



Gwinnett
Planning &
Development

2020 Business Plan Presentation

Kathy Holland, Director

Mission ~~im~~Possible

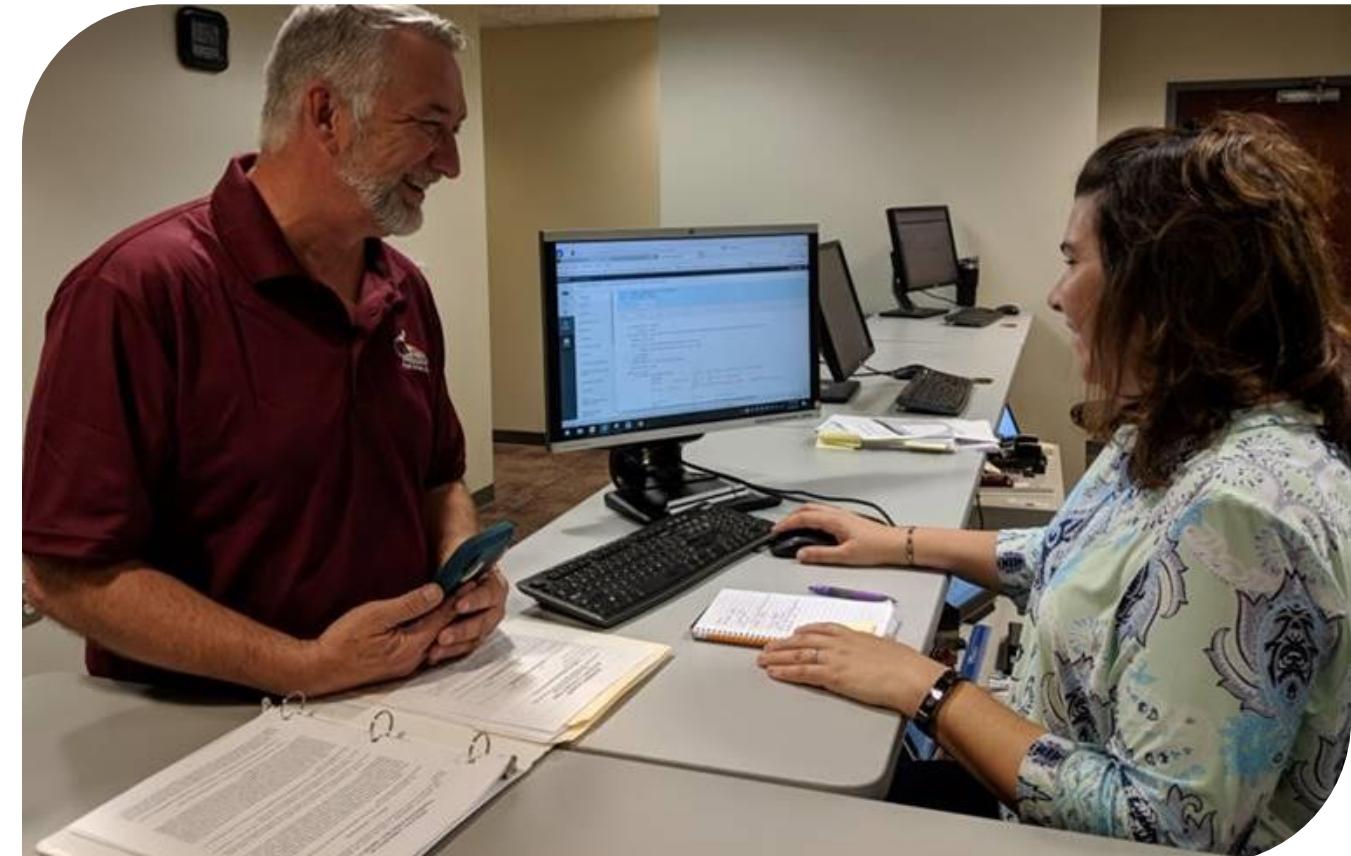
- Maintaining a culture of public service
- Upholding the Gwinnett County Standard
- This presentation will self-destruct in 30 minutes



Maintaining A Culture of Public Service



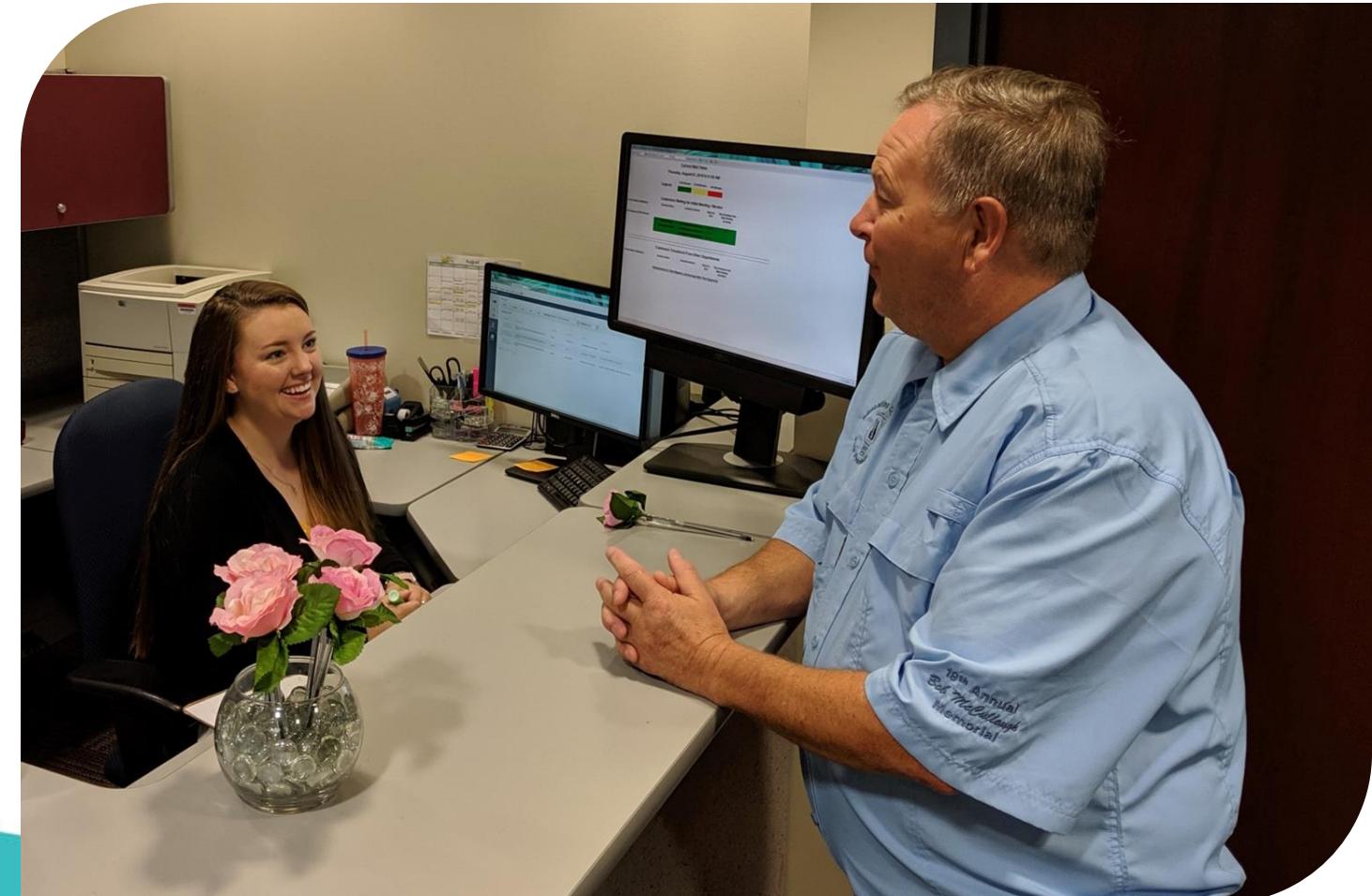
- Online services enhance efficiency and customer convenience
- Recognize the need to stay connected with our customers
- Promote understanding and empathy



Maintaining A Culture of Public Service



- Choosing a career in public service
- Reinforcing our role as public servants
- What does public service mean?
- Promoting employee retention



Upholding the Gwinnett Standard



The Gwinnett Standard means exceeding benchmarks and customer expectations

Enhancing Service Delivery

- Quicker response time
- Remote inspections
- Online calculator
- New customer service process and counter



Upholding the Gwinnett Standard



Utilization of Resources

- Succession Planning
- Cross-training staff

Sustainable Practices

- Electronic submittal of applications
- Electronic stamping
- Digital file storage

GWINNETT COUNTY

Department of Planning and Development

These project documents have been reviewed by applicable County Departments and have been found to be in substantial compliance with the applicable codes and regulations.

Jul 24, 2019

AUTHORIZED



Mission

To enhance the quality of life and property values in Gwinnett County by planning for growth and enforcing construction and environmental standards for development in new and revitalizing residential and non-residential neighborhoods.



Vision

To protect the natural environment and facilitate the creation of a built environment desired by the citizens of Gwinnett County through planning and development review.

Values

INTEGRITY

RESPONSIVENESS

EXCELLENCE

TEAMWORK



Overview of Services and Responsibilities



- Comprehensive Long Range Planning
- Zoning
- Land development and building construction
 - Plan review
 - Specialty reviews
 - Permitting
 - Inspections
- Licensing and Revenue
- New: Code Enforcement





Specialty Reviews

- Issue motion picture and television filming special effects permits
- Ensure pyrotechnics are safely conducted



Project Spotlight

- Exchange Gwinnett
- Infinite Energy Center Expansion
- Revel
- Orchid Grove
- Amazon
- Stone Mountain Tennis Center
- OFS



Project Spotlight



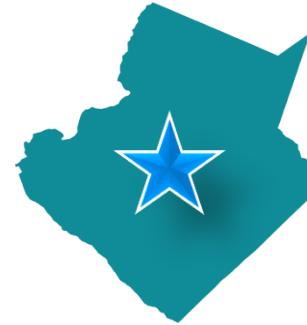
- Exchange Gwinnett District 4
- 118 acres
- 38 buildings total
- 7-day average plan review time
- Family entertainment, restaurants, grocery, medical office, and apartment homes



Project Spotlight

★ Infinite Energy Expansion District 1

- 119 acres
- 5-day average plan review time
- High-rise hotel, expanded convention center, parking decks



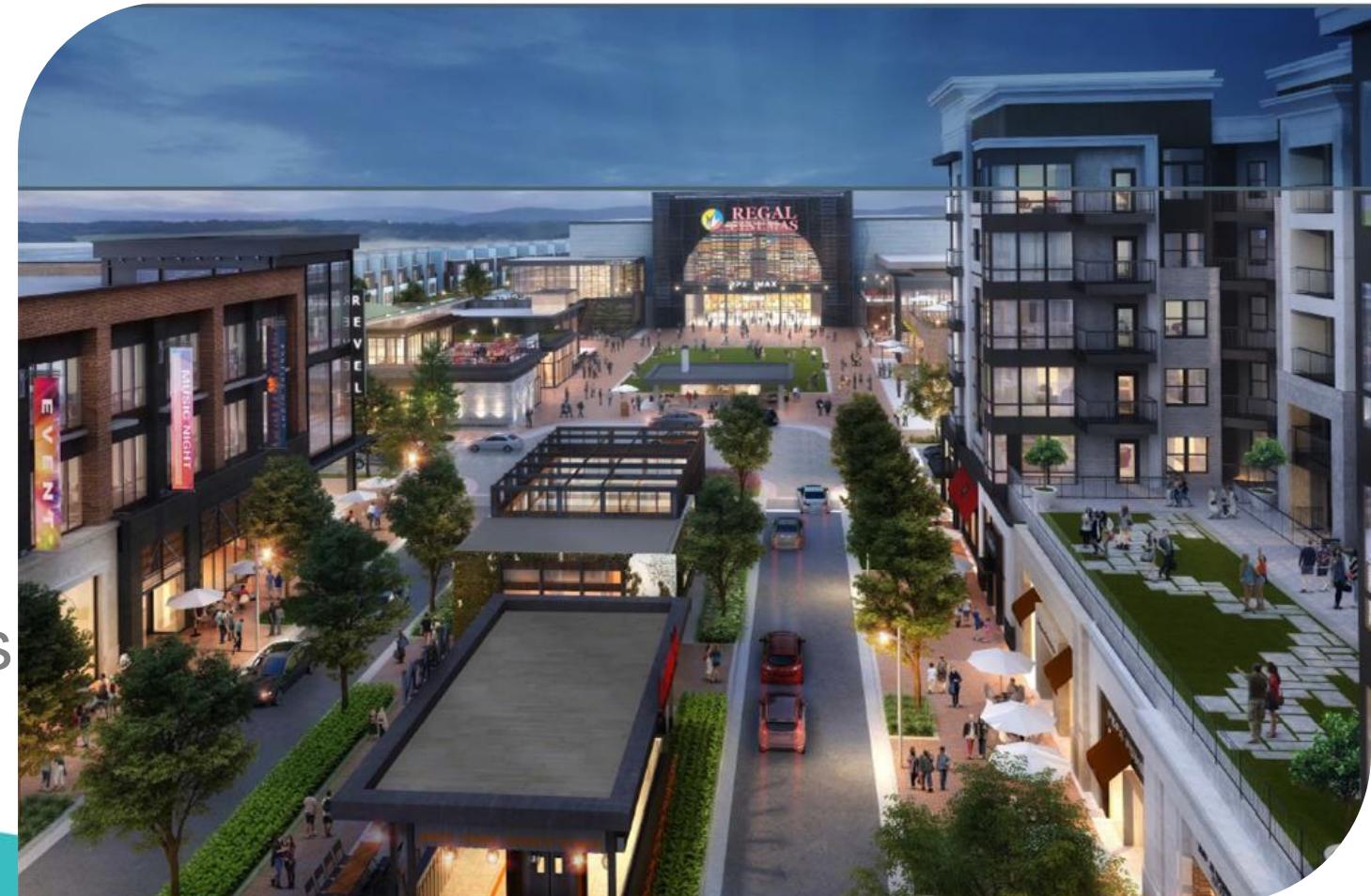
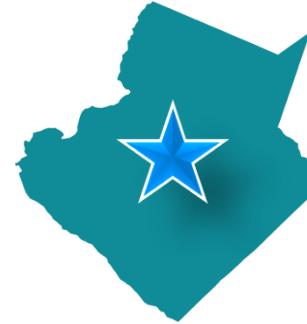
Project Spotlight



Revel

District 1

- 119 acres
- 20 buildings, 8 parking decks
- 1-day average review time for site plans
- Pedestrian boulevard, restaurants, retail, office, townhomes and apartments



Project Spotlight

★ Orchid Grove District 1

- 32 acres
- 12 buildings totaling 1,462,276 sq. ft.
- 10-day average plan review time
- Live/work townhomes
- Hotel and theater



Project Spotlight



Amazon

District 3

- 89 acres
- 2,642,606 sq. ft.
- 5-day average plan review time
- Multi-story office/warehouse building
- 2nd largest building in Gwinnett County





Project Spotlight



★ Stone Mountain Tennis Center District 2

- 26 acres
- Venue for 1996 Olympic Tennis events
- Southern gateway to Gwinnett County



Project Spotlight



★ OFS Redevelopment

District 2

- 104 acres
- Strategic location overlooking I-85
- Strong redevelopment potential



Accomplishments & Initiatives



Easier online payments

Accelerated hiring

Decision packages fulfilled

Inspection innovation

Customer service initiative

Code Enforcement transfer
UDO amendments

Tax calculator

2040 Unified Plan



Awards & Recognition

- Highly qualified and recognized inspectors:
 - Inspector of the Year Award - Conditioned Air Association of Georgia – Johnny Lyons
 - Appointed by the Governor and DCA Commissioner to serve on state boards
- PlanFirst Community awarded by Department of Community Affairs





2019 Accomplishments

Licensing and Revenue online service enhancements

- Businesses can now use online calculator to determine tax fees
- Customers can access all of their accounts utilizing a single profile
- Print a copy of their current years business license

Tax Calculator

[Back to Main Menu](#)

To determine the estimated cost of a current business license the business open date entered below should be the date you will begin operations at the Unincorporated Gwinnett County location.

*Please note if it is determined upon submission of the application that there is a different NAICS code that better meets your type of business it could change the tax rate.

Business Open Date * **NAICS Code *** [Click here to search for NAICS code](#)

Continue **Cancel**

NAICS Code: 445291 **NAICS Description:** BAKED GOODS STORES

SIC Code: 54 **SIC Description:** FOOD STORES

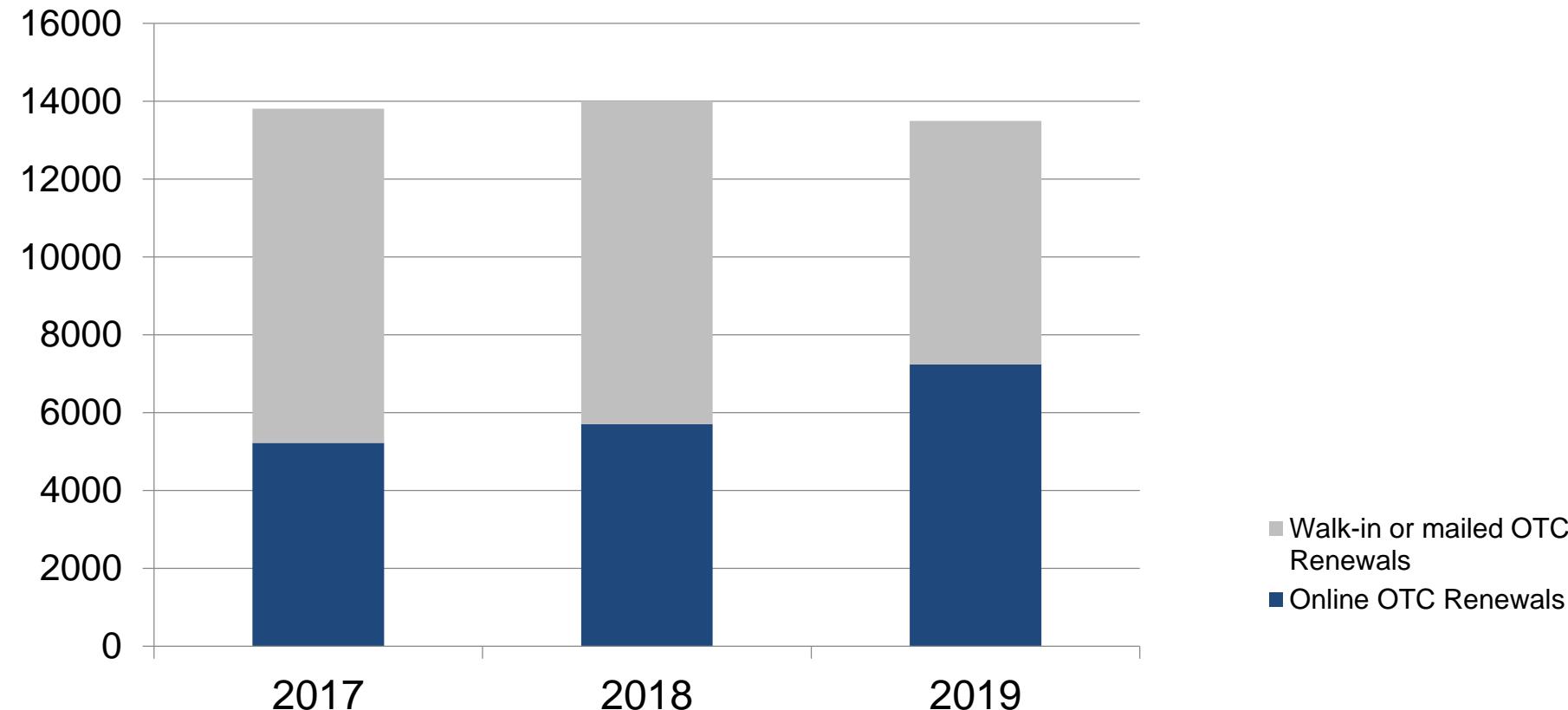
Projected GA Gross Revenues

Calculate **Cancel**

2019 Accomplishments



Online Occupation Tax Certificate (OTC) Renewals





2019 Accomplishments

Inspection Innovations

Remote Inspection Technology

- Saves time and money
- Reduces down time for residents
- Keeps projects moving forward





2019 Accomplishments

Inspection Innovations

Apprenticeship Program

- Reclassification of positions
- Increase applicant pool
- Utilize local high school and college students
- Growing Our Own

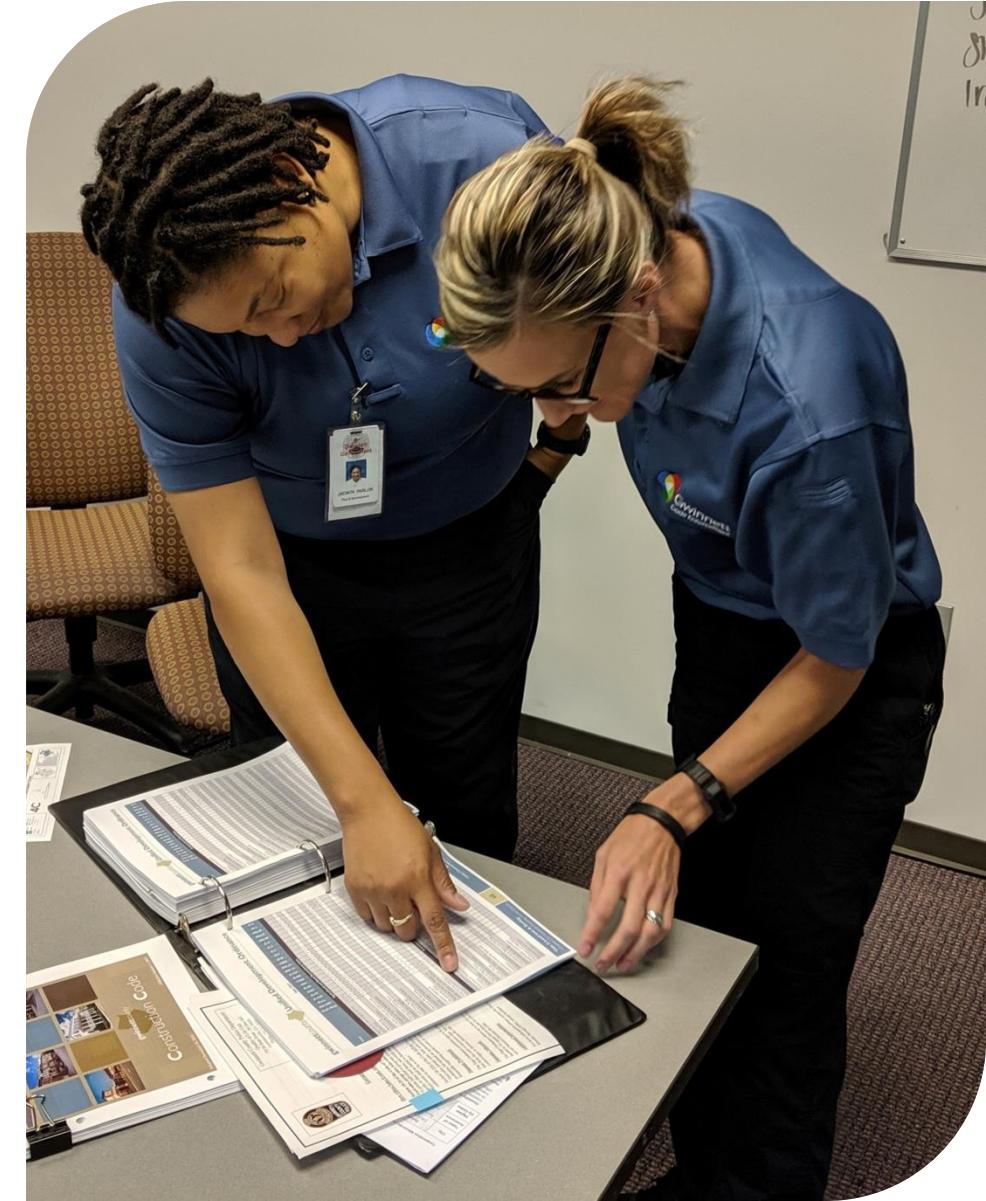


2019 Accomplishments



Transition Code Enforcement from Police to P&D

- Transferred 19 officers and 1 Administrative Assistant to P&D
- Consolidated code enforcement and code administration in one department
- Improved communication and created cross-training opportunities





A Glance Back

Distant Past

- Greeted customers at counter
- Allowed for collaboration and increased training opportunities



Recent Past

- Plan review rooms
- Decreased collaboration and training





Accomplishments & Initiatives

Current Customer Service

- Upgraded lobbies
- Restructured public service process
- Increased multi-disciplinary collaboration
- Increased opportunities for cross-training

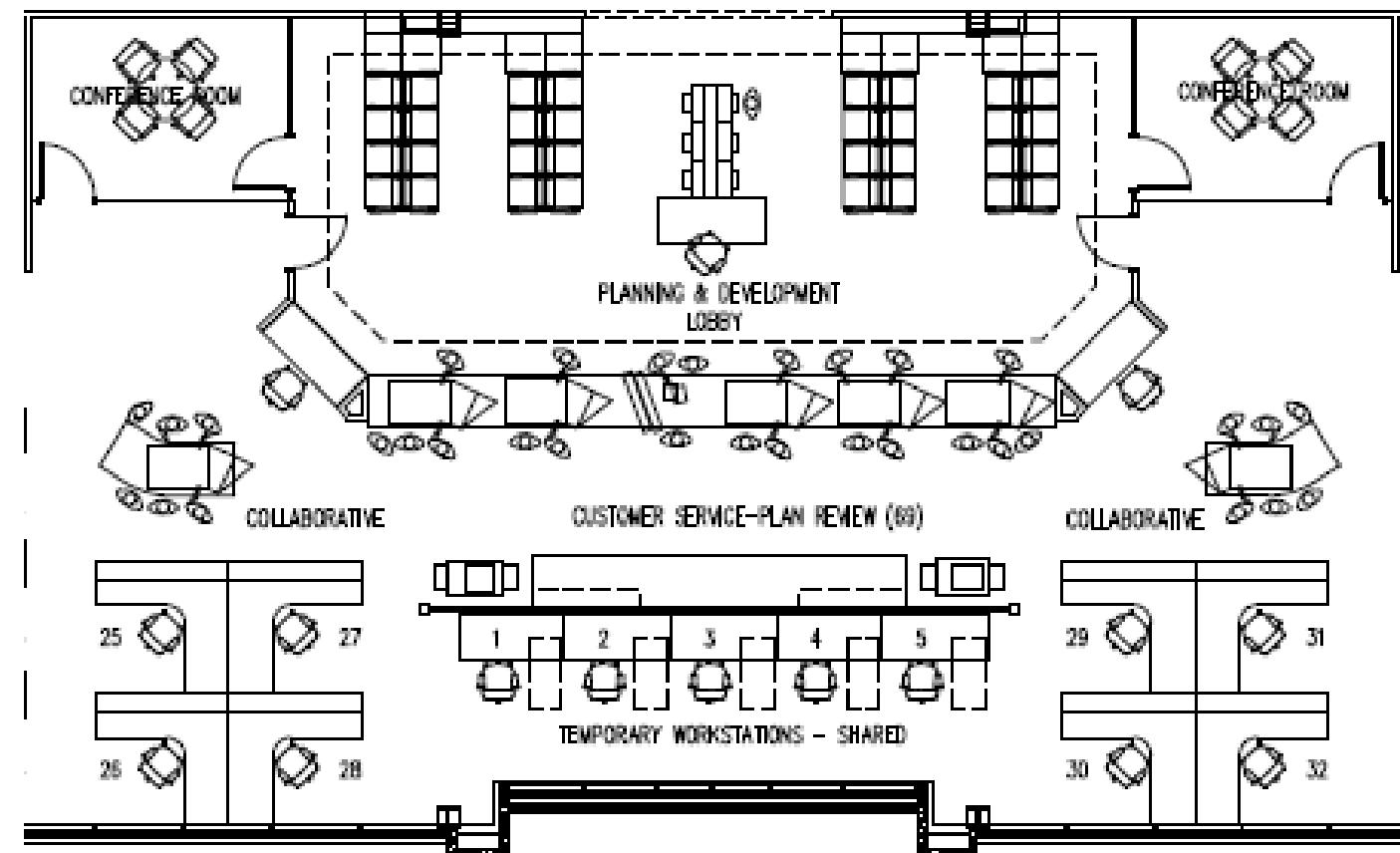


A Look Forward



Future Customer Service

- All customer service functions collocated
- Single customer service counter
- Collaborative working spaces





2019 Accomplishments

Outreach and Partnerships

- Career Day Events
- HOAs and Civic Groups
- Gwinnett Planning Committee
- Gwinnett Technical College
- Builder Training Events





2019 Accomplishments

Internal Communication

- Department retreat
- Manager coordination meetings
- Emerging Leaders
- P&D 101 training course



2019

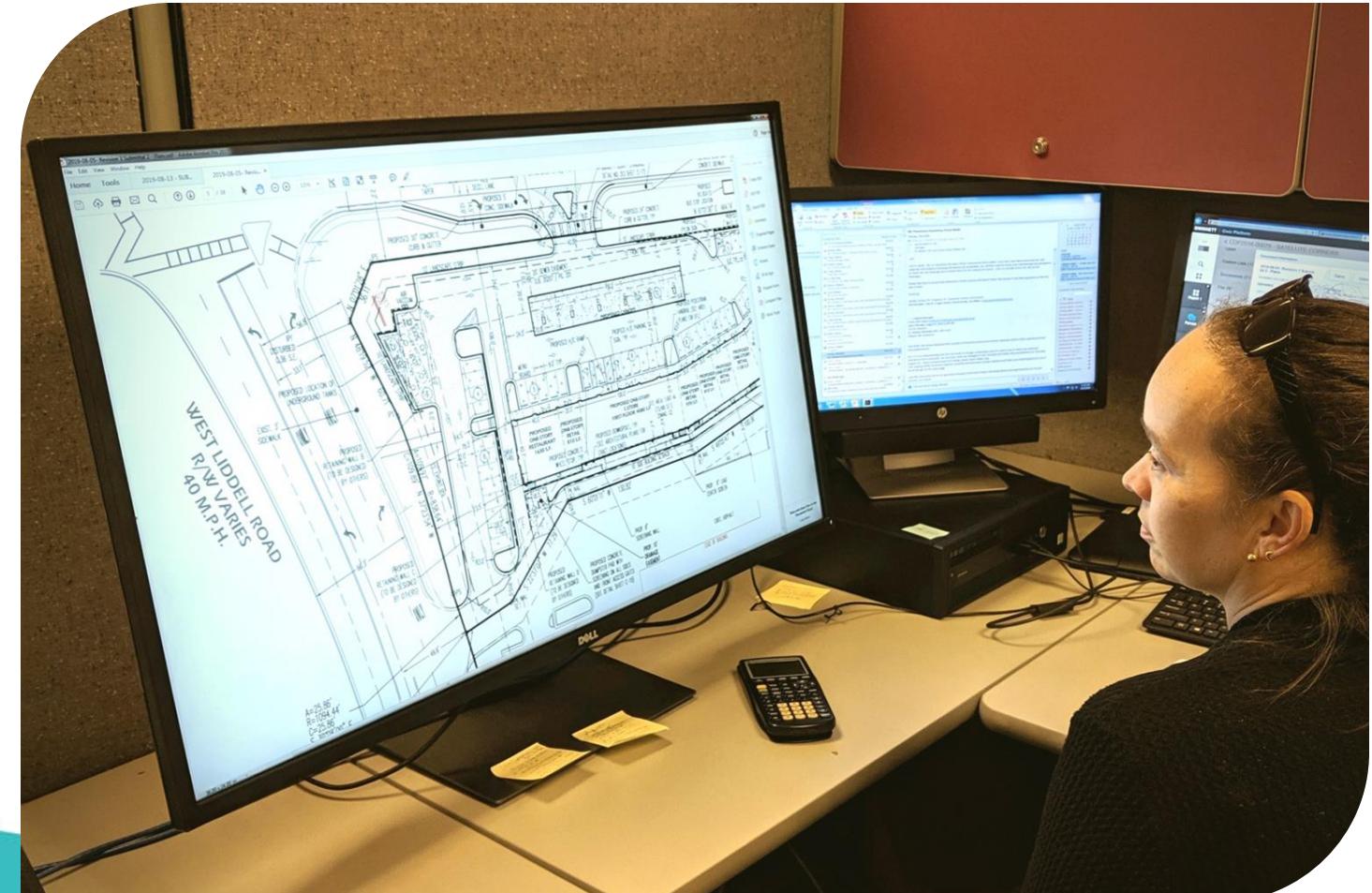
Fulfilled Decision Packages

- Process Specialist
- Building Inspector
- Development Inspector
- Outreach Coordinator



Upcoming Needs

- Development Project Coordinator
- Plan Review Technicians
- Administrative Support Associate III
- Fire Planner III





Decision Package 001

P Priority



Smart & Sustainable Government



s Strategy

Make it easier to do business with the County



T Tactic

Maintain and enhance Gwinnett County as a preferred place to live and do business



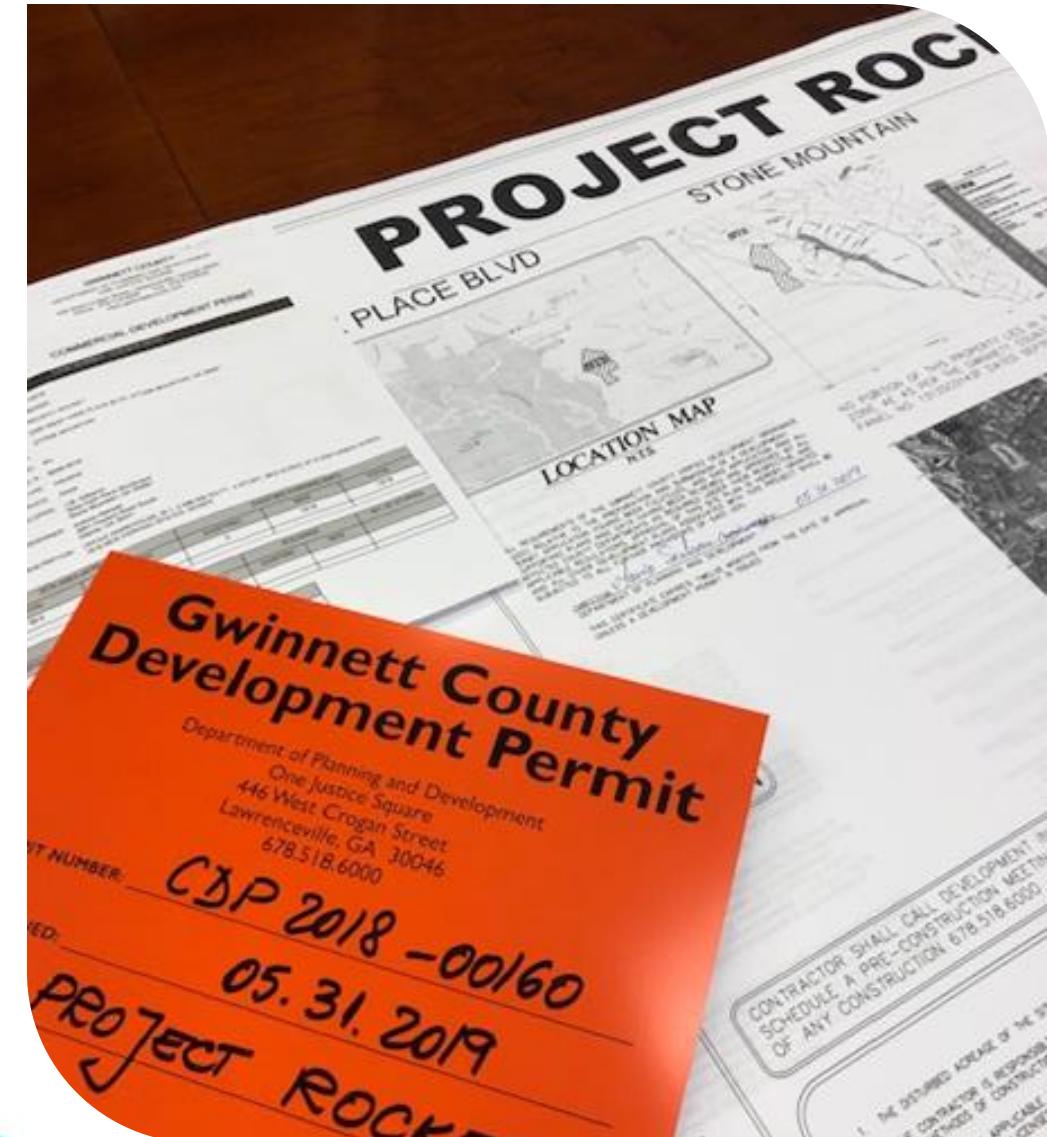
P/I Project or Initiative

Development Project Coordinator - \$84,028

Upcoming Needs

Development Project Coordinator

- Project closer
- Singular focus on completing the mission
- Enhances the County's reputation as a preferred place to do business
- Promotes economic development



Upcoming Needs



Development Project Coordinator

Enhancing the customer experience by:

- Providing an elite level of service
- Streamlining processes
- Coordinating project timelines
- Training internal staff on how to get to **YES!**





Decision Package 002

P Priority



Smart & Sustainable Government



S Strategy

Establish and Maintain the Gwinnett County Standard



T Tactic

Establish a tenured and highly qualified staff



P/I Project or Initiative

Plan Review Technician / Administrative Support Associate IV (2) \$118,683

Upcoming Needs



Plan Review Technicians

2018

- Electronic Submittals for Plan Review on Average: 30%

2019

- Electronic Submittals for All document Types on Average: 80%

2020 and beyond...

- Additional services will be available online soon:
 - Sign Permits
 - Pre-application Meeting Requests
 - Appeals Board Applications

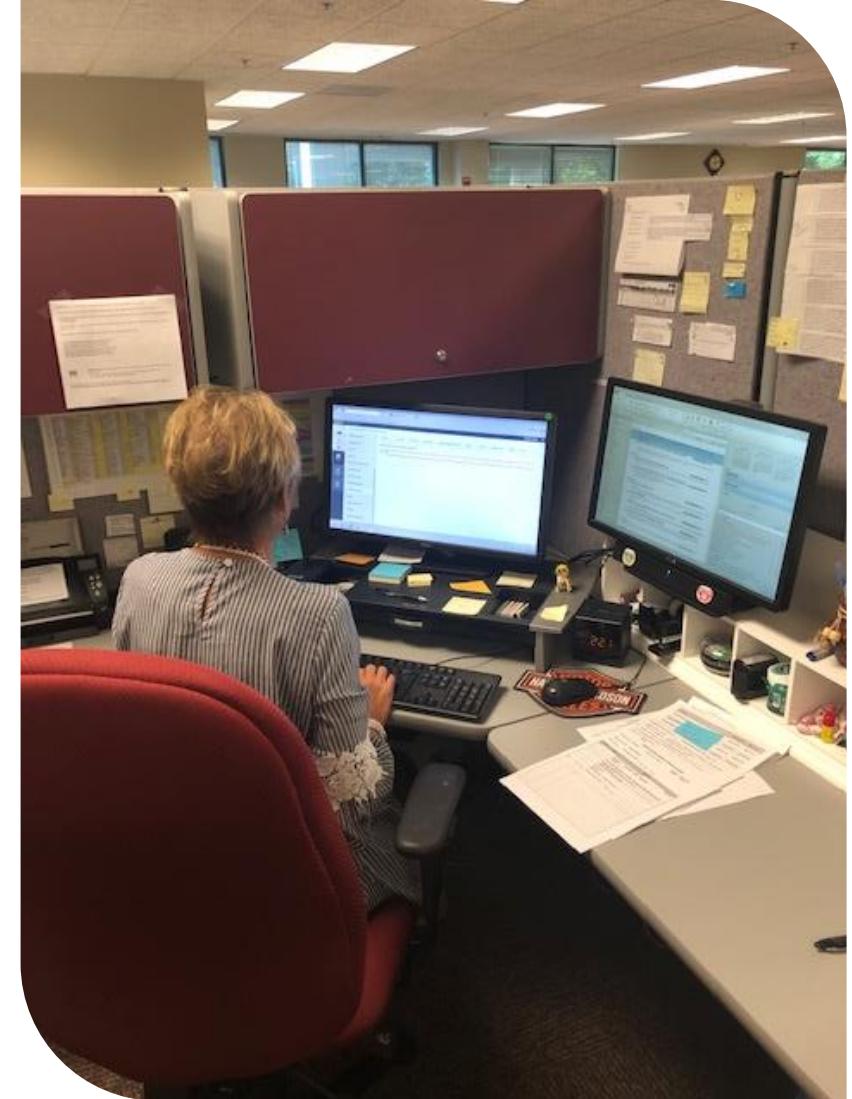


Upcoming Needs



Plan Review Technicians

- Establishes an Online Document Service Team
 - Electronic document intake and project routing
 - Single point of contact for status of electronic reviews
 - Internal project management



Decision Package 003



P Priority



Smart & Sustainable Government

S Strategy



Establish and Maintain the Gwinnett County Standard

T Tactic



Establish a tenured and highly qualified staff

P/I Project or Initiative

Administrative Support Associate III to support inspections - \$49,755

Upcoming Needs



Administrative Support Associate

- Provide administrative support for the inspection section
- Improve efficiency
- Process inspection reports, insurance requirements, and bonds for developers



Decision Package 004



P Priority



Smart & Sustainable Government



S Strategy

Establish and Maintain the Gwinnett County Standard



T Tactic

Establish a tenured and highly qualified staff



P/I Project or Initiative

Fire Planner III - \$76,916

Upcoming Needs

Fire Planner III

- Planning for succession
- Establishing a lead worker and leadership presence
- Coordinating front line operations
- Closing a critical skill gap by overseeing select managerial tasks





Our Next Mission

- Preparing the next generation
- Automating processes
- Exceeding customer expectations
- Setting in motion our next mission



2019 vs 2020 Operating Budget



Fund	2019 Adopted	2020 Requested	% Change
General	\$735,029	\$751,391	2.2%
Fire Plan Review	\$792,002	\$925,256	16.8%
Dev.& Enforcement	\$8,876,588	\$12,395,967	39.6%
Police for L&R	\$1,439,938	\$1,545,190	7.3%
Water/Sewer	\$960,459	\$1,007,610	4.9%
Stormwater	\$968,714	\$970,384	.2%
Total Base Requests	\$13,772,730	\$17,595,798	
Total Decision Package Requests		\$329,382	
Total 2020 Budget Request		\$17,925,180	



Summary

- Will the Citizen's Budget Review Committee recommend awarding P&D the positions requested to support Board priorities and improve customer service?
- Stay tuned...







Questions?

