




CITY OF
FORESTPARK

MEMORANDUM

Date: 9/3/24
To: Mayor and City Council
City Manger Clark
From: Nicole C.E. Dozier, P&CD Director 
Re: **Procedural Updates & 6-Month Strategic Plan**

The following procedural updates have been implemented in the department:

- Established the development processes (*See Attachment #1*).
- New workflows with review timeframes have been established for:
Business licensing
Building permits- sign, fence and trade
Zoning verification.
(*See Attachment #2*)
- New workflow process timelines has been confirmed with outside department reviewers (Fire, Code Compliance and NOVA/building)
- Weekly pre-development/pre permitting meeting options available for applicants.
Meetings include fire, building, planning & zoning and economic development as needed.
- Applicants are being shifted into using the existing online applications.
- The business licensing tech and a PD licensing tech have been moved into PCD as part of the cities "One Stop Shop" initiative. The PCD entry area is being updated to better accommodate customers as part of the initiative.
- Staff is being cross trained between divisions (business licensing, PD licensing, building permitting)
- The Planning Commission and Urban Design Review Board are now streamed live.

**PLANNING & COMMUNITY DEVELOPMENT DEPARTMENT
SIX MONTH STRATEGIC PLAN**

2024

2025

PROJECTS	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY
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Text Amendments

Updating the codes and ordinances as needed for clarity.

- Sec. 8-9-83 Banquet Hall- Use standards
- Sec 8-9-50 Gilman District- Additional housing
- Add new Section Tree Bank Code
- Sec 8-7-12(d) Plat Language
- 8-7-13. (b)(c)(d)
- Sec. 8-2-302 Remove self inspectors
- Sec. 8-8-238 Zoning Verification Updates
- Update PCD Fee Schedule
- Update building code references

Community Information Programs
 Educate the public on when permits are needed and how to apply for them online.
 Permitting 101 Workshop
 Planning & Community Development Brochures

Develop brochure work with Media Dept.

Staff will arrange, develop and conduct training

Start Park Design Master Plan
 This plan will design the park in accordance with the new city hall to be implemented in phases.
 Playground landscaping, Outdoor fitness area

Develop design plan

Research codes, review other pocket park designs, draft text, hire LA to draft rendering, (3) quotes, Bring to PIC and City Council

Research codes, review other park designs, draft text, hire LA to draw renderings/illustrations bring to PIC and City Council

Bill Lee Park Improvement Plan
 Design small scale improvements that can be done quickly at all pocket parks showing consistent park design/development.

Hire LA

Obtain design and bids for sign companies (3)

Obtain Quotes (3) confirm design and site locations

Design directional signage to key city locations/landmarks.

Work with Clayton Arts, ARC and identify sites

Research other similar programs, work with other agencies, draft program

City Mural Program
 This program will encourage the use of murals on large empty walls, painted crosswalks and the use of sculptures in vacant green spaces and pocket parks.
 Pocket-Park Educational mini activity: Phase 1 Program Development; Phase 2 Funding & Implementation

Hire Consultant

Work with procurement to poll on BFP

Housing Analysis
 Identify housing needs, conduct inventory, evaluate home condition, vacancy/vacant lot & applicable housing programs/funding -

Donuts & Development with the Building Official

Staff will arrange, develop and conduct training

Community Outreach
 Establishing a relationship with the community while education the public about permitting and development in the city.
 Pastries & Planning w/ Sr Planner

Staff will arrange, develop and conduct training

On-line Permitting System- "One Stop Shop"

Once complete - all services will be on-line in the new system. The new system will send email notifications to staff (reviewers), correspondence to customers, process payments and schedule appointments/inspections.
 Energov - Tyler
 Challenge Services - The Sr. Planner or Capital Project Manager will oversee/manage projects from start (idea) to completion (built as point of contact for developer.

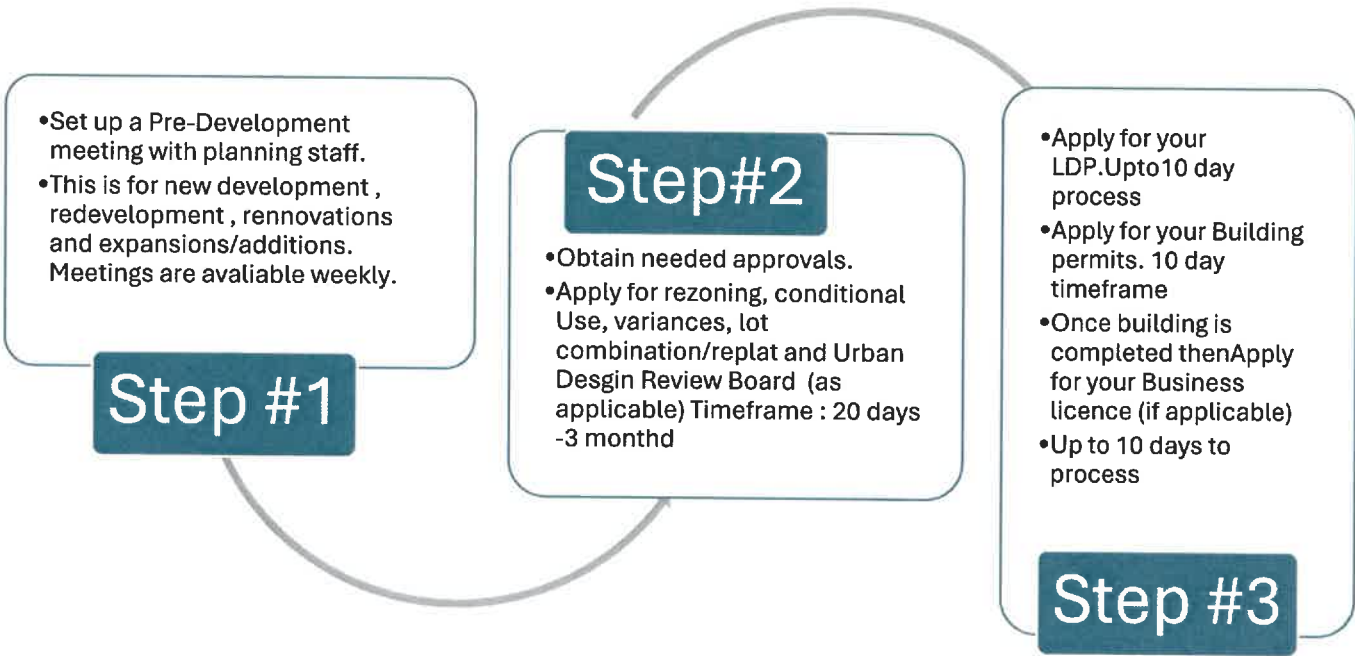
Continuously working with vendor to develop and implement the planning & zoning, business license, building and code enforcement modules

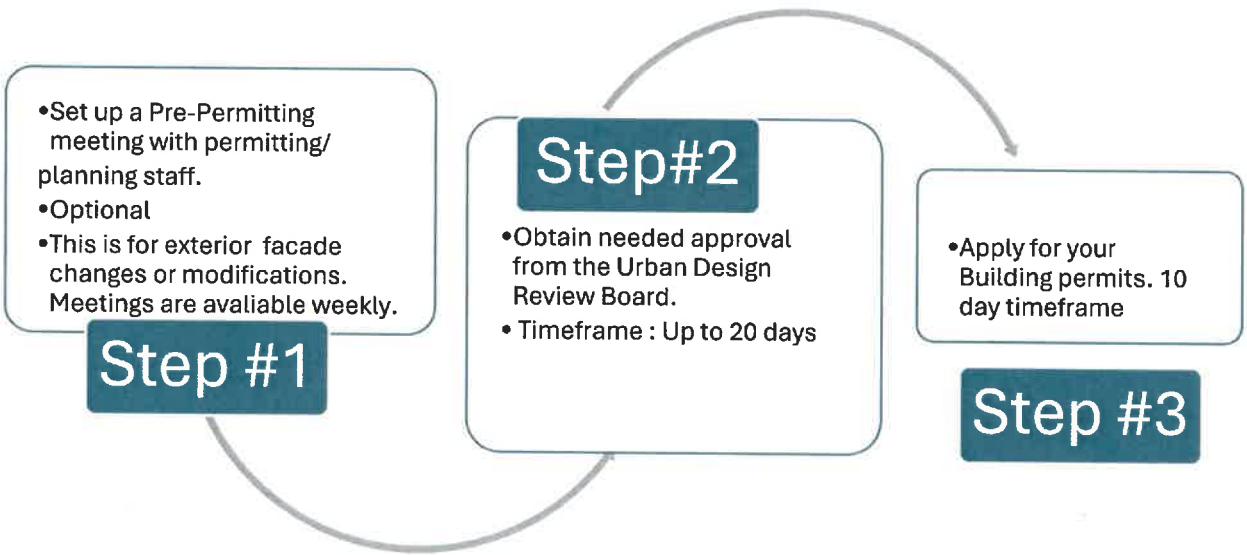




ATTACHMENT #1 – DEVELOPMENT PROCESS

DEVELOPMENT PROCESS







City of
FORESTPARK
A City for Great Things

CITY OF FOREST PARK

Department of Planning & Community Development

ATTACHMENT #2 – REVIEW WORKFLOWS & TIMELINES

PLANNING AND COMMUNITY DEVELOPMENT DEPARTMENT OPERATIONS PLAN
2024/2025

ONE-STOP SHOP

New Division: Permitting & Licensing (Services) (KPI 2)

- ✓ Building/plan review, trade, special event/yard sale, sign, fence, LDP and tree removal permits.
- ✓ Business, alcohol, adult entertainment and short-term rental permits.

All services will be on-line in the new system. The new system will send email notifications to staff (reviewers), correspondence to customers, process payments and schedule appointments. Review due dates (in accordance with the workflows outlined below) and application tracking and status/ approval/denials/ holds as well as review comments, notes and reports. All permits will be issued/emailed by the new system once approved. **(Checking with Tyler to see if all these functions are available and incorporated into project. If not, we will incorporate whatever functions are available.)**

A Permit Kiosk would be installed in the PCD entry area for customers. To eventually phase out paper applications. Will add bi-lingual applications and instructions.

Economic Development will have access to the system to intake and process film permits.

Link to Concierge Services: If customers need assistance with information regarding starting a business, business support or funding, local businesses/DWNTWN Main St, housing and or possible housing development/projects – staff will immediately call economic development staff to meet with the customer.

Workflow for Business Licensing:

- ✓ *Business Licensing* (1 day timeframe)- accepts application, review for completeness and process payment and then forward it to:
- ✓ *Zoning* (2-day timeframe) for review and approval.
Zoning once they approve forwards it to:
- ✓ Fire for review/inspection (5-7 day review timeframe).
Fire then sends it to:
****Fire and Building/plan review can review at the same time****
- ✓ Code compliance (2-day timeframe) for Building inspection.
Building then sends it back to:
- ✓ Business licensing and they issue the license.
Complete: 2 -week process

Workflow for Building Permit:

Trade Permits (electric, plumbing, mechanical) (1-2 day timeframe)

- ✓ Permits intake, review for completeness, payment processing and issue permits.

Complete: 3-days process

- **This is the same process for “Yard sales” – (up to 3 days)**

Sign/Fence Permit

- ✓ *Permitting* Intake, review for completeness and payment processing. The forward to:
- ✓ *Zoning* (2-day timeframe) review, approve or request additional information.
Forward back to:

- ✓ **(Or forward to Building/plan review (1-2 day timeframe) if the sign is a light sign/requires electrical work)**

- ✓ *Permitting* issue permit

Complete: 3-5 day process

Special Event Permit (up to 7 days; X times per year?)

- ✓ *Permitting* Intake, (including drawings/plans) review for completeness and payment processing. The forward to:
- ✓ *Zoning* (2-day timeframe) review, approve or request additional information.
Fire (if applicable) review
PD (if applicable)
- ✓ Forward back to *Permitting* to issue permit.

Complete: 3-5 day process

Building Permits

- ✓ *Permitting* Intake, (including construction drawings/plans etc.) review for completeness and payment processing. Then forward to:
- ✓ *Zoning* (5- day timeframe) Review, provide comments or request additional information. All reviews are conducted at the same time.

Building/Plan Review (5-10 day timeframe)

Fire (5-10 day timeframe)

- ✓ Once reviews are complete forward back to *permitting* to issue permit

Complete: 10-day process

Land Disturbance Permits (LDP)

- ✓ *Permitting Intake*, (including construction drawings/plans etc.) review for completeness and payment processing. The forward to:
- ✓ *Zoning* (3-5- day timeframe) Review, provide comments or request additional information.
- ✓ *Soil & Erosion/Engineering* (5-7 day time frame)

All reviews are conducted at the same time

Complete: 7-10 day process

Tree Removal Permit

- ✓ *Permitting Intake*, (including landscape drawings/plans etc.) review for completeness and payment processing. The forward to:
- ✓ *Landscape Architect (LA)**** (3-5- day timeframe) Review, provide comments or request additional information.

*** *This would be a new position for landscape reviews (commercial and residential) and tree bank and tree ordinance operation/management.*

Complete: 5-7 days process