



## ***2023 - 2024 Development Review Audit Action Plan***

The City of Great Falls understands the importance of providing a streamlined, predictable, and collaborative approach to development in the community. We, the City's Development Review Team, consisting of Planning & Community Development, Public Works, and Fire Department staff, are currently reviewing and analyzing our existing development processes.

We have identified several processes and issues that can be improved upon during this process. However, we also recognize the significance of listening and collaborating with the development community to understand their concerns and ideas that may not have been identified as part of our audit effort. To ensure we hear these concerns and ideas, we have scheduled two listening sessions for October 26th from 5:30 – 6:30 PM and November 16th from 9:30 – 11:30 AM at the Gibson Room in the Civic Center. Additionally, the staff will continue to work with the development community to address specific topics throughout the audit. We will also send out a short survey to hear concerns and gather ideas.

Upon completing the audit, we will summarize the findings and recommendations for further improving the development process. We plan to present the Development Review Audit Findings and Recommendations to the City Commission in early 2024.

## *Development Review Audit Topics of Concern*

### **Goal/Task #1: Improve existing Development Review & EnerGov permitting software:**

- a. Issue: Communication between the multiple departments during the development review process is not optimal. Inefficient communication hinders development timelines and creates unpredictability for applicants.
- b. Issue: Update existing development applications, handouts, and supporting materials. Ensure all “paperwork” regarding development processes is easy to understand, interpret, and complete. Ensure none of the documents contradict each other or the implementation of development review.
- c. Issue: EnerGov is not implemented to its full capability, specifically the online customer access portion. Fully implementing EnerGov is imperative to ensure greater quality, expediency, and delivery of development review.
- d. Issue: Community identified issues...

### **Goal/Task #2: Permit Lifecycle Analysis: Identify inefficiencies and determine improvements from application submittal to permit review to issuance of Certificate of Occupancy:**

- a. Issue: Zoning Entitlement Process: Identify how the zoning entitlement process can be accelerated and still meet state code – Discuss other steps of the process that could be modified or eliminated to accelerate the development process
- b. Issue: Analysis of Building Permit Lifecycle and Review Process – Residential, Commercial, and Tenant Improvement (T.I.)
- c. Issue: Analysis of Public Works Permit Lifecycle and Review Process.
- d. Issue: Implement a new Fire plan review process
- e. Issue: Temporary Certificate of Occupancy discussion
- f. Issue: Community identified issues...

### **Goal/Task #3: Address other development hurdles and issues regarding development.**

- a. Issue: Residential Geotech Requirements
- b. Issue: Community identified issues...

## 2023 – 2024 Development Review Audit Survey

### Applicant Survey

As part of our commitment to providing a streamlined, predictable, and collaborative approach to development in the community, the City of Great Falls is reviewing and analyzing its existing development processes through its Development Review Team, which consists of Planning & Community Development, Public Works, and Fire Department staff.

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To help with this, we value your feedback on the following questions:

1. Based on your most recent interaction, please rate the development review process. On a scale of 1 to 10, 1 being the lowest recommendation and 10 being the highest, how likely are you to speak favorably regarding the interaction with your peers in the development and contracting community?

2. What is the primary reason behind the rating you gave us?

3. In what areas have we excelled? What did we do particularly well in your interactions with us?

4. We are interested in identifying areas for improvement. What aspects of our services or processes could we improve upon in order to better serve your needs?

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## *Development Review Audit Timeline*

- **September 21<sup>st</sup>, 2023** –Development Review Audit formally initiated
- **October 26<sup>th</sup>, 2023** – First “Big Picture Listening Session” with community development partners regarding identified topics of concern and if additional topics need to be added.
  - Location & Time: Gibson Room, Great Falls Civic Center 5:30 PM - 6:30 PM
- **November 7<sup>th</sup>, 2023** – Present to the City Commission proposed Outline (Brock Cherry, Christoff Gaub), schedule, and initial findings.
  - Presentation Materials due to Krista by November 1<sup>st</sup>.
  - Work group representatives present specific items.
- **November 16<sup>th</sup>, 2023** – Second “Big Picture Listening Session” with community development partners regarding identified topics of concern and if additional topics need to be added to the discussion.
  - Location & Time: Gibson Room 9:30 AM - 11:30 AM
- **November 2023 – February 2024** – Conduct smaller listening sessions and working groups with specific groups focused on specific topics.
- **Spring 2024**– Present audit findings and recommendations to City Commission with
  - Deliverable Content:
    - What did we do?
    - Who did we include in listening sessions?
    - What are our recommendations and how will it improve the development review process?
  - Deliverable Format: Word Doc / Report and PowerPoint Presentation