

COMPILATION OF ALL ACTIONS INCLUDED IN PDSD ADVISORY COMMITTEE REPORT, JULY 28, 2016

Note: Associated recommendation from report referenced by number

Timeframe*	Theme	Action	Recommendation #
COMPLETE/ IN PROGRESS	Clarity and Transparency	1. Re-organize staff into function-based teams	1
		2. Update organization chart with names, titles, and phone numbers	1
		3. Pilot an upgraded PRO website: https://www.tucsonaz.gov/prodev/pdsd/	1**
		4. Establish PDSDwebsite@tucsonaz.gov to allow for reporting of problems with the information provided on the PDSD website	1**
		5. Clarify hours for when walk-throughs, pre-submittals without appointments, and times where reviewers can talk one-on-one are available	1
		6. Compile list of past Building Code interpretations	3
	Streamlined Review Process	7. Pilot Bluebeam electronic review software	7
		8. Allow electronic submittals for any activities that can be done through the Automated Payment Account (APA) portal	8
		9. Accept applications by email prior to plan submittal	8
		10. Develop an online portal for credit card payments	8
		11. Set up an appointment-based pre-submittal program	9
		12. Expand third-party reviews by reducing the “minimum valuation” threshold	12
		13. Expand second-party reviews by piloting building code reviews with Pima County	12
	Project Facilitation	14. Create a broader management team to better support front-line staff	13
		15. Provide staff with customer service training	13
		16. Cross-training site review staff to develop a more generalist understanding and ability to do more varied site reviews, and also be able to ensure that all of the expertise that is needed is represented at pre-submittal meetings	14, 15
		17. Cross-train all PDSD staff to be able to direct customers to the correct person(s)	15
		18. Site review team cross-checks rezoning and special exception conditions prior to them being sent to Mayor and Council (M&C) for approval	15
		19. Coordinate site reviewers and inspectors through regular meetings	16
		20. Regularly meet with TDOT to address/reduce conflicts in permit review process	16
	Reducing Policy and Regulatory Barriers	21. Assess Sign Code regarding needed re-writes to match existing UDC format, remove redundancies, and bring into Reed v, Town of Gilbert Compliance*	17
		22. Eliminate the Sign Code Appeals Advisory Board (SCAAB) and transfer those duties to the Board of Adjustment.	17
		23. Take Expanded use of Planned Area Development (PAD) to M&C***	18**
		24. Take Auto-wash Amendment to M&C***	18**
		25. Take MS&R Setback Relief to M&C***	18**
		26. Develop Grant Road Land Use Planning Tools, including a Remnant Parcel Disposition Strategy and Urban Overlay District	20**
		27. Continue to pursue grants and technical assistance for South 12th Avenue	20**
SHORT TERM	Clarity and Transparency	28. Make changes to PRO to assist applicants in tracking progress of their projects, such as when information on an activity was last updated	1
		29. Develop FAQs for staff and the public	1
		30. Develop a website to allow residents to sign up for notifications about projects within their vicinity	5
	Streamlined Review Process	31. Pilot electronic submittals for solar projects	8
	Project Facilitation	32. Include PDSD staff in the selection process for a new PDSD Director	13
		33. Expand regular inter-departmental coordination to include Environmental Services and Tucson Water	16
		34. Expand cross-training of PDSD staff to include cross-training between site review and entitlement review	16
	Reducing Policy and Regulatory Barriers	35. Take Time Extension Amendment to M&C***	18**
		36. Take Utility Use Groups Amendment to M&C***	18**
		37. Take Urban Overlay Amendment to M&C***	18**
		38. Using input from multi-year public process, prepare Broadway Vision as guidance for ongoing land use planning	20**
* Short term actions: can be undertaken before a new Director is hired and prior to the conversion to Accela Automation; mid-term actions: should wait until the new PDSD Director is in place; long term actions: require the new Accela Automation system to be in place in order to implement, or for various reasons require a longer timeframe.			
** Action proposed by PDSD staff in response to Committee recommendations.			
*** Description of Code Amendments can be found in Appendix G.			

COMPILATION OF ALL ACTIONS INCLUDED IN PDSO ADVISORY COMMITTEE REPORT, JULY 28, 2016

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Timeframe*	Theme	Action	Recommendation #	
MID TERM	Clarity and Transparency	39. Internally map workflow processes	1	
		40. Compile existing PDSO policies	1	
		41. Expand organizational chart to include information on roles and responsibilities	1	
		42. Begin larger overhaul of PDSO website	1**	
		43. Remodel PDSO first floor office to make it easier for customers to navigate	1**	
		44. Develop marketing materials to better explain process, options, etc.	1**	
	Streamlined Review Process	45. Make electronic review (using Bluebeam) available to all applicants	7	
		46. Fully transition to electronic submittals as an option for all projects	8	
		47. Continue to explore with stakeholders what a modified review timeframe would look like, including whether there should be a review for completeness	10	
		48. Take Overlapping Plan Amendment and Rezoning option to M&C***	11**	
	Project Facilitation	49. Begin to develop criteria regarding what constitutes a “simple” versus a “complicated” project	14	
		50. Expand PDSO training sessions to include trainings from/with Environmental Services, Tucson Water, and Tucson Fire	16	
	Reducing Policy and Regulatory Barriers	51. Develop amended Sign Code text and evaluate role of Sign Code Committee	17	
		52. Take Historic Preservation Zone (HPZ) Window Amendment to M&C***	18**	
		53. Take Historic Landmark Amendment to M&C***	18**	
		54. Take 1-2 pilot Reinvestment Urban Overlay District(s) to M&C***	18**	
		55. Take Flexible Lot Development (FLD) Amendment to M&C***	18**	
		56. Take Wireless Communications Facilities Amendment to M&C***	18**	
		57. Take Accessory Dwellings Units Amendment to M&C***	18**	
		58. Assess Pima County’s approach to “Tiny Homes”	18	
59. Prepare a 3-year Report on Plan Tucson implementation		20**		
60. Continued outreach to City Department regarding Plan Tucson goals and policies		20**		
LONG TERM	Clarity and Transparency	61. Require a City point of contact (name and phone number) on all project signs	1	
		62. Continue to improve website to coincide with move to Accela Automation, including flowcharts of workflow processes	1**	
		63. Improve development activity reporting	1**	
		64. Re-evaluate PDSO policies, considering other cities’ standard operating procedures, revise the policies, and continue to refine over time	1, 6	
		65. Conduct public training presentations, including changes to the code, process, and policy	2	
		66. Rethink communications to include a focus on applicants who “don’t know the ropes,” such as small business owners or residents with one-time needs	4	
	Streamlined Review Process	67. Upgrade Permits Plus to Accela Automation	7	
		68. Implement modified processes, including application, queue management, and workflow, in conjunction with the Accela upgrade and based on stakeholder input	10	
		69. Develop a sign-in queue for walk-throughs	9	
	Project Facilitation	70. Expand staff training to encompass elements of the entitlement process, site review, through to building permitting	16	
		71. Develop ongoing staff training programs to ensure consistency of reviews over time	16	
	Reducing Policy and Regulatory Barriers	72. Take Sign Code Amendments and Sign Code Committee recommendation to M&C	17	
		73. Continue to look for opportunities to use the International Existing Building Code (IEBC) for revitalization of existing buildings	19	
		74. Refine amendments to (International Building Code) IBC to reflect common appeals	19	
		75. Refine amendments to the IBC for consistency with neighboring jurisdictions	19	
		76. Explore <i>Plan Tucson</i> Planning and Services Area concept as possible approach to addressing dated Neighborhood and Area Plans	20**	
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