

LAND DEVELOPMENT PROCESS

Metrics and Tracking

Planning Commission – September 15, 2021

BACKGROUND

- April 2020 - Government Performance Solutions, Inc. contracted to audit current land development process
- SOLVE project

SOLVE

What is SOLVE?

1. Scoping the opportunity
2. Organizing the resources
3. Learning it
4. Verifying the impact
5. Ensuring sustainment

IMPROVEMENT IDEAS

Through SOLVE, several improvements have been made:

1. Reduced referral review times (up to 2 week reduction per referral round)
2. Digital submittals vs. paper
3. New software for reviews
4. Updated user guides and applications
5. Streamlined our internal DRT meetings
6. Created a Development Agreement process
7. Future UDC updates

LAND DEVELOPMENT APPLICATION PROCESS

Multiple steps and sub-processes:

1. Initial submittal/completeness check
2. Referral review – internal and external agencies
3. Development Review Team - DRT meetings
4. Final submittal
5. Final approval (Administrative, PC, and/or BOT)

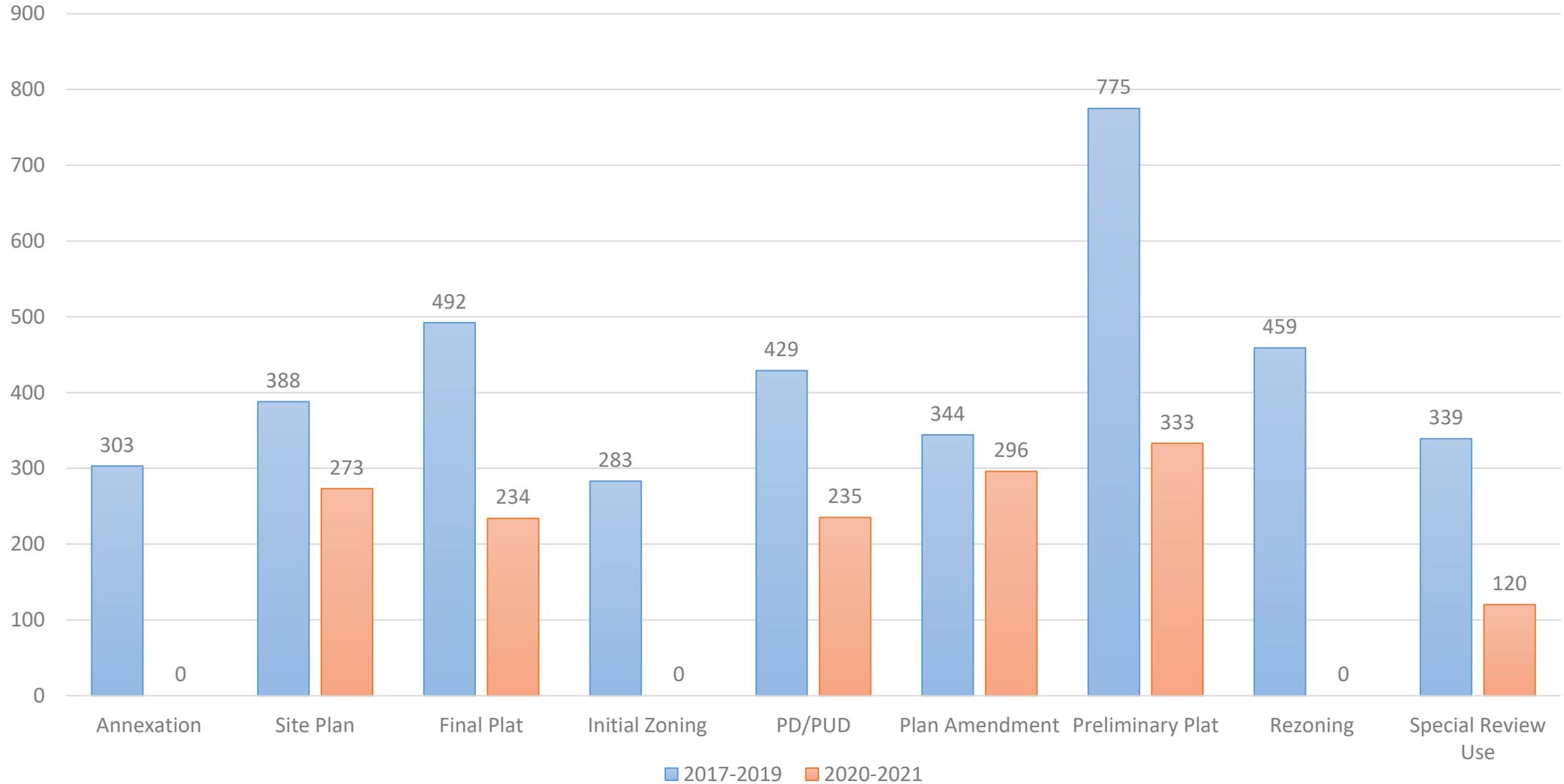
METRICS AND TRACKING

How do we track projects and verify impacts?

- Excel tracking spreadsheet
- Key data points – first submittal, comments sent back, re-submittal, PC/BOT date, etc.
- Goal – How long from start to finish? – compare this to older applications to see improvement
- Enough data to report on Total Time
- Not enough data to report on time with Town vs. Applicant. This is a goal for next report.

Land Use Application Metrics – *Total Time (Days)*

(Measured from initial application intake date to approval date: Administrative, PC or BOT)



84 completed applications reported on

Land Use Application Metrics – *Information Dashboard*

(Current applications in process used to generate this data. Future data will be gathered from completed projects)

APPLICATION TYPE	# of Applications	Completeness Rounds	Referral Rounds	1 st Referral # of Total Days	1 st Referral # of Working Days	2 nd + Referral # of Total Days	2 nd + Referral # of Working Days
Annexation	5	1	1.5	57	41	37	27
Site Plan	19	1.05	1.8	50	36	38	27
Final Plat	19	1.2	2.4	48	35	40	29
Initial Zoning	3	1	1.6	51	37	37	27
PD/PUD	3	1.3	3.3	51	37	28	20
Plan Amendment	20	1.15	2	40	29	34	24
Preliminary Plat	12	1.2	2.5	52	37	37	27
Rezoning	3	1	2.3	51	37	28	20
Special Review Use	6	1	1.8	43	31	33	24
Total	90	1.1	2.1	49	36	35	25

Land Use Application Metrics – *Future Additional Dashboard*

APPLICATION TYPE	Staff Time Total Days	Staff Time Working Days	Applicant Time	Admin/PC/BOT Time	Total Time
Annexation					
Site Plan					
Final Plat					
Initial Zoning					
PD/PUD					
Plan Amendment					
Preliminary Plat					
Rezoning					
Special Review Use					
Total					

Land Use Application Metrics – *Future Detailed Tracking*

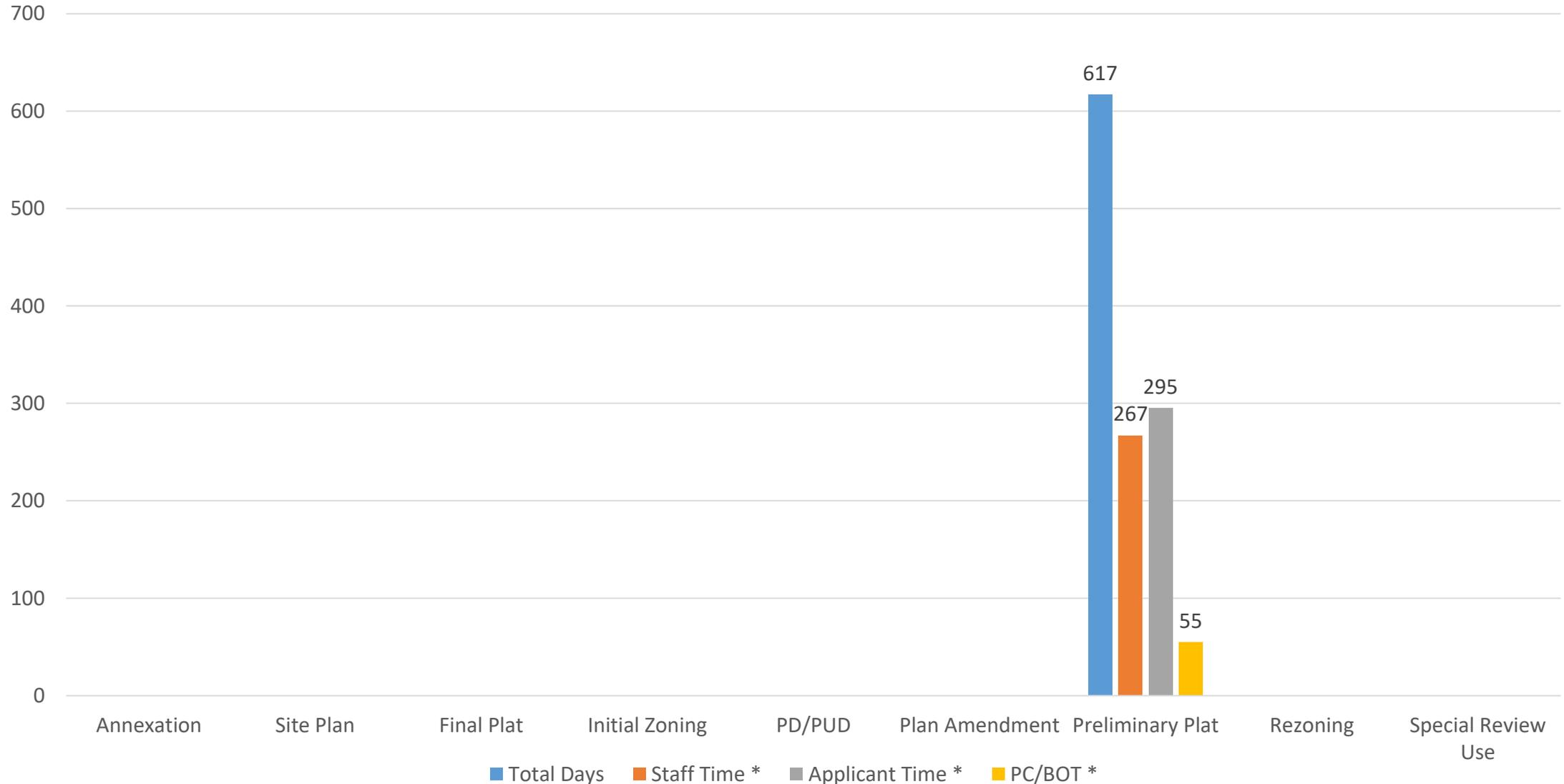
	Initial Submittal	Completeness Sent to Applicant	Applicant 1st Referral Submittal	Comments sent to Applicant	Applicant 2 nd Referral Submittal	Comments sent to Applicant	Applicant 3 rd Referral Submittal	Comments sent to Applicant
Final Plat	7-6-2020	7-8-2020	7-20-2020	9-11-2020	10-14-2020	11-18-2020	12-4-2020	12-23-2020

	Applicant Final Documents Submitted	Final Approval Date	Admin/PC/BOT Process	Staff Time (Days)	Applicant Time (Days)	Overall Time (Days)
Final Plat	12-30-2020	1-26-2021	14	95	68	204

- This Final Plat example is the typical application review process with 3 rounds of referrals.
- More data points will be collected with all applications to report on:
 - Completeness time
 - Referral time
 - Staff time
 - Applicant time
 - PC/BOT time

Land Use Application Metrics – *Staff Time vs. Applicant Time*

(Measured from initial application intake date to approval date: Administrative, PC or BOT)



This page shows an example of 1 application. Future reports will show the average Staff Time vs. Applicant Time by application type. *Total days and not working days

Land Use Application Metrics – *Excel Tracking Spreadsheet*

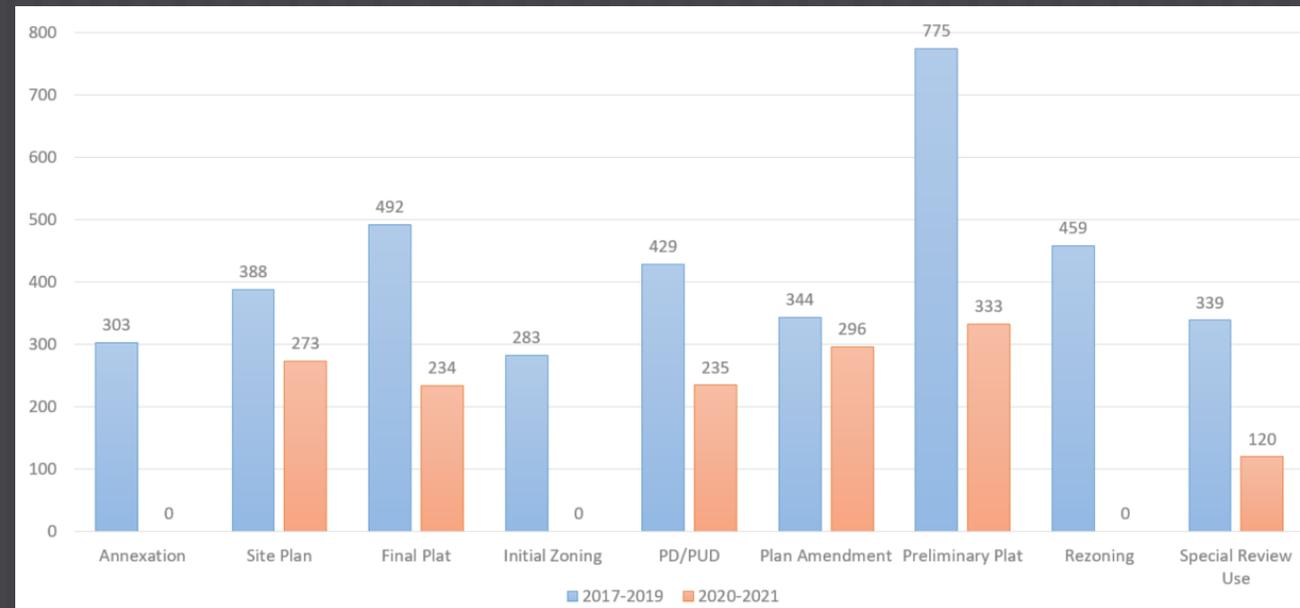


The image shows a screenshot of an Excel spreadsheet with over 130 columns. The spreadsheet is organized into several sections with colored headers (pink, blue, green, red). The data is dense and appears to be a detailed tracking system for land use applications. The columns are labeled with various metrics and categories, and the rows contain numerous data points for each application.

- Currently, over 130 columns of information is manually input for each application
- Additional data points have been added to track more detailed information

METRICS RESULTS AND CONCLUSIONS

1. Improvements have been made with measurable results
2. Improvement between pre-SOLVE applications and post-SOLVE applications
3. Future tracking will include all completed applications
4. Average length of time will include more detailed breakdowns: Staff Time vs. Applicant Time, # of reviews, etc.
5. Bi-Annual reporting



FUTURE SOFTWARE INTEGRATION

1. Energov currently being used
2. Several issues with software
3. New software to streamline routing, reviews and tracking is needed

ADDITIONAL TRACKING AND FEEDBACK

1. Customer Survey April 2020
2. New Survey to be created to help gather feedback
3. Potential survey after each application is completed for immediate feedback