

gwinnettcounty



# Department of Planning and Development



## 2014 Business Plan





# Introduction

- **Department Overview**
- **Major Accomplishments and Initiatives**
- **Operating Budget/Financial Details**
- **Balanced Scorecard Metrics**



# Planning & Development

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## 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.

## 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.

## Values

- Integrity, Responsiveness, Excellence, Teamwork



# Core Services

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## Planning

Current Planning  
Long-Range Planning

## Economic Development

Redevelopment & Revitalization  
Recruitment & Retention

## Strategic Infrastructure Planning

Coordination of long-range infrastructure planning activities  
in support of the 2030 Unified Plan

# 2013 Initiatives & Accomplishments

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- Unified Development Ordinance Project (Policy A.1.1, A.2.1, A.5.4, A.5.7, A.5.8)\*
- Business License Renewal Process Modifications
- Establishment of Opportunity Zone Designations
- Review of Tax Allocation Districts (Policy A.2.3)

\* Denotes Objective on Balanced Scorecard

# Unified Development Ordinance

The Unified Development Ordinance project is a major component of many of the Unified Plan Initiatives:

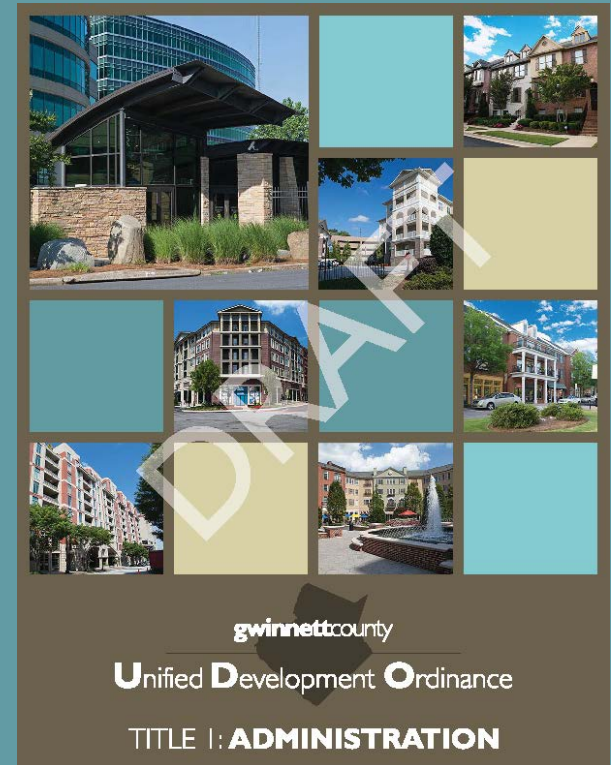
Policy A.1.1: Promote Major Mixed-Use Developments

Policy A.2.1: Institute a Variety of Incentives and Bonuses

Policy A.5.4: Enhance Development Aesthetics

Policy A.5.7: Provide Incentives for Open Space

Policy A.5.8: Development Regs to Create Local Parks



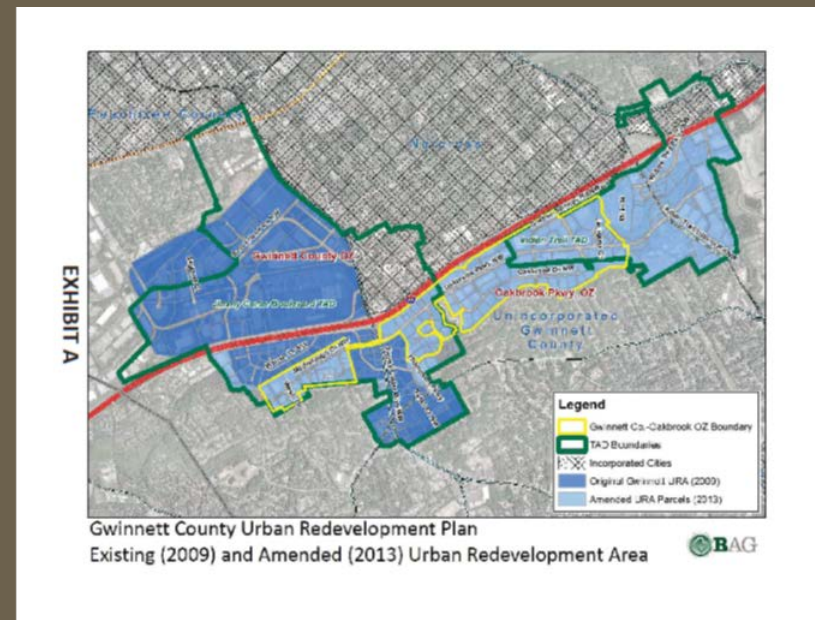


# 2013 Initiatives & Accomplishments

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- Unified Development Ordinance Project (Policy A.1.1, A.2.1, A.5.4, A.5.7, A.5.8)\*
- Business License Renewal Process Modifications
- Establishment of Opportunity Zone Designations
- Review of Tax Allocation Districts (Policy A.2.3)

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# 2013 Initiatives & Accomplishments

- 2030 Unified Plan Recalibration & Short-Term Work Plan Update\*
- Water & Sewer Master Plan follow up – Flow Analysis\* (Policy A.1.3 & A.2.2)
- Reorganization of Stormwater BMP bond process\*
- Online Plan Submittal\*
  - Development of online informational video

\* Denotes Objective on Balanced Scorecard



# 2013 Initiatives & Accomplishments

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- Housing Task Force – HomeSafe Kickoff in Gwinnett (Policy A.4.2 and A.4.3)

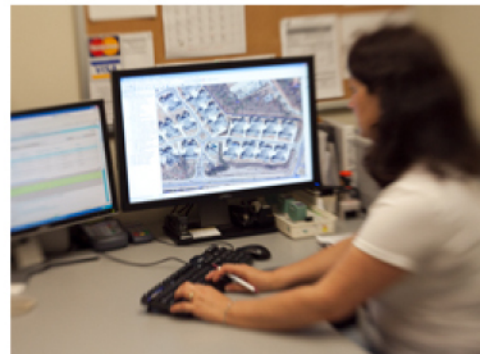


- Volunteer Efforts: Scanning of Zoning Case Files (176 hours)\*
- Department-Wide Training Documentation (676 hours)\*
- Continued Cross Training and Evaluation of Organization\*

\* Denotes Objective on Balanced Scorecard

# Environment

- Meeting the needs of our customers as the economic recovery continues
- Addressing space needs as the number of walk-in customers continues to increase
- New Service District
- Unified Development Ordinance – Approval & Implementation



# 2014 Major Initiatives

- Unified Development Ordinance Implementation
- 2030 Unified Plan Recalibration/Short -Term Work Plan Update
- Online Plan Submittal Outreach
  - Informational Video Completion
- Meeting Customer Needs
  - Timely Service
  - Adequate customer waiting areas
- Continuation of 2013 Initiatives

# 2013 vs 2014 Operational Budget

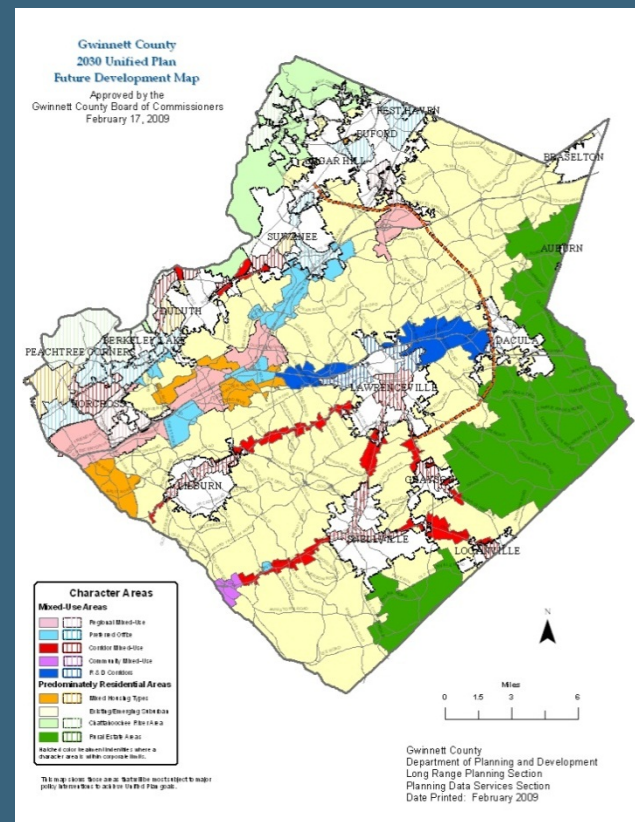
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FUND	2013 Adopted	2014 Proposed
001 – Economic Development and Planning	\$639,345	\$644,785
102 – Fire Plan Review	\$597,429	\$604,302
104 – Development and Enforcement District	\$5,964,351	\$6,151,566
106 – License and Revenue	\$697,900	\$748,046
501 – Water and Sewer	\$1,198,982	\$1,218,211
590 - Stormwater	\$419,749	\$479,681
<b>Total</b>	<b>\$9,517,756</b>	<b>\$9,846,591</b>



# 2014 Capital Budget

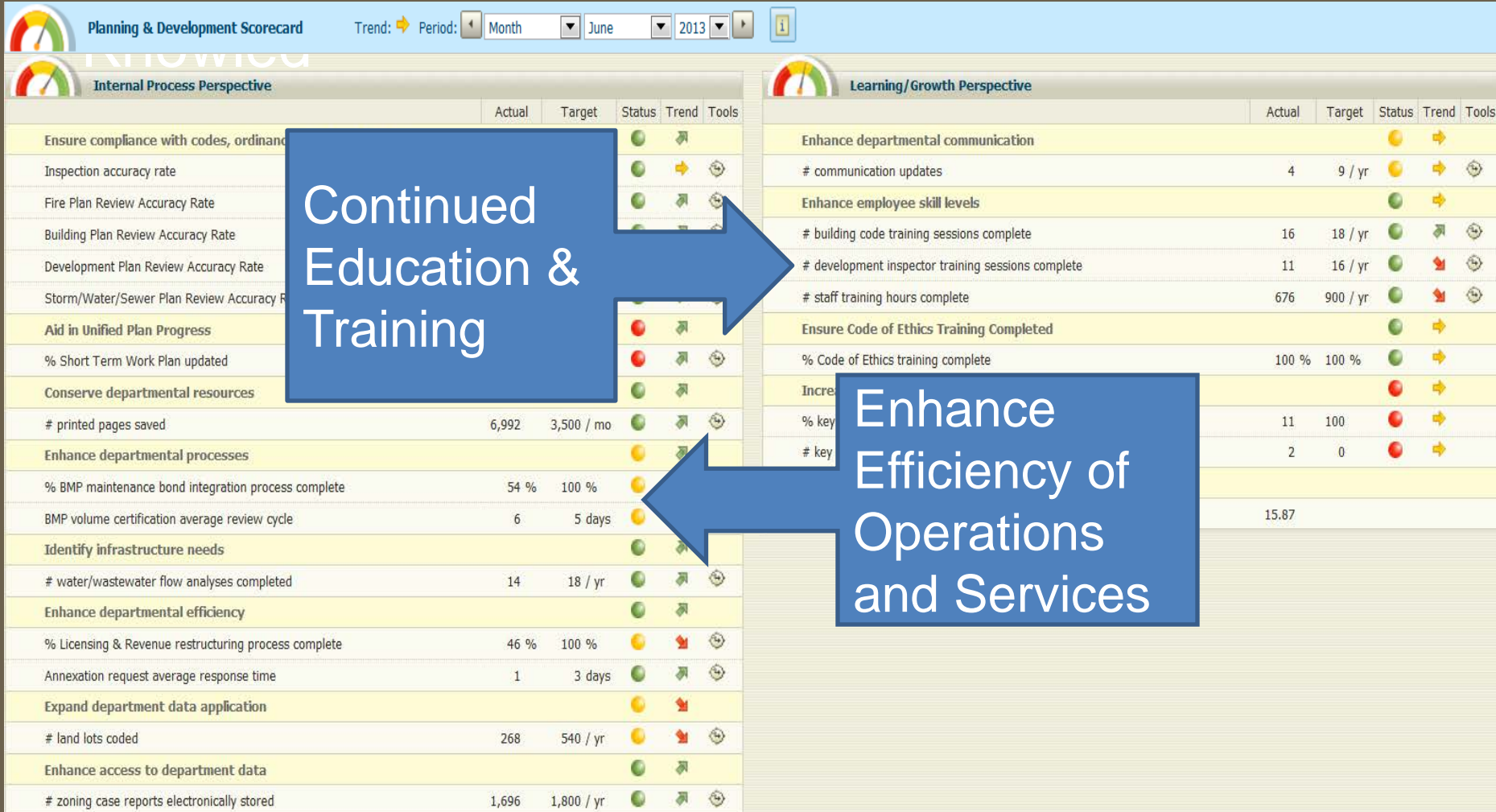
- 2030 Unified Plan Recalibration
- Sector plan studies
  - Detailed Planning of the Unified Plan Character Areas





# Balanced Scorecard

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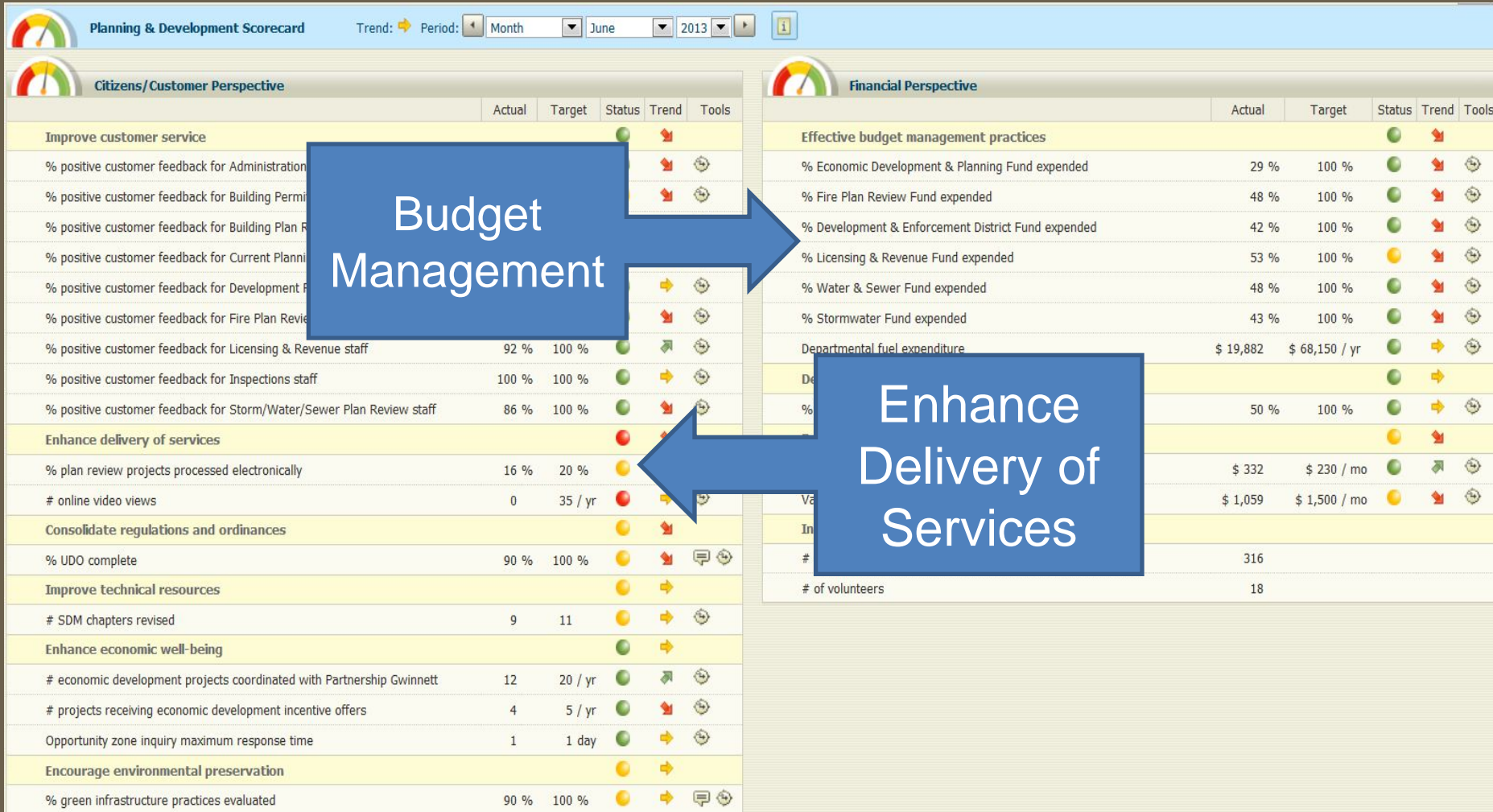
Continued Education & Training

Enhance Efficiency of Operations and Services



# Balanced Scorecard

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# Key Performance Measures

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Measure	2013 Target	YTD Result
Plan Review Staff Accuracy	100%	95%
% Positive Customer Feedback	100%	90%
# Zoning Case Reports Electronically Stored	1,800	1,696
# Staff Training Hours Complete	900	676
% Plan Review Projects Processed Electronically	20%	16%
% Short-Term Work Plan Updated	100%	5%

# Summary

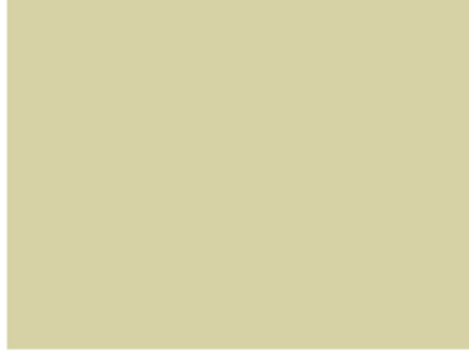
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“One-Stop Shop” When Doing Business In Gwinnett

Monitor Customer Service Areas- Efficient and Effective

Progress/Completion of Major Initiatives

Unified Plan Support and Vision



# Questions?

