

Planning and Development Services Advisory Committee
FIRST MEETING / February 16, 2016, 1:00 – 3:00 p.m.

COMMITTEE MEMBERS' IDEAS FOR IMPROVING PDS

Explanation: For Agenda Item #4, each PDS Advisory Committee member was given 3 index cards and asked to write one idea on each card regarding something that should be considered for the improvement of PDS. A member then shared an idea, and other members were asked if they had written a similar idea and were given an opportunity to provide further explanation about the idea. The written ideas provided by committee members were grouped into three categories to be addressed at each of the next three meetings. The transcript of those comments is below.

ITEM	SECOND MEETING (MARCH 30, 2016) General Focus: People	THIRD MEETING (TENTATIVE: APRIL 26, 2016) General Focus: Process	FOURTH MEETING (MAY, TBD) General Focus: Code
<u>Overarching Topics:</u>			
<ul style="list-style-type: none"> • Use best practice from any city/county. • Time is money. [Process important.] • Welcoming attitude and thanks for investment. 			
1	<ul style="list-style-type: none"> - Reversing the “culture of no.” - Adopting an attitude of helping to facilitate the project through the process. - Not looking for the most onerous code interpretation. - In addition to answering the specific question, offer suggestions or insight into keeping the project moving. 	Look at better concurrent review process with Rezoning and Plats / Site Plan Review. County is currently doing the same. Idea is to come out or Rezoning with an approved plat and/or DP.	Phasing out and/or consolidation of neighborhood/ area plans, and concurrent plan review and rezoning process.
2	Find ways to provide more current software and hardware so that staff can be more efficient. Printing problems and software crashes take time and add to frustration for both customers and staff.	<u>Professionals:</u> What other professionals are subject to the level government oversight that contractors and architects are?	Bicycle parking requirements are out of touch with reality.
3	Improve staff morale through better top-down communication and support. Better morale leads to more willingness to come up with out-of-the-box solutions and creativity in reaching common ground.	Pre-certify architects and engineers to speed outside review.	Water/sewer addressing. Charging for services and providing nothing.
4	Provide staff training on how to better deal with challenging customers and provide management tools. As staff is shifted, people may be placed in roles they don't have training for. Provide support team as they learn new roles.	As stated in Areas of Focus, make outside review as available as possible for more than building plan reviews.	Simplify the UDC.
5	<u>Permitting & Entitlement: Early Determinations & Assurances. (due diligence)</u> <ul style="list-style-type: none"> - Site base IEBC compliance determination - Better outcome based pre-sub site - Better outcome based pre-sub building (add) 	<u>Permitting & Entitlement: Early Determinations & Assurances. (due diligence)</u> <ul style="list-style-type: none"> - More opening to zoning compliance of non-conforming uses - C/O simplification - Neighbor sign off [??] on DDO 	Consistency in application of <u>building</u> codes between County and City (includes ADA and others). <ul style="list-style-type: none"> - They are same/similar, yet not handled that way. - Would help with annexations.
6	CLARITY – comments which are tied to and referenced to code or requirement clearly articulation issued based on intent... <ul style="list-style-type: none"> - Not redesign - Not preference 	Consistency of time expectations for various approvals. For example, How long to get a rezoning in Tucson?	Sign code changes.
7	Consistency of reviewers and process.	Understanding how the City uses the various documents (TP, DP, FP) in their permitting process and the unintended consequences of that process.	<ul style="list-style-type: none"> - Sign code interpretations that have changed over time. - Review sign in the initial overview.
8	CONSISTENCY – <ul style="list-style-type: none"> - Clear expectations of process of review and of approach to interpretation. We understand we need to meet rules/requirements, but need to be able to count on a reasonable outcome. - One time round per issue. 	<ul style="list-style-type: none"> - Review of technical and administrative manuals for reasonable requirements. - Provide a processing agenda for land development. 	Address other aspects/responsibilities of PDS in addition to permitting. For example, notifications. Maybe in a 5th meeting.
9	Coordinate field inspectors with plan reviewers.	Integration of as many reviewers as possible into PDS, TDOT, Tucson Water, Environmental Services, Economic Development, Real Estate, and others. These are the agencies that seem to hold up reviews and PDS Director has little or no authority over them in decision making.	
10	<ul style="list-style-type: none"> - Bring a problem-solving attitude into meetings. [Means working to understand the proposal/development and concerns through customer's eyes to be able to solve.] - Read intent of code provisions as administering code. 	Final Plan Review Process (applies also to DP, Building Plans – Streamline: <ul style="list-style-type: none"> - Develop a process to help eliminate the need, as much as possible, of multiple submittals, review, and comments. - Prior to end of 20 days, offer to have a meeting to review “issues” and an opportunity to [??] without the need of additional extended review periods. 	
11	Attitude of - How can we help?	<u>Permitting and Entitlement:</u> <ul style="list-style-type: none"> - Ombudsman - User-friendly permitting counter – flexible work flows. 	
12	<u>Permitting and Entitlement:</u> <ul style="list-style-type: none"> - Promote permitting and cross training (synergistic) - Quick turn around - Team focus on larger projects and multi-disciplinary review on smaller projects - Positive outcome based. 		
13	Communicate with the public better. (Written policy and work flows.)		