gwinnettcounty

Department of
Planning and Development

2015 Business Plan

Introduction

- **Department Overview**

- **Major Accomplishments and Initiatives**

- **Operating Budget/Financial Details**

- **Balanced Scorecard Metrics**

gwinnettcounty

Planning & Development

gwinnettcounty

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

gwinnettcounty

Development

- Plan Review
- Permits
- Inspections
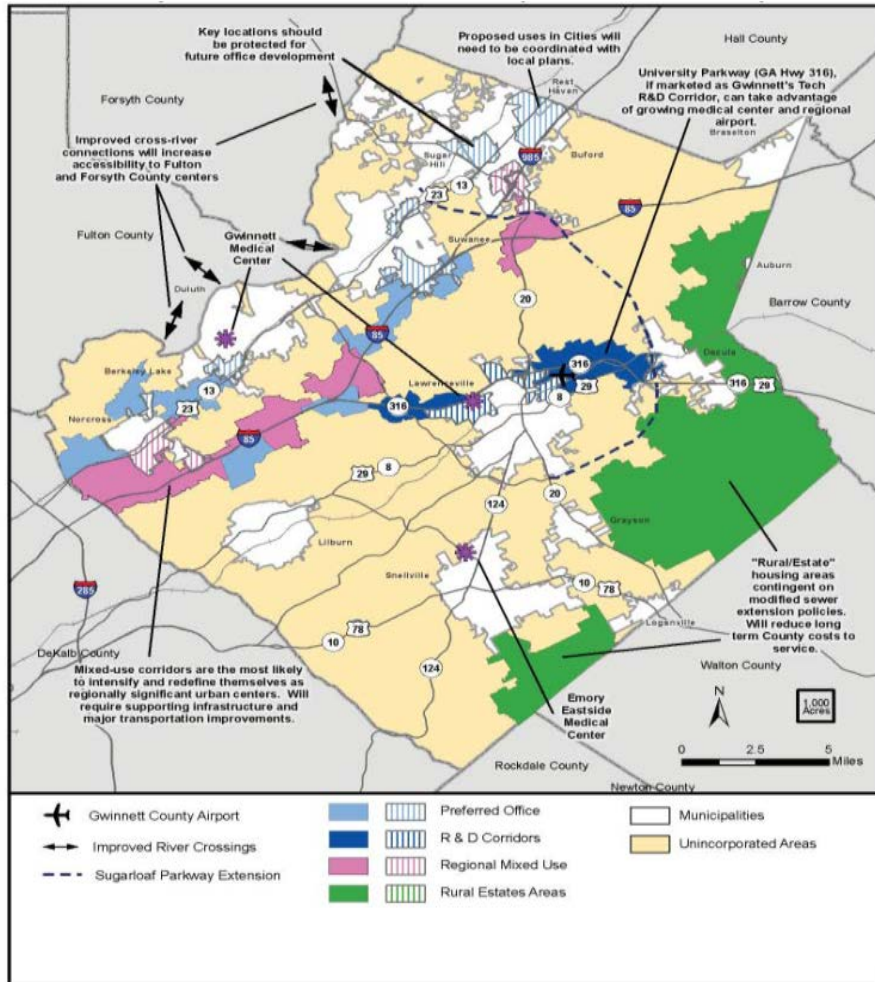- Licensing & Revenue

Core Services

gwinnettcounty

Planning

Current Planning
Long-Range Planning

Economic Development

Redevelopment and Revitalization
Recruitment and Retention
Strategic Infrastructure Planning
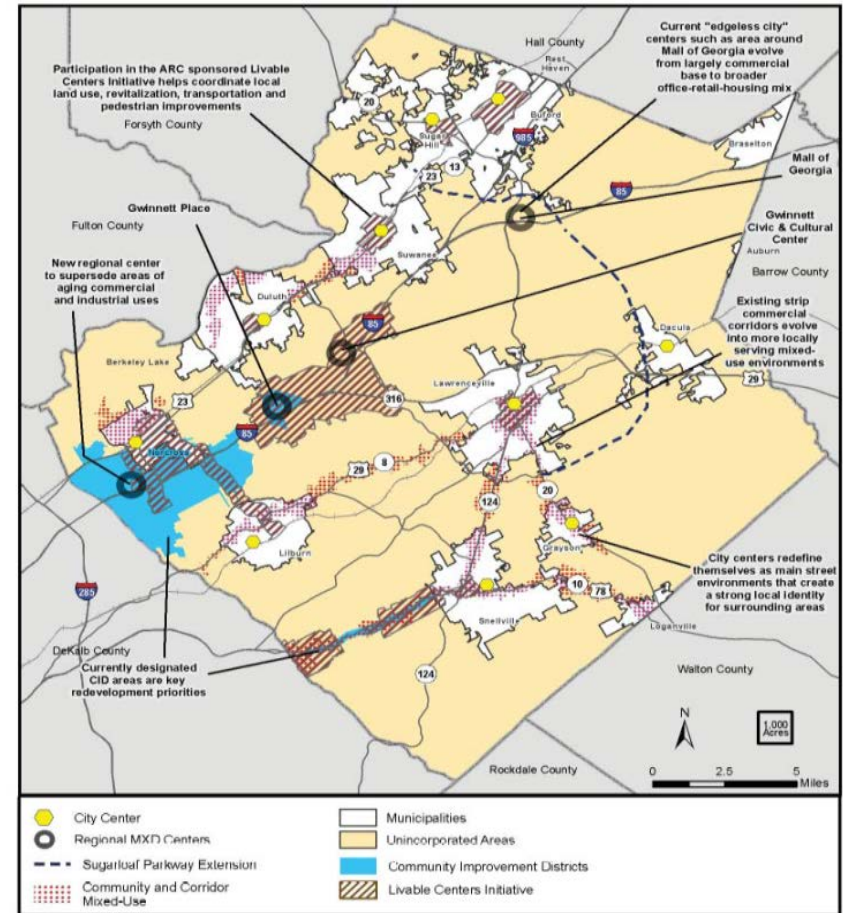
2030 Unified Plan

Maintain Economic Development & Fiscal Health

- Promote Major Mixed-Use Developments
- Protect Large, Well-Located Parcels/Areas for Office
- Strategic Placement of Sewer
- Revise Current Millage Rates
- Promote University Parkway as R&D Corridor
- Employ Debt Financing of Major Infrastructure
- Obtain Appropriate Balance of Retail

gwinnettcounty

2030 Unified Plan

Foster Redevelopment

- Institute a Variety of Redevelopment Incentives
- Promote Densification in Specific Areas
- Use Tax Allocation Districts (TADs)
- Promoted Shared Infrastructure Facilities
- Allow "corner stores" within specified Med/High Density Areas

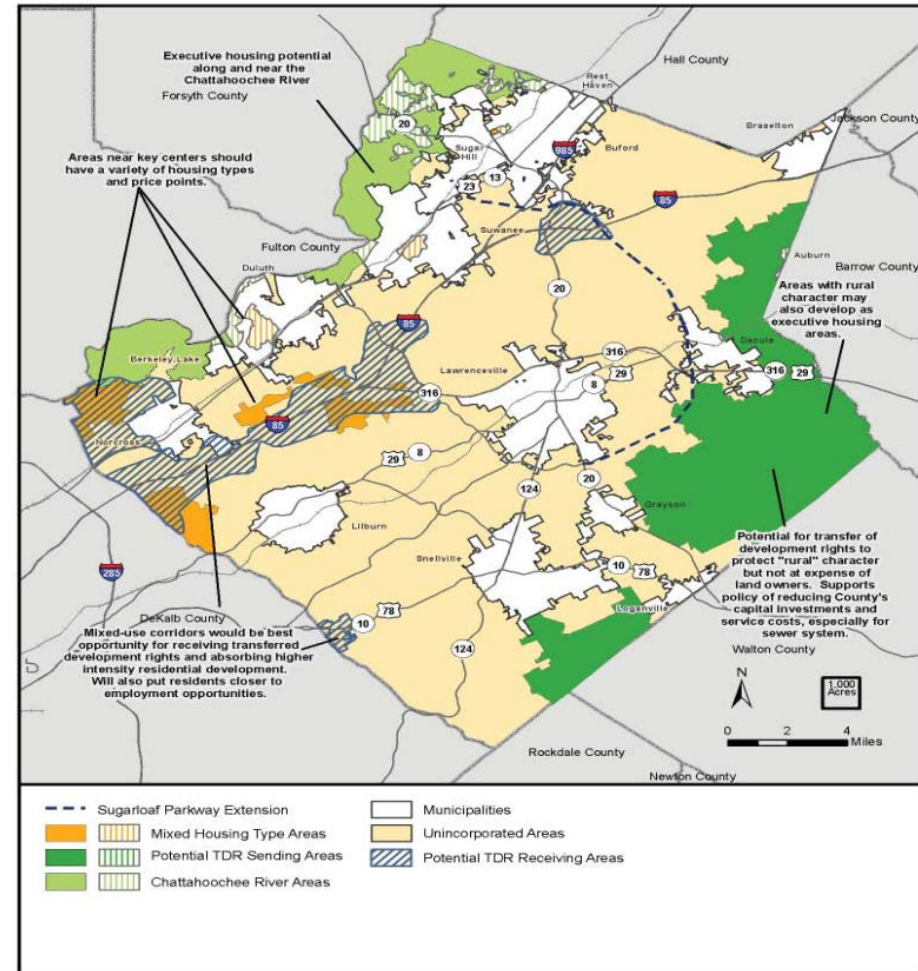gwinnettcounty

2030 Unified Plan
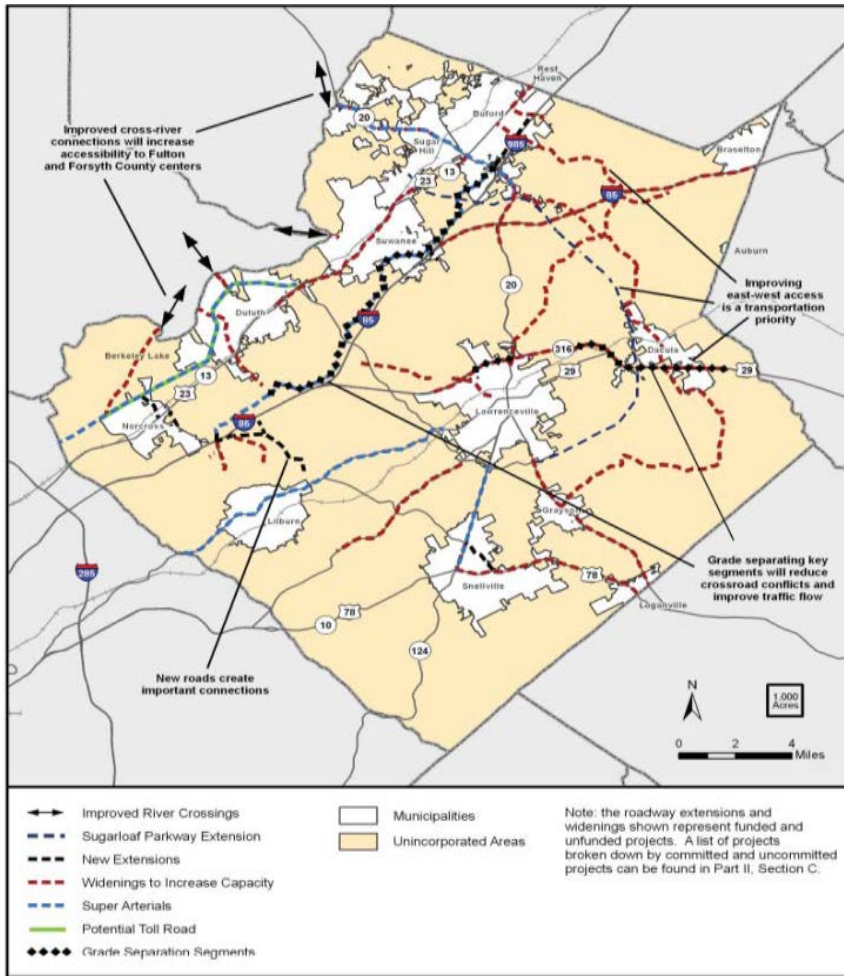
Maintain Mobility and Accessibility

- Enhance Signal Coordination and Intelligent Transportation Systems (ITS)
- Manage Access on Arterials
- Enhance Incident Management (Traffic Control Center)
- Establish Road Connectivity Requirement
- Create Transit-Oriented Development at Appropriate Sites
- Establish a More Extensive Transit System
- Pursue Strategic Road Widening and New Alignments

gwinnettcounty

2030 Unified Plan

Provide More Housing Choice

- Establish and Provide Access to More Executive Housing
- Preserve Existing Workforce Housing
- Expand Maintenance and Rehabilitation Assistance to Homeowners and Small Businesses

gwinnettcounty

2030 Unified Plan

Keep Gwinnett a "Preferred Place"

- Improve the Walkability of Gwinnett's Activity Centers and Neighborhoods
- Support and Promote the Expanded Four Year College
- Invest in After School Programs
- Enhance Development Aesthetics
- Provide Venues to Celebrate Growing Cultural Diversity of the County
- Expand Presence of "Arts Community"
- Provide Incentives for Enhanced Open Space/Trails
- Use Development Regulations to Create Local Parks
- Acquire Surplus Industrial or Commercial Sites for Open Space/Recreation

gwinnettcounty

2014 Initiatives & Accomplishments

gwinnettcounty

- ## Unified Development Ordinance Project
  (Policy A.1.1, A.2.1, A.5.4, A.5.7, A.5.8)*

  Zoning Regulations → Land Development Controls → Building Permits

  UNIFIED DEVELOPMENT ORDINANCE

- ## Business License Renewal Process

- ## Review of TAD Policy & Guidelines
  (Policy A.2.3)

*Denotes Objective on Balanced Scorecard

gwinnettcounty
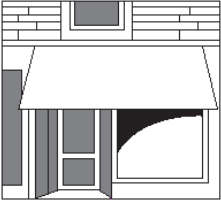**U**nified **D**evelopment **O**rdinance
TITLE 2: **LAND USE & REZONING**

The Unified Development Ordinance project is a major component of many of the Unified Plan Initiatives:
Policy A.5.4: Enhance Development Aesthetics

Awning/Canopy Design

Awnings

- The scale of the awning, i.e., height, length, depth, and overall bulk shall be compatible with the building storefront or entry.
- Awnings shall not be made of shiny, high gloss, or translucent materials.
- Awnings shall not cover distinctive architectural features of the building façade.

Discouraged: higher awnings that cover signage or architectural features

Encouraged: awnings that highlight signage and enhance building

SILVERSMITH & CO.

Canopies

- Canopies shall be compatible in material, color, and construction to the style of the building.
- Canopy roof and column material and design shall compliment the main building design.

Design Guidelines
General Design

3.10

gwinnettcounty
Unified Development Ordinance
Updated February 2014

Ground-Level Utility Equipment and Dumpster Screening

Utility equipment screening

- Utility equipment such as HVAC and other mechanical equipment should be designed and located in a manner to be hidden from public view.
- Screens for exterior equipment should exceed the height of the equipment.
- Screen structures shall utilize building materials that match the exterior materials of the adjacent building.

Utility meter and other building mounted equipment screening

- Utility meters shall screened to best extent possible with evergreen and other plantings.
- Utility meters and associated fixtures shall be painted to match the color of the building.
- Heating and air cooling units, exhaust hoods, fans, vent piping, satellite dishes, antennae, solar panels, and other appurtenances that are ground or roof mounted shall be screened from public view.

Dumpster enclosures

- Dumpster enclosures shall be constructed of materials that match the material and color finishes of the adjacent primary building.

Design Guidelines
General Design

3.13

gwinnettcounty
Unified Development Ordinance
Updated February 2014

gwinnettcounty

2014 Initiatives & Accomplishments

- 2030 Unified Plan Recalibration
  & Short-Term Work Plan Update*

- New Revisions to the Building Code Implemented

- New Customer Sign In System

- Online Permitting, Payment
  & Affidavit Submittal*

  *   Denotes Objective on Balanced Scorecard
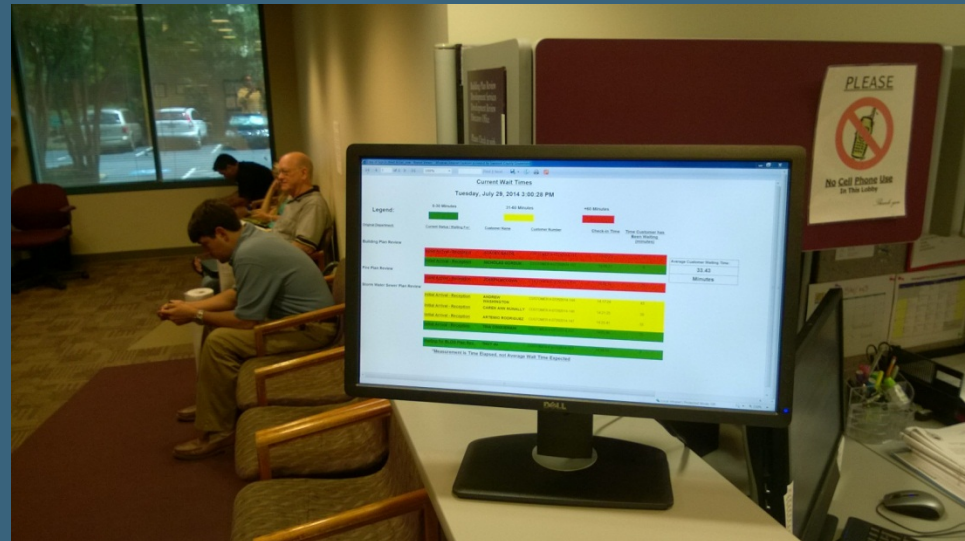
2014 Initiatives & Accomplishments

- Updated Gwinnett Construction Code

- Development of Informational Bulletins*
  - Assist in Communicating key changes in the UDO

- Review of Departmental SOPs*

- Inspections & Permitting Reorganization and Succession Planning
  - 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

- Managing our Service District & Multiple Funds

- Unified Development Ordinance Implementation

- Unified Plan Recalibration Project
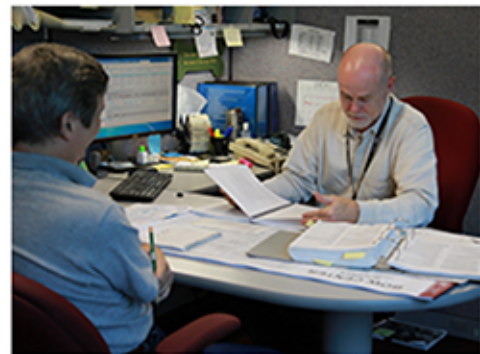
gwinnettcounty

Total Permits

gwinnettcounty
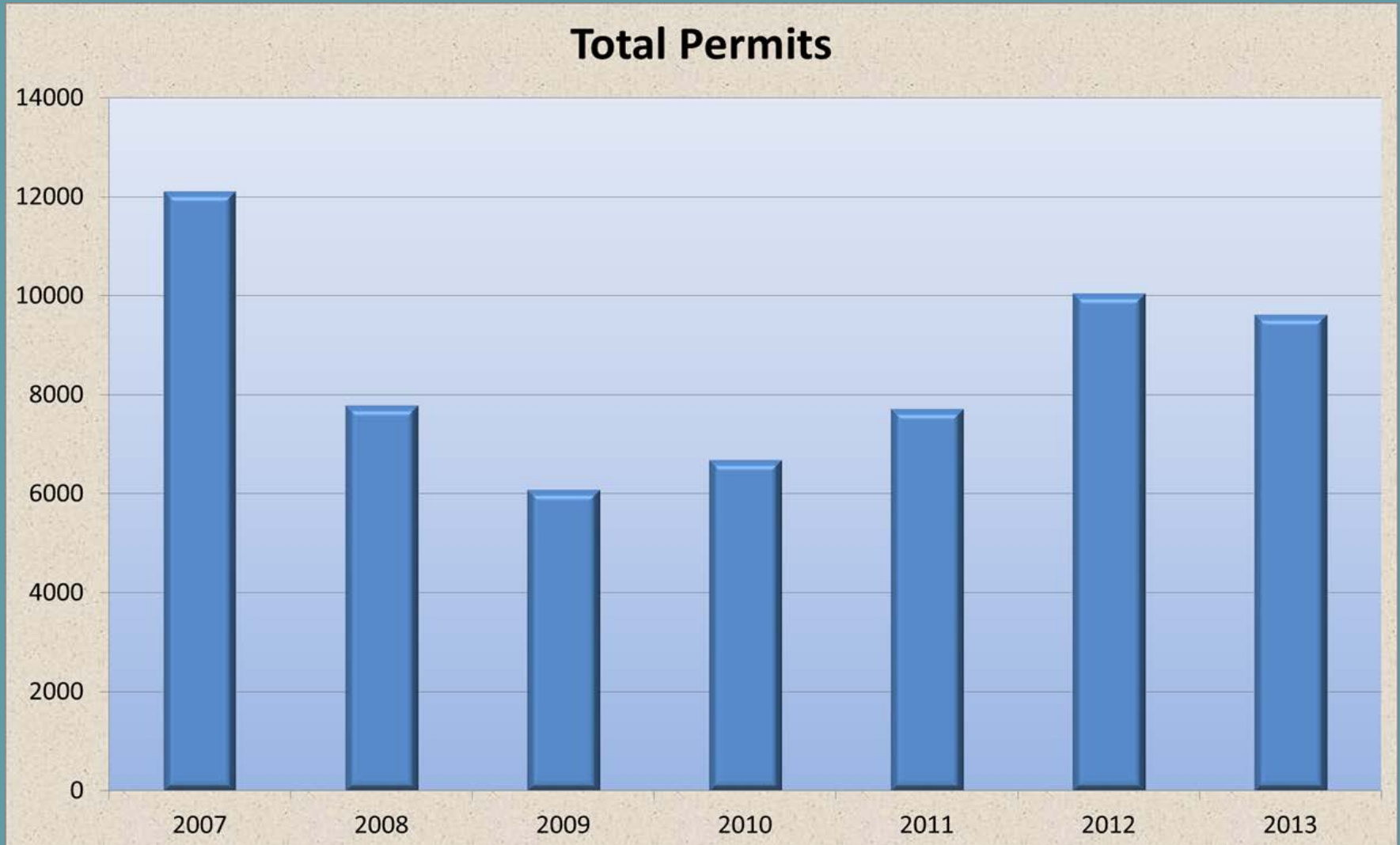
Inspection Activity
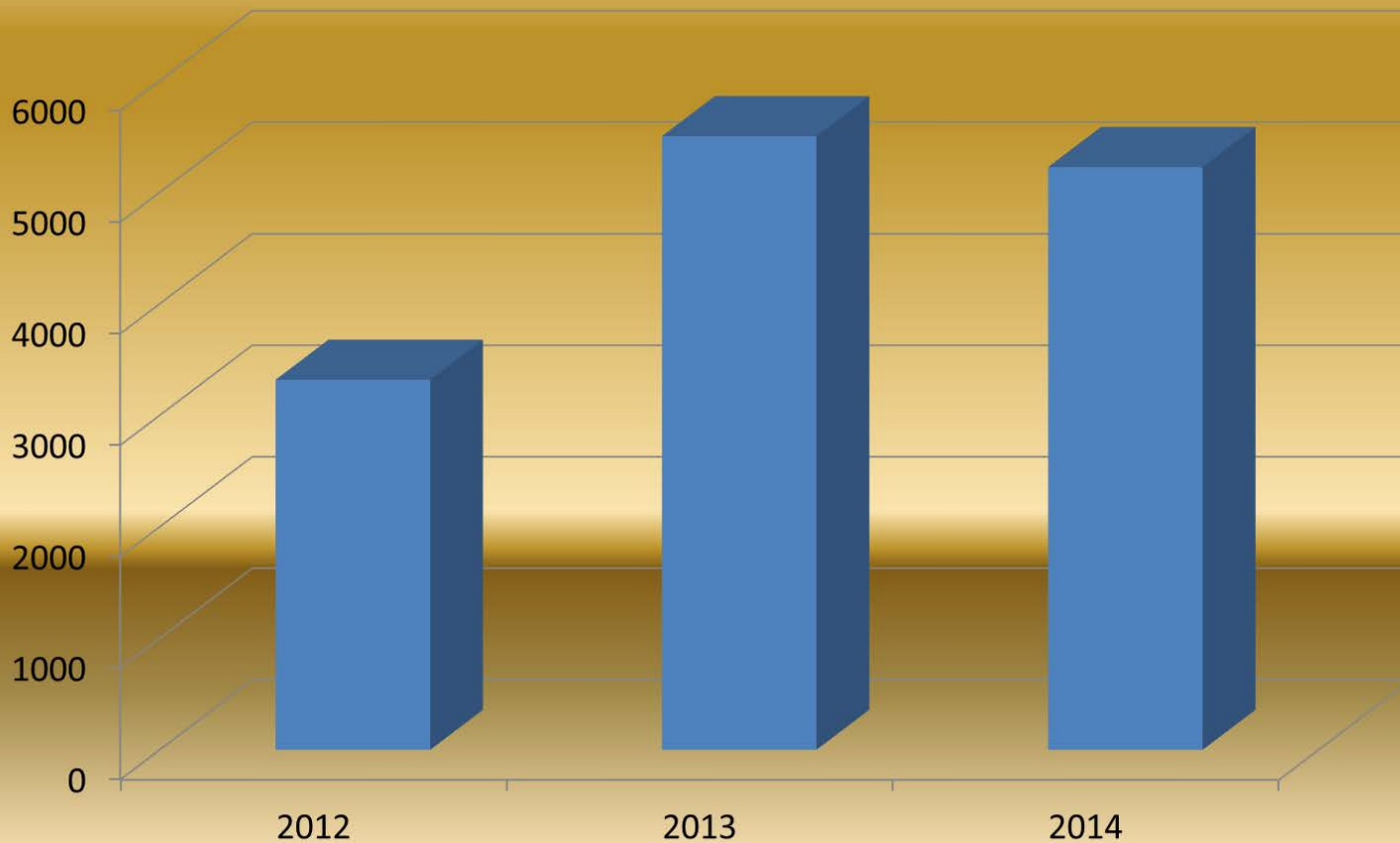
2015 Major Initiatives

gwinnettcounty

- Unified Development Ordinance Implementation

- 2030 Unified Plan Recalibration

- Online Plan Submittal & Review – Accela

- Review of License & Revenue Ordinances

- Meeting Customer Needs
  - Timely Service
  - Adequate customer waiting areas

- Continuation of 2014 Initiatives

2014 vs 2015 Operational Budget

gwinnettcounty

FUND	2014 Adopted	2015 Proposed
001 – Economic Development and Planning	$654,445	$830,869
102 – Fire Plan Review	$611,884	$575,440
104 – Development and Enforcement District	$6,253,279	$5,862,166
106 – License and Revenue	$754,628	$688,156
501 – Water and Sewer	$1,234,094	$1,184,861
590 - Stormwater	$486,813	$487,856
Total	**$9,995,143**	**$9,629,348**

2015 Capital Budget

- 2030 Unified Plan Recalibration

Balanced Scorecard

gwinnettcounty

Planning & Development Scorecard	Trend:	Period:	Month	June	2014		

Citizens/Customer Perspective

	Actual	Target	Status	Trend	Tools
Improve customer service			🟢	↘	
% positive customer feedback for Administration staff	87 %	100 %	🟢	↗	⚙
% positive customer feedback for Building Permits staff	38 %	100 %	🔴	↘	⚙
% positive customer feedback for Building Plan Review staff	86 %	100 %	🟢		
% positive customer feedback for Current Planning staff	100 %	100 %	🟢		
% positive customer feedback for Development Plan Review staff	100 %	100 %	🟢	➡	⚙
% positive customer feedback for Fire Plan Review staff	64 %	100 %	🟡	↘	⚙
% positive customer feedback for Licensing & Revenue staff	76 %	100 %	🟡	↗	⚙
% positive customer feedback for Inspections staff	75 %	100 %	🟡	➡	⚙
% positive customer feedback for Storm/Water/Sewer Plan Review staff	100 %	100 %	🟢	➡	⚙
Avg project review cycle for Building Plan Review staff	10	9 days	🟡	↘	⚙
Avg project review cycle for Development Plan Review staff	8	9 days	🟢	↘	⚙
Avg project review cycle for Fire Plan Review staff	8	9 days	🟢		
Avg project review cycle for Storm/Water/Sewer Plan Review staff	7	9 days	🟢		
% building inspections completed on schedule	88 %	100 %	🟡	↘	⚙
Enhance delivery of services			🔴	↘	
# informational bulletins created	12	40 / yr	🔴	↘	⚙
% plan review documents received electronically	17 %	15 %	🟢	↘	⚙
% UDO user feedback program complete	20 %	100 %	🔴	↘	⚙
# UDO outreach sessions complete	0	6 / yr	🔴	➡	⚙
Enhance economic well-being			🟢	➡	
# economic development projects coordinated with Partnership Gwinnett	15	20 / yr	🟢	➡	⚙
# projects receiving economic development incentive offers	7	5 / yr	🟢	➡	⚙
% Chamber requests addressed within timeframe	100 %	100 %	🟢	➡	⚙

Financial Perspective

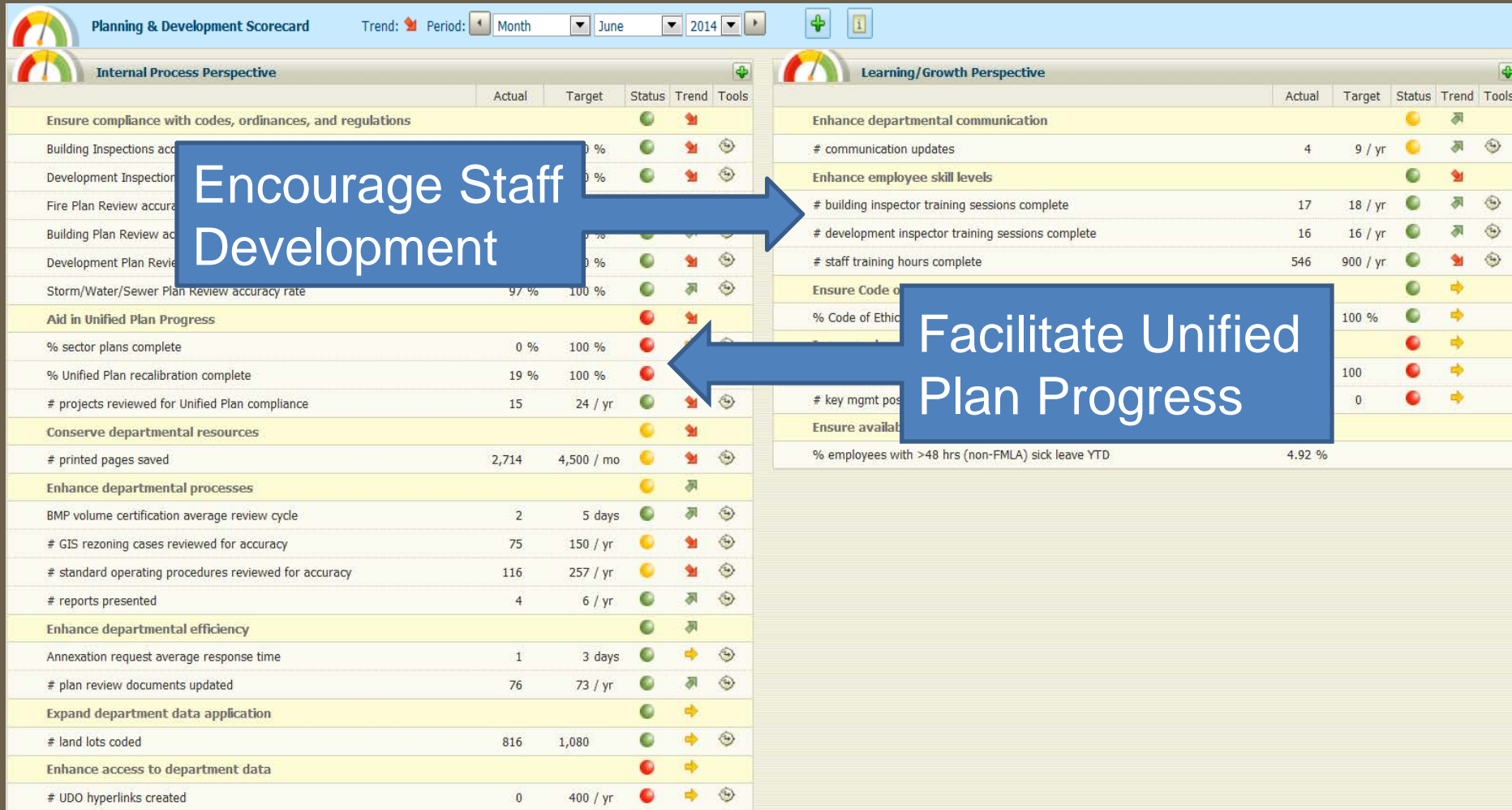|	Actual	Target	Status	Trend	Tools
			🟢	➡	
und remaining	70 %				
	51 %				
Fund remaining	58 %				
	56 %				
	53 %				
	62 %				
Departmental fuel expenditure	$ 20,308	$ 51,514 / yr	🟢	➡	⚙
Define organizational goals and optimize resources			🟡	↗	
% business plan developed	30 %	100 %	🟡	↗	⚙
			🔴	↘	
	$ 207	$ 260 / mo	🟡	↘	⚙
	$ 0	$ 1,000 / mo	🔴	➡	⚙
	47				
	8				

Customer Feedback

Project Review Cycle

Balanced Scorecard
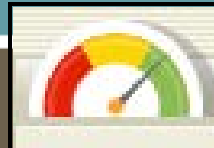
gwinnettcounty

Encourage Staff Development

Facilitate Unified Plan Progress

Key Performance Measures

gwinnettcounty

Measure	YTD Result	2015 Target
% Positive Customer Feedback	**80%**	**100%**
Average Project Review Cycle (days)	**7.5**	**9**
# Building Inspections Completed On Schedule	**90%**	**100%**
# SOP Reviewed For Accuracy	**116**	**257**
% UDO User Feedback Program	**20%**	**100%**
% Unified Plan Recalibration Complete	**22%**	**100%**

Summary

gwinnettcounty

- "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?