

FAST Phase I Work Plan

	Action Items	Items Completed	Coming Next	Targeted Completion
1. Customer Service Center	1. Development Services Manager (new position) will coordinate development review and Chair the Development Review Committee – SMARTER & TRANSPARENT	Complete - Development Services Manager started on July 1		Completed
	2. Create a one-stop shop for all development-related applications, including new single-family home permits – SMARTER, ACCOUNTABLE & TRANSPARENT	Relocated Forestry staff Reorganized intake staff Created project plan and timeline	Work toward a single point of application acceptance (MGO)	12 months
	3. Receive payments at one-stop shop – FASTER & SMARTER	Created project plan and tasks Acceptance of credit cards		Completed
	4. Explore establishing a “Customer Bill of Rights” including the right to a second opinion – ACCOUNTABLE & TRANSPARENT	Conference call with model city - San Diego Internal team established Bill of Rights drafted		Completed
	5. Conduct “post-process” surveys and interviews with applicants to evaluate level of service – TRANSPARENT	Surveys focused on problem identification Customer Satisfaction Survey Survey on service during shutdown	Take feedback on impact of FAST initiatives	12 months (ongoing)
	6. Provide regular outreach and educational sessions with customer groups and stakeholders – TRANSPARENT	FAST Communication Plan Open House and Survey	Upcoming stakeholders' session	Completed/Ongoing
2. Reliable Schedules for Development- Related Applications	1. Establish an application timeline tied to hearing dates – FASTER & TRANSPARENT	Timeline created for site plans	Implement site plan timeline. Expand timeline for other application types following code amendments for streamlined/concurrent processes	6 months
	2. Create an intake screening process – SMARTER		MGO Project Guide may work for this	12 months or more
	3. Implement DRC coordination meetings to resolve competing priorities – SMARTER	Two new meetings created - DRC Coordination across various departments' staff and DRC Resolution process for direction from Directors on major issues.		Completed
3. Development Review Committee Improvements	1. Update and modify Development Review Processes and Procedures Manual – ACCOUNTABLE & SMARTER	Developed an interdepartmental team to draft and publish formal DRC Guidelines, Roles and Responsibilities	Publish DRC Guidelines, Roles and Responsibilities Update manual to reflect all proposed improvements	12 months or more
	2. Clarify scope of review to ensure the appropriate level of detail for specific types of applications (Project Plan, Special Exception, Site Plan and Amendments, etc.) – ACCOUNTABLE & TRANSPARENT		Develop and present code amendments Include internal review standards in manual for staff	12 months or more
	3. Allow concurrent reviews for certain application types (e.g., Project Plan with Site Plan or Site Plan with Special Exceptions) – FASTER	Options for concurrent reviews identified	Develop and present code amendments	12 months or more
	4. Standardize DRC comment protocol – ACCOUNTABLE & TRANSPARENT	Comment template drafted and in use Routing process streamlined and standardized	Provide automated comment letters through MGO	Completed

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4. Electronic Plan Review	1. Accept electronic plan submissions for applications using an interim solution until the more robust, fully-integrated tools are available through ERP – FASTER & SMARTER	Purchasing larger monitors for all plan reviewers Purchasing Bluebeam licenses and implementing electronic markups - utilize AdobePro immediately Interim digital process for all permits and development projects	Full implementation of MGO	Completed/Ongoing
	2. Return review comments and drawing mark-ups to applicants electronically – FASTER & SMARTER	Electronic Reviews conducted on all Development Review submissions and returned to applicants electronically. Interim digital process for all permits and development projects	Full implementation of MGO	Completed/Ongoing
5. Notification Requirements	1. Continue to provide the initial packet of information for public notice on applications while providing clearer information for the post-application area meeting (limiting subsequent mailings to postcards) – SMARTER & TRANSPARENT		Develop and present code amendments	12 months
	2. Allow the applicant to combine several different meetings / hearings into a single notice – SMARTER	All hearing dates that are known at the time of mailing are included		Completed
	3. Advocate and facilitate a more public-focused process by having staff attend all pre-application meetings and having the City host the post-application area meetings, rather than applicants – SMARTER & TRANSPARENT	Staff now attends pre-applications meetings	Revise code to state that staff will host the post-application meetings instead of the applicant	12 months
	4. Utilize social media and the City's website to supplement notice requirements – SMARTER & TRANSPARENT	Developed concepts internally Implemented Development Watch newsletter Post notices to NextDoor	Improve Development Watch website	Completed
6. Clarify When a Site Plan is Required	1. Establish thresholds in determining when a site plan, site plan amendment, and/or certain building permits require formal review – FASTER & SMARTER	Chapter 24 was replaced on July 8, 2019 and Water and Sewer Adequacy Standards were developed	CTR Amendments proposed Work with small group on this and next AI	12 months
	A. Parking (> 5% net increase)			
	B. Traffic Trip Generation (> 10 net vehicle trips)			
C. Water and Sewer Demand (> 10,000 gpd net increase in average wastewater flow)				
2. Create a Minor Alterations application type to minimize Site Plan Amendments for changes of use or minimal site improvements such as dumpsters, generators, minor building additions and changes of use that do not trigger other minimal development thresholds – FASTER & SMARTER	Site Plan Amendment application form drafted Accomplished with FAST ZTA approved October 2021		Completed	
3. Establish clear criteria for the thresholds of Level 1 and Level 2 Site Plans and Project Plan reviews to streamline processing certain Site Plan and Project Plan submittals – FASTER & SMARTER	Preliminary thresholds identified.	Develop and present code amendments	12 months or more	

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7. Modify Single-Family Home Requirements	1. Conduct the entire stormwater management review in one step at the construction plan phase – FASTER	Chapter 19 amended on May 13, 2019 to eliminate SWM Concept		Completed
	2. Continue to encourage the protection of trees on lots and replace the Natural Resource Inventory and Forest Stand Delineation requirements with simplified Single-Family Home Tree Survey if confirmed as needed by city staff – FASTER & SMARTER		Develop and present code amendments, application requirements	12 months or more
	3. While encouraging the retention of existing trees, require a minimum of three trees per lot for all new detached single-family homes, both on vacant lots and teardown/rebuilds – FASTER & SMARTER		Develop and present code amendments, likely in conjunction with previous	12 months or more
	4. Develop and publish guidance documents – FASTER, ACCOUNTABLE, SMARTER & TRANSPARENT	Compile existing documents	Update existing documents Draft new documents	12 months
	5. Create consistent review timeframes for approvals (HDC, SWM, etc.) – ACCOUNTABLE & FASTER	Timeframes identified	Implement and track reviews (MGO) Update based on process changes	6 months (on-going)
	6. Streamline and simplify the review process for demolition permits (When specific permits go to the Historic District Commission) – SMARTER		Develop and present code amendments	12 months
	7. Simplify bond/ as-built release process – FASTER & SMARTER	Prepared draft Chapter 19 Code Amendment		Completed
	8. Require applicants to post notification sign on property upon application for a single-family home – TRANSPARENT	Developed Sign Requirement for the sign adopted by Chapter 5 - 9/9/19		Completed
8. Create an Exemption from Submitting a Natural Resources Inventory / Forest Stand Delineation	1. For minor alterations, an NRI/FSD shall not be required – FASTER & SMARTER		Develop and present code amendments	12 months or more
	2. For Site Plans and Site Plan Amendments, establish independent requirements for when an NRI/FSD is required – FASTER & SMARTER		Develop and present code amendments	12 months or more
9. Exemption from Afforestation for Parking Lot Resurfacing	1. Provide exemption from afforestation for parking lot resurfacing projects while protecting trees – FASTER & SMARTER	Developed interdepartmental recommendation for an exemption of parking lot maintenance from stormwater management and afforestation requirements.	Ordinance to amend Chapters 10.5 and 19 to create exemptions and simplify process. Include state exemptions in FTPO amendments	12 months

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10. (Additional Items) Revisions to Comprehensive Transportation Review (CTR)	1. Revise requirements of the CTR to define the scope of review based on the increase of net vehicle trips – FASTER & SMARTER		Amend CTR to reflect recommendations	6 months (on-going)
	A. No transportation review for uses that generate less than 10 peak-hour vehicle trips unless there is an alteration for site access or on-site circulation			
	B. Uses that generate 10 to 49 peak-hour vehicle trips: A lesser Transportation Report required that contains introduction and proposed transportation features on site			
	C. Uses that generate 50 or more peak-hour trips: Complete Transportation Report per CTR requirements			
11. (Additional Items) Forest and Tree Preservation Ordinance (FTPO) Clarifications	1. Deduct the area of right-of-way dedicated to the city from the total tract area to adjust Minimum Tree Cover requirements – SMARTER		Develop and present code amendments	12 months
	2. Develop FTPO guidelines to expand fee-in-lieu option and to count trees within appropriately sized planter boxes located on top of structures with the goal of aligning the FTPO with development standards in mixed-use and industrial zones – SMARTER & TRANSPARENT		Develop and present code amendments	12 months
	3. Explore a reduction in the number of trees required per residential lot in the subdivision process based on the viability of trees with urban-type townhome units – SMARTER	Drafted Text Amendment, adopted		Completed