

# DAT Team Meeting

## Sept 10, 2010

A second meeting of the Development Assistance Team (DAT) to discuss the Development Review and Approval Process Initiative was held on September 10, 2010. The August 19, 2010 DAT meeting comments on the Development Review Process were distributed. Staff from the Economic Development Division led the discussion with members of the Development Assistance Team (DAT). The following is a summary of the comments provided by individual attendees and do not necessarily reflect a consensus of all participants or by their reviewing agencies.

### Suggestions for Development Review Process Improvements:

- Offer applicants a meeting with staff after a project is approved and the letter of conditions is sent to applicant. This would help the project toward completion once it is approved.
- Development Services Center suggested in 2006 report is still a good idea that has not been funded.
- Development Services website:
  - Train employees to use site and refer applicants to it
  - Provide link to it from City's main webpage
  - Maintain fee schedules in one place on website
- Provide education/have a meeting with developers every 6 months to get feedback on what does or does not work in the development review process. This is similar to what Engineering does with their contractors.
- Provide training to new/all alders on the development processes. Maybe City Channel could do a series of training modules?
- Data (microfiche property records, hard copies of site plans) need to be digitized and more accessible to staff and the public.
- Customer service: needs to be more process oriented and it is for internal and external customers. Perhaps job shadowing instead of lectures on customer service.
- Explore the feasibility of a web-based pre-application notification system with standardized language about proposed projects.
- Currently developers do not have to file their 30 day pre-application notices with the Planning Department, only the Alder and neighborhood association. The Planning Department should also get these notices (web-based notification system would accomplish this goal).