

**JOURNAL OF CITY COMMISSION WORK SESSION**  
**May 21, 2019**

City Commission Work Session  
Civic Center, Gibson Room 212

Mayor Kelly presiding

**CALL TO ORDER:** 5:30 p.m.

**CITY COMMISSION MEMBERS PRESENT:** Bob Kelly, Bill Bronson, Owen Robinson, Mary Sheehy Moe, and Tracy Houck.

**STAFF PRESENT:** City Manager Greg Doyon and Deputy City Manager Chuck Anderson; City Attorney Sara Sexe; Planning and Community Development Director Craig Raymond; Public Works Director Jim Rearden; and, Deputy City Clerk Darcy Dea.

**PUBLIC COMMENT**

**Shyla Patera**, 1013 7<sup>th</sup> Avenue NW, announced that Mark Willmarth will provide training for Neighborhood Council 2's visioning sometime this summer. On behalf of North Central Independent Living, Ms. Patera requested that accessibility takes a prime seat, and urged the Parking Commission to consider handicap van access isles, as well as fine enforcement.

**Ryan Smith**, Nelson Architects, 1328 Beargrass Drive, expressed appreciation to the Planning and Community Development staff for involving the Architect and Engineering industries with the streamlining of the development process. Mr. Smith commented that the Pre-Application meeting is a huge part of the process by managing expectations with all City staff, applicants and clients.

**Katie Hanning**, Homebuilders Association, 327 2<sup>nd</sup> Street South, commented that the Homebuilders Association was involved with feedback of the development process, and is thrilled with the streamlined process. Ms. Hanning noted that the one-stop shop will be huge.

**Krista Smith**, Great Falls Builders Exchange & Society of Architects, 325 2<sup>nd</sup> Street South, expressed appreciation to the Planning and Community Development staff for their efforts, and commented that the new development process has huge potential.

**Sophia Sparklin**, Spark Architecture, 410 Central Avenue, commented that adding clarity and consistency to the development process will be beneficial to applicants and clients.

**Dani Grebe**, L'Heureux Page Werner Architects (LPW), 15 5<sup>th</sup> Street South, commented that LPW works statewide, and has a lot of trust in the Great Falls Planning and Community Development Department.

**Tim Peterson**, L'Heureux Page Werner Architects (LPW), 3405 Fern Drive, commented that the Planning and Community Development Department is a great staff to work with.

**Jule Stever**, CTA Architects, 219 2<sup>nd</sup> Avenue South, commented that perceptions and expectations from the past carry on even though requirements now are more complex. The new development process will help streamline communication between everyone involved.

## **1. DEVELOPMENT REVIEW PROCESS**

Deputy City Manager Chuck Anderson reviewed and discussed the attached PowerPoint presentation covering a recap of the Development Review Process from the December 2018 update.

Planning and Community Development Director Craig Raymond explained that the biggest key to the development process is having the right people at the right time moving forward in the same direction.

Director Raymond and Public Works Director Jim Rearden discussed the attached PowerPoint presentation including the new development process, minimum development requirements that must be met, steps in the development process, top four complaints about the development process with the City, ways to remedy the development review process today, revamped building/land use permit applications, new and improved gold card, Public Works project completion blue card, Building Permit internal workflow, project kick-off, new Permit Technician role, new Permit Coordinator role, inspection process improvements, Engineering Division development process changes, how/when does environmental review fit into the process, what is working well or better, education and outreach, coordination/efficiency improvements, and what needs work.

Referring to the PowerPoint, Deputy City Manager Anderson explained that the steps in the development process are a generic process that could apply for any application.

Director Raymond explained that training will allow permit techs and applicants to have better knowledge and competency of the Building Permit Application Requirements form. Director Raymond further explained that EnerGov is the permitting and coordination software, and Blue Beam is the electronic plan review software.

Referring to the development review process, Deputy City Manager Anderson commented that the environmental requirements will be integrated into the pre-application meeting in order for applicants to have a better understanding of storm water requirements.

Commissioner Houck received clarification that the monthly billing of subdivision inspections will be done within the Engineering Division, and that internal and external outreach will be available to notify citizens of major changes in development policies.

Commissioner Moe received clarification that the most significant documents that show transparency are the Land Use Application Checklist and Building Permit Application Requirements.

Director Raymond explained that the Building Permit Internal Workflow was provided to EnerGov to fit the City's development process, and that a Development Center Page will be available on the website to assist citizens with the development process.

Commissioner Robinson commented that the new development process is a huge step in the right direction, and received clarification that quarterly updates will be provided to the Commission with regard to the development process.

Mayor Kelly inquired about the hiring needs with regard to the new development process. Director Raymond responded that other cities have a Permit Coordinator position; however, the Planning and Community Development Department is currently utilizing existing staff. The hardware for the new development process is being funded through the Building Permit Fund.

Mayor Kelly thanked Deputy City Manager Anderson, Planning and Community Development Director Raymond and Public Works Director Rearden, as well as professionals from the community, for their efforts with regard to the new development process.

#### **DISCUSSION OF POTENTIAL UPCOMING WORK SESSION TOPICS**

City Manager Greg Doyon reported that a special budget work session will be on June 4<sup>th</sup> and June 18<sup>th</sup>. Topics for the June 4<sup>th</sup> meeting include an update from Neighborhood Council #7, and a quarterly budget review. A Joint City-County meeting discussing the City-County Health Department (CCHD) will be on May 30<sup>th</sup>.

#### **ADJOURN**

There being no further discussion, Mayor Kelly adjourned the informal work session of May 21, 2019 at 6:50 p.m.

## Recap From Dec 2018 Update

**MAJOR FINDING CATEGORIES:**

- Communication
- Roles and Responsibilities
- Documentation

**LINKED FINDINGS TO ROOT CAUSES, AND DEVELOPED ACTION PLAN**

**ACCOMPLISHED NUMEROUS TASKS, WHICH HIGHLIGHTED NEW OPPORTUNITIES**

**THINGS TO REMEMBER:**

- The same staff is creating the new process WHILE staying open for customers
- Input, collaboration, and patience (with definitive progress) are crucial
- This is an cultural shift in how business is done and will continually be refined



## The New Development Process How we got here and where are we going?

### Minimum Development Requirements that must be met

- Public safety
- Efficient and effective municipal services
- Sustainable municipal infrastructure
- Environmental protection and compliance (DEQ & EPA)
- Protection of building inventory / investment

### Steps In the Development Process

- Pre-Application Meeting with City, Applicant, and Consultant
- Develop Annexation/Improvement Agreement for Commission approval
- Review of Infrastructure Plans
- Plan Approval
- Construction Phase; Inspection
- Punchlist Inspection. 2 Year Warranty Starts. As Built drawings
- 2 Year Warranty Inspection
- City is Responsible for Perpetual Infrastructure Maintenance

## Why are we here?

What are the top 3-5 complaints you personally hear about the development review process with the City of Great Falls?

- Lack of Consistency, Communication
- Issues with timing and coordination between PCD & PW
- Complaints that one or more staff are not helpful, or Lack knowledge of the process
- Processes and rules are widely different from department To department and/or are not codified

If there was one thing you could do immediately to change the development review process today, what would it be?

- General summary of the standards/guidelines
- Review Ordinances, remove out of date or non-applicable Items
- Better communication up front and better communication Regarding successful results
- City could get out of the way and let owners/developers Build how they know it works best

## So what did we do about it?



Building Permit Application Requirements			
Commercial, Industrial, Multi-Family New Construction, Addition, Tenant Improvement, Renovation, Steel Only			
Completeness Checklist (Continued)	Req.	App.	Staff
<b>Public Works Submittals (Continued)</b>			
Copy of final AIA-1 Plan Construction Scheduling Management Plan Checklist and required construction schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of wastewater Industrial Pre-treatment Survey and/or Industrial Pre-treatment Permit Application and fee, as applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of mechanical planning, plan and profile, treatment equipment, as well as, all plumbing fixtures and specifications for Food Service Establishments, coffee shops and laundries and other facilities deemed applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of proposed best management practices to treat the industrial pre-treatment design analysis only, as applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Original letter from the Developer certifying that the Developer will be responsible for the costs associated with full time Construction Inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of the Fee and/or O/S and/or discussion for any Fee/amount needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Building/Truss Projects &lt; \$15,000 Inspection Fee</b>			
Three (3) Copies of Site Cost Plans, Plans shall include site layout, parking, storage, utilities, site water and sewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of wastewater Industrial Pre-treatment Permit Application and application fee, as applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of mechanical planning plan, profile and specification for Food AIA and Caves correct best management practices for Food Service Establishments, coffee shops and laundries and other facilities deemed applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Copy of proposed best management practices to treat the industrial pre-treatment design analysis only, as applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management Plan and all other Design Report, Management Agreement for Property Owner/ Occupant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Original letter from the Developer certifying that the Developer will be responsible for the costs associated with full time Construction Inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For additional information and questions call the Engineering Division at 406-771-3338 and the Environmental Division at 406-771-3339			
<b>Fire Suppression &amp; Alarm Requirements</b>			
Require separate application from the building owner. Application for fire suppression, fire alarm suppression and alarm systems may be found online at <a href="http://fire.alarm.com">http://fire.alarm.com</a> (includes fire alarm and fire suppression applications). Four (4) copies sets of fire specific, level suppression systems, show their design with product details and all pertinent notes to the drawings. Plans must include: <ul style="list-style-type: none"> <li>Fire suppression tier detail and location</li> <li>Fire alarm tier detail and location</li> <li>Fire alarm tier detail and location</li> </ul> Fire suppression and alarm plans may be dictated by pre-approval from the Building Division only.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Revamped Building/Land Use Permit Applications

- Updated permit application with new completeness checklist and technical checklist
- Permit is now fileable electronically
- Fully comprehensive
- Transparency
- Communication
- Standards/Guidelines
- Knowledge of the process

CITY OF GREAT FALLS INSPECTION RECORD CARD

Project No. \_\_\_\_\_ Engineering Division 406-771-3338

TO: OF GREAT FALLS ENGINEERING INSPECTIONS - CALL 406-771-3338  
 111 CALLE, CITY CENTER 1000 1000 1000 1000 1000 1000 1000 1000 1000 1000

DATE TIME \_\_\_\_\_ DATE TIME \_\_\_\_\_

BY: \_\_\_\_\_ BY: \_\_\_\_\_

NO. OF SUBJECT ENVIRONMENTAL INSPECTIONS CALL 406-771-3338  
 111 CALLE, CITY CENTER 1000 1000 1000 1000 1000 1000 1000 1000 1000 1000

DATE TIME \_\_\_\_\_ DATE TIME \_\_\_\_\_

BY: \_\_\_\_\_ BY: \_\_\_\_\_

APPROVED CONSTRUCTION PLAN SET IS REQUIRED ON SITE AT TIME OF EACH AND EVERY INSPECTION

NOTE: COMPLETED INSPECTION RECORD CARD MUST BE RETURNED TO PLANNING AND COMMUNITY DEVELOPMENT BEFORE OCCUPANCY CERTIFICATE CAN BE ISSUED

### New and Improved Gold Card

- New size with inspections in sequence with construction
- Now includes Public Works Inspections
- Now all departments sign off
- Is electronically fileable for each specific project
- Consistency
- Coordination between departments
- Communication with permit holder

CITY OF GREAT FALLS

Public Works PROJECT COMPLETION CARD

Engineering Division 406-771-3338 Environmental Division 406-771-3338

Building Address: \_\_\_\_\_ Permit #: \_\_\_\_\_

Description of Work: \_\_\_\_\_ Owner/Contractor: \_\_\_\_\_

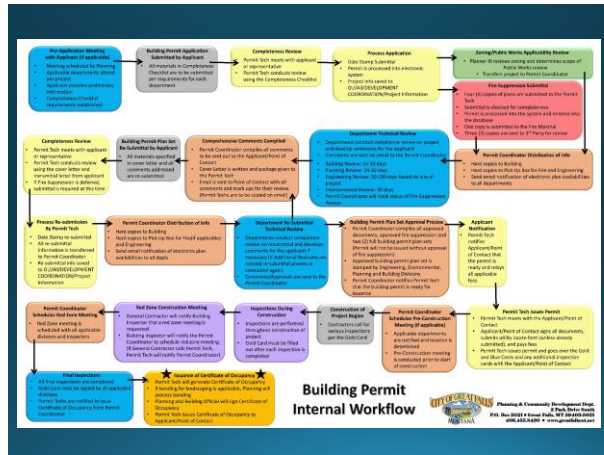
Point of Contact/Email and Phone #: \_\_\_\_\_

INGENIEERING DIVISION REQUIREMENTS								
#	CALL ITEM	DATE	APP. BY	REMARKS	#	CALL ITEM	DATE	APP. BY
	Pre-Construction Meeting			Executed & Approved				
	Process info			Approved Building Dept.				
	Concrete Testing Results			Absent/Noted Results				
	SDO Certification Letter			None				

ENVIRONMENTAL DIVISION REQUIREMENTS								
#	CALL ITEM	DATE	APP. BY	REMARKS	#	CALL ITEM	DATE	APP. BY
	Site Data Maintenance Agreement			Not Pre-Approved/Not Issued				
	Site Management Permit Issued			Onfile/Status/Not Approved				
	Site Well Service Line Survey/As-Built			Completed/Status/Not Approved				
	Other:			None				

### Public Works Project Completion Card "Blue Card"

- Public Works project completion list
- Covers all items that usually falls through the cracks at CO.
- Transparency
- Predictability
- Communication



## Project Kick-off

### Pre-Application Meeting

- Applicable departments attend
- Applicant provides preliminary information
- Completeness checklist established

## New Permit Technician Role

### Completeness Review

- Permit Tech meets with applicant or representative
- Permit Tech conducts review using the Completeness Checklist

## New Permit Coordinator Role

### Permit Coordinator

- Single point of contact for staff and applicant
- Distribution/collection of project documents to/from all departments

## Inspection Process Improvements

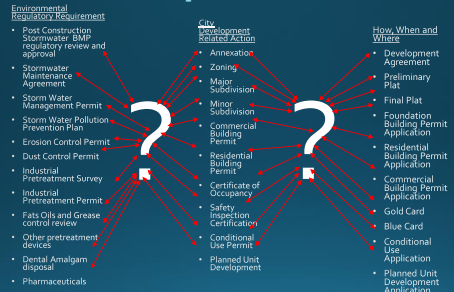
### Red Zone Construction Meeting

- Generally 30-60 days ahead of project completion
- All pertinent staff and developers representatives present
- Communicate successful project completion requirements. Remaining gold and blue card items

## Development Process Changes Engineering Division

- Moved one engineer from part-time to full-time development review, December 2018. Provide quicker plan review and response.
- Now providing monthly billing of subdivision inspection. Bills include explanation of activities billed for and daily inspection reports.
- Technology: Purchased I-Pads for inspectors. Performing some electronic plan review by engineers.
- Extension of Services Plan: Complete

## How\When does Environmental review fit into the process.



## What is working well or better?

- Doing a better job of integrating Environmental into the Process
- Increased amount of external and internal communication
- Transparency for the applicant and public
- We work as a team with the coordination of a project
- Single point of contact

# In Progress

## A New and Improved Development Process!



## Education and Outreach



### Internal

- Make policy standards and documents available.
- Host, provide and promote training.
- Engage and contribute to shaping the process.

### External

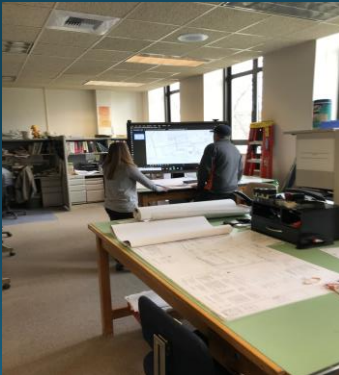
- Support and participate in external trainings for industry members.
- Technical assistance instead of enforcement.
- Policy documents and Standards.

## Coordination/Efficiency Improvements

Development Review Engineers to be housed in P&CD

- Increase communication efficiency
- One stop shop — less footwork

## More to Come!



## More to Come!

EnerGov for Your Civic Services Software Needs

PLAN REVIEWED... **APPROVED!**



ZONING



BUILDING



PUBLIC WORKS



FIRE



ENVIRONMENT



APPLICATION



PLAN REVIEW



ISSUANCE



INSPECTION



CERTIFICATE OF OCCUPANCY

### **What needs work?**

- Cohesive, focused development review team. Too many competing priorities
- Regular customer feedback
- Code updates — Title 17 parking and landscaping review
- Title 13 Storm Water Design Manual
- Public facility design and construction manual
- Transparent and predictable fee structure

**Questions?**

**A New and Improved Development Process  
Great Falls is open for business!!!!**