

Mayor Jane Castor

Transforming Tampa's Tomorrow

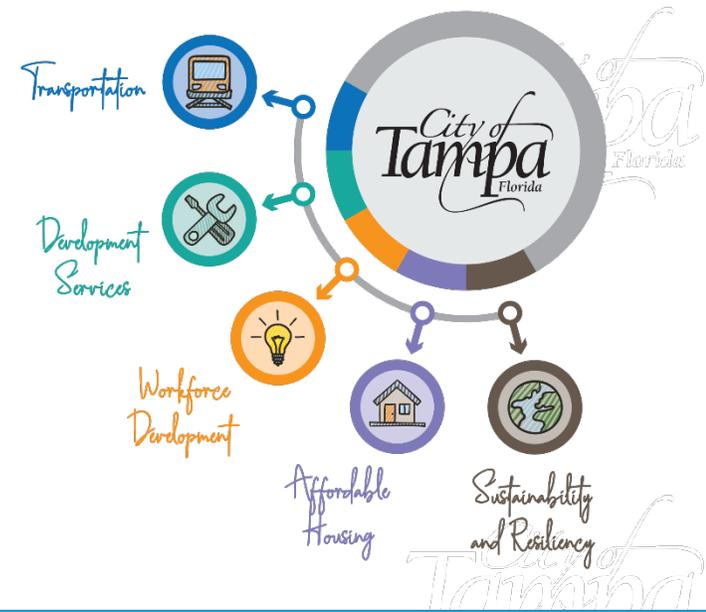
Chair: Carole Post **Co-chairs:** Sonya Little, Hon. Harry Cohen





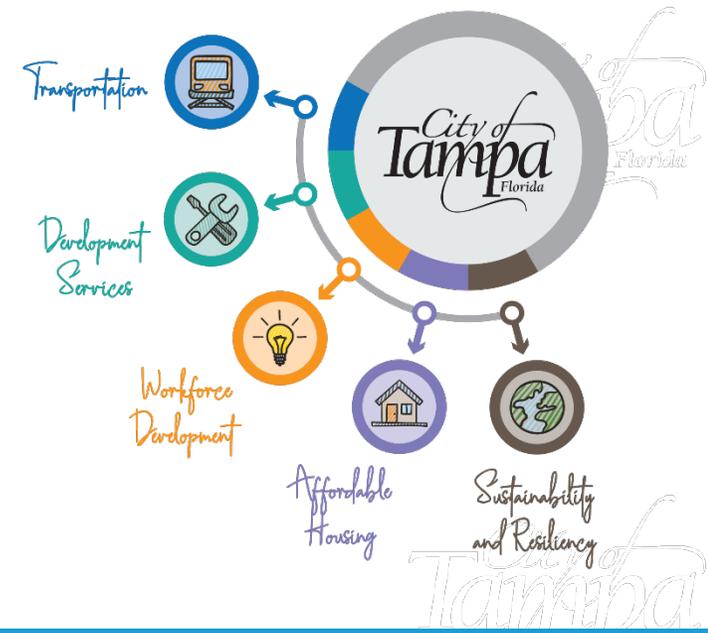
WELCOME

Mayor's Development Services Advisory Team
Kick-Off Meeting
Monday, June 24, 2019



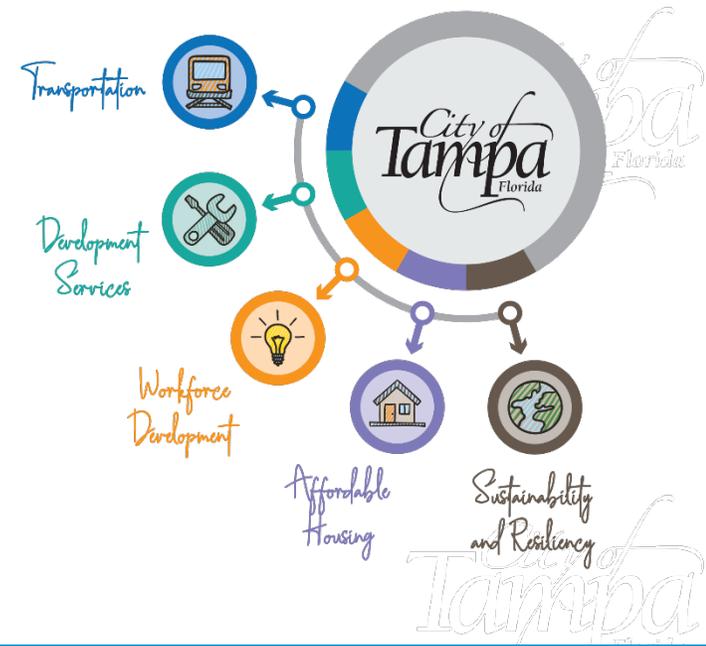
INTRODUCTIONS

Mayor's Development Services Advisory Team



STAFF BRIEFINGS

Mayor's Development Services Advisory Team



CURRENT STATE PRESENTATION

Mayor's Development Services Advisory Team

DEVELOPMENT SERVICES

CONSTRUCTION SERVICES

- Residential & Commercial Construction Permits
- General counseling, permit intake & processing
- Professional Plans Review
- Site, Building, Trades Inspections
- Floodplain Mitigation

FIRE MARSHAL

- Construction Permit Plan Review
- Development Entitlement Plan Review
- Fire Inspections

PLANNING, DESIGN & DEVELOPMENT COORDINATION

- City Zoning, Urban Design, Development Code Composition
- Development Entitlement Review & Coordination Services for land development, subdivision, right-of-way
- Administration of Variance Review Board
- Community Planning
- Right-of-Way Mapping & Records Management
- Permitting & Inspection Services:
 - Alcoholic Beverages, Sidewalk Cafes
 - Vendors, Temp Special Events, Commercial Tents
 - Business Permits (“BOPs”)
 - Natural Resources
 - Right-of-Way
- GIS services for Planning & Development, Economic Development

ARCHITECTURAL REVIEW & HISTORIC PRESERVATION

- Coordination of Architectural Review and Certificates of Appropriateness for Local Historic Districts
- Administration of Historic Preservation Commission, Barrio Latino Commission, Architectural Review Commission

UTILITY PERMITS

- Water Service
- Wastewater Service

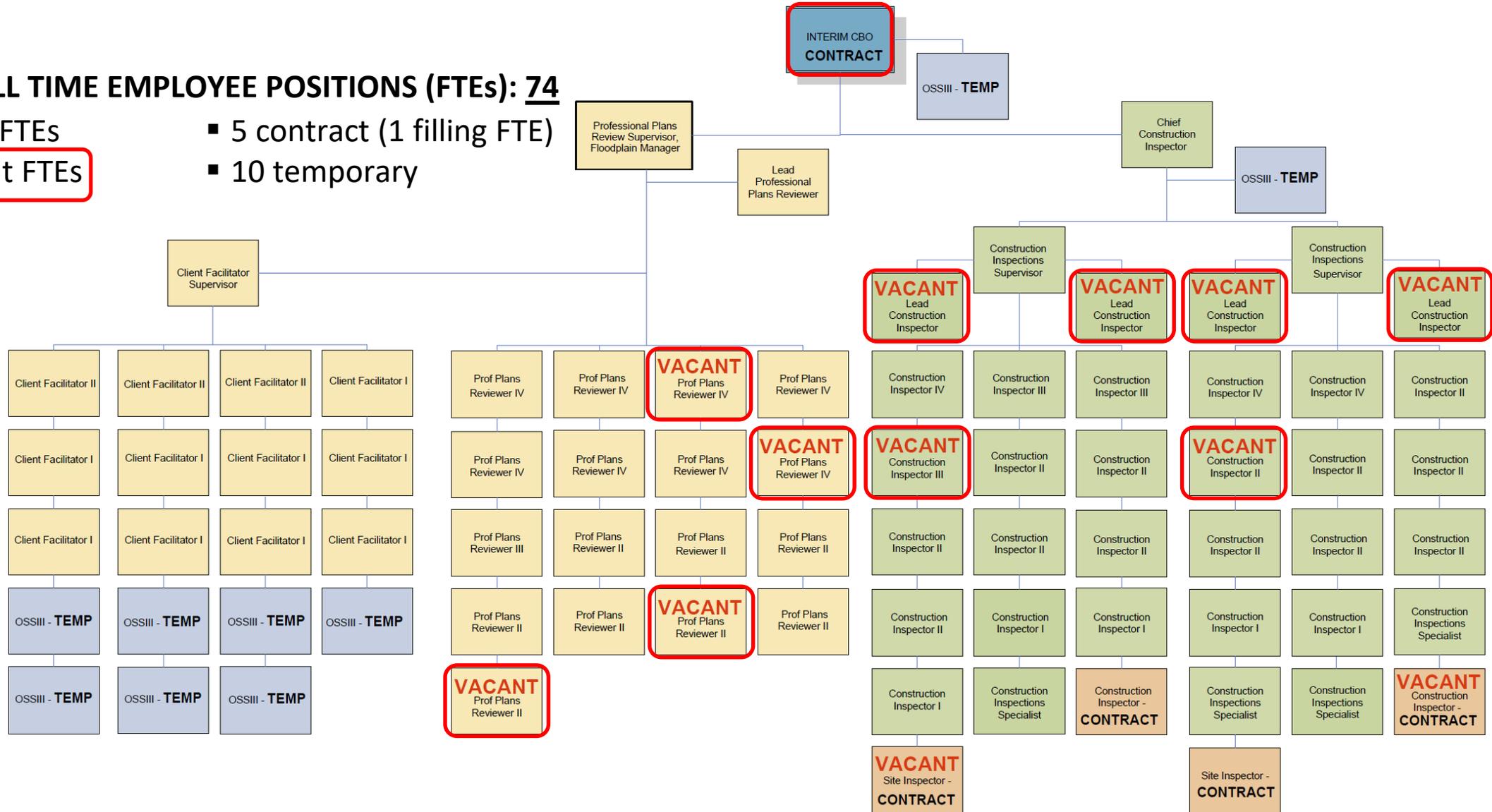
Construction Services

Current Organization & Staffing Levels



TOTAL FULL TIME EMPLOYEE POSITIONS (FTEs): 74

- 63 filled FTEs
- 10 vacant FTEs
- 5 contract (1 filling FTE)
- 10 temporary



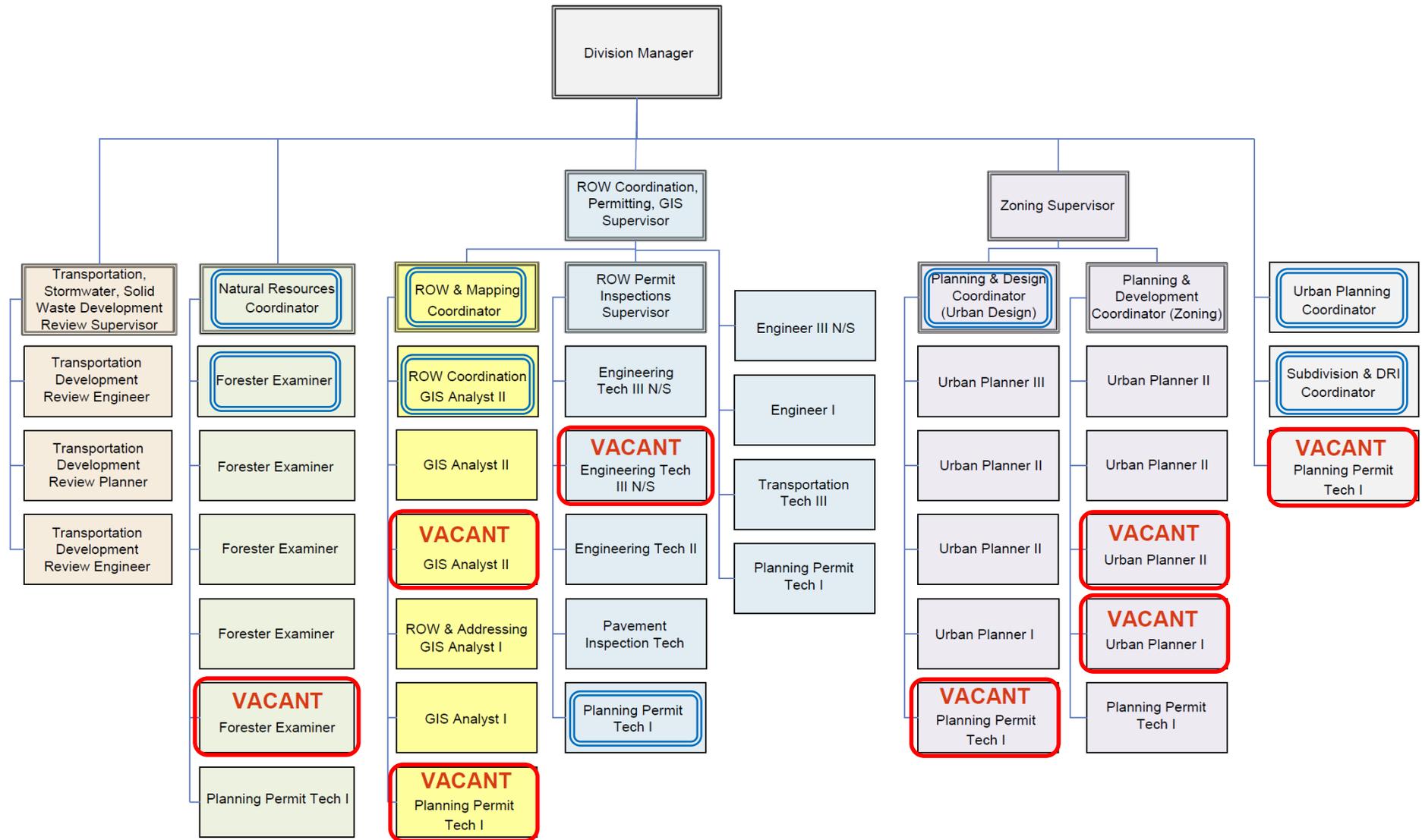
Planning, Design & Development Coordination

Current Organization & Staffing Levels



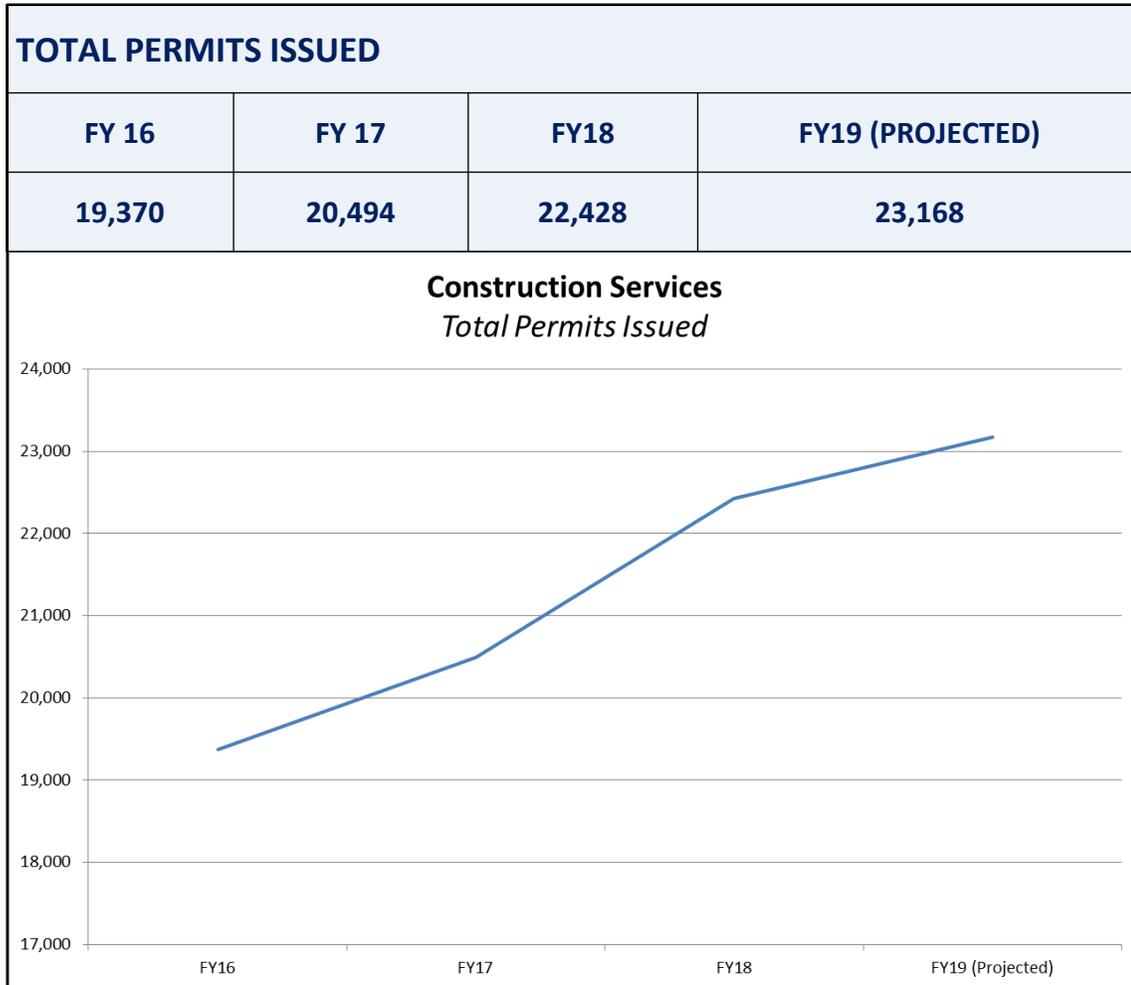
TOTAL FULL TIME EMPLOYEE POSITIONS (FTEs): 46

- 37 filled (FTEs)
- **8 vacant**
- 1 retiring June 2019
- 3 retiring in 6 mths +/-
- 4 retiring in < 2 years
- 1.5 contract:
 - 1 filling FTE
 - 1 part time (2 dys/wk)



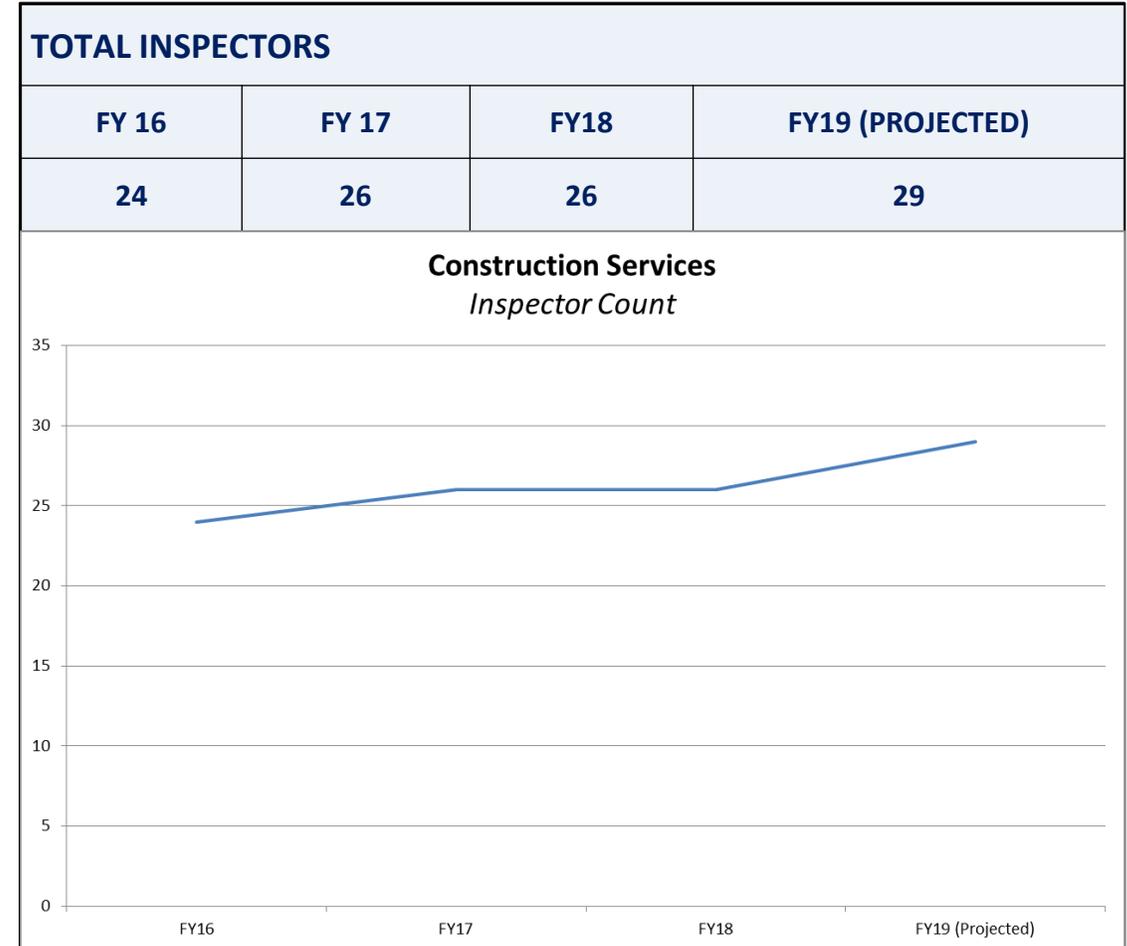
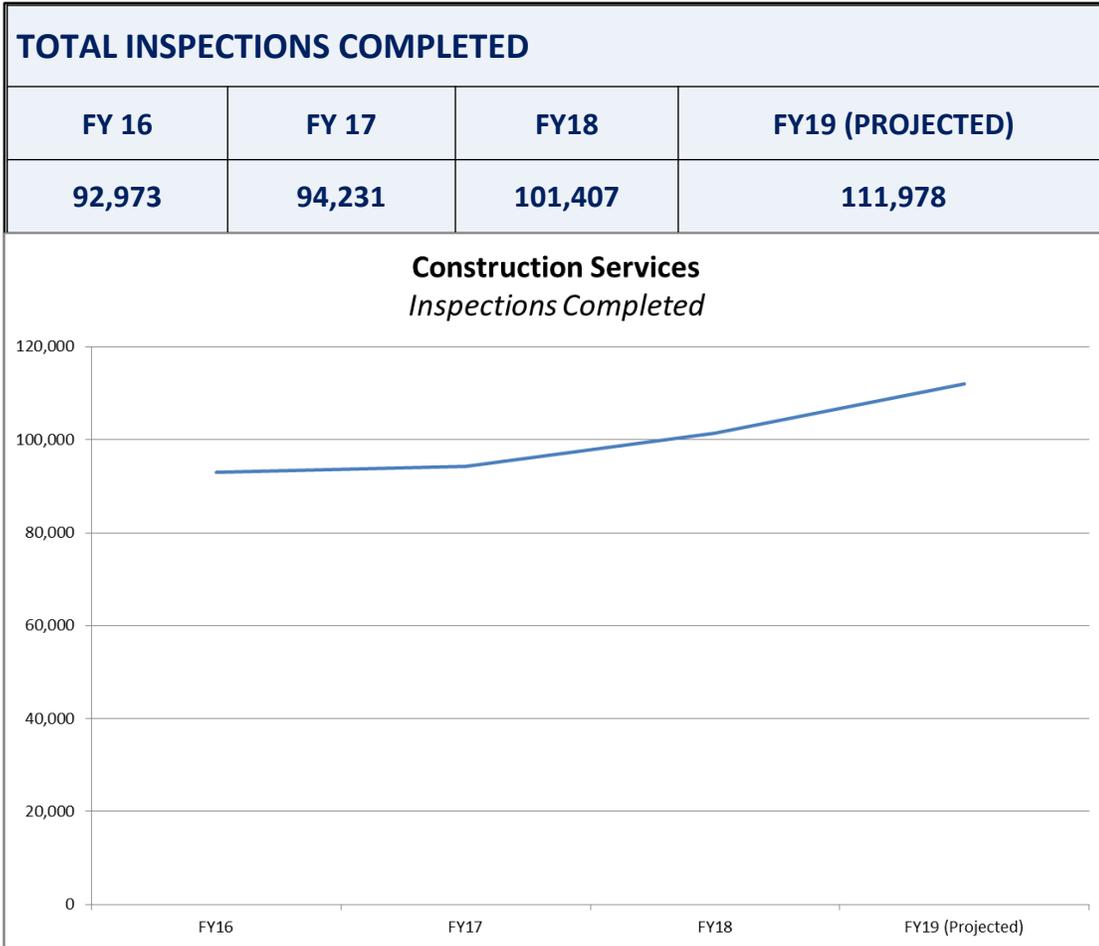
Production Statistics

Construction Services – Permits, Plan Reviews, Inspections



Production Statistics

Construction Services – Permits, Plan Reviews, Inspections



Production Statistics

Planning, Design & Development Coordination



TOTAL DEVELOPMENT COORDINATION RECORDS COMPLETED			
FY 16	FY 17	FY18	FY19 (PROJECTED)
1537	1681	1861	1915
GENERAL RECORD TYPES		<ul style="list-style-type: none"> Substantial Change Plan Reviews Business Permits Preliminary Plat Final Plat Infrastructure Construction DRI-Notice of Proposed Change Maintenance Agreements Development Agreements Roadway Construction Agreements 	
<ul style="list-style-type: none"> Rezoning Special uses Alcohol permits Variances Temp Special Event Permits Commercial Tent Permits Dog-Friendly Dining Permits Zoning Letters Incremental Plan Reviews 			

TOTAL DESIGN/OVERLAY DISTRICT REVIEWS COMPLETED			
FY 16	FY 17	FY18	FY19 (PROJECTED)
<i>pending</i>	<i>pending</i>	<i>pending</i>	<i>pending</i>
GENERAL TYPES		<ul style="list-style-type: none"> East Tampa Overlay Neighborhood Mixed Use Districts 	
<ul style="list-style-type: none"> CBD (Downtown) Channel District Seminole Heights South Howard Ave Overlay New Tampa Overlay Kennedy Blvd Overlay Westshore Overlay West Tampa Overlay 			

Production Statistics

Planning, Design & Development Coordination



TOTAL RIGHT OF WAY PERMIT & COORDINATION RECORDS COMPLETED			
FY 16	FY 17	FY18	FY19 (PROJECTED)
1895	2921	3333	4850
GENERAL RECORD TYPES <ul style="list-style-type: none"> • Standard Right of Way Permit • TECO Weekly Work Starts • City Infrastructure Permits • Valet Operations • Banners • Road Closures for Construction Staging • Small Wireless Infrastructure • Annual Registration for Communications Providers, Pass-Through Providers • Right of Way Vacating • Right of Way Encroachments • Releases of Easement 			

TOTAL NATURAL RESOURCES PLANS PERMITS, INSPECTIONS			
FY 16	FY 17	FY18	FY19 (PROJECTED)
2266	2693	2921	3579
GENERAL RECORD TYPES <ul style="list-style-type: none"> • Protected Tree Removal • Grand Tree Removal/Pruning • Public Improvement Plan Review & Permits • Plan Review & Inspections for Development Entitlement records • Plan Review & Inspections for Construction Permit records • Plan Review & Inspections for Right of Way Permit records • Code Enforcement records 			

Previous Improvement Initiative

Economic Competitiveness Committee 2011-2012



Economic Competitiveness Committee (ECC)

- Focus Areas & Recommendations
- Completion Status of Recommended Tasks/Actions
- Summary Table – *in progress*

Current Improvement Initiatives

Planning, People, Process & Technology



PLANNING

- *40th Street Planning Area* – Area Zoning & Form Based Development Code
- *Transit Oriented Development (“TOD”) Grant* (Tampa Heights Area) – Station Area Plans, Transit Policy Updates, Form Based Development Code

PEOPLE

- Building Inspector Licensing Requirements
- Contract & Temporary Employees
- Co-op Program & Internships

PROCESS & TECHNOLOGY

- Digital Plan Room for Accela
- Design Review & Certified Commercial Site Plan

Development Services

Immediate Challenges



PEOPLE

- High Vacancy Count
- Impending Retirements
- City's current Recruitment & Hiring process
- Use of Contract/Temp vs. FTEs
- Limited Availability of Talent/Specialties due to Current Market Conditions

PROCESS & TECHNOLOGY

- Inspector Application improvements and/or replacement (Accela)
- Needs for additional scripting (coding) to improve automation in each record process (Accela)



TECHNOLOGY UPDATE

Mayor's Development Services Advisory Team

Technology Update

- Accela
 - Provides solutions for the community development and regulation market
 - Rated as a tier one provider suitable for large, complex municipalities with >\$1B in operating income
 - Considered a “platform” rather than a “configurable” solution
 - Established in 1999
 - Claims 2200 customers

Technology Update

- Tampa's currently licensed products
 - Accela Automation
 - The staff portal that contains the business logic for building, planning, utility and code enforcement
 - Accela Citizen Access
 - The citizen portal with inquiry, scheduling, application submittal and payment capabilities
 - Land Management & AGIS
 - Basic features for land use designation and GIS mapping functionality
 - iOS Inspector and Contractor apps
 - Provides basic iPhone/iPad services for Apple devices

Technology Update

- Tampa's currently licensed products – con't
 - ePermit Hub
 - Enables plan/pdf signing and submittal
 - Reporting Services
 - Standard business intelligence suite
 - Civic Data
 - Open data portal for sharing Tampa specific data
 - Multiple System Interfaces
 - CyberSource payments, general ledger, County extract, code cert mailing, Civic Insight
- Tampa hosts their own Accela implementation
 - The production environment includes 19 virtualized servers including failover provisioning, with a total of 42 servers for development, test, production and support environments

Technology Update

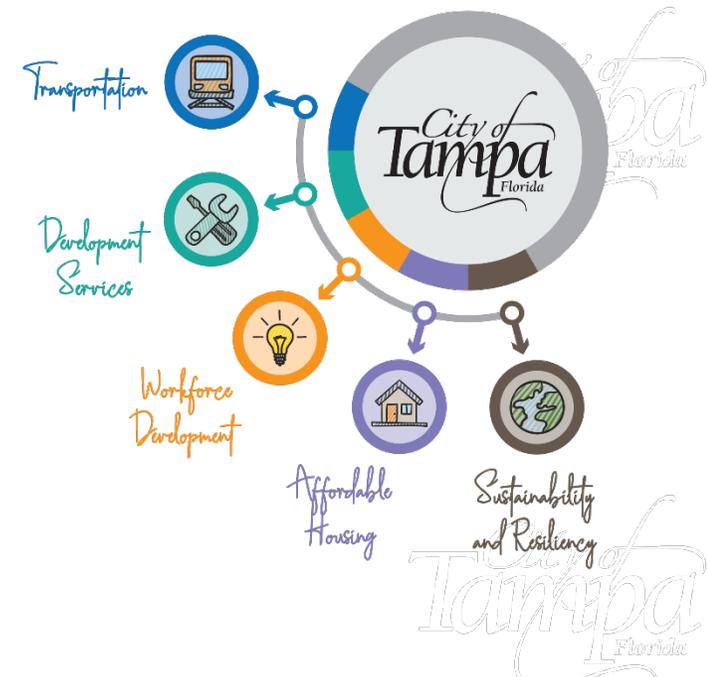
- Example

Building Records

- Add a Contractor to a Record
- Commercial
 - Commercial Annual Facility
 - Commercial Building Alterations
 - Commercial Building Trade Permit
 - Commercial Burglar Alarm\Alarm Components
 - Commercial Demolition Permit
 - Commercial Electrical Trade Permit
 - Commercial Fire Trade Permit
 - Commercial Mechanical Trade Permit
 - Commercial Miscellaneous Permit
 - Commercial New Construction and Additions
 - Commercial Permit Extension
 - Commercial Plumbing Trade Permit
 - Commercial Roof Trade Permit
 - Commercial Site Trade Permit
 - Commercial Utility Application
- Flood Verification
- Pre-App Consult
- Preliminary Plan Review
- Residential
 - Residential Building Alterations
 - Residential Building Trade Permit
 - Residential Demolition Permit
 - Residential Electrical Trade Permit
 - Residential Mechanical Trade Permit
 - Residential Miscellaneous Permit
 - Residential New Construction and Additions
 - Residential Permit Extension
 - Residential Plumbing Trade Permit
 - Residential Roof Trade Permit
 - Residential Site Trade Permit
 - Residential Utility Application
- Revision
- Trees
 - Tree Consultation
 - Tree Removal Permit

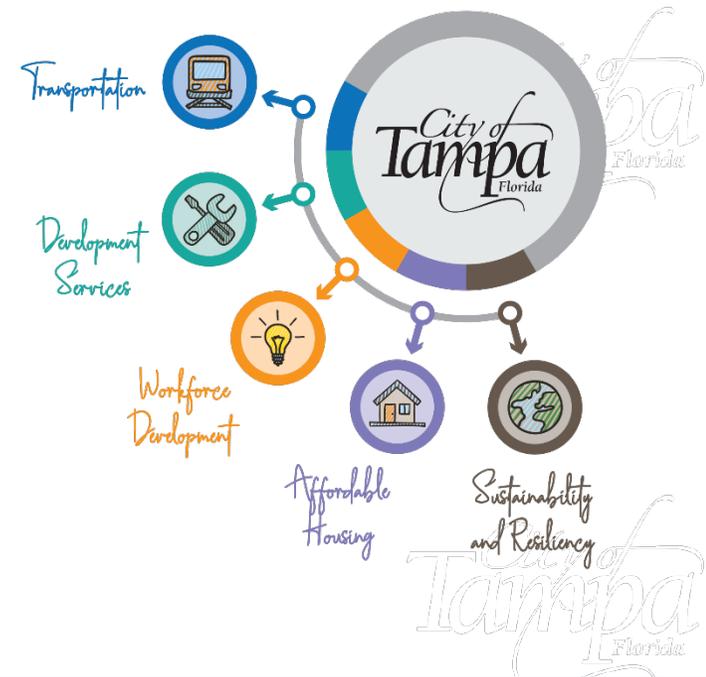
Technology Update

- In Accela parlance, business process functions are enabled through “records” that delineate data options and workflow, and “scripts” that enable special processing.
- Through the initial implementation with Accela, 3+ years of contractual services, and in-house services, the City has created more than 120 record types tied with some 800+ scripts.
- Because of its roots as a “platform solution” Accela is an engine that is adaptable to the unique laws, policies, and planning/building challenges that vary so widely from City to City.
- That adaptability comes at a price. Adding, changing, evolving or extending business processes involves development and test activities rather than choosing to turn an existing feature set on or off.



ADVISORY TEAM DISCUSSION

Mayor's Development Services Advisory Team



NEXT STEPS

Mayor's Development Services Advisory Team