February, 2024.**

  
\_\_\_\_\_  
Jim Hagaman, Mayor

ATTEST:

  
\_\_\_\_\_  
April Goad, City Recorder

LEGAL FORM APPROVED:

  
\_\_\_\_\_  
Patrick Carter, City Attorney

**Discussion Item:** Adoption of a Policy Statement, Vendor Contracts, Updated Fee Schedule, and On-Call Service Ordinance as it relates to Third-Party Plan Reviews for Development Services.

**Request:** Staff is requesting to enact a Third-Party Review service for Development.

**History:** The Development Services Department conducts all development application plan reviews and coordinates those reviews with the other City departments (Utilities, Public Works, Fire, Buildings, Parks and Recreation, Engineering, and Planning). To provide the level of service in the time set by the BOMA, a Third-Party Review process is being requested.

**City Interdepartmental Cooperation:** The Development Services Department has discussed this process and policy with the other City departments (Utilities, Public Works, Fire, Buildings, Parks and Recreation, Engineering, and Planning) and has received a supportive consensus for this process and policy.

**Changes:** Development Services Department will facilitate the review process through the Third-Party Plan Review Agency and coordinate that review with other City departments (Utilities, Public Works, Fire, Buildings, Parks and Recreation, Engineering, and Planning). All City departments will review the recommendation provided by the Third-Party Review Agency to add additional concerns or agree with the recommendation as presented. Only the City will have the ability to approve development applications or release permits.

**Look Ahead:** The Third-Party Plan Review Services is a temporary measure to assist the Development Service Department accomplish the vision and mission of the City of Spring Hill to regulate smart development of the City to the Unified Development Code in the time directed by the Board of Mayor and Alderman until such time as City has sufficient staff to complete the reviews without assistance.

**Conclusion:** Staff recommends that the Board of Mayor and Alderman adopt these Resolutions for the Third-Party Review Services. The adoption of these Resolutions and Ordinance will help city staff, design engineers, contractors, and developers accomplish the City's mission and vision to as it pertains to smart growth.

## City of Spring Hill Policy and Procedures

On-Call Services for Development Review			
Department	Development	Division	
Original Author	Dwayne Hicks	Editing Author	Pam Caskie
Date of First Adoption	Feb 5, 2024	Last Revision Date	
Page of Pages	1 of 1		

**Purpose and Scope** This policy delineates the procedures and responsibilities for the expedited review of development applications within the City of Spring Hill, Tennessee. It applies to all developments or redevelopments within city limits, detailing the authorization for non-governmental persons or entities to engage Third-Party Review Agencies for the assessment of project documents. These agencies, approved in accordance with the On-Call Engineering, Environmental Engineering, and Municipal Planning Services Request for Qualifications (RFQ), are authorized to review development applications on behalf of the City for the following departments: Planning, Engineering, Public Works, Utilities, Fire, Buildings, Parks and Recreation.

**Objective** The primary goal of this policy is to establish a mechanism to accelerate the plan review process, ensuring fairness and equity through adopted procedures and fee structures. An escrow account procedure will be established for funding these services, ensuring the city incurs no financial responsibility for plan reviews should a project not proceed.

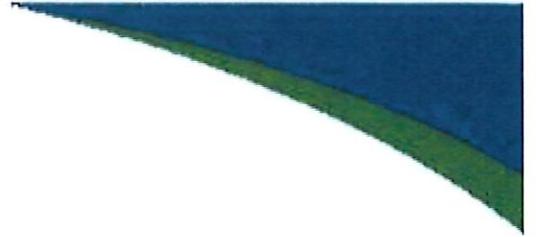
**Compliance and Governance** This policy aligns with the City's mission and vision concerning smart growth, adhering to local, state, and federal laws. In cases of discrepancies between policy procedures, management practices, and the codes of the City of Spring Hill, Tennessee, state, or Federal Code of Regulations, the codes of these agencies shall prevail.



# CITY OF SPRING HILL, TN

## THIRD-PARTY PLAN REVIEW POLICY STATEMENT

January 31, 2024



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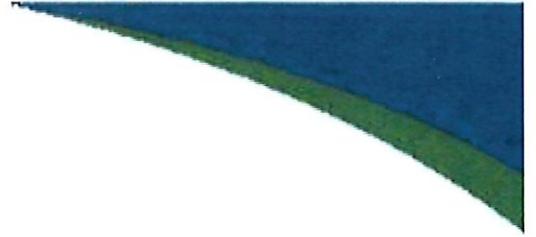


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## ABBREVIATIONS

- |                        |   |
|------------------------|---|
| 1. BOMA                | Board of Mayor and Alderman                           |
| 2. City of Spring Hill | City  |
| 3. RFQ                 | Request for Qualifications                            |
| 4. DPIE                | Department of Permitting, Inspections and Enforcement |
| 5. PC                  | Planning Commission                                   |
| 6. PIC                 | Professional-In-Charge                                |
| 7. PR                  | Plan Reviewer   |
| 8. NEC                 | National Electrical Code                              |
| 9. TPPRP               | Third-Party Plan Review Program                       |
| 10. TPPRA              | Third-Party Plan Review Agency                        |
| 11. UDC                | Unified Development Code                              |

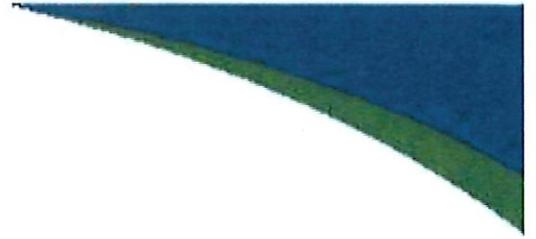


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## OVERVIEW AND PURPOSE

The City of Spring Hill, Tennessee (the “City”), is responsible for the review or examination of all development applications for developments or re-developments within the City limits. Under this policy, non-governmental persons or entities are authorized, at the applicants’ expense, to perform Third-Party Review of all project documents required for vesting of a development or for obtaining a permit for construction, and to make a certified recommendation that such work complies with all applicable codes and standards. A Third-Party Plan Review Agency (TPPRA) approved in accordance with the “On-Call Engineering Review Services”, “On-Call Environmental Engineering Services”, and “On-Call Municipal Planning Services” Request for Qualifications (RFQ) may review, on behalf of the City, development applications on behalf any of the following City departments:

- Planning
- Engineering
- Public Works
- Utilities
- Fire
- Buildings
- Parks and Recreation

The purpose of this Policy statement is to establish the framework for the City of Spring Hill, Tennessee’s (the “City”) overall development review assistance policies, procedures, and management practices.

The development review assistance policies hereto set forth guidelines against which development review performances can be measured and proposals for future programs can be evaluated. These publicly adopted development review assistance policies are also intended to demonstrate to residents and stakeholders the City’s commitment to sound development review management.

The policies hereto reflect the City’s mission and vision to as it pertains to smart growth, and complies with local, state, and federal laws. If there is a discrepancy between a Policy, Procedure, or management practice and the Codes of the City of Spring Hill, Tennessee, the state of Tennessee, or the Federal Code of Regulations, the Codes of these agencies will govern.

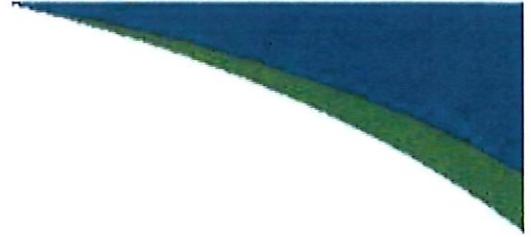


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## POINT OF CONTACT

The TPPRP is administered by the Development Services Department under delegated authority from the Board of Mayor and Alderman, and all communications, unless otherwise directed, about the Program should be referred to the Third-Party Program Coordinator, listed below:

**Program Administrator**  
**Third-Party Plan Review Program**  
**Department of Development Services**  
**8060 Station Hill Drive**  
**Spring Hill, Tennessee 37174**

## SCOPE

The City of Spring Hill mandates a TPPRP for the review and approval of development applications, plans and documents through the Department of Development Services. This program requires owners and applicants to undergo an authorized TPPRA review process at their own cost, to review and recommend for approval to the City all project documents required for vesting of a development or for obtaining a permit for construction in lieu of City staff. TPPRAs must be retained for development applications review on, but not limited to:

1. Site Plan (new)
2. Site Plan (major and minor Modification)
3. Plan Development Preliminary (new)
4. Plan Development (major and minor modification)
5. Plan Development Final
6. Preliminary Plat (new and modifications)
7. Final Plat (new and modifications)
8. Annexation
9. Rezoning
10. Text Amendments
11. Flood Plain Applications

TPPRAs will be required to adhere to Tennessee Vesting laws. The TPPRA will be provided with the current version of the UDC, previous versions of the UDC, and previous zoning and subdivision codes to perform reviews as it relates to Tennessee Vesting Laws.

Applications recommended for approval by the authorized TPPRA will be accepted by the City for official determination by the Development Services Department and will provide a recommendation to the Planning Commission after paying all applicable review fees.

All revisions to Third-Party Reviewed applications must be re-reviewed by a TPPRA.

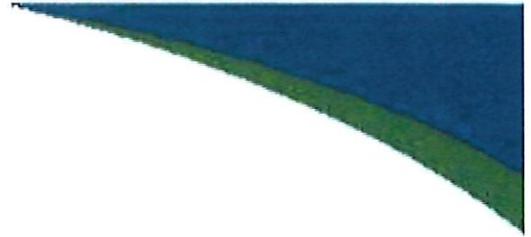


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### **(A) On-Call Municipal Planning Services**

The on-call municipal planning services TPPRA will conduct the following services:

1. Review all PC development applications for conformity to policies and specifications of the City as outlined in the UDC. These services include, pre-submittal review, an initial review prior to the applicant review meeting, a second review prior to the Planning Commission ("PC") work session, and a third review prior to the PC voting session. The review cycle is subject to change as process improvements occur within the planning submittal process.
2. Review all development plans after PC approval for conformity to policies and specifications of the City as outlined in the UDC and conditions of approval as established by the PC. These services include an initial review of the complete construction plans and subsequent reviews as necessary for the application to show compliance to the standards and or conditions of approval. This review may be reduced to as needed and as determined by the City Planner or designee.
3. Assist the planning department in writing planning conditions of approval recommendations to the PC (on an as needed basis).
4. Plan review services shall consist of the review of plans, report writing and specifications for compliance with applicable codes including the UDC and current Federal, State and local adopted standards. City staff will be responsible for making presentation to the elected and appointed bodies.
5. Perform all necessary communications with the applicant and applicant's architect/engineer including preparation of detailed correction lists referencing sheet or page number and applicable code reference. A standardized correction list template shall be established to promote consistency in tracking and reporting of corrections. City staff shall be copied on all correspondence to ensure consistent communication.
6. Conduct all necessary submittal checks and re-checks to achieve conformance to applicable codes and regulations.
7. Coordinate review and reporting activities with the City Planner or their designee.
8. There may be times when the selected individual or firm is asked to prepare a draft staff report for PC agenda items. This will be on an as needed basis based on workload and staffing within the planning department of spring hill to be determined by the City Planner or designee.
9. Additionally, there may be times when the selected individual or firm is asked to meet at City Hall for development review meetings to discuss the plan review with the applicant and/or City staff. The City has capabilities to conduct remote meetings using various software but, the preference will be for meetings in person

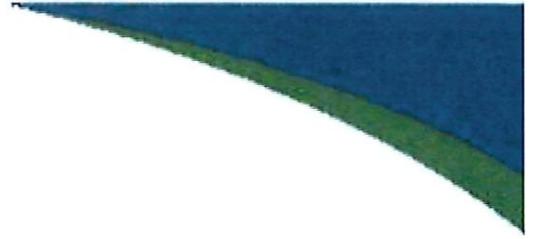


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### **(B) On-Call Engineering Review Services**

The on-call Engineering Review Services TPPRA will conduct the following services:

1. Review all PC development applications for conformity to policies and specifications of the City as outlined in the UDC and to general engineering practices and principles such to reasonably protect public health, safety, and welfare. These services include, pre-submittal review, an initial review prior to the applicant review meeting, a second review prior to the Planning Commission ("PC") work session, and a third review prior to the PC voting session.
2. Review all civil site engineering construction plans after PC approval for conformity to policies and specifications of the City as outlined in the UDC and to general engineering practices and principles such to reasonably protect public health, safety, and welfare, and for engineering conditions of approval as established by the PC. These services include an initial review of the complete civil site engineering construction plans and subsequent reviews as necessary for the application to show compliance to the standards.
3. Assist the engineering department in writing engineering conditions of approval recommendations to the PC (on an as needed basis).
4. Plan review services shall consist of the review of plans, calculations, reports and specifications for compliance with applicable codes including current Federal, State and local adopted standards.
5. Perform all necessary communications with the applicant and applicant's architect/engineer including preparation of detailed correction lists referencing sheet or page number and applicable code reference. A standardized correction list template shall be established to promote consistency in tracking and reporting of corrections.
6. Conduct all necessary submittal checks and re-checks to achieve conformance to applicable codes and regulations.
7. Coordinate review and reporting activities with the City Engineer or their designee.
8. At completion of a review, a recommendation letter will be prepared and transmitted to the applicant and the City of Spring Hill. Transmittal can be done via email.
9. Additionally, there may be times when the selected individual or firm is asked to meet at City Hall for development review meetings to discuss the plan review with the applicant and/or City staff. The City has capabilities to conduct remote meetings using various software but, the preference will be for meetings in person.

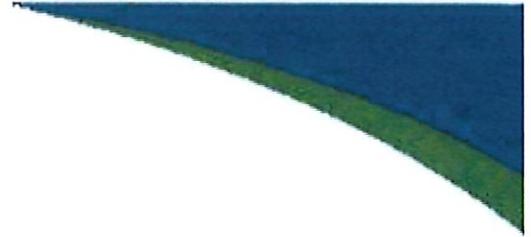


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### **(C) On-Call Environmental Engineering Services**

The on-call Environmental Engineering Services TPPRA will conduct the following services:

1. Review and/or preparation of flood studies for proposed developments to include, mapped and unmapped floodplain analysis, CLOMR, LOMR, CLOMR-F, LOMR-F, "no-rise" analysis, and other applications as deemed appropriate by City staff.

When City staff determines a study is required for a development application, the selected Consultant will meet with the development team to initiate the project and formulate a clear understanding of the project requirements (scope, schedule, communication protocol and cost of services). The development team's environmental engineer or the City's selected environmental Consultant will prepare a Memorandum of Understanding (MOU) based on the initial meeting. Additional meetings, as needed, may be held with the City staff and/or development team. Project meetings will be held at City offices or virtually. The development team's environmental engineer or the City's selected environmental Consultant will prepare agendas for and schedule all meetings.

The developer will be required to utilize the City's selected environmental Consultant as TPPRA for any needed studies. Additionally, the City reserves the right to require any and all flood studies to be completed by the City's selected environmental Consultant if the City deems the development may be controversial or determined it is in the best interest of the City. Payments for services rendered will be paid to the City, and then to the selected Consultant. Final approval of development applications may be delayed until payment for the study has been made.

2. Review services shall consist of the review of plans, calculations, reports and specifications for compliance with applicable codes including current Federal, State and local adopted standards.
3. Conduct all necessary submittal checks and re-checks to achieve conformance to applicable codes and regulations.
4. At completion of a review, a recommendation letter will be prepared and transmitted to the applicant and the City of Spring Hill. Transmittal can be done via email.
5. Additionally, there may be times when the selected individual or firm is asked to meet at City Hall for development review meetings to discuss the plan review with the applicant and/or City staff. The City has capabilities to conduct remote meetings using various software but, the preference will be for meetings in person.

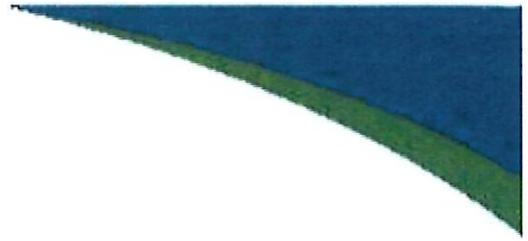


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## AGENCY QUALIFICATIONS

To ensure that a TPPRA is qualified to perform Third-Party Plan Reviews, it must provide the Program Administrator or Program Administrator’s designee with documented evidence of compliance with the minimum qualification requirements set forth in the applicable RFQ.

The qualifications of a TPPRA are directly affected by the credentials of the personnel of that Agency serving as a Professional in Charge (“PIC”) or Plan Reviewer (“PR”) having expertise in specific review disciplines. When there is a change in the approved personnel of a TPPRA, the City must be notified and provide approval prior to execution of any further review related duties by non-approved personnel.

## QUALIFIED PROFESSIONALS-IN-CHARGE AND PLAN REVIEWERS

TPPRA’s are expected to employ Professionals-in-Charge and/or Plans Reviewers, having expertise in specific review disciplines. Each TPPRA must maintain a person who meets the PIC qualification as set forth in the applicable RFQ. The PIC must certify all plan reviews for all disciplines conducted by the Agency. Each TPPRA is only required to have one PIC. It is not required to have a PIC for each discipline. However, a TPPRA must have at least one Plan Reviewer for each discipline covered by the plan review.

PRs performing Third-Party Plan Reviews shall perform the plan review under the direct supervision of the PIC. A PIC or PR may provide Plan Review services for multiple projects. All PICs and PRs must be covered by the TPPRA’s insurance as outlined in the applicable RFQ.

## SERVICE EXPECTATIONS

The following is a summary of the minimum expectations of the individual or firm performing review services for the City.

### (A) On-Call Municipal Planning Services

The on-call municipal planning services TPPRA minimum expectations is as follows:

1. Qualified personnel shall perform review services and shall maintain all necessary licenses and certifications required to perform such services.
2. Individual or firm will coordinate as needed with City staff and/or applicant in transmitting or delivering plan documentation for use by the individual or firm in performing review services. The individual or firm shall pick up or cause to be delivered all plans and supporting documentation within 24 hours of notification by the City to perform review services.
3. The standard turn-around time for assigned reviews shall be:
  - a. Pre-submittal review; ten (10) working days.
  - b. Initial PC application review; five (5) working days.
  - c. PC Work Session review; three (3) working days.

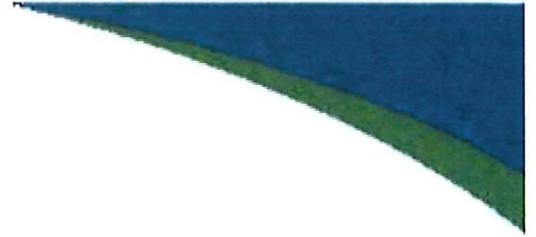


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- d. PC Voting Session review (on an as needed basis); three (3) working days.
  - e. Post PC approval review (on an as needed basis); ten (10) working days for the initial review, and five (5) working days for rechecks unless otherwise directed and authorized by the City and agreed upon by the individual or firm.
  - f. The turnaround time will be measured from the time an application or submittal is received by the selected firm and sent back with complete comments. When authorized by the City and agreed to by the individual or firm performing the plan review services, applicant-initiated expedited plan review may be accommodated and shall be compensated at a rate agreed upon in advance in writing by the applicant prior to performing the expedited plan review service.
  - g. The firm may determine an application is incomplete and require an application to resubmit for the next review cycle. The firm must provide a written determination stating specifically the deficiencies that the application has that have resulted in the determination of incomplete applications.
    - i. The firm must coordinate and establish a standard with the city for what makes an application incomplete.
4. The individual or firm performing review services shall prepare and submit for consideration by the City a review letter in a format acceptable to the City containing comments that are specific, detailed, complete and reference plan sheet numbers and code sections where applicable. An electronic copy of the check correction list shall be provided to the City for each project reviewed.
  5. Individual or firm will maintain specific records of completed reviews and reports and provide them, preferably in electronic format, to the City on as close to real-time as practical.
  6. The firm shall provide a monthly report and provide a complete file transfer of all completed work.
  7. Individual or firm will provide monthly invoices, if applicable, which will include a detailed description of all work performed. Billing rates and terms will be as provided in the Professional Services Agreement.

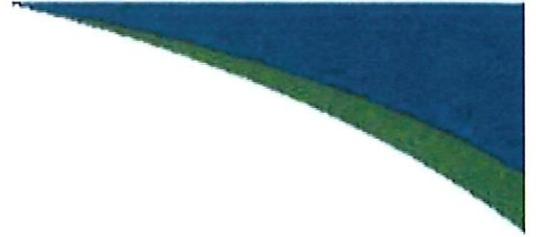


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### **(B) On-Call Engineering Review Services**

The on-call Engineering Review Services TPPRA expectations is as follows:

1. Qualified personnel shall perform review services and shall maintain all necessary licenses and certifications required to perform such services.
2. Individual or firm will coordinate as needed with City staff and/or applicant in transmitting or delivering plan documentation for use by the individual or firm in performing review services. The individual or firm shall pick up or cause to be delivered all plans and supporting documentation within 24 hours of notification by the City to perform review services.
3. The standard turn-around time for assigned reviews shall be:
  - Initial PC application review; five (5) working days.
  - PC Work Session review; three (3) working days.
  - PC Voting Session review (**on an as needed basis**); three (3) working days.
  - Post PC approval review (**on an as needed basis**); ten (10) working days for the initial review, and five (5) working days for rechecks unless otherwise directed and authorized by the City and agreed upon by the individual or firm.
  - The turnaround time will be measured from the time an application or submittal is received and sent back with complete comments. When authorized by the City and agreed to by the individual or firm performing the plan review services, applicant-initiated expedited plan review may be accommodated and shall be compensated at a rate agreed upon in advance in writing by the applicant prior to performing the expedited plan review service.
4. The individual or firm performing review services shall prepare and submit for consideration by the City a review letter in a format acceptable to the City containing comments that are specific, detailed, complete and reference plan sheet numbers and code sections where applicable. An electronic copy of the check correction list shall be provided to the City for each project reviewed.
5. Individual or firm will maintain specific records of completed reviews and reports and provide them, preferably in electronic format, to the City on as close to real-time as practical.
6. Individual or firm will provide monthly invoices, if applicable, which will include a detailed description of all work performed. Billing rates and terms will be as provided in the Professional Services Agreement.

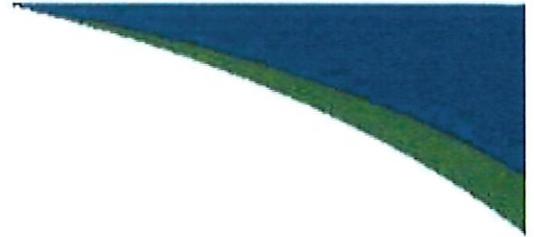


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### **(C) On-Call Environmental Engineering Services**

The on-call Environmental Engineering Services TPPRA expectations is as follows:

1. Qualified personnel shall perform review services and shall maintain all necessary licenses and certifications required to perform such services.
2. Individual or firm will coordinate as needed with City staff and/or applicant in transmitting or delivering documentation for use by the individual or firm in performing review services. The individual or firm shall pick up or cause to be delivered all plans and supporting documentation within 24 hours of notification by the City to perform review services.
3. The standard turn-around time for assigned reviews shall be:
  - Initial reviews will be conducted within ten (10) working days, and five (5) working days for rechecks unless otherwise directed and authorized by the City and agreed upon by the individual or firm.
  - The turnaround time will be measured from the time an application or submittal is received and sent back with complete comments. When authorized by the City and agreed to by the individual or firm performing the plan review services, applicant-initiated expedited plan review may be accommodated and shall be compensated at a rate agreed upon in advance in writing by the applicant prior to performing the expedited plan review service.
4. The individual or firm performing review services shall prepare and submit for consideration by the City a review letter in a format acceptable to the City containing comments that are specific, detailed, complete and reference plan sheet numbers and code sections where applicable. An electronic copy of the check correction list shall be provided to the City for each project reviewed.
5. Individual or firm will maintain specific records of completed reviews and reports and provide them, preferably in electronic format, to the City on as close to real-time as practical.
6. Individual or firm will provide monthly invoices, if applicable, which will include a detailed description of all work performed. Billing rates and terms will be as provided in the Professional Services Agreement.

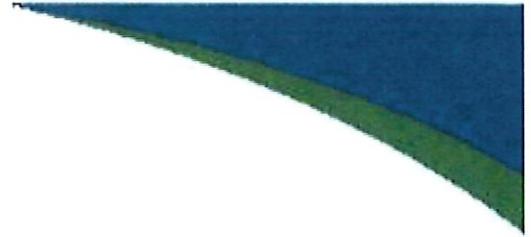


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## **GENERAL DUTIES AND RESPONSIBILITIES OF TPPRA**

The general duties and responsibilities of TPPRA are listed in Spring Hill Vendor Agreement.

## **CITY DUTIES AND RESPONSIBILITIES**

The duties and responsibilities of the City are listed in the Spring Hill Vendor Service Agreement.

## **APPLICANT DUTIES AND RESPONSIBILITIES**

The Applicant/Owner is responsible for funding Third-Party Plan Review. The City will be responsible for the payment to the TPPRA for any costs relating to Third-Party Plan Review. All fees and costs related to the performance of Third-Party Plan Review shall be borne by the Owner and paid directly to the City IN ACCORDANCE WITH THE THIRD-PARTY REVIEW FEE SCHEDULE. Failure to pay the City in a timely manner will result in pulling permits, pulling project from PC agenda, and / or lien on the development property. The compensation (fees and costs) paid to the TPPRA for its plan review services with respect to an application shall not be contingent upon or affected in any way by the conclusions reached by the TPPRA or the contents of any of the deliverables described in this policy.

## **QUALITY ASSURANCE**

The TPPRA shall adopt and maintain a quality assurance plan to be approved by the City. Such a plan shall describe the methods to be used to determine the accuracy and quality of application reviews, the frequency with which such reviews are performed, how the review results will be documented and presented, and who is responsible for performing quality assurance reviews and checks.

### **(D) Evaluation of Performance**

It is the intent of these quality control methods to maintain the mission of the City to support smart development that is publicly safe, protects public health and welfare, provides sound guidance, and cost-effective review services.

To ensure that Third-Party Plan Reviews are being performed as required and in a satisfactory manner, it is necessary for the City to perform audits and to review the documents that are submitted. Each TPPRA and its personnel who are PICs and PRs are subject to performance evaluation of the Third-Party Plan Review services provided on applications. Evaluation of an approved TPPRA and its personnel will be performed at random, in its office of operation by City staff on a routine or periodic basis or as designated by the Program Administrator. The Program Administrator may periodically conduct detailed unannounced audits of documents submitted by a TPPRA and shall also maintain a tracking system to monitor the submissions of reports and other deliverables required by the Program.

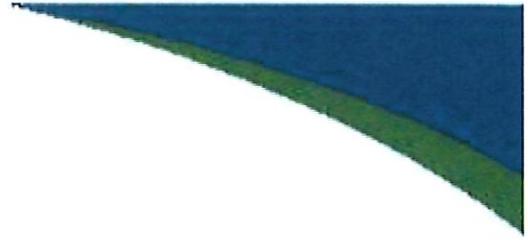


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### **(E) Removal from program**

If the Program Administrator (or his/her designee) determines that a TPPRA has failed to perform its duties, is engaged in a conflict of interest, fails to conform to the requirements of the technical guidelines or otherwise fails to satisfy the requirements of the applicable Codes, the Program Administrator is authorized to remove the TPPRA from the Third-Party Plan Review Program. The following provides examples of Program requirement failures:

1. Failure of the TPPRA to remain in good standing as a business entity qualified to do business in Tennessee.
2. Failure of the PICs and PRs designated by the TPPRA to maintain required professional licensure in the State of Tennessee.
3. Failure of a TPPRA to update the City with current information regarding its PICs and PRs.
4. Failure to perform adequate Third-Party Plan Review in a discipline in accordance with Applicable Codes.
5. Failure to file complete and accurate information in applications and forms.
6. Failure to attend training or meetings that are required by the Program Administrator.
7. Failure to notify the City of the addition or removal of a PIC or a PR in the TPPRA.
8. Failure to maintain adequate insurance coverage.
9. Providing false or misleading information in the recommendations presented to the City.
10. Falsifying reports required in this policy.
11. Misrepresenting services provided or to be provided.
12. Obtaining a license, endorsement or certification through error or fraud.
13. Willfully, negligently, arbitrarily or repeatedly violating a City, State, or Federal law, rule, or ordinance.
14. Utilizing equipment, material or methods that do not comply with City-approved codes, policies or procedures.
15. Serving as a PIC or PR on a project in which the individual had prior or concurrent involvement or was in any way in violation of the Conflict of Interest Policy as stated in this policy.

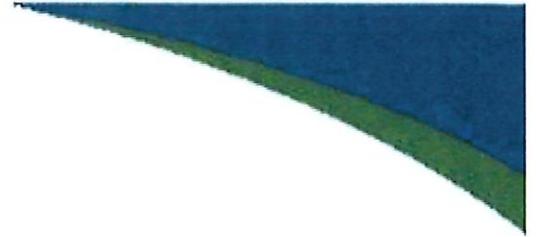


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If it is alleged that the TPPRA has violated the requirements of the TPPRP, the Program Administrator shall notify the TPPRA of the allegation in writing. The TPPRA shall have thirty (30) business days, to respond in writing with detailed response to the allegation. Based on the adequacy of the response, the Program Administrator may:

1. Determine the allegation has no merit
2. Require a meeting with the involved parties
3. Issue a verbal reprimand
4. Issue a written reprimand
5. Suspend a TPPRA for a specified period of time
6. Revoke the approval of a TPPRA to participate in the Program.

The TPPRA will be notified of the Program Administrator's determination within fifteen (15) business days after receipt of response. The decisions of the Program Administrator in the implementation and administration of the Program will be final.

## **REPORT OF SERVICES RENDERED TO BOMA**

It will be the responsibility of the Program Administrator to provide a service report to the BOMA periodically, as determined by the BOMA. The service report will provide such information as the number of applications, average number of reviews per application, average cost of review services conducted by the TPPRA's, and any complaints by applicants.



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