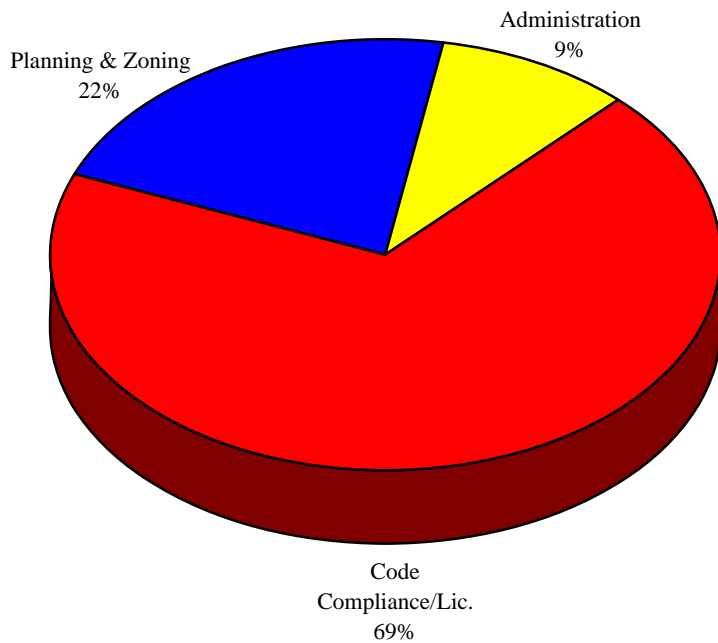


DEVELOPMENT SERVICES

Jorge A. Camejo, Community Development Director
Julia Trevarthen, Planning, Zoning & Development Director

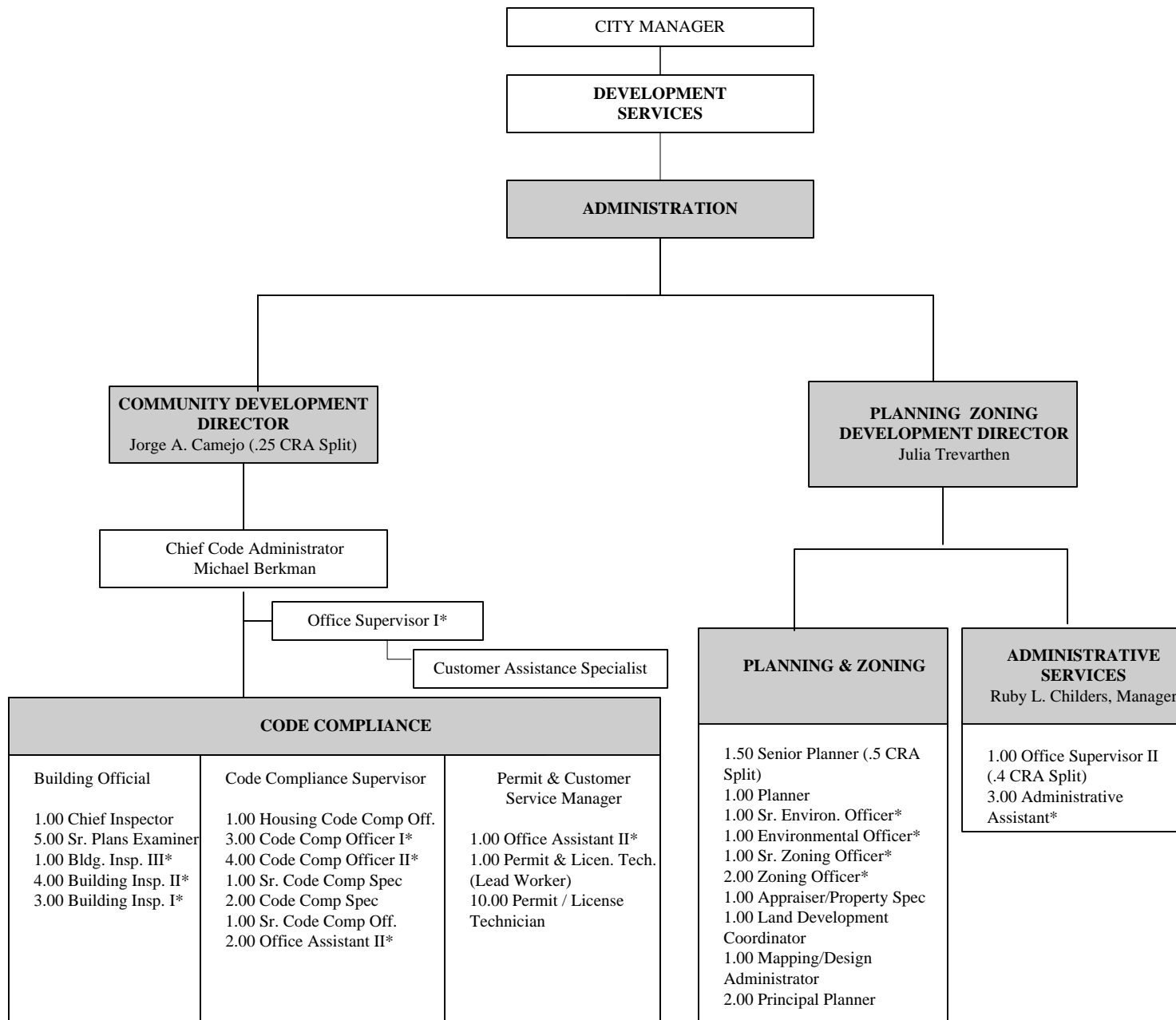
The mission of the Development Services Department is to promote the continued sustainability of the City of Boca Raton through flexible, creative, and responsive customer service. We will be recognized as a leader in the City's efforts to protect and enhance the built, living, and natural environment, assist in the creation of jobs and the protection of the tax base by promoting quality development and redevelopment, and support the provision of housing opportunities for all of Boca Raton's citizens. We will recommend policies and implement procedures to redefine processes to address changing needs and to promote ongoing economic development in the City.

Specific responsibilities of the Department include comprehensive and current planning activities, zoning regulation, environmental protection and conservation, building permits and inspections, code enforcement, business tax collection, land records management, and housing programs. In addition, the Department supports innovative programs such as the City's Multi-Modal Transportation District initiative. Pursuant to interlocal agreements, the Department supports the activities of the Community Redevelopment Agency.



DIVISION	APPROVED 2009-10 BUDGET
Administration	\$ 596,700
Code Compliance/Lic.	4,395,500
Planning & Zoning	1,386,300
TOTAL	\$ 6,378,500

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	5,050,252	5,678,200	5,666,200	5,621,000
Other Operating	1,152,444	1,225,200	1,435,100	626,800
Supplies	72,580	93,400	83,700	58,700
Capital Outlay	14,513	-	-	-
Transfers	7,500	8,000	8,000	72,000
TOTAL	6,297,289	7,004,800	7,193,000	6,378,500
Full-time Employees	64.85	64.85	64.85	64.85



* Admin. Ass't. reclassified to Office Supervisor I
 1 Land Records Prop. Spec/Ass't. reclassified to Admin. Ass't.
 4 Code Compliance Officers reclassified to Code Compliance Officer II
 3 Code Compliance Officers reclassified to Code Compliance Officer I
 1 Zoning Officer reclassified to Senior Zoning Officer
 1 Environmental Officer reclassified to Senior Environmental Officer
 2 Bldg. Inspector I reclassified to Bldg. Inspector II
 1 Bldg. Inspector III reclassified to Bldg. Insp. II
 1 Office Ass't. II transferred from Permit & Customer Service to Code Compliance

Approved Positions FY 08/09	64.85
Revised Positions FY 08/09	
Personnel Changes FY 09/10	
Approved Positions FY 0910	64.85

ADMINISTRATION

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	348,290	593,100	581,100	511,600
Other Operating	82,205	53,400	62,800	73,000
Supplies	3,398	24,000	8,900	12,100
Capital Outlay	-	-	4,000	-
TOTAL	433,893	670,500	656,800	596,700

Description of Division and Activity

The Administration Division manages and coordinates the activities of the Department and, pursuant to inter-local agreements, oversees the management and operations of the Community Redevelopment Agency.

Goal

The goal of the Administration Division is to create a leadership culture and to ensure that the activities of the Department support and promote implementation of the policies and objectives of the City Council.

Objectives 2009-10

- Research and analyze the implications of full cost recovery of actual staff time versus charging flat application fees for development reviews, and provide a recommendation and ordinance as applicable by September 30, 2009 as necessary to support the cost recovery initiative.
- Proceed with implementation of the Downtown Master Plan Update initiatives as directed by City Council/CRA.

Achievements 2008-09

- Upon receipt of the survey results from the downtown business/property owner survey, consider a downtown website and other alternatives to facilitate and encourage activity in the downtown.

The results from the downtown survey were presented to the Community Redevelopment Agency in January 2009. At the agency's direction, staff held a public forum for survey participants and downtown master plan participants. Staff provided a subsequent update to the current agency in April 2009. The survey results, as well as the forum feedback, were supportive of a downtown website, and a regularly supported City event in the downtown.
- Fully implement the Cost Recovery Programs, both Downtown and Citywide, considering alternatives to outsourcing staffing to sustain customer service levels (e.g. other professional services vs. part time)

An interim cost recovery program of outside professional services was implemented for the Downtown. The applicant incurs the cost for professional services for Urban Design Reviews by Urban Design Associates (UDA). Professional services provided by UDA ensure compliance with the Interim Design Guidelines. An RFP for Citywide outside professional services has been drafted and is currently pending due to processing backlogs. Staff has begun research and preliminary steps to obtain a mechanism for recording internal staff time for full recovery of all development review costs. Implementation of staff processing costs will be delayed until the RFP for outside professional services has been processed and fully implemented.

Other Achievements:

- Adoption of Interim Design Guidelines for Downtown
- Approval of Transportation Design for Livable Communities (TDLC) Agreement and Work Order
- RAM project approval for major development consistent with downtown design guidelines as a Downtown Quality Redevelopment Project
- Adoption of code amendment for residential roof height
- Resolved occupancy issues with Mizner Park-Cultural Arts Center (MPCAA/former Cartoon Museum Building)
- Prepared analysis and recommendation for a comprehensive banner program at Mizner Park

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
<i>World Class Municipal Services</i>					
Sustain a majority (>50%) of Employees who respond to annual survey that are satisfied working within the department	51%	54.6%	51%	N/A*	50%
% of time initial response provided within 2 days of receipt by department.	100%	98%	100%	99%	100%
# of Citizen Inquiries/Tickler Items	85	152	75	205	250
*Due to Citywide survey, department survey was not conducted.					

CODE COMPLIANCE DIVISION

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	3,507,136	3,781,900	3,781,900	3,838,800
Other Operating	684,817	722,500	722,000	448,800
Supplies	44,111	48,400	49,200	35,900
Capital Outlay	14,513	-	-	-
Transfers	7,500	8,000	8,000	72,000
TOTAL	4,258,077	4,560,800	4,561,100	4,395,500

Description of Division and Activity

The division consists of three units that work in coordination with each other: Code Enforcement, Building Inspection and Customer Service. An overview of the division activities include: responding to customers' complaints and inquiries; providing regulatory enforcement of all applicable codes through onsite inspections of businesses, single and multi-family residences; issuing business tax receipts and certificates of use; registering contractors and maintaining records; issuing special event permits; providing systematic minimum housing property maintenance inspections; enforcing state and local construction codes related to building, plumbing, electrical, mechanical, energy conservation, emergency management, coastal construction and accessibility for persons with disabilities; code administration, permitting and fee collection, plan review and inspections; issuing permits, and code related services.

Goal

The goal of the division is to sustain and enhance a high quality of life through the various citizen education and comprehensive enforcement programs; to insure the proper and accurate collection of taxes and fees; to protect the health, welfare and safety of the general public through permitting, plan review and inspection of building construction within the city; and, to maintain related records. We will provide these services by achieving the following objectives:

Objectives 2009-10

- Refine the Customer Escrow Payment system in anticipation of integrating into a complete online fee payment system prior to September 2010.
- Track the effectiveness of newly implemented Code Enforcement Accountability standards and produce a report summarizing the findings and making suggestions for further refinements to be implemented by last quarter 2010.
- Expand initial expired permit/application enforcement to encompass 100% of all permits that expire in the current year prior to July 2010 and continue to process past years as manpower and time allow. Establish accountability measures for this process by August of 2010.
- Review and recommend plan to fully integrate Fire Code Inspectors into the Code Compliance Enforcement system by June 2010.

Achievements 2008-09

- Implement Customer Escrow Payment System to improve customer service and enable online application submittals.
The initial Customer Escrow Payment System was implemented in coordination with IT. Due to reconciliation reporting, staff is still finalizing the system to meet financial criteria. The customers using escrow accounts have improved and streamlined payment capabilities.

Achievements 2008-09
<ul style="list-style-type: none"> • Formulate and test online application submittal system utilizing Adobe Acrobat technology. Online applications for application submittal have been tested and reviewed. On-line faxing, for plan review implemented, online application library implemented, and online Special Event permit application forms implemented. Numerous website upgrades have been completed and all online forms have been updated. A complete set of application instruction packets for all permit types have been implemented. • Fully implement internal Code Enforcement Officer Accountability Standards Internal Code Enforcement Officer Accountability Standards have been implemented and effectiveness data is now being collected. Reporting diagnostics should be developed in the upcoming year. • Fully integrate expired application and expired permit enforcement into the Code Enforcement system Expired application and expired permit enforcement into the Code Enforcement system have been integrated. Code Compliance Division now handles enforcement of a variety of issues for the Fire Department, The Police Department, Municipal Services, the Planning and Zoning Division of Development Services and, Utility Services. <p>Other Achievements:</p> <ul style="list-style-type: none"> • Code Compliance recognized by the South Florida Water Management District in 2008 for outstanding water restriction enforcement. • Contributed to reduction of graffiti within the city by working with Police Department to identify taggers. • Code Amendment for screening of mechanical equipment • Scanning and digitizing of Business Tax, Contractor Licensing, Certificates of Use and permit documents • Online Special event permits • Expanded Expired Permit Program

PERFORMANCE MEASURES	FY 2007-08		FY 2008-09		FY 2009-10
Strategic Initiatives:	Goal	Actual	Goal	Estimated	Target
<i>Strong Partnership with Our Stakeholders</i>					
Implement (in cooperation with Information Technology) at least 5 types of online permit-related services: simple permits that do not require plan review; payment of reinspection fees and other similar assessments; forms submittal for contractor licensing; etc.	100%	100%	100%	100%	100%
Percentage of customer initiated complaints/Inquiries Investigated within 72 hours of Receipt	100%	95.5%	100%	96.0%	100%
Number of complaint responses	25,000	24,800	24,000	22,000	21,000
% Internal Case Initiation	50%	50%	>50%	78.7%	75%
Percentage of Business Inspections Conducted within 7 days of Complete Application	85%	90%	90%	91%	95%
Number of Tax Receipts/Registrations	15,000	13,000	15,000	13,000	15,000
Percentage of Complaints/Cases Resolved by Voluntary Compliance (Corrected w/o Hearing)	95%	96.1%	95%	96.4%	99%
Number of cases investigated	5,000	4711	5000	4500	5000
Total Permits Applications Received	-	15,000	-	12,000	13,500
Total Permits Issued	-	14,500	-	11,800	13,000
Total Plan Reviews for Permits Issued	-	22,700	-	19,000	20,000
% Reviews Completed in 1 working day	25%	22.8%	25%	26%	25%
% Reviews Completed < 8 working days	65%	58.4%	65%	59%	65%
% Reviews Completed < 15 working days	90%	83.5%	90%	75%	90%
% Reviews Completed < 30 working days	100%	100%	100%	100%	100%

PLANNING & ZONING DIVISION

EXPENDITURE BY CATEGORY	ACTUAL 2008-09 BUDGET	APPROVED 2008-09 BUDGET	REVISED 2008-09 BUDGET	APPROVED 2009-10 BUDGET
Personal Services	1,194,827	1,303,200	1,303,200	1,270,600
Other Operating	385,422	449,300	648,200	105,000
Supplies	25,071	21,000	21,000	10,700
Capital	-	-	2,700	-
TOTAL	1,605,320	1,773,500	1,975,100	1,386,300

Description of Division and Activity

The Planning and Zoning Division is responsible for the orderly development of the City. Specific activities of the Division include but are not limited to the following:

- Review of development plans and preparation of recommendations for presentation to the Planning and Zoning Board, Community Redevelopment Agency, Environmental Advisory Board and City Council;
- Review of amendments to the adopted Comprehensive Plan and Code of Ordinances and preparation of recommendations;
- Evaluation and preparation of statutory updates to the adopted Comprehensive Plan;
- Implementation of the amended Comprehensive Plan and Code of Ordinances;
- Preparation of special studies;
- Review of permits and business uses for compliance with the City's zoning regulations;
- Review of permits for compliance with the City's environmental regulations;
- Preparation of maps and graphics for presentation to other Departments, advisory boards and the City Council;
- Management of City's land records and associated databases;
- Assistance in the acquisition and disposal of real property, easements, rights-of-way and rights-of-entry; and
- Dissemination of information pertaining to land records and related matters to the public.

Goal

The goal of the Planning and Zoning Division is to provide for the orderly development of the City of Boca Raton. The value to the City and its citizens is that a well planned community results in stable or increasing property values and an improved quality of life.

Objectives 2009-10

- Pursue Mobility Plan Land Use and Urban Form Study to support and implement the City's mobility planning initiative as identified by City Council as a high priority.
- Prepare for adoption code amendments, including citywide parking requirements, reconstruction of non-conforming structures, restaurant approval and outdoor seating criteria, notice requirements, and other required amendments.

Achievements 2008-09

- Prepare and adopt amendments to the Comprehensive Plan based upon the Evaluation and Appraisal Report, which included the designation of the City as a Multi-Modal Transportation District (MMTD).

Staff completed draft on March 13, 2009. Copies of draft EAR-based plan amendments to the comprehensive plan were provided to City Council and a presentation was made to the Council at the April 13, 2009 workshop meeting.

- Prepare and adopt amendments to the Comprehensive Plan related to the Northwest (NW) and Southeast (SE) Multi-Modal Transportation Sub-District Land Use and Urban Form Studies (the Downtown Master Plan Update).

The completion of the comprehensive plan amendments is pending further direction to staff on the implementation of the Mobility Plan.

- Prepare and adopt amendments to the Land Development Regulations related to the Multi-Modal Transportation District, including regulations to implement the NW Multi-Modal Transportation Sub-District Land Use and Urban Form Study.

The completion of the land development regulations is pending further direction to staff on the implementation of the Mobility Plan.

- Prepare and adopt amendments to the Downtown DRI and Rules to implement the Comprehensive Plan Goals, Objectives and Policies related to the SE Multimodal Transportation Sub-District.

The completion of the amendments to the downtown DRI and rules are pending further direction to staff on the implementation of the Mobility Plan .

Other Achievements:

- Processed site plan modification to encourage completion of the Pearl project (aka Eden)
- Automated Orders of Decision for the Community Appearance Board review process
- Completed initial training and automation of Planning and Zoning development review project processing
- Conducted valet parking forum and established guidelines and review process

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10 Target
	Goal	Actual	Goal	Estimated	
<i>Strong Partnership with Our Stakeholders</i> Adopt Mobility Plan Land Development Regulations (LDR's) to enhance quality of life		-	Adopt Quality of Service (QOS) Standard		
Prepare and adopt Mobility Plan Land Use and Urban Form Study with consultant contract by May 2010		-	Commence the planning process to implement changes to the manner in which the City will develop in the future		

PERFORMANCE MEASURES Strategic Initiatives:	FY 2007-08		FY 2008-09		FY 2009-10
	Goal	Actual	Goal	Estimated	Target
Percentage of Public Hearings Before City Council in 60 days from Complete Application*	100%	100%	100%	100%	100%
Number of Applications Processed *Includes Conditional Use; Right-of-Way and Easement Abandonments; Appeals; CCCL Variances; Planned Use Developments; Sale of City Owned Properties; Master Plans; Ordinance Amendments, etc	80	46	65	75	80
Percentage of Public Hearings before the Community Redevelopment Agency in 60 days from Complete Application	100%	100%	100%	100%	100%
Number of Applications Processed	10	8	10	10	8
Percentage of Public Hearings before Planning and Zoning Board in 30 days from Complete Application**	100%	100%	100%	100%	100%
Number of Applications Processed **Applications include all applications mentioned above, with the addition of Site Plans and the exception of Easement Abandonments; Subdivision Plats; Downtown Plans, etc.	80	65	65	75	65