

City of Flagstaff Development Listening Tour 2021

Why: The purpose of the listening sessions is to open a dialogue with our customers about the development process and procedures to find efficiencies and improve the overall experience for our applicants, owners and staff. Staff consistently hears concerns about the time and cost of the process to rezone property, site plan and building permit approval, and how it impacts the ability to deliver efficient commercial development, impacts to local small businesses, and the impacts to housing affordability. The listening session panel will engage a variety of community members who interact with development review staff with the goal of identifying and implementing changes that will improve efficiency and experience while maintaining community values represented in our standards, as well as the health and safety of the community. Listening tours have been done before by previous Deputy City Managers with results reported back to Community Development. While the listening sessions could become an ongoing monthly or quarterly activity, another potential outcome is the creation of an informal advisory panel that can work closely with the staff Development Oversight Team (DOT).

Who: Deputy City Manager Shane Dille, Community Development Director Dan Folke, City Engineer Rick Barrett, and a Chamber of Commerce representative will comprise the listening session panel that will meet with a variety of community members such as property and business owners, local service providers, contractors, developers, engineers, architects, designers and attorneys. Participants will be grouped with like professionals or a small group representing their company. To help identify participants we will work with Jessica Drum, city staff and the Chamber of Commerce to put out a call for participants.

What: Schedule 1.5-hour sessions with 2-3 participants that seek development approvals and services, such as rezoning and plat applications, concept and site plans, new construction building permits and over the counter permits. We will provide questions prior to the meeting so participants can think about responses

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in preparation along with instructions on how the information gathered will be used. Topics will cover the review process, code and application requirements, affordability, incentives, concept and site plans, transportation, water and sewer impact analysis, plats, building permits and costs of doing a project in Flagstaff. The discussion will include a request for specific items we could adopt, alter or eliminate that will make the development process more efficient and cost effective.

The information received will be compiled and then shared with participants, the Chamber of Commerce, City Council, the public, city staff and the Development Oversight Team (DOT). The identity of the commenter will be kept confidential. Comments and ideas may be grouped into items we can take immediate action on, medium and long term actions. We will look for themes and commonly heard input. The DOT can assist in identifying which ideas to pursue and seek confirmation from the session panel. The team will create a timeline to implement identified changes.

When: Listening sessions will be scheduled using Teams or Zoom for 1.5 hours, 10:00 am on the first and third Friday of each month. The goal is to begin in February and continue until the interview panel determines initial results can be shared, while we continue the listening tour, as agreed by the interview panel. The listening tour may continue as a regular function of development oversight and may also lead to the creation of an advisory panel.

City of Flagstaff and Greater Flagstaff Chamber of Commerce

Development Listening Tour 2021 Questions

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)
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?