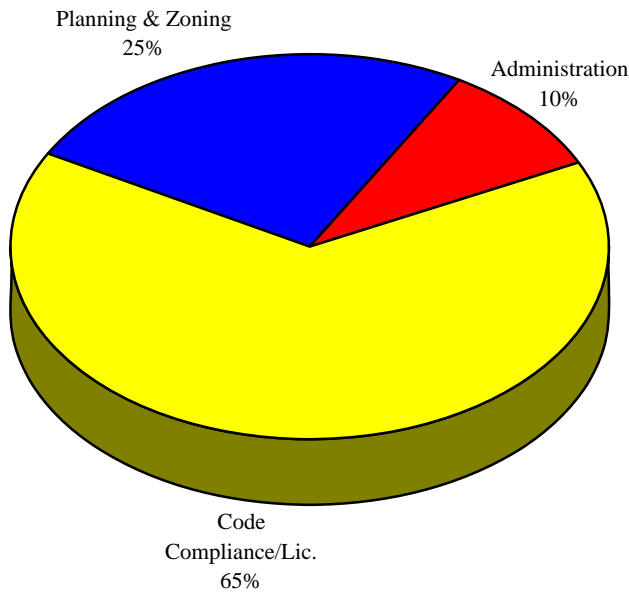


DEVELOPMENT SERVICES

Jorge A. Camejo, Community Development Director
Julia Trevarthen, Planning, Zoning & Development Director

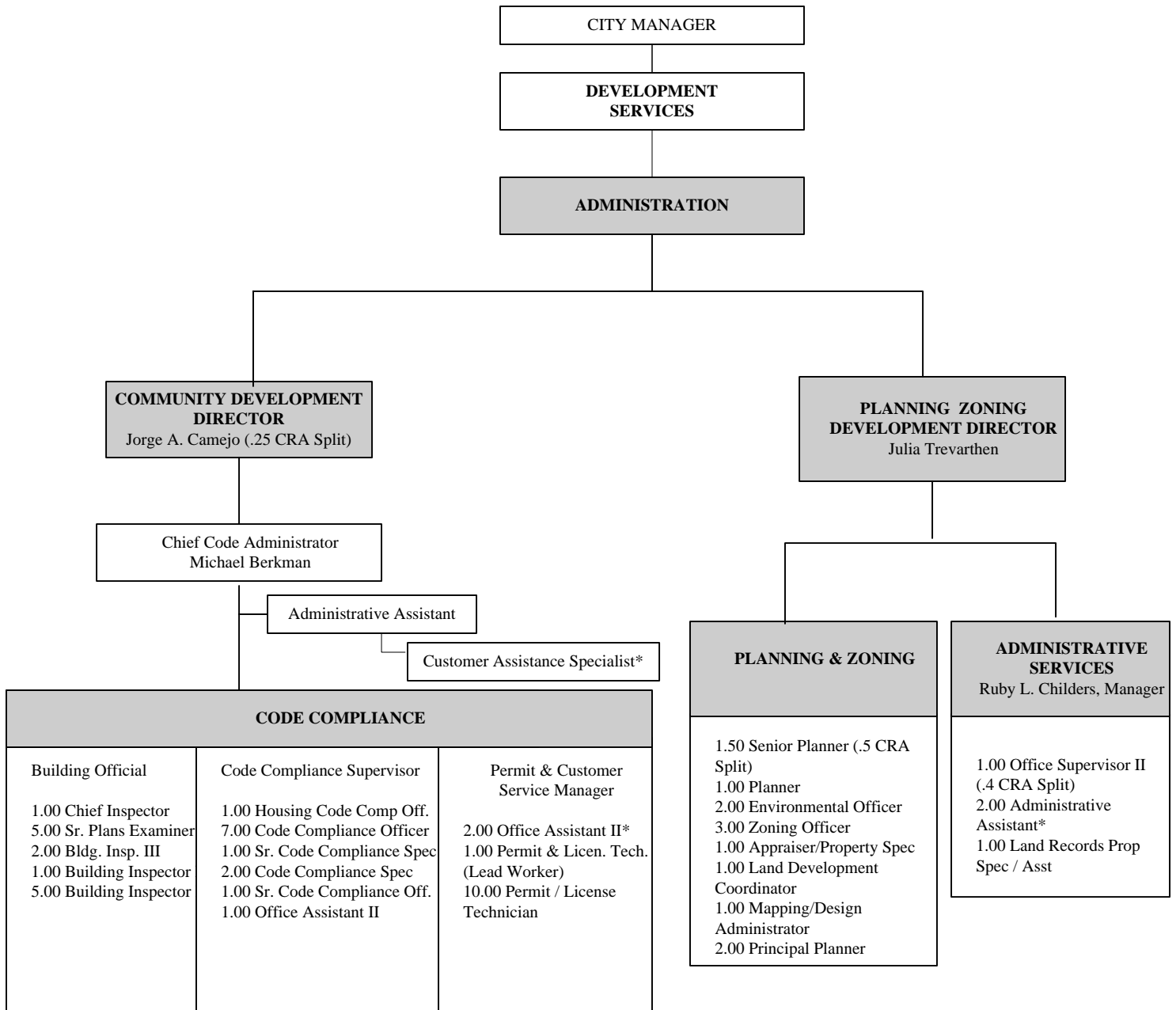
The mission of the Development Services Department is to promote the continued sustainability of the City of Boca Raton through flexible, creative, and responsive customer service. We will be recognized as a leader in the City's efforts to protect and enhance the built, living, and natural environment, assist in the creation of jobs and the protection of the tax base by promoting quality development and redevelopment, and support the provision of housing opportunities for all of Boca Raton's citizens. We will recommend policies and implement procedures to redefine processes to address changing needs and to promote ongoing economic development in the City.

Specific responsibilities of the Department include comprehensive and current planning activities, zoning regulation, environmental protection and conservation, building permits and inspections, code enforcement, business tax collection, land records management, and housing programs. In addition, the Department supports innovative programs such as the City's Multi-Modal Transportation District initiative. Pursuant to interlocal agreements, the Department supports the activities of the Community Redevelopment Agency.



DIVISION	APPROVED 2008-09 BUDGET
Administration	\$ 670,500
Code Compliance/Lic.	4,560,800
Planning & Zoning	1,773,500
TOTAL	\$ 7,004,800

EXPENDITURE BY CATEGORY	ACTUAL 2006-07 BUDGET	APPROVED 2007-08 BUDGET	REVISED 2007-08 BUDGET	APPROVED 2008-09 BUDGET
Personal Services	4,833,188	5,196,300	5,129,900	5,678,200
Other Operating	1,449,809	981,500	1,564,100	1,225,200
Supplies	78,483	99,700	96,000	93,400
Capital Outlay	11,462	-	12,600	-
Transfers	40,200	7,500	7,500	8,000
TOTAL	6,413,142	6,285,000	6,810,100	7,004,800
Full-time Employees	64.85	64.85	64.85	64.85



* 2.00 Administrative Assistant transferred from Planning & Zoning to Administration
 1.00 Office Assistant II transferred from Building Section to Permit & Customer Service Section
 Customer Service Representative reclassified to Customer Assistance Specialist

Approved Positions FY 07/08	64.85
Revised Positions FY 07/08	
Personnel Changes FY 08/09	
Approved Positions FY 08/09	64.85

ADMINISTRATION

EXPENDITURE BY CATEGORY	ACTUAL 2006-07 BUDGET	APPROVED 2007-08 BUDGET	REVISED 2007-08 BUDGET	APPROVED 2008-09 BUDGET
Personal Services	335,083	315,800	315,800	593,100
Other Operating	100,828	84,100	82,600	53,400
Supplies	1,919	10,400	7,400	24,000
TOTAL	437,830	410,300	405,800	670,500

Description of Division and Activity

The Administration Division manages and coordinates the activities of the Department and, pursuant to inter-local agreements, oversees the management and operations of the Community Redevelopment Agency.

Goal

The goal of the Administration Division is to create a leadership culture and to ensure that the activities of the Department support and promote implementation of the policies and objectives of the City Council.

Objectives 2008-09

- Upon receipt of the survey result from the downtown business/property owner survey, consider a downtown website and other alternatives to facilitate and encourage activity in the downtown.
- Fully implement the Cost Recovery Programs, both Downtown and Citywide, considering alternatives to outsourcing staffing to sustain customer service levels (e.g. other professional services vs. part time)

Achievements 2007-08

- In order to facilitate and encourage activity in the downtown, we will consider alternatives for a downtown marketing program using results from the downtown property owners and businesses survey.
Due to timing changes, the survey went out in May 2008 to business and property owners only; the results are not anticipated until summer 2008. We will incorporate the survey results when considering alternatives for downtown marketing such as creating a dedicated downtown website.
- In order to meet future staffing demands and execute succession plans, we will consider enhancements to utilization of staffing throughout the department, including appropriate deployment of resources to facilitate future organizational structure.
In October 2007, the Administrative staff were reassigned from P&Z division to Administration division. Many enhancements will be considered upon a full complement of staff. We are exploring staffing alternatives, such as a Part Time position for managing Land Records (as opposed to Full Time). Also, staff is working diligently with Information Technology division to incorporate methods to automate the agenda packet process within the department. And, in coordination with the City Clerk's office, the Planning and Zoning files will now be scanned to eliminate excess filing tasks.

Other Achievements:

- Obtained council approval on code amendments to Chapter 8, Business Taxes and Regulations, due to statutory changes and to implement necessary changes to eliminate antiquated code sections.
- Prepared implementation schedule of projects resulting from the Downtown Master Plan Update necessary for cost estimates to determine funding needs.
- Prepared Interim Downtown Cost Recovery Program adopted by the Community Redevelopment Agency and obtained consultant for Urban Design Reviews of projects to ensure compliance with the new urban design standards within Downtown at the cost of the applicant.

Achievements 2007-08
<ul style="list-style-type: none"> • Coordinated with Finance and Information Technology to establish escrow accounts (for Downtown and Citywide) and prepared flow chart of system for cost recovery programs where applicants pay for review services through the escrow system. • Prepared a Citywide Cost Recovery Program and obtained consultants to provide cost recovery services (in Downtown and Citywide) to review projects. • Monitored the terms of the permit extension agreement for the Eden project to ensure compliance and accurate notification. • Prepared regulations for shopping cart retention on site that was reviewed with the local retailers; due to minimal complaints, the item was placed on hold. • Printed and distributed over 800 annual reports to downtown property owners.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2006-07		FY 2007-08		FY 2008-09
	Goal	Actual	Goal	Estimated	Target
<i>World Class Municipal Services</i>					
Sustain a majority (>50%) of Employees who respond to annual survey that are satisfied working within the department	55%	90.7%	51%	54.6%	51%
% of time initial response provided within 2 days of receipt by department.	100%	100%	100%	98%	100%
# of Citizen Inquiries/Tickler Items	80	102	85	152	75*
*Change in tracking method.					

CODE COMPLIANCE DIVISION

EXPENDITURE BY CATEGORY	ACTUAL 2006-07 BUDGET	APPROVED 2007-08 BUDGET	REVISED 2007-08 BUDGET	APPROVED 2008-09 BUDGET
Personal Services	3,332,712	3,597,600	3,545,200	3,781,900
Other Operating	849,916	701,900	719,200	722,500
Supplies	51,824	54,400	50,700	48,400
Capital Outlay	10,120	-	15,000	-
Transfers	12,000	7,500	7,500	8,000
TOTAL	4,256,572	4,361,400	4,337,600	4,560,800

Description of Division and Activity

The division consists of three units that work in coordination with each other: Code Enforcement, Building Inspection and Customer Service. An overview of the division activities include: responding to customers' complaints and inquiries; providing regulatory enforcement of all applicable codes through onsite inspections of businesses, single and multi-family residences; issuing business tax receipts and certificates of use; registering contractors and maintaining records; issuing special event permits; providing systematic minimum housing property maintenance inspections; enforcing state and local construction codes related to building, plumbing, electrical, mechanical, energy conservation, emergency management, coastal construction and accessibility for persons with disabilities; code administration, permitting and fee collection, plan review and inspections; issuing permits, and code related services.

Goal

The goal of the division is to sustain and enhance a high quality of life through the various citizen education and comprehensive enforcement programs; to insure the proper and accurate collection of taxes and fees; to protect the health, welfare and safety of the general public through permitting, plan review and inspection of building construction within the city; and, to maintain related records. We will provide these services by achieving the following objectives:

Objectives 2008-09

- Implement Customer Escrow Payment System to improve customer service and enable online application submittals.
- Formulate and test online application submittal system utilizing Adobe Acrobat technology.
- Fully implement internal Code Enforcement Officer Accountability Standards.
- Fully integrate expired application and expired permit enforcement into Code Enforcement system.

Achievements 2007-08

- Continue to evaluate and expand customer service enhancement programs, such as reduction in customer wait time in the One Stop Center.

A number of customer service programs have been implemented this past year including the provision of all permit check list and permit documents online so that customers no longer need to come to City Hall to obtain forms. The checklists are in the process of being made interactive so that hyperlinks will take the applicant directly to all required forms vastly simplifying the application process. A side benefit of this program is that printing costs for forms have been vastly reduced. The One-Stop sign-in program has been upgraded enabling quick and easy customer sign-in. It now provides us with a number of accountability reports so that we can more closely monitor customer request trends, wait and service times and technician productivity. Licensing and Business tax documents are now electronically scanned and instantly available for review. We have also instituted mid-process permit scanning that will eventually allow for a fully electronic permit application and review process for selected permit types. An escrow system is now in place to simplify the payment of user fees for regular customers.

Achievements 2007-08

- Fully implement Permit and Licensing Technician Education Program to develop customer service staff and enhance their knowledge of laws and regulations, resulting in improved level of customer service.
The plan has been fully implemented and four technicians have attended International Code Council Permit Technician classes to upgrade their skills. These technicians are currently studying to pass the certification exam.
- Develop Code Enforcement Officer training and career path Program pursuant to study recommendations, resulting in higher level of knowledge by officers and enhanced service to citizens.
A complete program has been formulated and submitted to Human Resources for review and evaluation. The program is similar to those previously approved for the Building Inspection and Customer Service sections. It includes required training and an educational component along with time in grade considerations and work evaluation criteria for promotion. Money was budgeted to commence the education and training component, which is now under way in anticipation of program approval.
- Continue the “Blueprint for Excellence” program, to study the permitting and plan review processes and identify methods to further streamline the processes.
While a new round of Blueprint discussions has been placed on hold, we continue to implement programs and innovations discussed in the first round of meetings.

Other Achievements:

- The Division has worked with the Police and Fire Departments to implement joint code enforcement efforts with respect to noise and nightclub complaints as well as Life Safety Code enforcement. The division now handles all due process tasks for both the Police and the Fire Department in the enforcement of City and State code violations. Successful efforts included the most effective water restriction enforcement in South Florida (handling over 2300 violations in the first year alone) and the abatement of a number of late evening related night club complaints throughout the city.
- The Division won a number of safety awards this year including Annual Day In The Park for Safety Overall Participation award, the Incident Reporting award and the prestigious Trailer Backing Competition
- Business Tax and Contractor Certification Records have been converted to electronic format.
- Accountability standards have been formulated for Code Enforcement and initial measures put in place to establish accurate reporting of compliance standards.
- Interdepartmental operating procedures have been put in place to enable the Code Compliance Division and the Police Department to handle enforcement actions of mutual concern.
- Implemented On-Call emergency inspection system to ensure timely response to after-hours and/or emergency requests for building inspections.

PERFORMANCE MEASURES	FY 2006-07		FY 2007-08		FY 2008-09
	Goal	Actual	Goal	Estimated	Target
Strategic Initiatives:					
<i>Strong Partnership with Our Stakeholders</i>					
Implement (in cooperation with Information Technology) at least 5 types of online permit-related services: simple permits that do not require plan review; payment of reinspection fees and other similar assessments; forms submittal for contractor licensing; etc.	–	–	100%	100%	100%
Percentage of customer initiated complaints/Inquiries Investigated within 72 hours of Receipt	100%	100%	100%	100%	100%
Number of complaint responses	5500	6,078	5,000	4,500	4,500
% Internal Case Initiation	35%	34.6%	50%	50%	>50%
Percentage of Business Inspections Conducted within 7 days of Complete Application	85%	88%	85%	90%	90%
Number of Tax Receipts/Registrations	14,000	14,994	15,000	13,000	15,000

PERFORMANCE MEASURES Strategic Initiatives:	FY 2006-07		FY 2007-08		FY 2008-09
	Goal	Actual	Goal	Estimated	Target
Percentage of Complaints/Cases Resolved by Voluntary Compliance (Corrected w/o Hearing)	95%	98.1%	95%	96.1%	95%
Number of cases investigated	4,500	6,078	5,000	4,500	4500
Total Permits Applications Received	-	17,000	-	15,000	-
Total Permits Issued	-	16,288	-	14,500	-
Total Plan Reviews for Permits Issued	-	28,187	-	22,700	-
% Reviews Completed in 1 working day	25%	26.8%	25%	22.8%	25%
% Reviews Completed < 8 working days	65%	59.6%	65%	58.4%	65%
% Reviews Completed < 15 working days	90%	79.4%	90%	83.5%	90%
% Reviews Completed < 30 working days	100%	94.0%	100%	100%	100%

PLANNING & ZONING DIVISION

EXPENDITURE BY CATEGORY	ACTUAL 2006-07 BUDGET	APPROVED 2007-08 BUDGET	REVISED 2007-08 BUDGET	APPROVED 2008-09 BUDGET
Personal Services	1,165,392	1,282,900	1,268,900	1,303,200
Other Operating	499,064	195,500	764,900	449,300
Supplies	24,740	34,900	32,900	21,000
Capital	1,342	-	-	-
Transfers	28,200	-	-	-
TOTAL	1,718,738	1,513,300	2,066,700	1,773,500

Description of Division and Activity

The Planning and Zoning Division is responsible for the orderly development of the City. Specific activities of the Division include but are not limited to the following:

- Review of development plans and preparation of recommendations for presentation to the Planning and Zoning Board, Community Redevelopment Agency, Environmental Advisory Board and City Council;
- Review of amendments to the adopted Comprehensive Plan and Code of Ordinances and preparation of recommendations;
- Evaluation and preparation of statutory updates to the adopted Comprehensive Plan;
- Implementation of the amended Comprehensive Plan and Code of Ordinances;
- Preparation of special studies;
- Review of permits and business uses for compliance with the City's zoning regulations;
- Review of permits for compliance with the City's environmental regulations;
- Preparation of maps and graphics for presentation to other Departments, advisory boards and the City Council;
- Management of City's land records and associated databases;
- Assistance in the acquisition and disposal of real property, easements, rights-of-way and rights-of-entry; and
- Dissemination of information pertaining to land records and related matters to the public.

Goal

The goal of the Planning and Zoning Division is to provide for the orderly development of the City of Boca Raton. The value to the City and its citizens is that a well planned community results in stable or increasing property values and an improved quality of life.

Objectives 2008-09

- Prepare and adopt amendments to the Comprehensive Plan based upon the Evaluation and Appraisal Report, which included the designation of the City as a Multi-Modal Transportation District.
- Prepare and adopt amendments to the Comprehensive Plan related to the Northwest (NW) and Southeast (SE) Multi-Modal Transportation Sub-District Land Use and Urban Form Studies (the Downtown Master Plan Update).
- Prepare and adopt amendments to the Land Development Regulations related to the Multi-Modal Transportation District, including regulations to implement the NW Multi-Modal Transportation Sub-District Land Use and Urban Form Study.
- Prepare and adopt amendments to the Downtown DRI and Rules to implement the Comprehensive Plan Goals, Objectives and Policies related to the SE Multimodal Transportation Sub-District.

Objectives 2008-09

- Apply the elements of the North Federal Highway Master Plan that are supportive of the MMTD concepts to proposed redevelopment projects in the corridor and implement the New Pines Neighborhood Improvement Project.
- Prepare and adopt amendments to the Land Development Regulations to implement the Comprehensive Plan Goals, Objectives and Policies related to Workforce Housing.
- Organize and manage Central Subdistrict Land Use and Urban Form study planning process.
- Manage the processing of an amendment to the Campus Development Agreement to provide for a new research hospital on the grounds of Florida Atlantic University.
- Prepare and adopt amendments to the Zoning District Map for annexed properties in the City.

Achievements 2007-08

- Prepare and adopt amendments to the Comprehensive Plan related to the City's Multi-Modal Transportation District (MMTD) initiative.

When initially embarking on this project, it was not realized how extensive and time consuming the research and data collection would be or how much impact this new direction in transportation and land planning would have on the majority of public facilities planning. As a result of this finding, staff requested and received approval from the Florida Department of Community Affairs for a one year extension to the EAR-based plan amendments that will establish the MMTD.
- Prepare and adopt amendments to the Land Development Regulations related to the Multi-Modal Transportation District (MMTD) for the City.

As stated above, with the year extension to the amendments to the Comprehensive Plan to establish a citywide MMTD, the land development regulations also requires additional time to prepare.
- Prepare and adopt amendments to the Comprehensive Plan related to the Northwest Multi-Modal Transportation (MMTD) Sub-District land use and urban form study.

Staff hired Glatting Jackson as a consultant in April of 2007 to lead a planning charrette for the Northwest MMTD Subdistrict and prepare a Land Use and Urban Form Plan. The kickoff meeting was held on July 31, 2007, and a series of follow up meetings with the working group and focus groups continued. The draft plan was prepared and presented to Planning and Zoning on September 20, 2007 and the final plan to the City Council on February 11, 2008. The recommended goals, objectives and policies are being incorporated into the Future Land Use Element, and will be adopted through the EAR-based plan amendment process.
- Prepare and adopt amendments to the Comprehensive Plan related to the Southeast Multi-Modal Transportation Sub-District land use and urban form study (the Downtown study/Downtown Master Plan Update).

The Downtown Master Plan Update was presented to the City Council in August 2007. An implementation schedule and resolution designating the Downtown Advisory Committee as the Steering Committee for input and review of projects was adopted by City Council in February 2008. The Goals, Objectives, and Policies recommended in the plan will be incorporated into the Future Land Use Element through the EAR-based Comprehensive Plan amendment process.
- Prepare and adopt amendments to the Land Development Regulations related to the Southeast Multi-Modal Transportation Sub-District land use and urban form study.

Due to the need to extend the adoption schedule for the EAR-based Comprehensive Plan amendment process, the regulations proposed in the Southeast MMTD Land Use and Urban Form Study (Downtown Master Plan Update) also requires additional time to draft and will become a goal for next year as an amendment to DDRI and Rules of the Downtown.

Achievements 2007-08

- Prepare and adopt amendments to the Comprehensive Plan related to the City's Work Force Housing initiative.

Staff has been working since 2006 on comprehensive plan policies that would support the establishment of a workforce housing program. On December 11, 2007, the City Council adopted Ordinance No. 4992, which amended the Future Land Use and Housing Elements to provide language that grants City Council authority to create a program that may require every new development project with ten (10) or more units to provide for a minimum number of Workforce Housing units, and developers to either construct workforce housing on site, off-site or contribute to a workforce housing trust fund. In addition, the enabling legislation was established to allow for a density bonus program for developers to build beyond the maximum permitted density under the zoning and future land use designations provided a set amount of units are set aside as workforce housing units and to incorporate residential in commercial and industrial land where remaining floor area is available for conversion.

- Prepare and adopt amendments to the Land Development Regulations related to the City's Workforce Housing initiative.

Due to the changes in the housing market, the land development regulations were put on hold and made a goal for next year.

- Manage the processing of an amendment to the Campus Development Agreement (CDA) to provide for a new research hospital on the grounds of Florida Atlantic University (FAU).

There was a delay in the drafting of the CDA by FAU and as a result the amendment process was made a goal for next year.

Other Achievements:

- On March 22, 2005, the City Council adopted Resolution 57-2005 establishing the A1A Landscape Task Force. Since that time staff has been working with the Task Force in the review of current City regulations governing the maintenance of coastal vegetation. Over the course of approximately 10 months the Task Force met 17 times in its investigation and recommended among other things that the Environmental Advisory Board be granted authority to approve activities related to the trimming or removing of dune vegetation. Staff drafted an ordinance to that effect and on April 10, 2007, City Council approved Ordinance No. 4978.
- During 2007, staff worked on new code language that would allow greater flexibility in the development and redevelopment of lands zoned Light Industrial and Research Park (LIRP) in order to help sustain the LIRP as a viable zoning district and encourage a mix of uses consistent with the Comprehensive Plan Future Land Use Category of (IL) Light Industrials. Staff presented to the Planning and Zoning Board and the City Council an ordinance that would allow 33% of general office in buildings that are located within the LIRP zoning district. September 25, 2007, City Council adopted Ordinance No. 4998 to provide for such use.
- Assisted City Attorney with case processing by providing (3) expert witness testimonials, backup documentation, mapping and support to defend the Sober House case.
- Adopted amendments to the Code of Ordinances related to flood damage prevention and protection in order to comply with the National Flood Insurance Program and the floodplain management requirements of State of the Florida Flood Damage Prevention Statute. Staff has completed an Ordinance for City Council consideration that updates city procedures in order to remain in compliance with FEMA as a follow up to our 5-year audit. The Ordinance is scheduled for public hearing in June of 2008.
- Completed the census update that includes revising population data based on a more accurate counting of the City's population that may result in additional funding to the City. In April of 2008, staff submitted to the U.S. Census Bureau updated population data for the City of Boca Raton.

PERFORMANCE MEASURES Strategic Initiatives:	FY 2006-07		FY 2007-08		FY 2008-09
	Goal	Actual	Goal	Estimated	Target
<i>Strong Partnership with Our Stakeholders</i>					
Adopt Multi-Modal Transportation District (MMTD) Land Development Regulations (LDR's) to enhance quality of life in Boca Raton by January 2009	-	-		-	Adopt Quality of Service (QOS) Standard
Prepare and adopt Central Multi-Modal Transportation District (MMTD) Land Use and Urban Form Study with consultant contract by May 2009	-	-		-	Commence the planning process to implement changes to the manner in which the City will develop in the future
Percentage of Public Hearings Before City Council in 60 days from Complete Application*	100%	100%	100%	100%	100%
Number of Applications Processed *Includes Conditional Use; Right-of-Way and Easement Abandonments; Appeals; CCCL Variances; Planned Use Developments; Sale of City Owned Properties; Master Plans; Ordinance Amendments, etc	80	58	80	46	65
Percentage of Public Hearings before the Community Redevelopment Agency in 60 days from Complete Application	100%	100%	100%	100%	100%
Number of Applications Processed	10	9	10	8	10
Percentage of Public Hearings before Planning and Zoning Board in 30 days from Complete Application**	100%	100%	100%	100%	100%
Number of Applications Processed **Applications include all applications mentioned above, with the addition of Site Plans and the exception of Easement Abandonments; Subdivision Plats; Downtown Plans, etc.	100	82	80	65	65