

Charter Item	Action Items
<p style="text-align: center;"><b>1</b> Customer Service Center</p>	<ol style="list-style-type: none"> <li>1. Development Services Manager (new position) will coordinate development review and Chair the Development Review Committee – <b>SMARTER &amp; TRANSPARENT</b></li> <li>2. Create a one-stop shop for all development-related applications, including new single-family home permits – <b>SMARTER &amp; TRANSPARENT</b></li> <li>3. Receive payments at one-stop shop – <b>FASTER &amp; SMARTER</b></li> <li>4. Explore establishing a “Customer Bill of Rights” including the right to a second opinion – <b>TRANSPARENT</b></li> <li>5. Conduct “post-process” surveys and interviews with applicants to evaluate level of service – <b>TRANSPARENT</b></li> <li>6. Provide regular outreach and educational sessions with customer groups and stakeholders -<b>TRANSPARENT</b></li> </ol>
<p style="text-align: center;"><b>2</b> Reliable Schedules for Development-Related Applications</p>	<ol style="list-style-type: none"> <li>1. Establish an application timeline tied to hearing dates – <b>FASTER &amp; TRANSPARENT</b></li> <li>2. Create an intake screening process – <b>SMARTER</b></li> <li>3. Implement DRC coordination meetings to resolve competing priorities – <b>SMARTER</b></li> </ol>
<p style="text-align: center;"><b>3</b> Development Review Committee Improvements</p>	<ol style="list-style-type: none"> <li>1. Update and modify Development Review Processes and Procedures Manual – <b>SMARTER</b></li> <li>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.) – <b>TRANSPARENT</b></li> <li>3. Allow concurrent reviews for certain application types (e.g., Project Plan with Site Plan or Site Plan with Special Exceptions) – <b>FASTER</b></li> <li>4. Standardize DRC comment protocol – <b>TRANSPARENT</b></li> </ol>
<p style="text-align: center;"><b>4</b> Electronic Plan Review</p>	<ol style="list-style-type: none"> <li>1. Accept electronic plan submissions for all applications using an interim solution until the more robust, fully-integrated tools are available through ERP – <b>FASTER &amp; SMARTER</b></li> <li>2. Return review comments and drawing mark-ups to applicants electronically – <b>FASTER &amp; SMARTER</b></li> </ol>

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<p style="text-align: center;"><b>5</b> Notification Requirements</p>	<ol style="list-style-type: none"> <li>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) – <b>SMARTER &amp; TRANSPARENT</b></li> <li>2. Allow the applicant to combine several different meetings / hearings into a single notice – <b>SMARTER</b></li> <li>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 - <b>SMARTER &amp; TRANSPARENT</b></li> <li>4. Utilize social media and the City’s website to supplement notice requirements – <b>SMARTER &amp; TRANSPARENT</b></li> </ol>
<p style="text-align: center;"><b>6</b> Clarify When a Site Plan is Required</p>	<ol style="list-style-type: none"> <li>1. Establish thresholds in determining when a site plan, site plan amendment, and/or certain building permits require formal review <ol style="list-style-type: none"> <li>A. Parking (&gt; 5% net increase)</li> <li>B. Traffic Trip Generation (&gt; 10 net vehicle trips)</li> <li>C. Water and Sewer Demand (&gt; 10,000 gpd net increase in average wastewater flow)</li> </ol> - <b>FASTER &amp; SMARTER</b> </li> <li>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 – <b>FASTER &amp; SMARTER</b></li> <li>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 – <b>FASTER &amp; SMARTER</b></li> </ol>
<p style="text-align: center;"><b>7</b> Modify Single-Family Home Requirements</p>	<ol style="list-style-type: none"> <li>1. Conduct the entire stormwater management review in one step at the construction plan phase – <b>FASTER</b></li> <li>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 – <b>FASTER &amp; SMARTER</b></li> <li>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 – <b>FASTER &amp; SMARTER</b></li> </ol>

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	<ul style="list-style-type: none"> <li>4. Develop and publish guidance documents – <b>FASTER, SMARTER &amp; TRANSPARENT</b></li> <li>5. Create consistent review timeframes for approvals (HDC, SWM, etc.) – <b>FASTER</b></li> <li>6. Streamline and simplify the review process for demolition permits (When specific permits go to the Historic District Commission) – <b>SMARTER</b></li> <li>7. Simplify bond release process – <b>FASTER &amp; SMARTER</b></li> <li>8. Require applicants to post notification sign on property upon application for a single-family home – <b>TRANSPARENT</b></li> </ul>
<p><b>8</b> Create an Exemption from Submitting a Natural Resources Inventory / Forest Stand Delineation</p>	<ul style="list-style-type: none"> <li>1. For minor alterations, an NRI/FSD shall not be required – <b>SMARTER AND FASTER</b></li> <li>2. For Site Plans and Site Plan Amendments, establish independent requirements for when an NRI/FSD is required - <b>FASTER &amp; SMARTER</b></li> </ul>
<p><b>9</b> Exemption from Afforestation for Parking Lot Resurfacing</p>	<ul style="list-style-type: none"> <li>1. Provide exemption from afforestation for parking lot resurfacing projects while protecting trees – <b>FASTER &amp; SMARTER</b></li> </ul>
<p><b>10 (Additional Items)</b> Revisions to Comprehensive Transportation Review (CTR)</p>	<ul style="list-style-type: none"> <li>1. Revise requirements of the CTR to define the scope of review based on the increase of net vehicle trips - <b>FASTER &amp; SMARTER</b> <ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>c. Uses that generate 50 or more peak-hour trips: Complete Transportation Report per CTR requirements</li> </ul> </li> </ul>

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<p><b>11 (Additional Items)</b>            Forest and Tree Preservation Ordinance (FTPO) Clarifications</p>	<ol style="list-style-type: none"> <li>1. Deduct the area of right-of-way dedicated to the city from the total tract area to adjust Minimum Tree Cover requirements - <b>SMARTER</b></li> <li>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 – <b>SMARTER &amp; TRANSPARENT</b></li> <li>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 - <b>SMARTER</b></li> </ol>