

#	Recommendation	Department	Staff Recommendation	Status	Action Required	Action Plan	Timeline / Date Effective
1	Cross-train reviewers to review similar but multiple disciplines. Reducing the number of individual departments reviewing permit applications.	All	Where Feasible	In-Progress	Administrative	The Building Department has begun cross training amongst reviewers in the building flooding and roofing disciplines.	Estimated cross training completion October 2019
2	Cross-train administrative staff responsible for the intake and routing of applications and plans so that they have an understanding of the disciplines involved. Expand their responsibilities to include conducting completeness checks at the intake of both initial applications and resubmittals.	Building	Agreed	Continuous	Administrative	Clerical staff is responsible for intake and routing and is currently trained in a cursory review of the applications and plans. However that level of staff is not formally trained in reviewing plans and therefore any misinformation provided on applications and plans would be caught by plan reviewers. We do provide permit tech training to continue to improve the competencies of our team.	In action in perpetuity
3	Cross-train reviewers to review similar but multiple disciplines. Reducing the number of individual departments reviewing building permit applications.	Building	Agreed	In-Progress	Administrative	The Building Department has begun cross training amongst reviewers in the building flooding and roofing disciplines.	Estimated cross training completion October 2019
4	Transition to digital application and plan set submission for the Drop-off Building Permit Process.	Building	Agreed	In-Progress	Administrative	Currently configuring and testing online applications and plans submission	Estimated October 2019 to start transitioning drop-off permit types to online app and plan submittal
5	Transition the current walk-thru permitting process to an electronic application submission that is reviewed the next business day.	Building	Agreed	In-Progress	Administrative	We will explore the possibility of having dedicated staff that will review online submission with a one day turn around time. Currently we are configuring and testing online applications and plans that do not require plan review.	June 2019 - December 2019
6	Examine ways to reduce the number of temporary certificate of occupancies applied issued.	Building	Agreed	Implemented	Administrative	We have begun to require a letter from the owner or contractor on projects that have gone beyond three TCO renewals. We will also explore a fee increase on subsequent renewals after the first.	Effective May 1, 2019
7	Update policies and procedures to require all comments to be readdressed at the time of resubmittal.	Building	Agreed	Implemented	Administrative	A requirement to address all comments before re-submittal was incorporated into the resubmission checklist.	Effective May 17, 2019
8	Require the applicant to resubmit a complete plan set upon each resubmission. Permit Clerks should be allowed to process credit card payments at their terminal after receiving proper training.	Building	Agreed	In-Progress	Administrative	This will be the standard requirement once plans begin to be submitted electronically	Estimated after October 2019
9	Ensure proper policies are in place related to the determination of fees, especially for private provider permits for smaller scale project where minimum fees are assessed.	Building	Agreed	In-Progress	Administrative	iPad for payments have been installed at each permit counter.	Estimated start July 2019
10	The Building webpage should be streamlined to provide relevant information through less searching. An overview of the application and review process should be provided through a graphic.	Building	Agreed	Continuous	Administrative	Department SOP's are constantly being developed and revised as needed.	Ongoing
11	Require all reviewers to sign off or indicate not applicable on all plan sheets. Reviewers should sign each plan sheet versus completing the approval cover letter for walk through permits. Maintaining integrity throughout the review and construction process.	Building - Lead, All	Agreed	Implemented	Administrative	The Building department is constantly looking to innovate and improve. A graphic for the process if being developed.	Ongoing
12		Building - Lead, All	Agreed	Implemented	Administrative		Effective 6/6/19
13		Building - Lead, All	Agreed	Implemented	Administrative		Effective 6/6/19

14	Create the position of Permit Coordinator to provide oversight of the entire development review and permitting process. The Permit Coordinator would also serve as a liaison to the development community to resolve issues.	City Manager	Agreed	Pending	Legislative	Further analysis is required post adoption of the FY 2019/2020 budget.	
15	Conduct public hearings for land development regulation text amendments to once per quarter (initially) versus the current philosophy of conducting hearings at will throughout the year. Three year goal is to conduct public hearing for land development regulation text amendments	Planning	Agreed	To Be Implemented After Code Rewrite	Legislative	Pending Code Rewrite	Pending Code Rewrite
16	Other review departments should receive notice regarding projects being reviewed by the four Planning Boards and be provided an opportunity to "opt in" to commenting or providing recommended conditions of expansion	Planning	Agreed	Implemented	Administrative	The Development Review Committee was established May 9, 2019. The first meeting for the DRB and HPB was held in July. All Boards will be incorporated by August/September. The DRC does not apply to applications to the BOA.	Jul-19
17	expand participation in pre-application meetings and use them as an opportunity for broad input from the City on all issues potentially affecting a project. Do not require applicants to identify what board their project is subject to before attending the pre-application meeting	Planning	Agreed	Implemented	Administrative	The Development Review Committee was established May 9, 2019. The first meeting for the DRB and HPB was held in July. All Boards will be incorporated by August/September. The DRC does not apply to applications to the BOA.	Jul-19
18	Consider requiring staff-issued Planning permits for some complex projects that don't require Board approval but that do review staff review to ensure that all site issues are addressed prior to architectural review.	Planning	Not Recommended	N/A	Legislative	No Action At This Time	N/A
19	Transition to electronic packets for all land use boards.	Planning	Agreed	Pending	Legislative	This requires the purchase, training and deployment of electric devices to board members. Further analysis and discussion with the Boards is required post adoption of the FY 2019/2020 budget.	
20	Conduct public hearings for land development regulation text amendments at the first reading of the ordinance.	Planning	Not Recommended	N/A	Policy	No Action At This Time	N/A
21	Rewrite the land development regulation portion of the adopted City codes and ordinance to incorporate best practices.	Planning	Agreed	In-Progress	Legislative	A RFQ for the Resiliency Code Rewrite was issued June 7, 2019 with a close date of July 23, 2019 (RFQ2019-209-ND). A time line for the completion of this recommendation will be established after the procurement process.	In Procurement Process
22	Modify the approval authority for single family homes constructed pre-1942 and not located in a local historic district. Staff should have the authority to review and approve these permit types	Planning	Agreed	In-Progress	Legislative	Staff will be presenting an ordinance to accomplish this recommendation.	Earliest adoption by Fall 2019
23	Conduct a review of project types to identify more projects that can be approved at the staff level without Board review. Single family residences in particular should be fast tracked with staff review if possible.	Planning	Agreed	In-Progress	Legislative	Staff will be presenting an ordinance to accomplish this recommendation.	Earliest adoption by Fall 2019

24	Consider moving the authority for issuing variances to the city Board of Adjustment so that the Land Use boards responsible for determining compliance with regulations are not also responsible for issuing variances.	Planning	Not Recommended	N/A	Legislative	No Action At This Time	N/A
25	Ensure that all planning staff involved in development review is included in the development and review of proposed land use text amendments.	Planning	Agreed	Implemented	Administrative	All Planning Technical Staff is involved in the development and review of proposed land use text	Implemented
26	The Planning Webpage should be expanded to provide more relevant information on the webpage versus a link to the municipal code. Additional information should be provided for each land use boards and review authority and approval.	Planning	Agreed	In-Progress	Administrative	The Planning Webpage is currently being updated to provide relevant information and process instructions.	Fall 2019
27	Create a manual or series of handouts detailing specific historic design standards.	Planning	Agreed	In-Progress	Administrative	Manuals and hand outs are being created/updated for both historic and nonhistorical design standards.	Fall 2019
28	Exclude interiors from Historic Preservation Board review and transition to staff review.	Planning	Not Recommended	N/A	Legislative	No Action At This Time	N/A
29	Reduce the timeline for conducting a public hearing for land use boards between 4 and 6 weeks after application is received.	Planning	Generally agreed	In-Progress	Legislative	Further research is required for this recommendation. Staff will be proposing an amendment to the notice requirements, this will help to reduce the application review time, but additional modifications to the application process may be required.	Fall 2019
30	Ensure holistic approach to resiliency standards including discordance between elevated and non-elevated building in or near historic areas.	Planning	Agreed	Continuous	Legislative	The LDRs have been updated over time to achieve this goal. However, this goal will also be incorporated into the code rewrite.	See Recommendation 22
31	In conjunction with streamlining regulations to reduce the use of variances, HPB's jurisdictions should be to determine historic appropriateness only.	Planning	Not Recommended	N/A	Legislative	No Action At This Time	N/A
32	Include other review agencies in the Planning review, and where possible identify and ensure resolution of issues that would otherwise potentially delay or derail a project once it reaches the building permit stage.	Planning - Lead, All	Agreed	Implanted	Administrative	See Recommendation 17	See Recommendation 17
33	Implement a Development Review Committee of staff responsible for transportation, public works, floodplain management, urban forestry to participate in pre-application meetings and review projects before they are seen by the community level use board.	Planning - Lead, All	Agreed	Implanted	Administrative	See Recommendation 17	See Recommendation 17