

# Development Listening Tour

May 10, 2022





# Development Listening Tour

## Presentation Outline

1. Introduction
2. The proposal
3. The participants
4. Note summation
5. Next steps
6. Questions



# Development Listening Tour

## Responding to the Pandemic

- Service Delivery has changed
- Continuity of service
  - Dedication of Leadership and team members
  - Period of growth combined with staffing challenges
- New technology
  - Citizen's access portal
  - Digital plan review
  - Remote work



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## Timing of Results

- Interviews 1 year ago
- Filled key staff positions
  - Planning & Housing sections
- Current work programs
  - IDS Charter and Action Plan
  - 10 Year Housing Plan implementation
  - Affordable Housing Incentives
  - Carbon Neutrality Plan implementation



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- Why – to engage our customers in a discussion on process and requirements
- Who – contractors, developers, engineers, architects, designers, attorneys – folks that do business with us
- What – 1.5 hour interviews with 2-3 participants
  - provided questions ahead of time
  - Identity kept confidential
  - information used to take action
- When – 1<sup>st</sup> & 3<sup>rd</sup> Friday of each month



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- 9 Interview Sessions (March – September 2021)
- 16 Participants
  - 6 Contractors/Home Builders
  - 3 Engineers
  - 2 Developer/Builders
  - 2 Architects
  - 1 Developer
  - 1 Facility Manager
  - 1 Attorney

## Interview Panel

- Guillermo Cortes, SWI Engineering
- Mark Woodson, Woodson Engineering
- Shane Dille, Deputy City Manager
- Rick Barrett, City Engineer
- Dan Folke, Community Development Director



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1. What type of development applications and services are you familiar with and what has been your role? (Ex: rezone, site plan, subdivision plat, civil plans, building permit, impact analysis, inspections...)
2. How would rate the overall experience working with the City of Flagstaff from 1-5? (1 lowest to 5 highest) (Average was 3.49)
3. Please explain why you chose the rating you did.
4. What can the City of Flagstaff do to improve our customer service?
5. If you controlled the City of Flagstaff codes and procedures what 3 things would you change, eliminate or supplement?
6. Do you have an example of how other communities complete an application or process that you would like to see in Flagstaff?
7. What ideas do you have to improve the efficiency and cost of subject applications?
8. If you work on housing projects – what requirements would you change to lower the cost of dwelling units?
9. What topics have we not covered that you would like to discuss?



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## Notes Compilation Attachment

- Providing comments “unfiltered”
- Not fact checked
- Interviews conducted March – September, 2021
- Numerous items have been addressed



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## Common Terms

- Interdivision Staff (IDS)
- Single Point of Contact (SPOC)
- Codes & Standards
- Concept/Site Plan

## Process

- Pre-application meeting
- Concept Plan
- Site Plan
- Building & associated permits
- Civil plan review
- Inspections
- Certificate of Occupancy



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## Comment Summation

1. Customer service
2. Work for the success of the applicant
3. Review of process and requirements for efficiencies
4. Consistency across codes – how they work together
5. Consistent implementation
6. Community discussion on priorities and potential tradeoffs
7. Community discussion on how infrastructure is provided
8. Review codes and standards



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## Next Steps

- Continue discussion with IDS Team
- Coordinate budget priorities
  - Plan implementation
    - Code review
  - Affordable Housing Incentives
  - Land Availability and Suitability study
- Implement change
  - Internal process and procedure – IDS Charter & Action Plan
  - Code amendments – Community discussion



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Thank You for Listening!