



PLANNING &
DEVELOPMENT

2018 Business Plan

gwinnettcounty
GOVERNMENT



Introduction

- Department Overview
- Major Accomplishments
- Initiatives
- Operating Budget/Financial Details
- Summary



Planning and Development

Mission

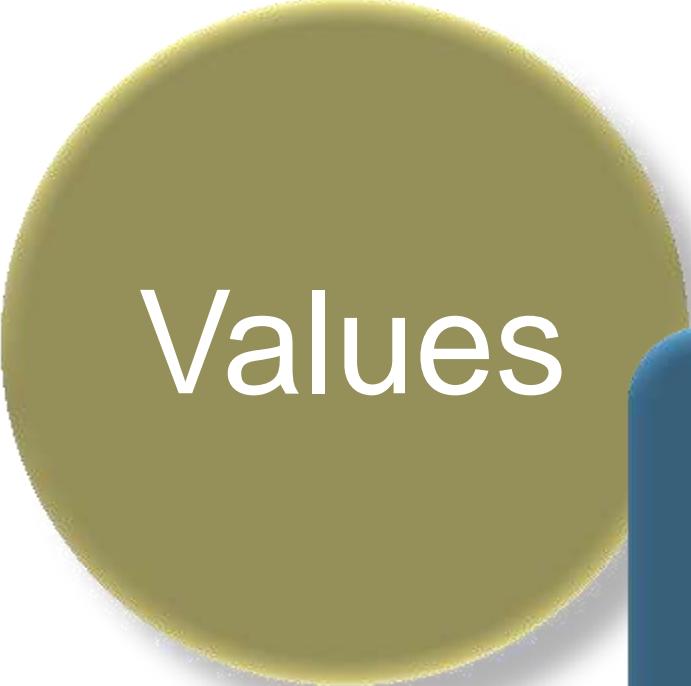
To enhance the quality of life and property values in Gwinnett County by planning for growth and enforcing construction and environmental standards for development in new and revitalizing residential and non-residential neighborhoods



Planning and Development

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



Planning and Development

Values

- Integrity
- Responsiveness
- Excellence
- Teamwork

Planning and Development Core Services



What We Do





Public Hearings

Board of Commissioners

Planning Commission

Zoning Board of Appeals





Plan Review



Pre-Submittal Meetings
Review Plans
Re-review Plans
Approve Plans
Issue Permits
Inspect Sites



Grading/Building/Inspections





Who We Serve

Homeowners

Business Owners

Attorneys

Developers

Design Professionals

Builders

General Contractors

Sub-Contractors

Sign Contractors



A photograph showing two construction workers in hard hats working on the roof of a house under construction. The roof is made of wooden trusses and shingles. In the foreground, there's a yellow sign on a post with some handwritten notes and a logo. The background shows bare trees and a clear sky.

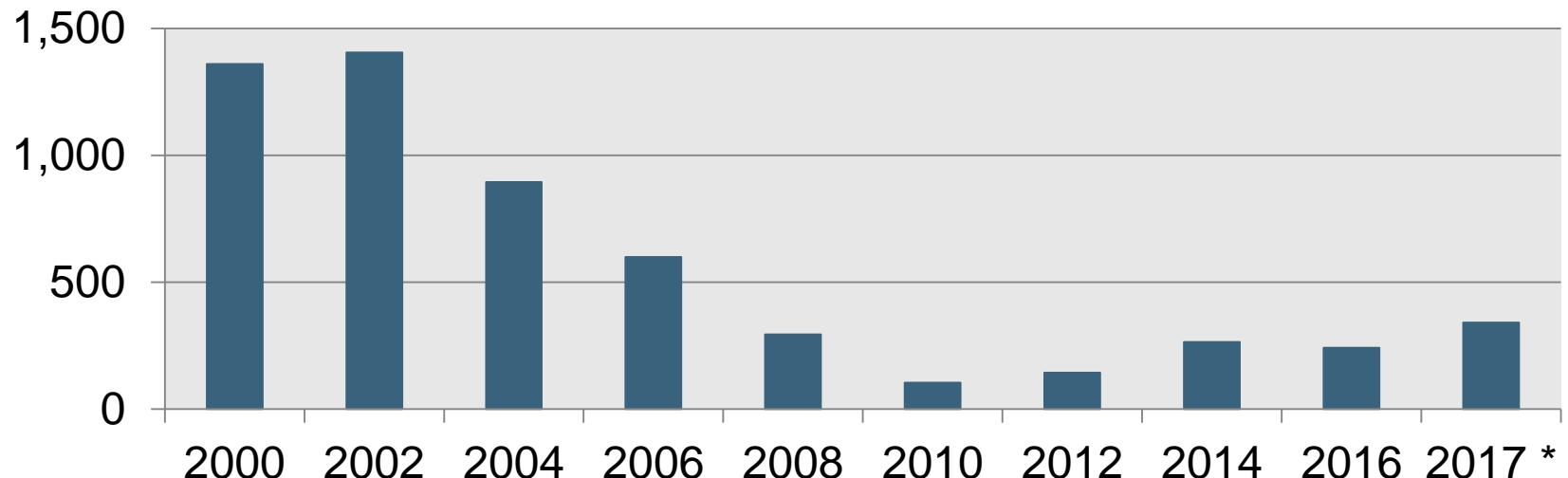
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Balance?



Balance?

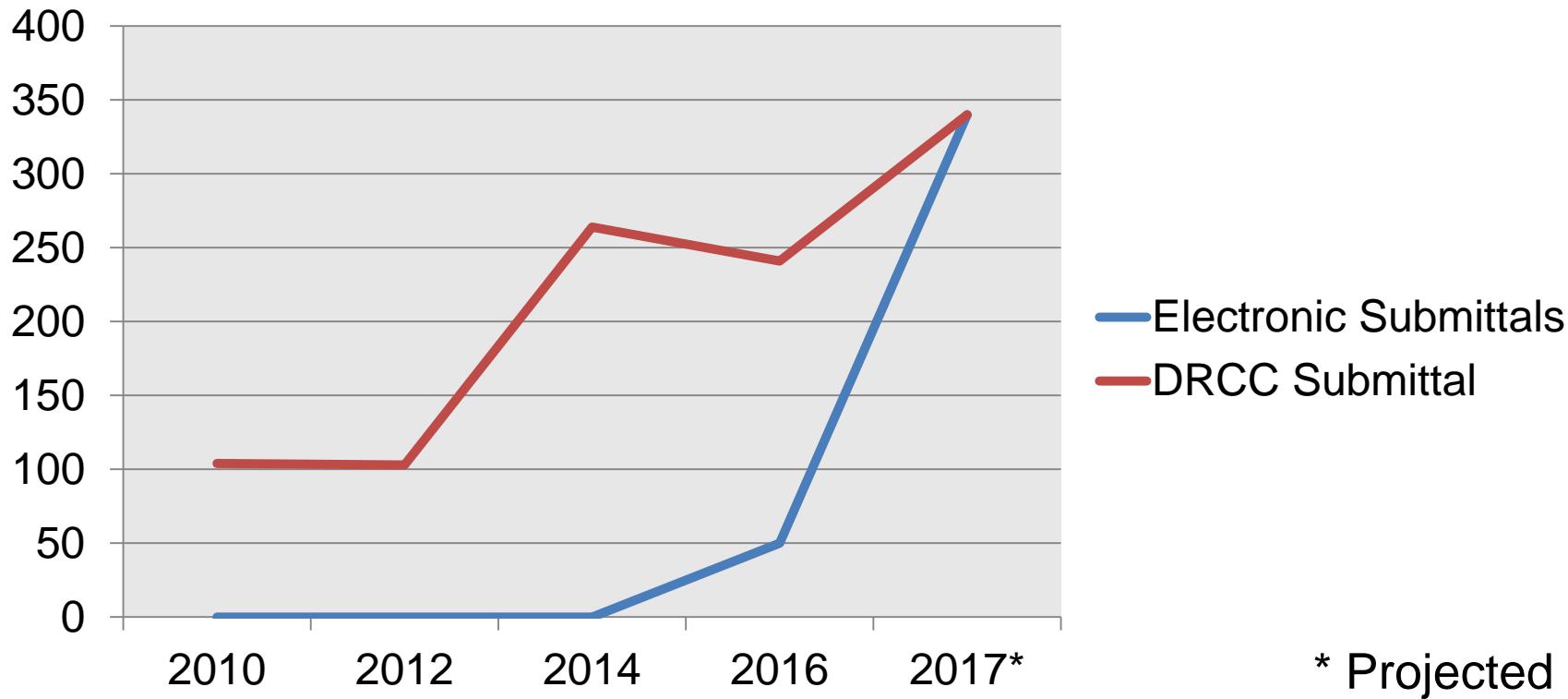
Plans submitted through the Development Review Coordinating Committee



* Projected



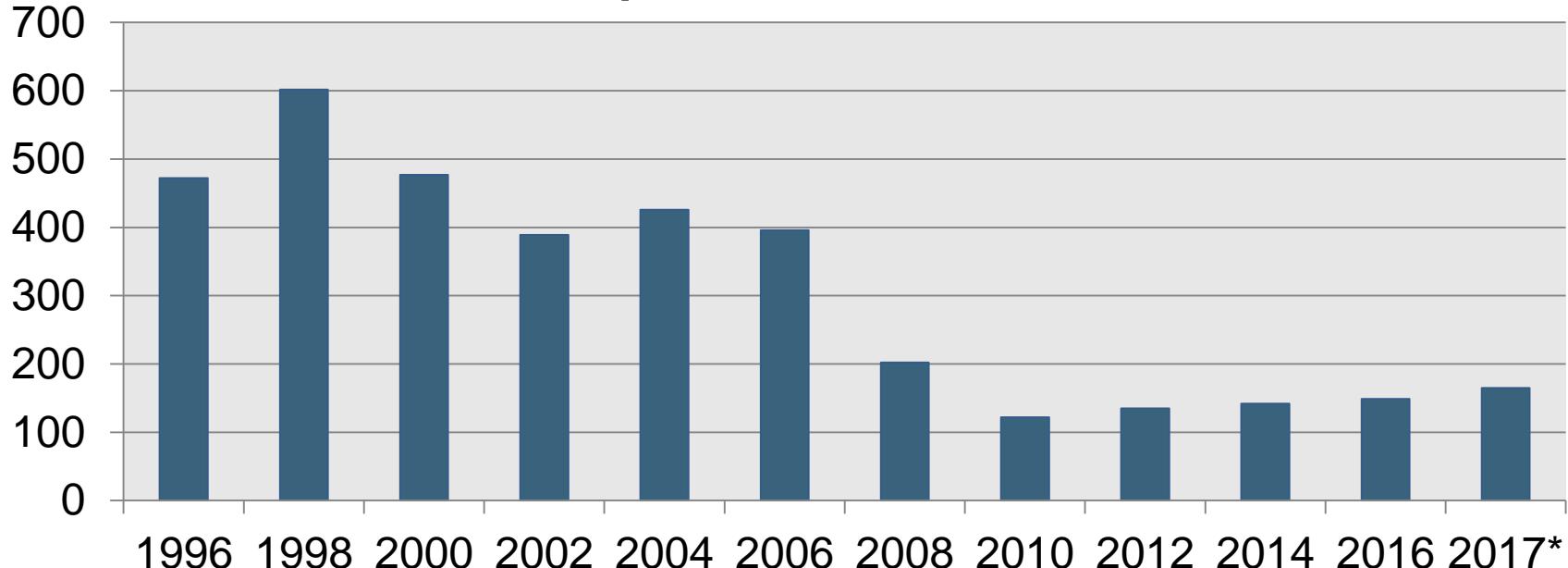
Increased Electronic Plan Review





Balance?

Development Permits Issued

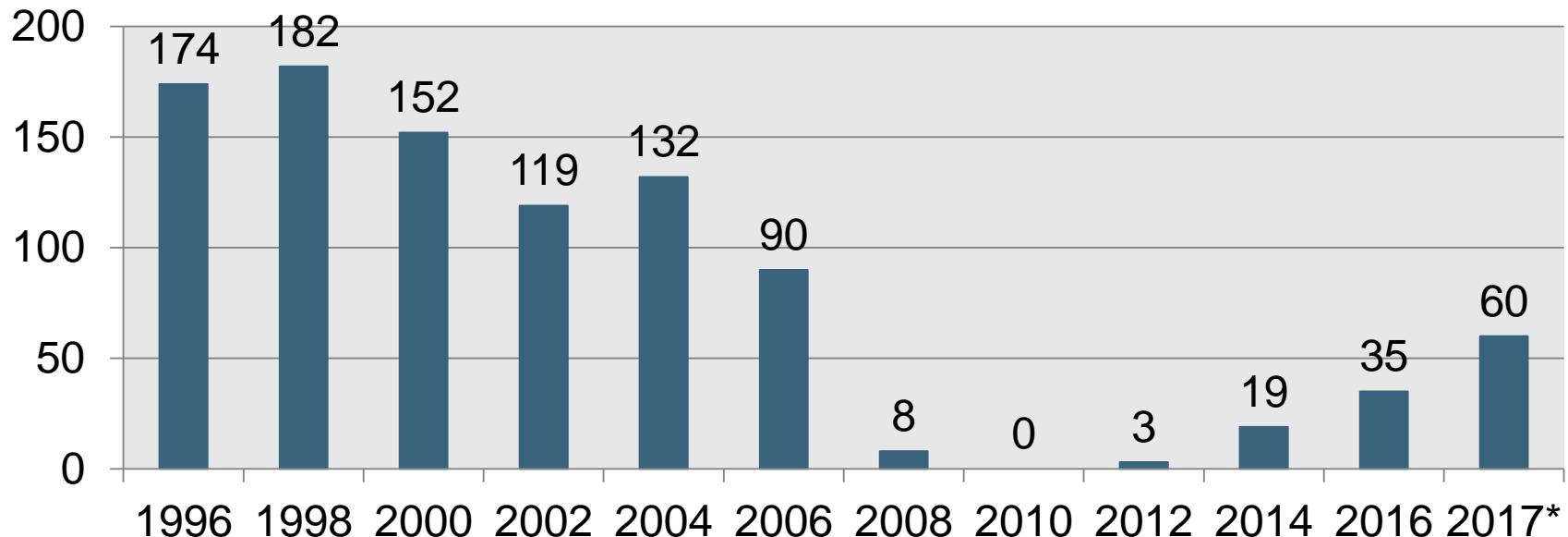


* Projected



Balance?

Residential Development Permits Issued

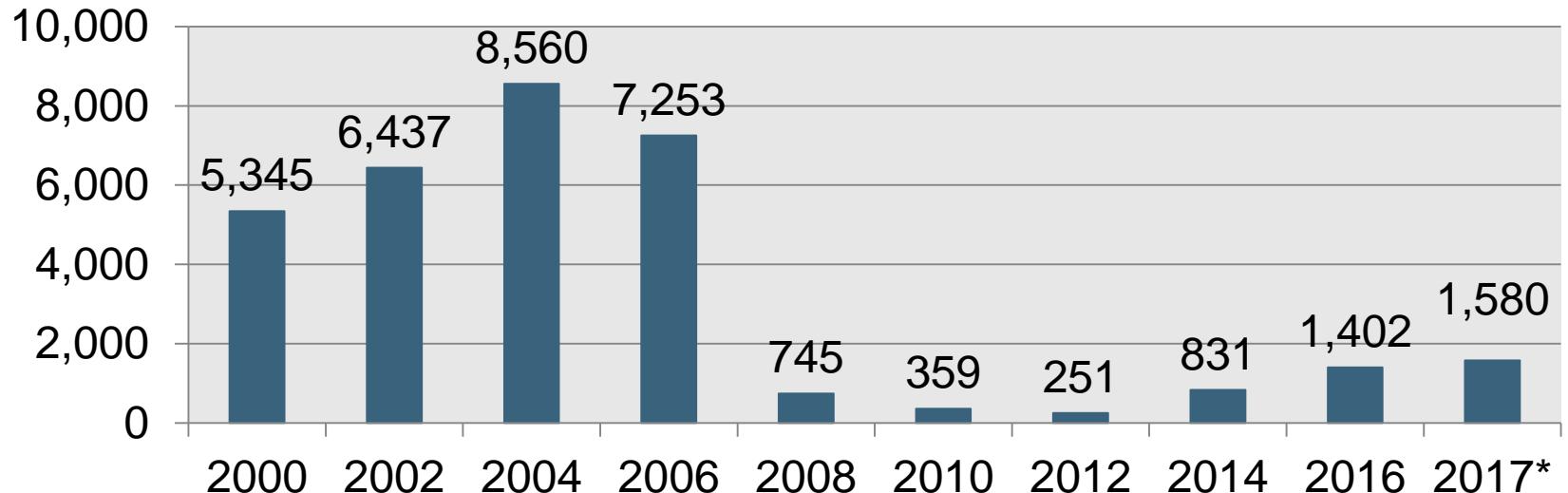


* Projected



Balance?

**Number of Platted Lots
(Single Family Residential)**

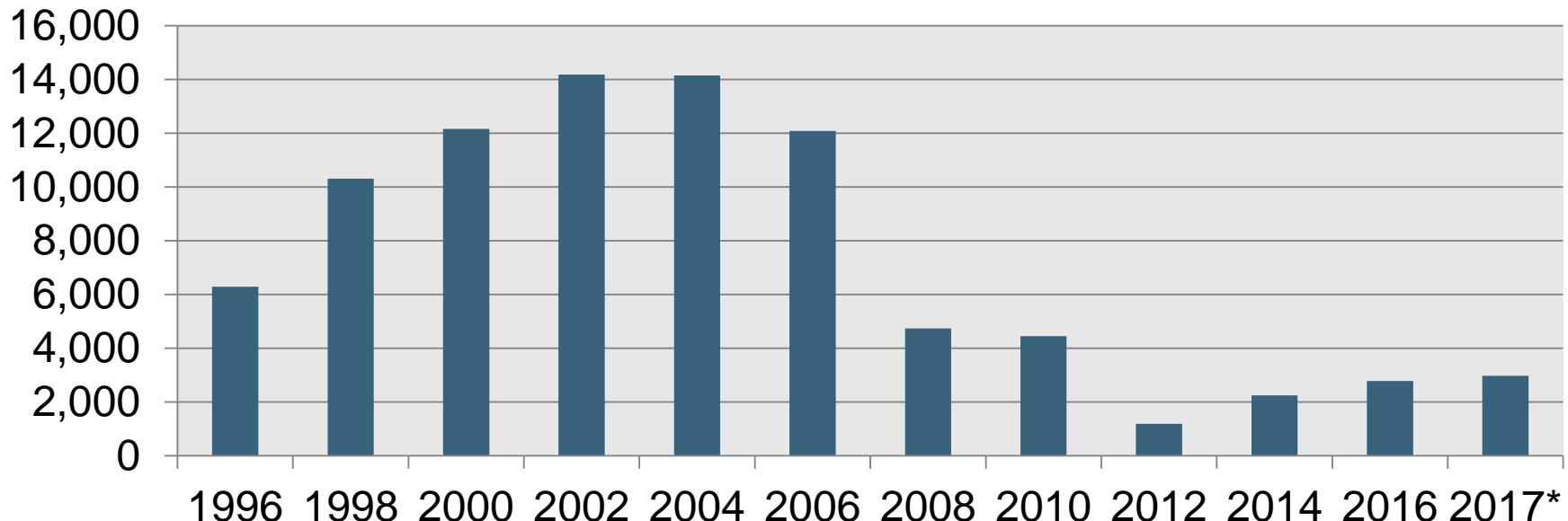


* Projected



Balance?

Single Family Residential Building Permits Issued



* Projected

2017

Major Accomplishments

- Commenced 2040 Comprehensive Plan
- Rebuilding Planning and Development
- Focusing on Succession Planning
- Continuing Customer Service Program
- Increased Electronic Storage of Documents
- Updating Website



2040 Comprehensive Plan





Rebuilding Planning and Development

Stormwater/
Water/
Sewer

Long
Range
Planning

Part-time Positions

2 Water/Sewer

1 Stormwater

Part-time
Planning
Manager

Fire Plan Review

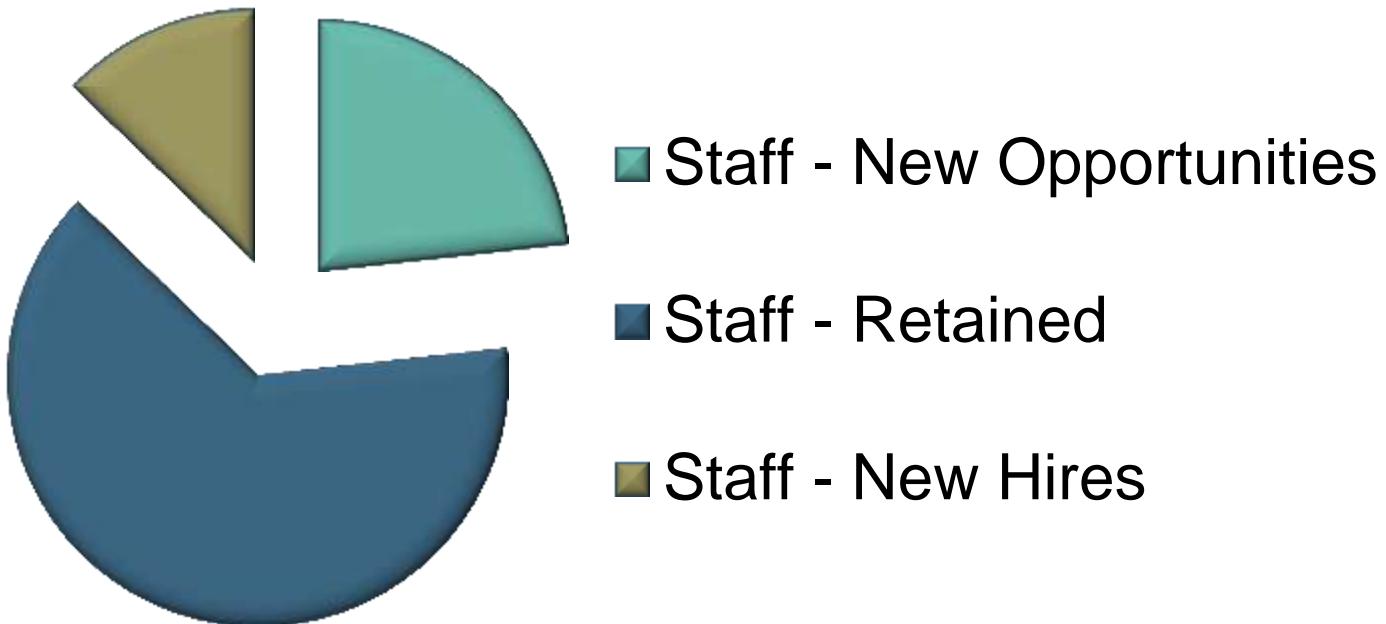
Building Permits

Current Planning



Rebuilding Planning and Development

Staff Levels in 2016 to Present





Rebuilding Planning and Development

Management

Organize &
Coordinate

Leadership

Inspire &
Motivate



Focused on Succession Planning

Job Title	Skills	Experience*	Qualifications	Position Key Role	Essential Preparation for Success	Position Mentor
Plan Review Manager	Upper Management, High level decision making	10 yrs Plan Review related (5yrs in supervisor position)	BS, Engineering, Architecture, or Landscape	Lead Review	Mentored, career	Director, Deputy Director
Planning Manager-BPR, Dev Review, FPR	Mid Level Management, specific high level decision making	10yrs related field (2 yrs in plan)	BS, Engineering, Architecture, or Landscape	and Directors	Lead Section Reviewer, Support Manager	Plan Review Manager
Engineer IV- Storm/ Water/ C	Mid Level Management,		Architecture			
Review	specific decision	8yrs related field	BS, Engineering, Architecture, or Landscape	Accurate Plan Review and Customer Service	Experience and Education	Planning Manager

Inventory Positions

Determine Skill Set

Recognize Key People

Opportunities for Mentoring



Continued Customer Service Program

Creating
Customer
Service
Team

Launch
Mid-
August

Customized
Staff
Training
Plans

Consistency

Automated
Processes

Increased online
permit choices

Provide specimen
tree submittal status
reports



Increased Electronic Storage

Large-
Format
Scanner

Desktop
Scanners
(Building
Permits)

Large Monitors
(Plan Review)



Updating P&D Website

Website committee

- IT staff

- Lead

- P&D staff

- GIS expert
- Plan Review Managers



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2018 Initiatives

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2018 Initiatives



Internal Efficiency



Community Outreach



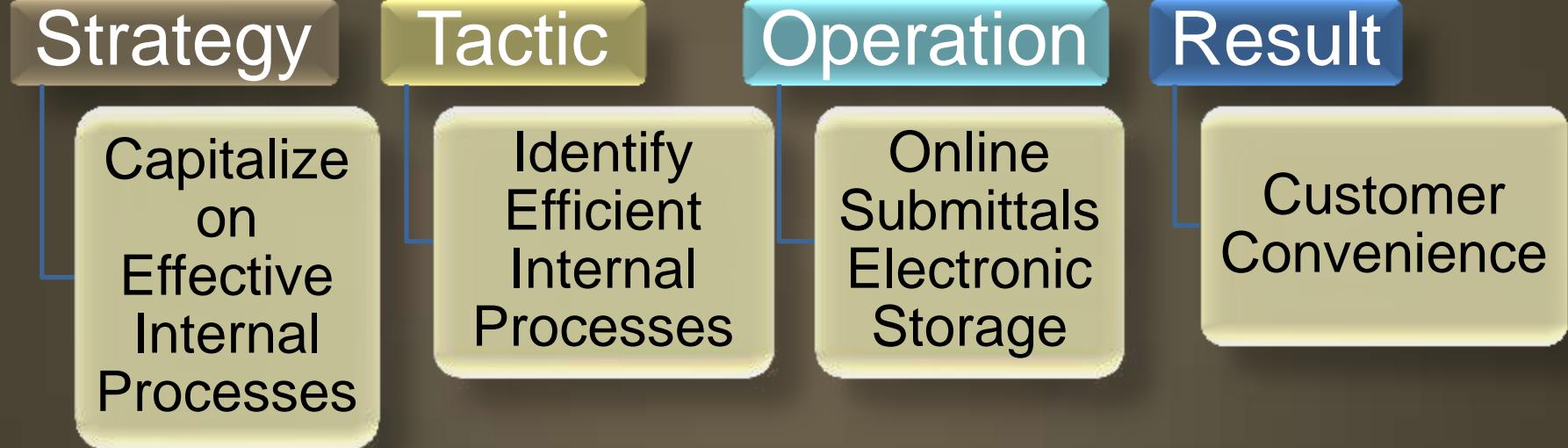
Staff Training



Retention of Staff



Internal Efficiency

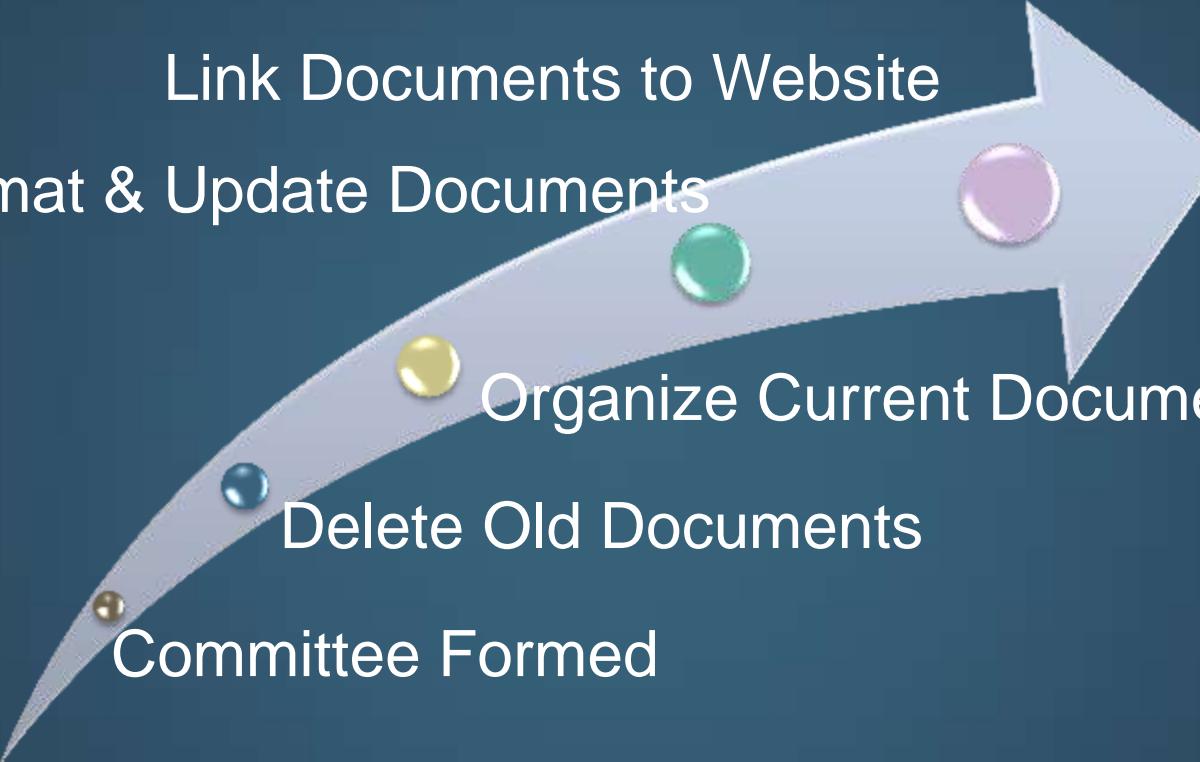




Master Index Library

Link Documents to Website

Re-format & Update Documents



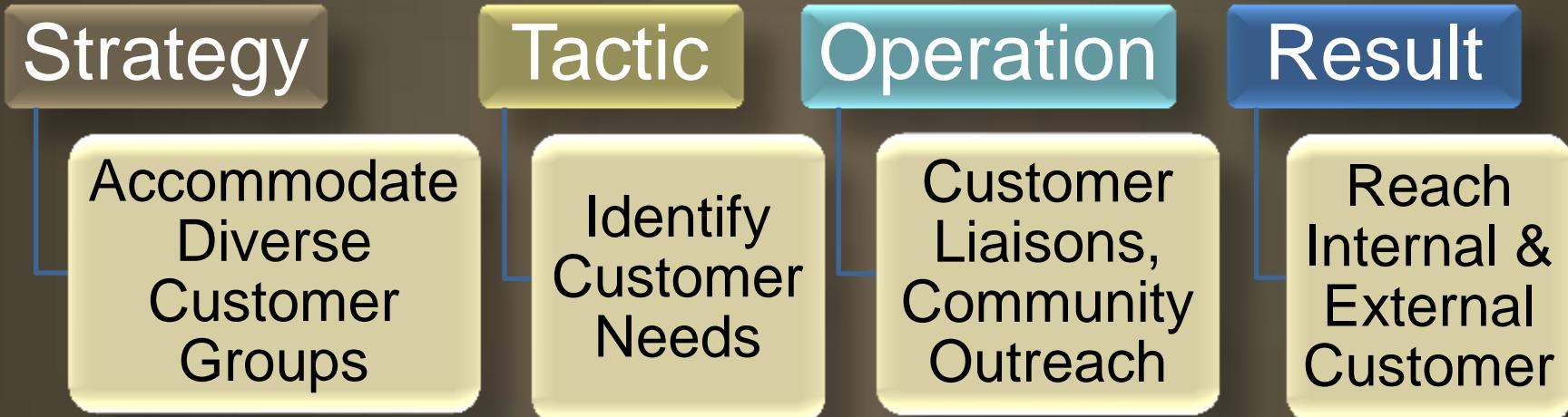
Organize Current Documents

Delete Old Documents

Committee Formed



Community Outreach





Launch New P&D Webpages

Webpage
Committee
for
Citizens
Access

- Electronic Plan Submittals
- Online Documents
- New Format



Staff Training

Strategy

Craft Training Plans for all Sections

Tactic

Incorporate Training Methodology

Operation

Holistic Approach to Training

Result

Efficient Employees with Consistent Answers



Training Plans

BPR Training - Module III Plan Review Project

Employee Name:		Position	Training Plan			Training Progress						Evaluation Comments	Training Complete
Position (*Planner I)	Training Module	Training Staff	Training A			Proficient			Efficiency			Evaluation Comments	Training Complete
			3 mo.	6 mo.	12 mo.	3 mo.	6 mo.	12 mo.	3 mo.	6 mo.	12 mo.		
All	Commercial Building Review		Discuss the scope of the review for new buildings.										
All	Zoning Case Review		Discuss the monthly zoning cases, including RZC, RZR, SUP, CIC, BRD, and ZVR.										

Quarterly Review

Performance Targets

Goal Setting

Structural Standards





Training Plans

P&D 101

Week 1

Week 2

Week 3

Week 4

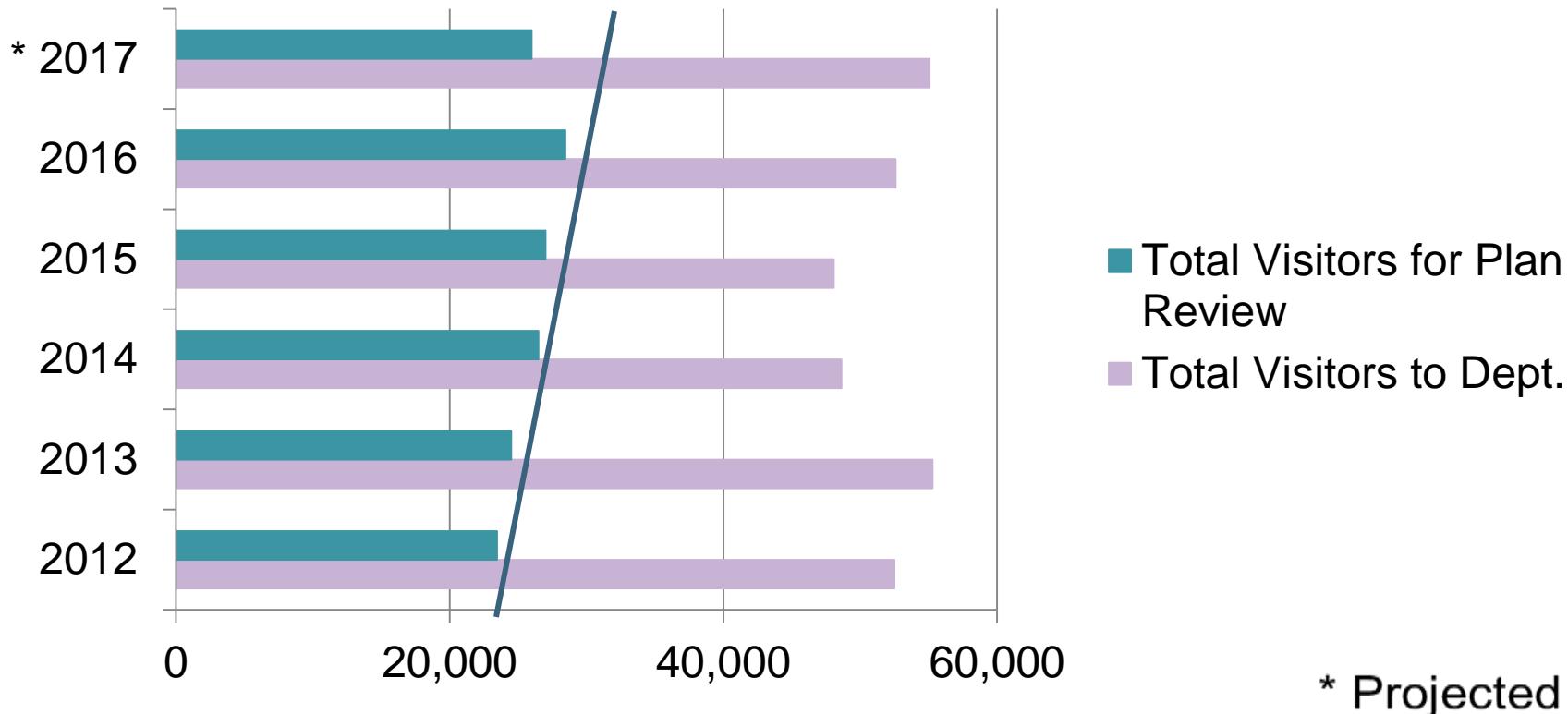
Week 5

Week 6



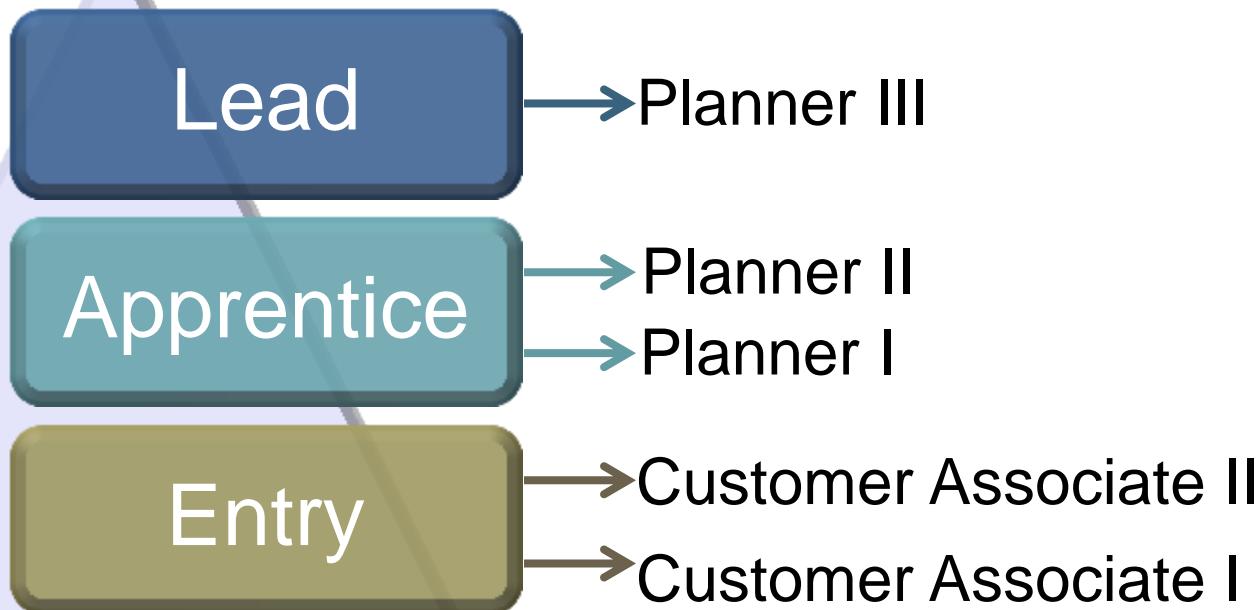


Visitor Comparison Plan Review vs. Department





Customer Service Team



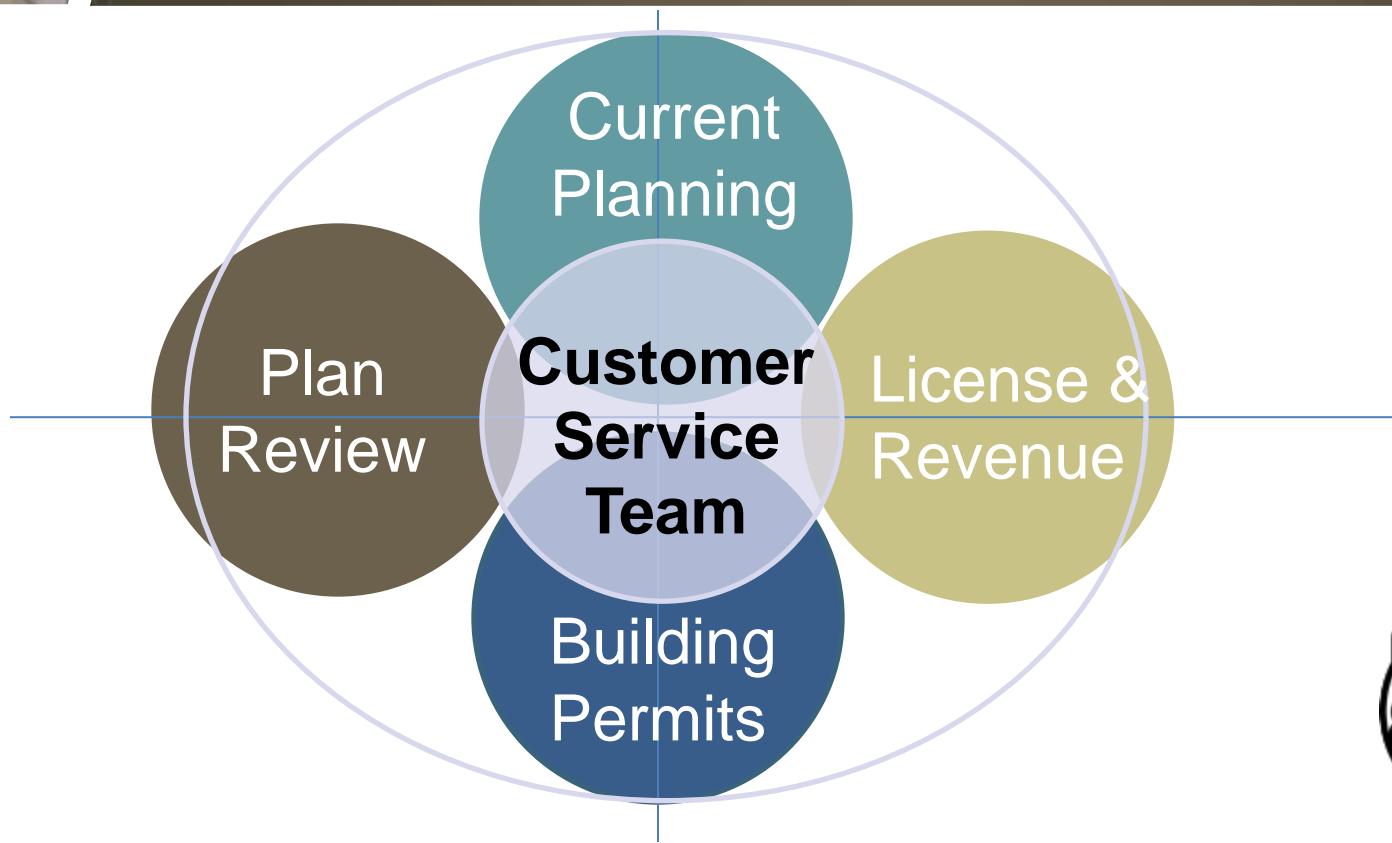


Customer Service Team



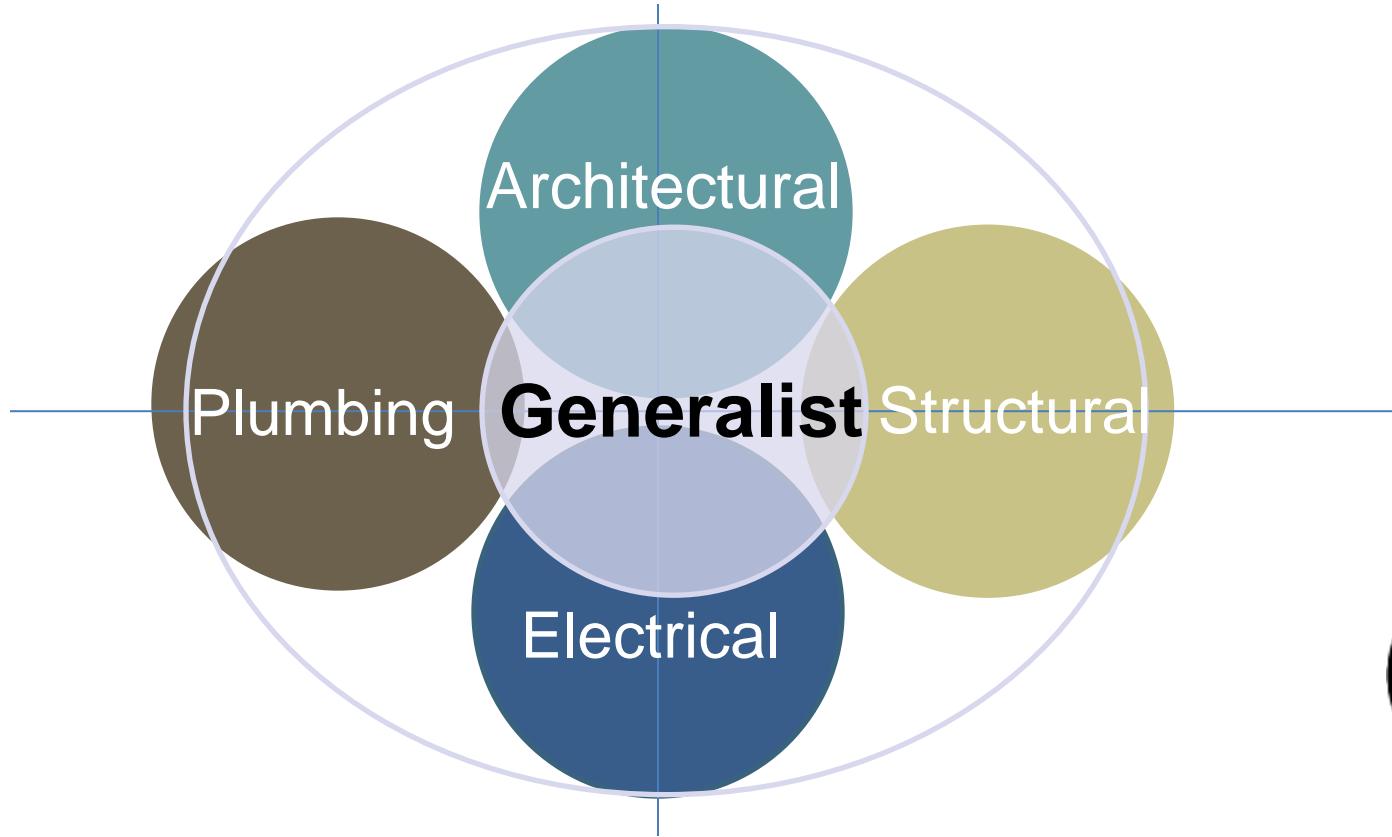


One Stop Services



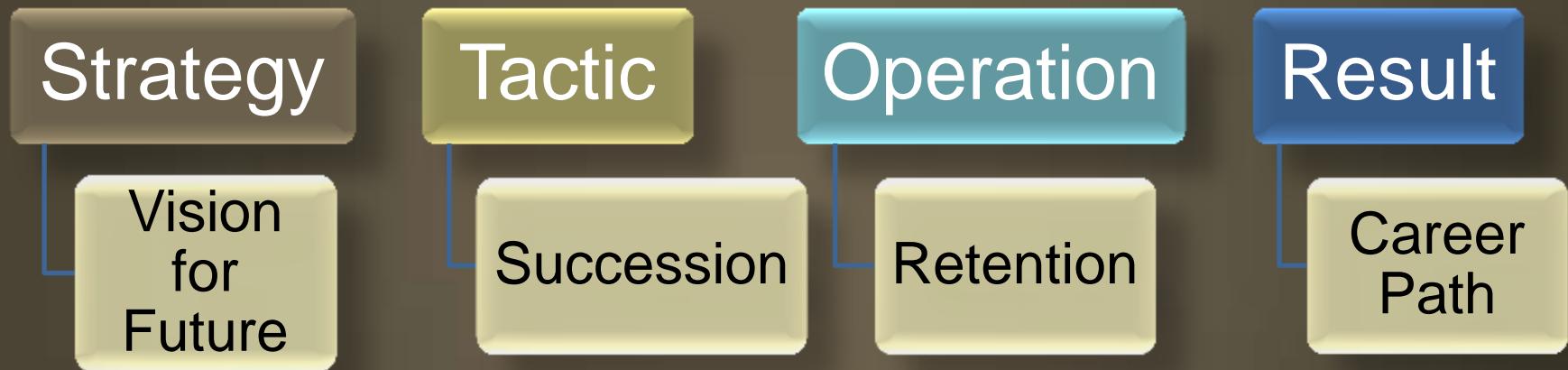


Generalists





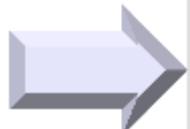
Retention of Staff



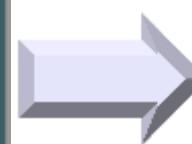


Apprenticeship Program

Fill the
Skill Gap



Train the
Next
Generation



Partner
with Local
Schools
and
Colleges



Communication &
Engagement



Five
tradesman
retire for
every one
hired

Apprenticeship Program

State recognizes the need for Apprenticeship Programs to support economic development.

Europe has Apprenticeship Programs and recruit in place at grade school level.

Technical positions with essential workforce skills are difficult to fill.



Apprenticeship Program

Building
Inspector
Technician

Training

Certified
Building
Inspector



Smart & Sustainable
Government



Remote Inspections



- Reduce hazards
- Pictures on file
- Fill hole same day
- Increase efficiency
- Cost effective



Safe & Healthy
Community



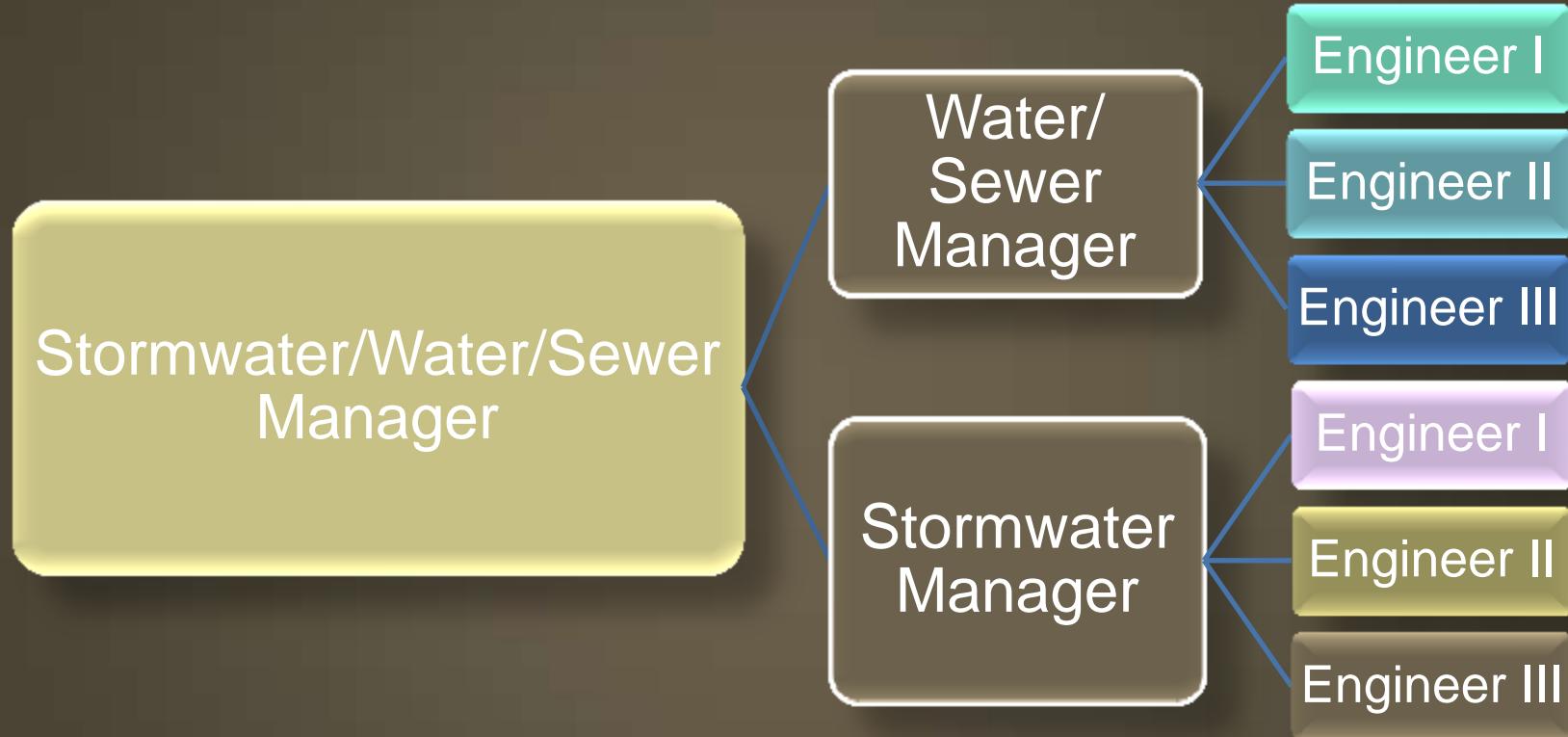
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Decision Package

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Planning and Development Succession





Succession Planning (5 year forecast)

Customer Service Team

Building Technicians

Planners I, II, and III

Engineers I, II, and III

Financial Service Technicians

Generalists





Succession Planning (5 year forecast)

Building Permits
Licensing & Revenue
Fire Plan Review
Development Review
Stormwater Plan Review
Water/ Sewer Plan Review
Building Plan Review
and Inspections

Generalists

Liaisons

Technicians





Decision Package



Inspections



Development Review



Administration Division



Building Permits



License & Revenue



Priority 1

Inspections

Building Inspector III

Salary, Benefits, GOE, Capital,
and Fleet = \$99,497



Priority 2

Development
Review

Planner III

Salary, Benefits and GOE = \$77,498



Priority 3

Administration
Division

Administrative Assistant III

Salary, Benefits and GOE = \$52,871



Priority 4

Administration
Division

Customer Service Associate I

Salary, Benefits and GOE = \$42,400



Priority 5

Permits

Financial Support Associate II

Salary, Benefits, and GOE = \$49,261



Priority 6

License & Revenue

Financial Support Associate I

Financial Service Associate III

Salary, Benefits, and GOE = \$95,342



Decision Package

Decision
Package
Total:
\$416,869



PLANNING &
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Operating Budget/ Financial Details

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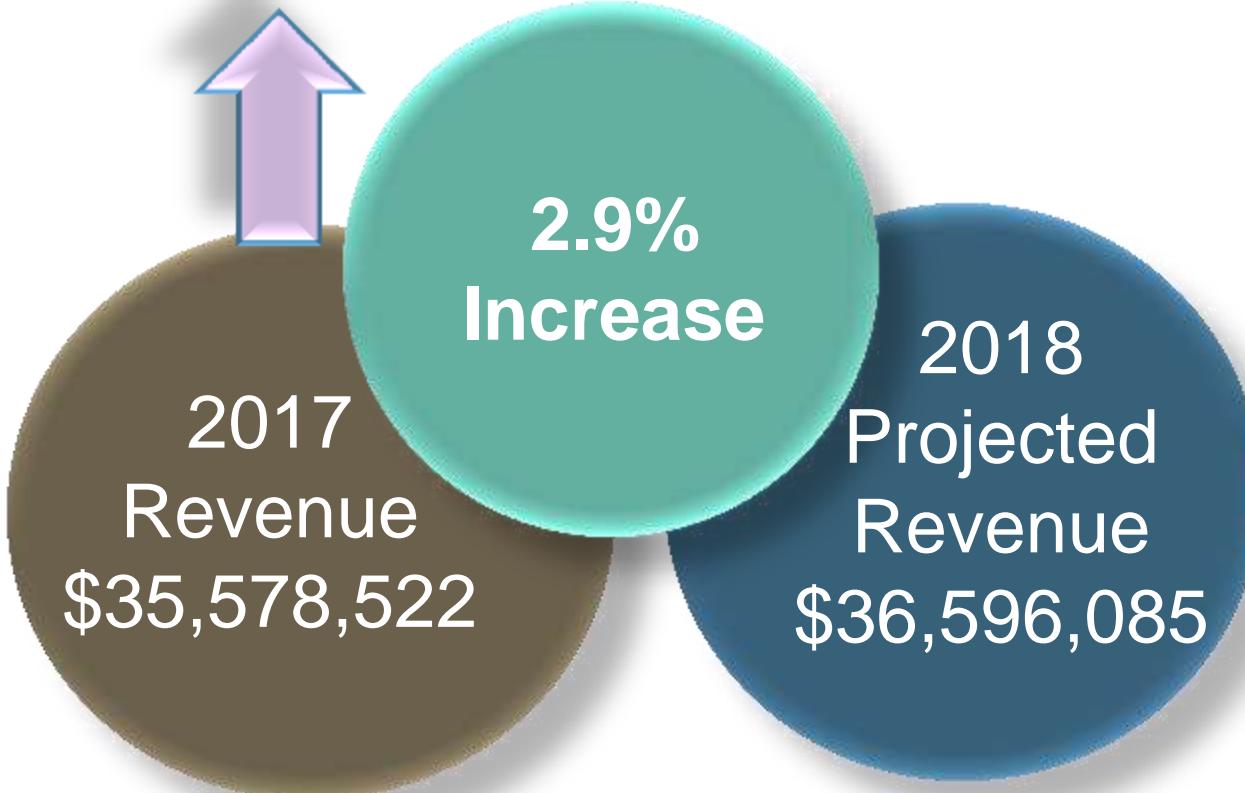


2017 vs 2018 Operating Budget

Fund	2017 Adopted	2018 Proposed
104 – Development and Enforcement	\$7,249,898	\$7,370,119
001 – Long Range Planning	\$648,933	\$ 682,522
102 – Fire Plan Review	\$762,979	\$ 753,188
501 – Water/ Sewer Plan Review	\$918,054	\$ 985,180
590 - Stormwater Plan Review	\$733,683	\$ 755,985
106 - Licensing & Revenue	\$791,982	\$ 942,301
Total	\$11,105,529	\$11,489,295



Revenue





Summary





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Questions?

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