

Mayor Castor's Advisory Teams
Development Services Advisory Team – Chair Julia Mandell
Thursday, September 18, 2019 at 10:00 A.M.
Tampa Police Department – Headquarters
411 Franklin Street – 5th Floor
Tampa, Florida 33602

Advisory Members: Chair Julia Mandell, Jennifer Motsinger, John Diaz, Charlie Rollins, Rhea Law, Andy Scaglione, Mike Loomis, Robert Torres, Solimar Molnar, Lakshmi Shenoy, Fred Hames, Chase Collier, Carroll Ann Bennett.

Transition Team and staff present: Transition Lead Carole Post, Transition Co-Chair Sonya Little, Advisory Team Co-Chair Harry Cohen, City Attorney Gina Grimes, Chief Technology Officer Russell Hauptert, Assistant City Attorney Cate Wells, Director of Planning and Development Thomas Snelling, Planning, Design & Development Coordinator Catherine Coyle, Professional Plans Review Supervisor Dave Jennings, Chief Construction Inspector Troy Chavez, Natural Resources Coordinator Kathy Beck, and City Clerk Support Technician Karencia Ciagala.

Transition Lead Carole Post welcomed everyone, advised the team that she is adding a section to the agenda, for public comment at the end of the meeting. **Transition Co-Chairs Harry Cohen and Sonya Little** thanked members for their service.

Team Chair Julia Mandell stated the handout of draft recommendations is a culmination of this teams findings and the team will be identifying any areas to expand upon or change. She asked **Transition Lead Carole Post** to provide an overview of the current draft document.

Page 2

The listing of Exhibits, though not currently attached to the draft, will be included in the final document.

Page 4

Under General Findings and Recommendations, there is a tracking component, actions required, and a responsible party identified for implementation.

Page 5

A staffing chart shared at the June meeting now shows many positions filled. Need to accelerate reserved forces needs and the process for hiring. Exhibit B – Key measures for staffing needs to be adaptable and an evolving process. Thom Snelling, Dave Jennings, Cathy Coyle and Troy Chavez have all been keeping the organization running well, stepping up, and doing a great job!

Pages 7 – 11

Process improvements were completed. Planning & Development has retained content in a more user-friendly home page. Thousands of pages are to be reviewed, and will be updated. Accela has new web page making user experience more helpful, and we welcome feedback.

Discussions

Team Chair Julia Mandell referring to the draft document and going page by page began the team discussions.

Rhea Law recommended changing the wording on page three from *development community* to include *everyone, including all citizens of Tampa*.

Discussions continued regarding funding sources, as well as accountability and continued review. It was the team's consensus that responsibility should be held and key project manager identified at the administration level, with a list of duties, falling under the tracking assessment. Internally, responsibility is under the project manager; externally, possibly a quarterly forum made up of members similar to this team, and a continuous dialog for feedback to ensure this same conversation doesn't need to happen ten years down the road.

Two changes in the hiring process have occurred because of this teams/and staffs discussions. Administration now has ability to hire (not HR). Planning and Development staff meet regularly or talk with HR to be more engaged in the process. **Thomas Snelling** advised that the meetings with HR (Human Resources) have helped his staff better understand what HR's needs/requirements for hiring are, and HR has a better understanding of Planning and Development's needs. It has been a revelation for both sides.

Referring to *Expand the Resource Pool* (Page 6), discussions continued in regards to ability to contract and differences between tree service staff and an actual arborist. **City Attorney Gina Grimes** advised that local government (if it wants to) can utilize and hire third party vendors that are qualified to perform the task. The private process is easier in other jurisdictions, so our code needs to become user friendly. Being a highly regulated industry, this cannot be resolved today. We are developing policy and implementing change to be more user friendly and this takes time.

Team members stated that they want at least monthly oversight by project manager, and possibly a quarterly external forum, to obtain continuous feedback. **Advisory Team Co-Chair Sonya Little** would like to see a checklist of responsibilities for the project manager.

Director Thomas Snelling advised that a contract was made (arborist services), and conversations continue to know what can be utilized. **Natural Resources Coordinator Kathy Beck** said that the private firm goes out and does the work.

Meredith Bowmen suggested using problem/items rather than trying to obtain feedback. Transparency may highlight user's experience.

Transition Lead Carole Post stated that they are looking at and trying to coordinate/unify with Hillsborough County and other jurisdictions, as to how we do things with private providers.

Development Services is preparing a list for applicants to review before submitting their applications. They will also be updating, and adding more information to their webpages to cut down on workload by being more specific.

By empowering staff, they should be able to apply conditional approvals with internal guidelines or SOP to provide uniformity and consistency. Clarifying the process and side-by-side comparison of procedure/steps to processing will help to expedite procedures, and be able to provide an express same day review for some applications.

Recommendations: hands-on facilitators to help walk-thru applications; follow up to be completed by two employees instead of one to avoid delays in the ques; a call center hotline; and possibly a funding source.

Director Thomas Snelling said that a company provided a presentation of a system for video inspections. Walk-thru inspection videos, where recommendations of repairs or approvals are made after watching the video sent by the applicant, and then another video sent after the repairs are made to obtain approval without having to send an inspector to the site for all inspections. He said they are also looking at same day inspections by hiring qualified retirees to expand services and hours to nights and weekends.

Chief Construction Inspector Troy Chavez stated inspectors in Manatee County have used the video system and have heard the video system is great. Tracking systems, like UPS, are checking to see what Accela offers. System is so easy, that if allowed, even disabled employees could work from home.

Public Comment

As a contractor for over 40 years, **Charlie Bean** stated that he gets frustrated dealing with technology and the different requirements in the different jurisdictions. He said 30 years ago, he did the work out at the airport, and has worked on many projects. Mr. Bean said that a Miami developer wanted to charge about \$60,000 to fix a house on Frances Street that was leaning 12” out of plumb. To prove his expertise, Mr. Bean said that he did the work for \$12,000 and came within and eight of an inch. He has stopped counting the projects he has done, and wants to do more.

Director Snelling stated there was a consensus for some hands-on interior remodel. Chief Chavez said they would need to look at license requirements, they are leaning away from one or two family licensing, and this is not something that can be resolved today.

**Next Meeting:
Friday, October 4, 2019 at 2:00 P.M.
Tampa Police Headquarters – 5th Floor
411 N. Franklin Street
Tampa, Florida 33602**

Minutes prepared by City Clerk Support Technician Karencia Ciagala