

Permit Reform: What are the major problems to solve?

1. The public has made its dissatisfaction clear over **decades**.
 - a. Multiple locations, sometimes competing guidance, limited coordination.
2. Staff work hard in a broken system – and issues linger.
3. The City needs to speak with one voice.
4. Clear inefficiencies need to be corrected (ex. “time of sale”)
5. An independent evaluation recommended a reorganization into a “one-stop shop” with a single point of **accountability**, merging Zoning, Code, and ISD.

Principles Driving Reorganization

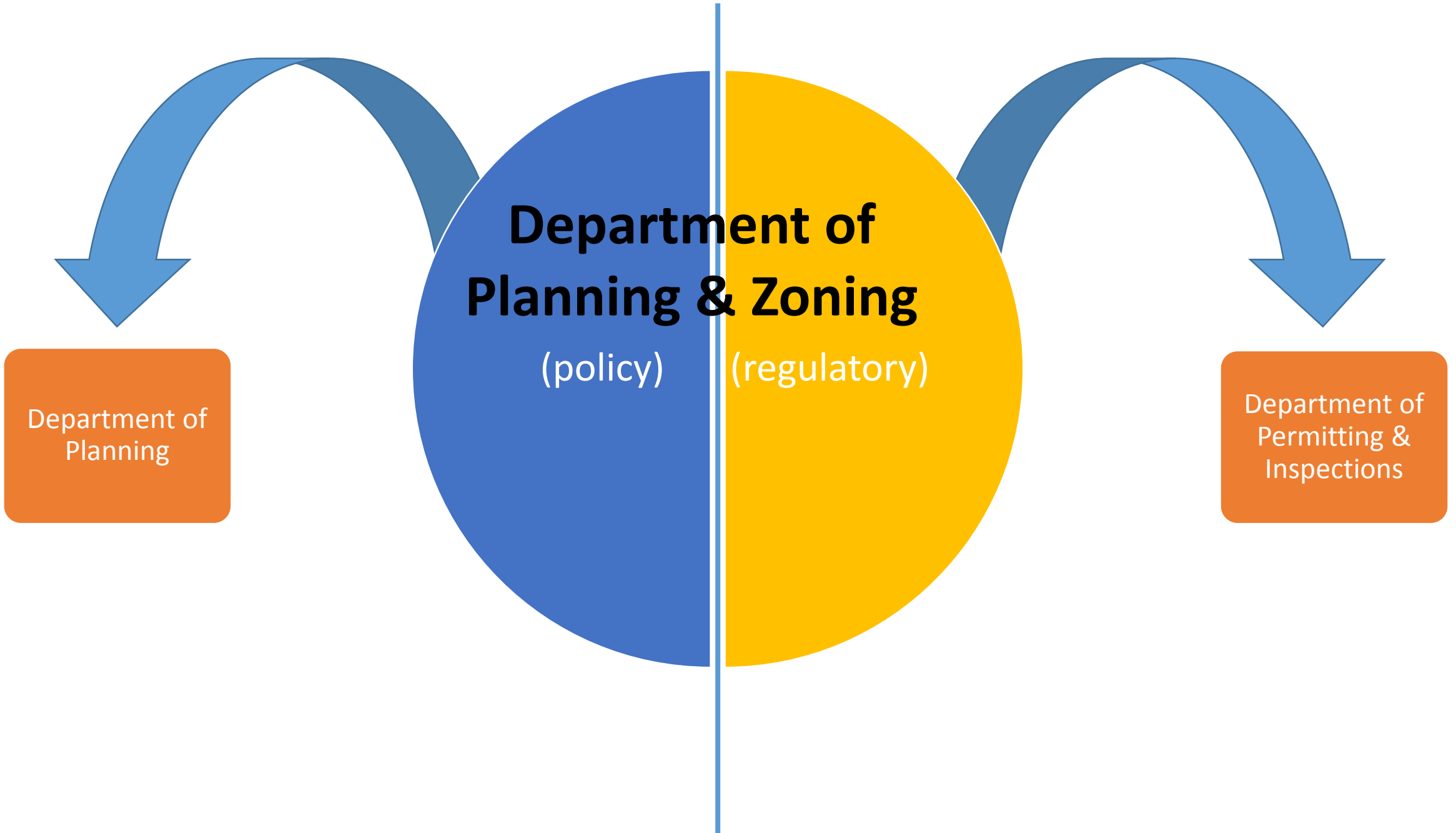
- Better customer service
- Improved public process and resident oversight
- Accountability & consistency across the permitting process
- Collaboration among different Departments involved
- Resolving issues at lowest level possible for applicant
- Listen to public feedback gathered over prior decades

Where Are We in the Process

- 2014 Council Resolution charges reform of permitting system “from soup to nuts.”
- Consultant engaged, Planning Commission reviews report (2016-2017)
- Permit Reform Advisory Committee Created
- August 2017 Council accepted Permit Reform Project Team work-plan
- Phase 1: Shared office hours, online scheduling,
- October 2018 Planning Commission discussion and initial feedback around one-stop shop and associated implications

Charter Change (March 2019)

- Creation of new Permitting & Inspections Department
- Appointment of new Director of Permitting & Inspections by Mayor
- Appointment of Zoning Administrative Officer by Mayor
- Appointment of Planning Director by Mayor



**Department of
Planning & Zoning**

(policy)

(regulatory)

Department of
Planning

Department of
Permitting &
Inspections

Department of Permitting & Inspections

Discretionary Review and Appeals

DRB
Zoning & Subdivision Decisions

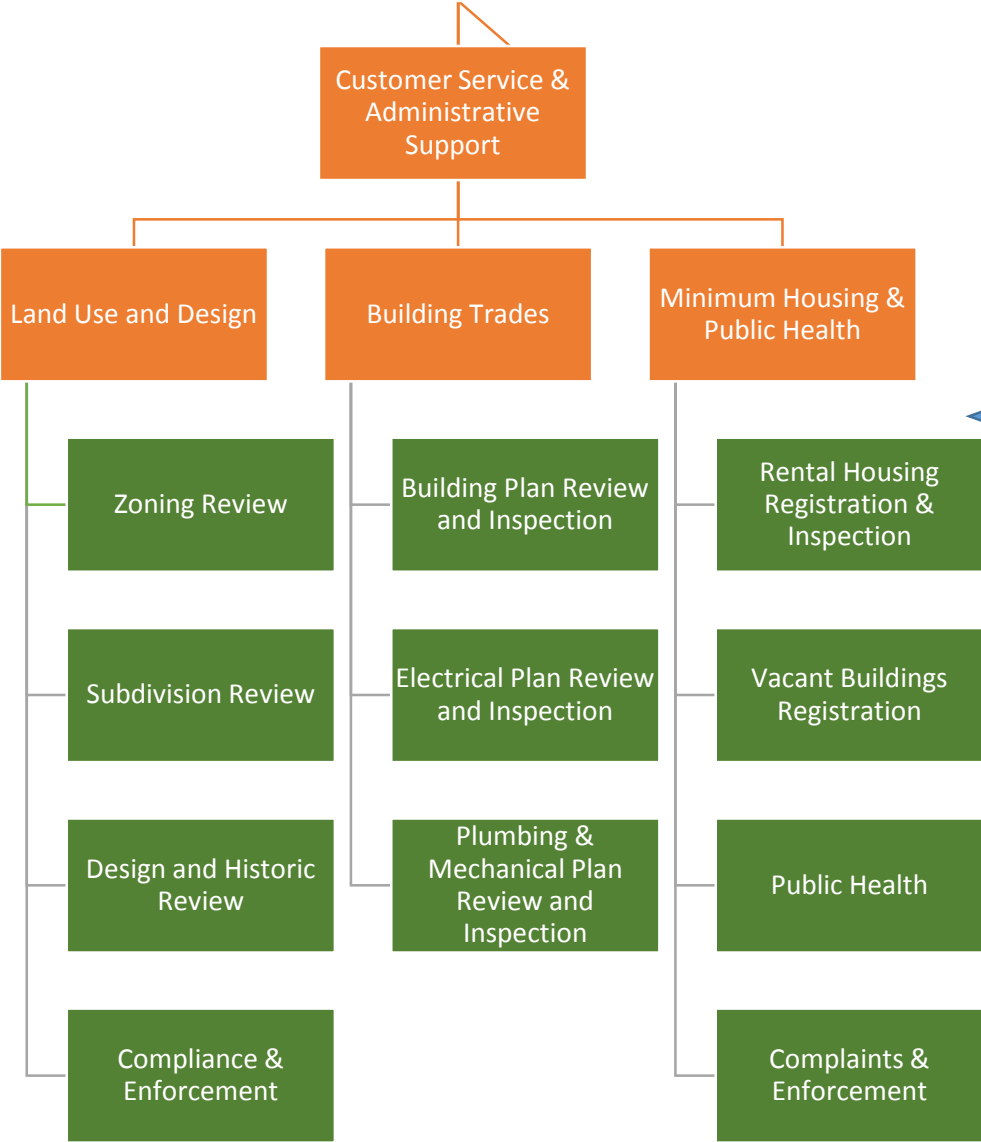
Conservation Board
Design Advisory Board

Public Works Commission
Trades Decisions

Board of Health
Health Officer Decisions

Housing Board of Review
Minimum Housing Decisions

Commissioner of Public Safety
State buildings, Federal Certifications, Boilers and Pressure Vessels, and Variances



Other City Reviews

Right-of-Way & Excavation Plan
Review & Inspection

Transportation Plan
Review & Inspection

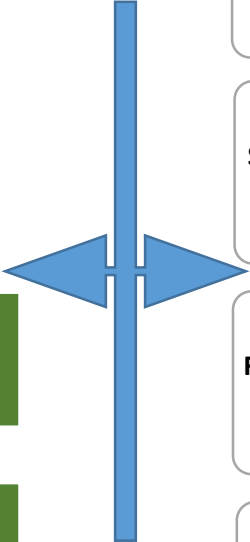
Stormwater Review & Inspection

Water/Wastewater Review & Inspection

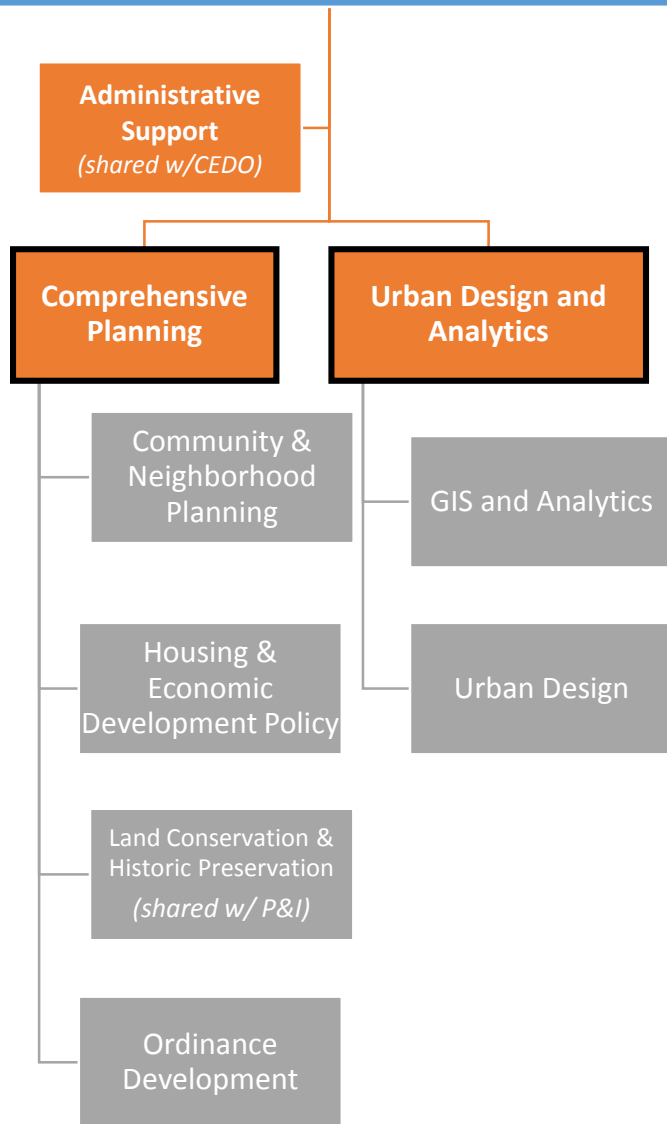
Fire Marshal Review & Inspection

Urban Forestry Review & Inspection

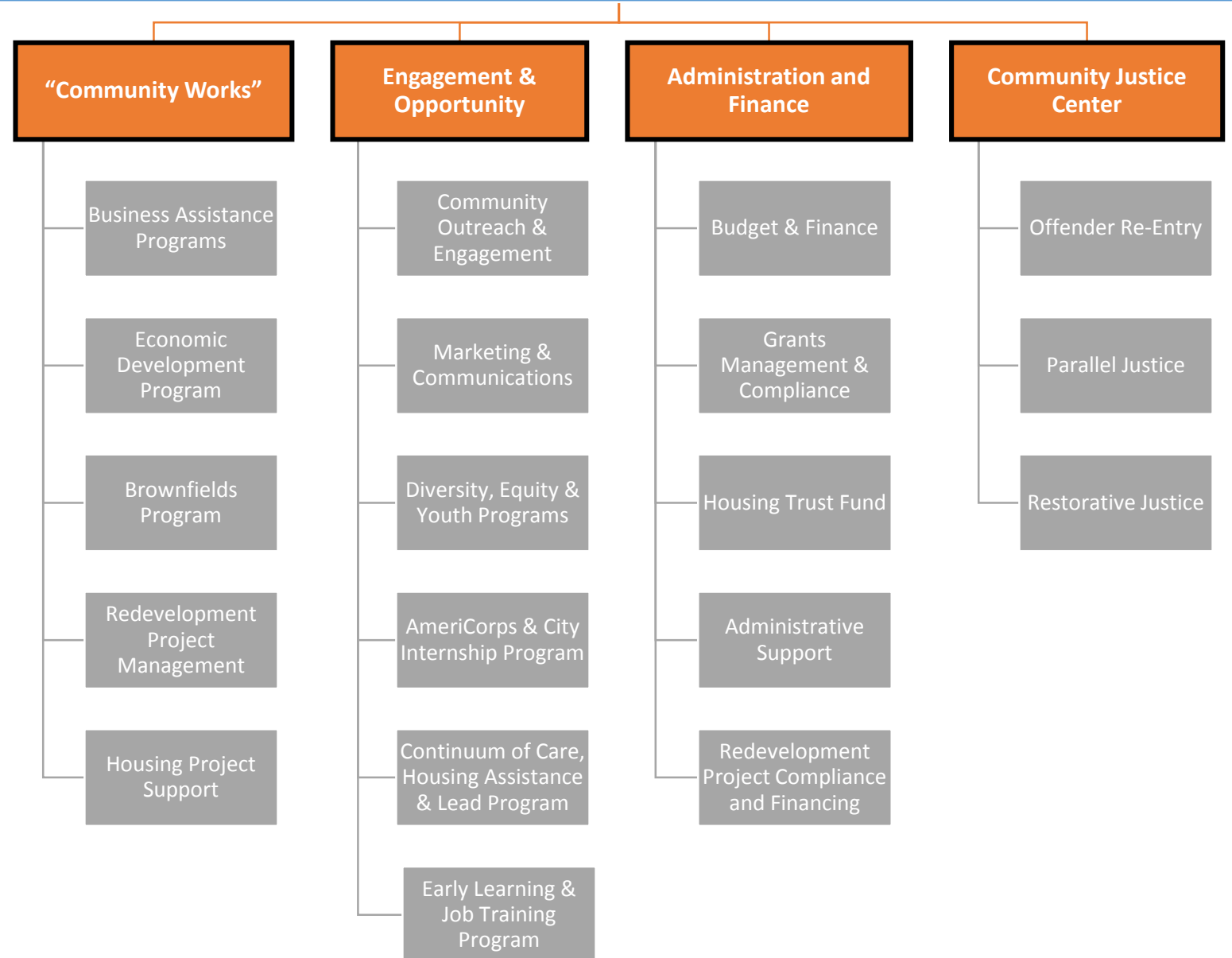
Energy Review & Inspection



Dept. of Planning

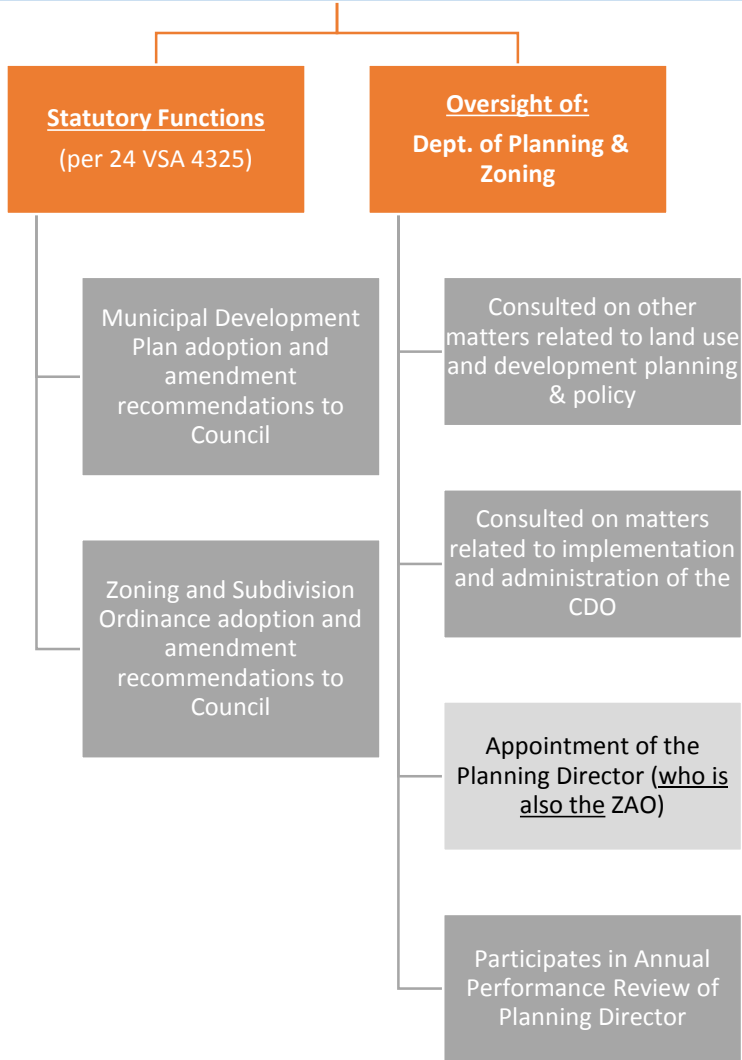


Community & Economic Development Office



Planning Commission Role – Before and After

Planning Commission *(current)*

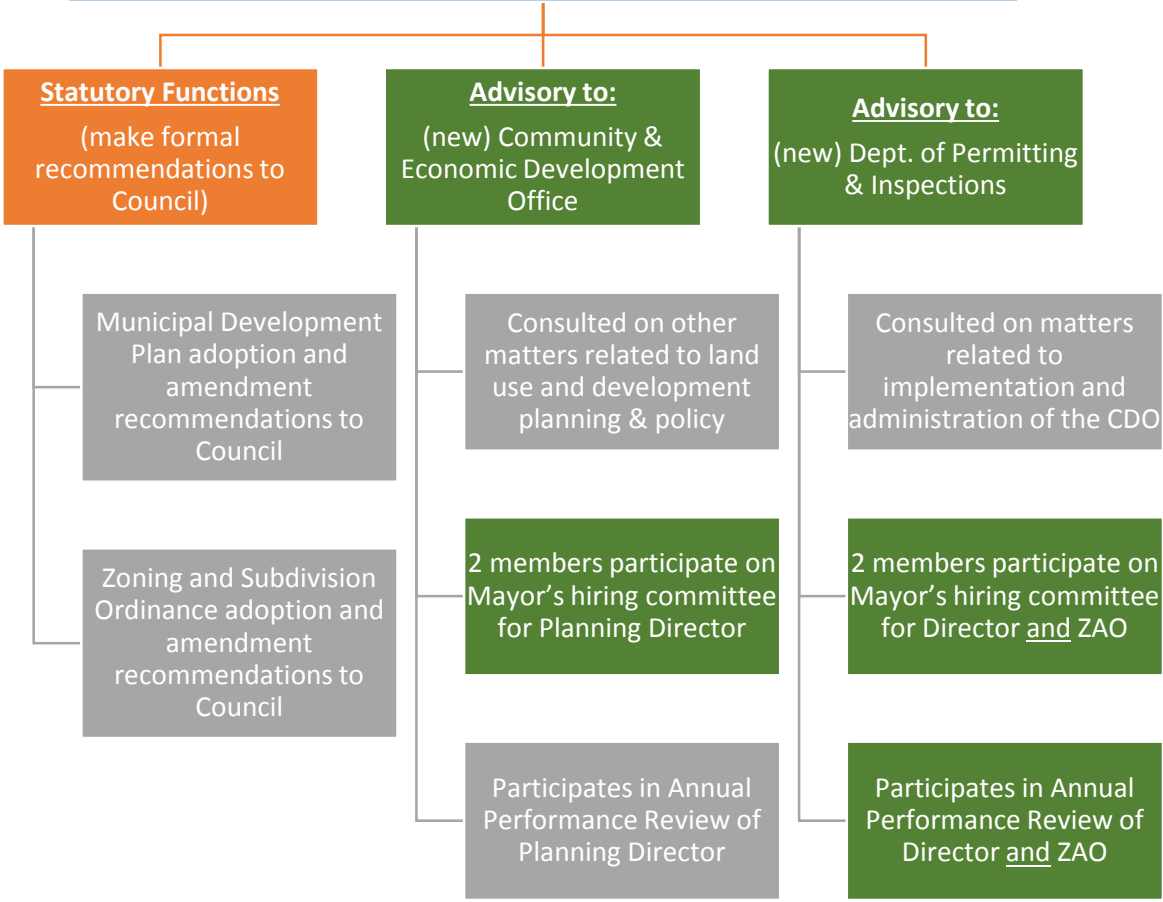


24 VSA 4321

- Appointed by Council
- 3-9 members
- Majority residents
- No more than 2 elected or appointed officials who are non-voting members
- Powers and Duties per 24 VSA 4325

Former role
 New role

Planning Commission *(proposed)*



Appointments – Proposed

