

STREAMLINING THE PERMITTING PROCESS

Lee County
Department of Community Development



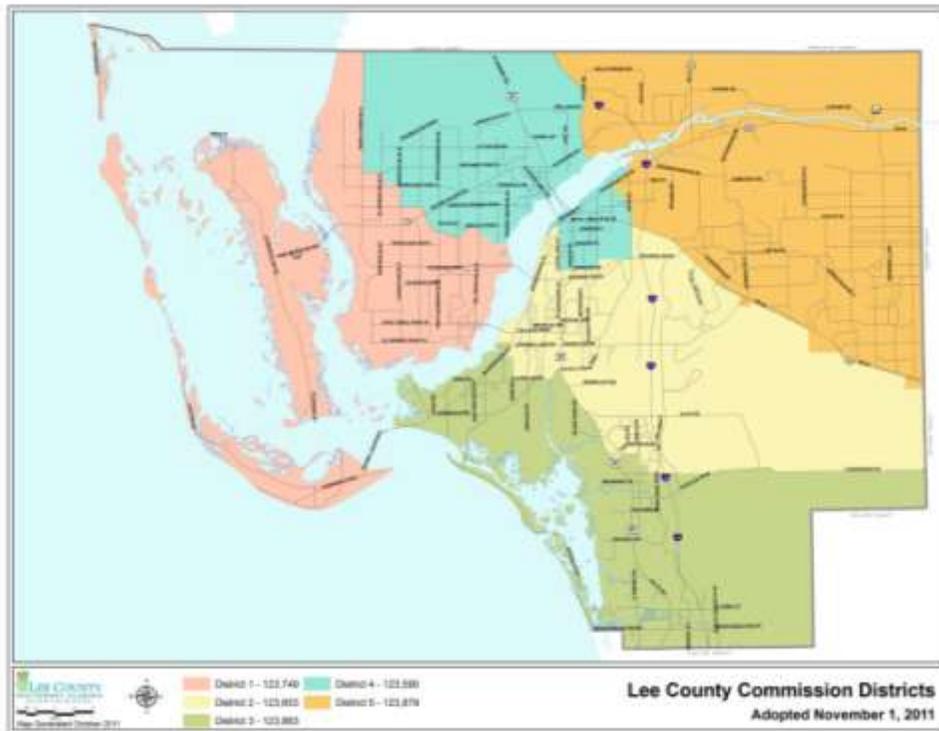
November 2013





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INTRODUCTION AND EXECUTIVE SUMMARY

This report summarizes streamlining accomplishments of the Department of Community Development and outlines future initiatives. This work is based on input from the Horizon Council’s Business Issues Task Force, customers, county administration and staff from various departments.



**Community Development/
Public Works Building –**

One Stop Permitting

Accomplishments in streamlining permit and development processes in Lee County Community Development are summarized in this report as a useful history and as a roadmap for future objectives – including updating the County’s comprehensive plan through the 2035 planning horizon and guiding the transition toward paperless processes and electronic permitting.

Lee County is on track with several strategies to meet its goal of continued streamlining:

1. Acquisition of an advanced electronic system for permitting and development processes. This next generation of software will enhance the efficiency of the permit process and continue transparent, online access to records.
2. Expansion of ePlan – a paperless application and plan review system. The system now provides fully electronic options for online building permit application, plan review, and fee transaction services. Expansion will include options for zoning and development order processes.
3. Shortening of rezoning and site plan review process.
4. Finalize the update of the Comprehensive Plan.
5. Amend the Land Development Code to implement the Comprehensive Plan updates.
6. Coordinate with the Hearing Examiner’s office to review streamlining options for zoning and code enforcement processes.

INTRODUCTION AND EXECUTIVE SUMMARY

The foundation for all of these technological advancements and progress efficiencies is Lee Community Development's focus on technology as a tool for efficient and cost-effective customer service.

During the recent economic slowdown, efforts focused on streamlining the more lengthy zoning and development order processes, applications and codes with the dual goals of positioning the department for the economic rebound and of reinforcing a customer-friendly reputation.

More than one year in advance of the Florida Legislature, Lee County offered permit, development order and master concept plan extensions. Impact fees were restructured to encourage redevelopment and occupancy of vacant commercial buildings. Transportation fees for medical offices were reduced and change-of-use fees were waived. Other changes are outlined in more detail in this report.

This work is already paying dividends as Lee County welcomes new businesses like Hertz and provides growth opportunities for existing businesses such as Chico's.

With an eye toward new economic development and expansion of existing businesses, Lee County's Community Development Department and Economic Development Office will continue to explore options to streamline processes.

The remaining sections of this report include:

- Customer Service and Technology
- Land Development Code
- Comprehensive Planning
- Future Direction
- Appendices

CUSTOMER SERVICE AND TECHNOLOGY

Lee County Community Development’s mission focuses on continuing evaluation of customer service and technology improvements. Excellent customer service has always been a priority for the department, which began to formalize plans for improved customer convenience in 1995. Lee County Commissioners supported this initiative with funding for a one-stop permitting shop in a redesigned building at 1500 Monroe St. in downtown Fort Myers.

ONE STOP PERMITTING

The Lee County Community Development and Public Works Center is a landmark for the County’s attention to the customer convenience of one-stop permitting. It brings together Lee County’s development and permitting components including Community Development’s planning, zoning, development review, environmental, building services, and code enforcement along with Transportation, Utilities, and Natural Resources. The one-stop concept eliminates multiple trips to different buildings to obtain a permit.

Our Mission, through the services we provide, is to:

- *Promote orderly growth and a healthy environment through planning.*
- *Implement state and local growth guidelines through the Lee Plan and Land Development Code.*
- *Protect the public by enforcing building codes and other safety mandates.*
- *Provide courteous, timely, and efficient service.*

Code Enforcement joined the one-stop shop in 2006, relocating from a Hendry Street office to reduce overhead costs and improve efficiency by cross-training administrative staff. Contractor Licensing was also incorporated into the one-stop concept and allows customers to discuss permitting and licensing needs without additional travel.

Even as the County advances its electronic options, the permit lobby at 1500 Monroe St. remains the service and information hub for Community Development.

Implementing this “one-stop” approach initiated the continuous review of efficiency improvements and helped drive technological advancements in permitting.

CUSTOMER SERVICE AND TECHNOLOGY

TECHNOLOGY ADVANCEMENTS

Enhanced customer service has been the reason for Community Development's many technological advancements. Maintaining personal contact while offering cost-effective technology options and speeding up review times is the cornerstone of efforts to streamline services. Today, the department offers a variety of electronic services with more and more options that are completely electronic.

These include:

- Online submission of applications and plans for review
- Permitting by telephone
- Permitting by fax and e-mail
- Online contractor license renewal

In addition to saving money and time, these advancements allow applicants and the general public to track the status of permits and projects online and to obtain public records at no cost.

Notably, these technological advancements have also enabled us to improve customer service while reducing our budget.

Web-Based Transaction Service

Electronic permitting has been implemented through two programs:

1. eConnect, for customer application and payment transactions as well as general public access to permit tracking and records
2. ePlan, for submission of applications and other documents for permitting and plan review. In 2013, ePlan processing began for Zoning and Development Services

eConnect (www.leegov.com/econnect) remains the primary tool that moved Community Development from basic electronic permit management to a web-based customer and public service option. This online tracking system allows both the customer and the public to see, in real time, the progress of permit applications, inspection results and payment status.

*Goal:
Provide all customers
the option to handle
transactions
electronically –
Go Green!
Save time and money!*

CUSTOMER SERVICE AND TECHNOLOGY

ePlan Customer Comments

“It’s the easiest submittal process I’ve used, and I love it. It makes submitting and resubmitting our application packets so simple.”

**Sharon Umpenhour,
Q. Grady Minor & Assoc.**

“I currently do most of my permitting online with most counties. I must say that Lee County to me is the easiest and most efficient.

Responses are very prompt and the system is great.”

**Carmen Lopez,
StormSmart**

“I love being able to do online permitting. I like how everything works. It’s very easy to work and learn. Thanks!!”

**Dustee Hodges,
Upright Aluminum**

Currently, the eConnect online system allows:

- Applications for roofing, HVAC, electric, plumbing, solar and residential driveway permits, which are then issued to the applicant via email
- Payment of permitting and contractor licensing fees
- Payment of code enforcement violation invoices
- Access to FEMA elevation certificates
- Customer and general-public tracking of zoning and development services activities, permitting and licensing and code enforcement violations
- Customer and general-public searches of all activities associated with any parcel

Complete “Go Green!” Options

ePlan (www.leegov.com/eplan), launched in late 2011, pioneers Lee County’s 100% web-based program that allows customers to submit applications, track real-time status of reviews, and obtain permits. All commercial and residential construction permits may now be submitted and reviewed through ePlan. In 2012, dock and shore line permits were added.

To date, ePlan has approximately 500 registered users, and more than 2,450 transactions have been processed.

In 2013, ePlan was implemented to allow paperless applications and reviews for zoning and development services processes, including:

- Zoning Verification Letters
- Zoning Minimum Use Determinations
- Zoning Administrative Actions (ADD)
- Certain Development Review Administrative Deviations (Chapter 10)
- Certain Limited Development Orders (Type A)

CUSTOMER SERVICE AND TECHNOLOGY

Customer Service Statistics Fiscal Year 2012-13

- **80,163** – Phone calls handled by permitting, code enforcement, zoning, planning, development services, and environmental sciences staff
- **35,841** Customers helped at counter
- **63,709** – Building inspections scheduled by phone
- **120,395** – Customers using the Web site for transactions, downloads and information
- **36,442** – Total building permits issued

Development Services is working toward including all development orders in the completely paperless process. The ultimate goal is to enable electronic options for zoning and development order applications and review.

The web-based, optional paperless system is being enthusiastically supported by customers pleased with the opportunity to reduce travel to the permit counter and to save costs associated with time, paper and copy production.

Web-Based Public Service

The Community Development website is an important portal for submission of applications, plans and documents, for application tracking, and public records downloading, with special emphasis on:

- Permitting/Contractor Licensing
www.leegov.com/dcd/BuildingServices
- Planning
www.leegov.com/dcd/Planning
- Zoning
www.leegov.com/dcd/Zoning
- Development Services
www.leegov.com/dcd/DevelopmentServices
- Environmental Sciences
www.leegov.com/dcd/Environmental
- Code Enforcement
www.leegov.com/dcd/CodeEnforcement
- Flood Mapping
www.leegov.com/dcd/floodmaps

Through online reports (www.leegov.com/dcd/Reports), the website offers a wealth of educational and statistical information about building permits and new construction value broken down by community and permit category – such as residential and commercial, as well as statistical reports on code violations, and zoning and development services applications.

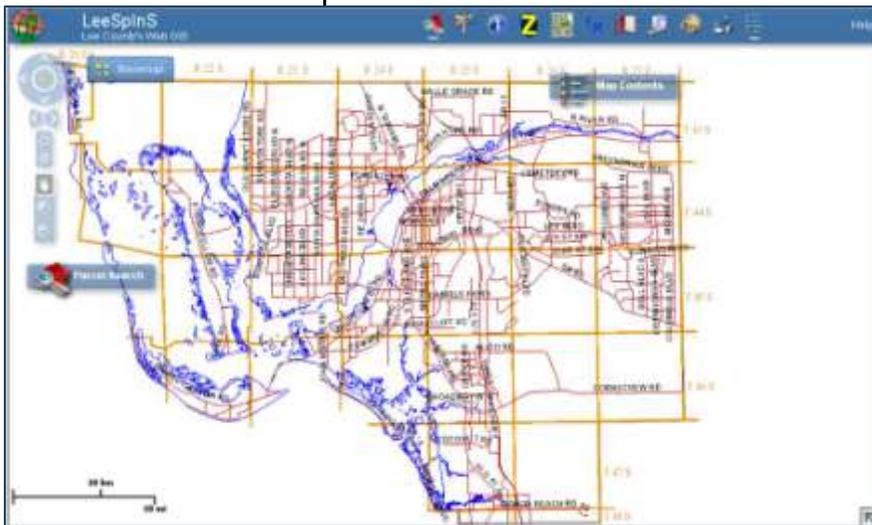
CUSTOMER SERVICE AND TECHNOLOGY

It's also a valuable source of information for the construction and development community. For example, the Land Development Code (www.lee.gov/dcd/LDC) has been available online through Municode since 1994. Today, it allows customers to quickly search and view the code without the repetitive expense of purchasing a hard copy – currently valued at \$130.

Similarly, the Lee Plan (www.lee.gov/dcd/leeplan) is fully accessible online.

Proposed amendments to both the Comprehensive Plan and the Land Development Code are posted online. The Community Development monthly eNewsletter, with over 360 recipients, also keeps stakeholders routinely informed.

Finally, the site interfaces with Lee SpInS (<http://lcfgis01/leespins20>), the county's geographic information system (GIS). This technology advanced from paper maps to electronic maps and databases. Lee SpInS 2.0 was just released by Lee GIS May 2013, and it provides even greater access to map overlays for zoning and development, planning districts and flood mapping information.



CUSTOMER SERVICE AND TECHNOLOGY

REDUCED REVIEW TIMES AND PROCESS EFFICIENCIES

Plan Review Target Times	
Residential (new)	7 days
Residential resubmittal/ revision	3 days
Commercial (new)	21 days
Commercial resubmittal/ revision	7 days
Commercial interior remodel	16 days
Building inspections	1 day

Measurable improvements in turn-around times for construction permitting were made possible with the one-stop lobby and the implementation of the electronic options.

Community Development, with input from the building industry, established plan review targets for construction permits, and a report was issued daily to show how the department meets those targets. Eventually, that report was posted online where it remains available for public review (www.leegov.com/dcd/planreviewstatus).

Pre-application and informal meetings – at no charge to the applicant – were encouraged to discuss important issues prior to submitting Zoning and Development Services applications and incurring fees.

A project manager concept for Zoning and Development Services projects was implemented. This concept was established to ensure consistency, inter-departmental cooperation, and a contact person for applicants while moving the project forward in a timely manner.

Electronic options also help speed-up the process:

- To save time previously spent in the permit lobby, applicants may submit applications by phone, fax or online.
- Building Inspections was one of the first areas to implement phone technology to dramatically speed-up scheduling for inspections at construction sites. The system allows contractors at construction sites to schedule next-day inspections.
- Code enforcement staff now uses Wi-Fi equipped lap tops to immediately record field work into the computerized case management database. The process for handling violations is now fully automated, including electronic production of notices of violation – a cost-effective move which eliminated the certified letter process.

CUSTOMER SERVICE AND TECHNOLOGY



To further reduce review times, staff worked with the Business Issues Task Force, a committee of the Horizon Council. The Task Force, which includes Community Development customers, initiated suggestions that have already been implemented, including:

- Expand the administrative authority of staff
- Limit rezoning sufficiency review to shorten the process
- Standardize the types of projects reviewed in different planning communities
- Make the review process more consistent and timely

This collaboration is part of an on-going working relationship with the Horizon Council, a partner with the Lee County Economic Development Office and an advisory board for Lee County Commissioners on economic development issues.

STAFF TRAINING

Staff training is an important priority in two categories:

- Customer service training
- Continuing education for professional skills and certifications

The Florida Institute of Government through Florida Gulf Coast University provided staff training for general customer service issues. Basic customer-service principles are the foundation for how Community Development handles customers in person or through electronic connections.

For permit lobby walk-in customers, a general information/sign-in position quickly directs first-time visitors to the proper service area.

For telephone customers, the planning, zoning, development services, and environmental divisions each have a “person of the day” assigned to handle phone calls. They also meet with walk-in customers without appointments. There are dedicated phone lines for permit and zoning questions. The office is open 7:30 a.m. to 4:30 p.m. Monday through Friday.

CUSTOMER SERVICE AND TECHNOLOGY

Most important, customer service standards and objectives – including the requirement that a response to telephone and e-mails be provided within 24 hours – are present in all staff performance objectives.

Regarding professional skills, Community Development meets requirements for professional certifications and also values optional certifications to enhance staff skills and awareness of emerging trends.

Based on staff training, ratio of staff to workload, and cutting-edge record keeping, Community Development maintains an important Class 5 rating in the Building Codes Effectiveness Grading System, a national program audited by ISO – the Insurance Service Office. This rating supports a property/casualty insurance discount for owners of homes and businesses in unincorporated Lee County. Community Development participated in the post-Hurricane Andrew pilot program for BCEGS and continues participation today.



As an example of continuing professional education and involvement in professional organizations, Community Development's Building Official has been recognized as Building Official of the Year by the Gulf Coast Chapter of Building Officials Association of Florida. Similarly, the department director has been named Planner of the Year by the local chapter of the Florida Planning Association.

CUSTOMER INPUT AND SURVEYS

The department continues to monitor customer satisfaction and input through customer comment cards in the permit lobby and through Web site and e-mail feedback options.

More recent efforts have focused on streamlining processes and policies in response to customer comments.

Efficient review times are one reason why Community Development has a good rapport with the development and construction industry. We routinely work with a variety of boards and committees to remain responsive to permitting needs.

CUSTOMER SERVICE AND TECHNOLOGY

These include:

- Building Industry Oversight Committee – bi-monthly
- Executive Regulatory Oversight Committee – bi-monthly
- Land Development Code Advisory Committee – monthly
- Construction Board of Adjustments & Appeals –as needed
- Construction Licensing Board – as needed
- Local Planning Agency – monthly

Input from these groups on service level, budget and policy issues over the years has led to a variety of responsive actions by Community Development, including:

- Offering permit, development order and master concept plan extensions in advance of the Florida Legislature.
- Limiting the number of resubmissions to ensure timely approval of project prior to 2013 when the Legislature adopted similar statewide provisions.
- Reducing road impact fees for new medical offices to the general office rate and waiving change-of-use impact fees.

Routine outreach to customers is facilitated by the monthly eNewsletter and Lee County Town Hall, a web-based forum for idea discussion about specific County projects.



LAND DEVELOPMENT CODE

Since 2002, Community Development has updated the Land Development Code on a regular basis to streamline processes and respond to emerging customer needs. The Land Development Code Advisory Committee, Executive Regulatory Oversight Committee, and the Local Planning Agency review these changes. The Board of County Commissioners adopts them.

From 2011 to 2013, a series of ordinances were drafted by staff – often with input from local economic development and business stakeholders – to enable a variety of process improvements, regulation streamlining and expanded administrative decision-making to reduce review times.

The typical timeframes for development order and zoning approvals are illustrated in the attached flow charts in Appendix B.



UPDATED PARKING REGULATIONS

In 2012, the Zoning Division prepared a major update of parking regulations (Ord. 12-2) to reduce the amount of required parking and allow administrative approval of parking reductions. The goal of these changes was to modernize parking requirements and incentivize mixed-use developments.

Some specific highlights include:

- A new multiple-use category
- Options to further reduce the amount of required parking administratively
- Streamlining the codes so they are more user-friendly
- Removing requirements for parking blocks

LAND DEVELOPMENT CODE

REDUCED PAPERWORK

In 2011 through 2013, major staff efforts focused on reducing paperwork by eliminating application requirements. This lowered the number of paper documents submitted over the counter which resulted in a clear saving of time and resources for customers. At the same time, the County expanded electronic submittals of applications and other requirements.

The overall revisions resulted in:

- 25% reduction in the Code's text with six sections deleted and 122 sections streamlined and clarified
- 75% average fewer pages in zoning applications
- 15% average reduction in application submittal requirements, such as aerials and affidavits

STREAMLINED PROCESSES

In 2013 there were two significant sets of LDC amendments that were produced with input from the Business Issues Task Force. These amendments focused on the more lengthy process of rezoning and site plan approval. The first ordinance (13-01) reduced zoning sufficiency review timelines for Planned Developments, provided more flexibility to administratively amend planned developments, and ended expiration dates on Master Concept Plans. Examples of these streamline efforts are listed in the Appendix and include:

- Allow finding of "sufficiency," subject to submittal of minor clarifications, to allow timely scheduling of matter for hearing
- Allow applicant to terminate the sufficiency review process of zoning cases after two sufficiency rounds and proceed to Hearing Examiner
- Require meetings between staff and applicant after first sufficiency review to clarify issues and facilitate correct and final resubmittals for development order and zoning applications



LAND DEVELOPMENT CODE

It was followed by Ordinance 13-10, part of Community Development's regular two-year review cycle. This ordinance further streamlined and clarified processes (see Appendix for specific examples), including:

- Expanding the authority to administratively approve variances
- Combining and reducing review procedures
- Revising and reducing application requirements
- Combining and reducing Limited Development Order types by 50%
- Removing community meeting requirements for Limited Development Orders

FUTURE STREAMLINING/REGULATION REVIEW

Staff will continue to work with the Business Issues Task Force and the Lee County Economic Development Office on Land Development Code regulations that have been identified for streamlining. Staff has identified future amendments to include a comprehensive review of the use groups and zoning districts. The goal will be to align use groups with "current uses" in a condensed format, to amend zoning districts, including eliminating underutilized districts and combining similar districts, and to allow more flexibility in designing planned developments.

COMPREHENSIVE PLANNING

PLAN UPDATE

A complete update of the Lee Plan, the first major comprehensive revision since it was adopted in 1984, will soon result in an easier-to-read, re-organized document. The effort began in 2010 with the State's required seven-year Evaluation and Appraisal Report. The ultimate goal is to develop a 21st-century plan that will support a sustainable and self-sufficient community. Review committees include the Local Planning Agency, Community Sustainability Advisory Committee and the Business Issues Task Force. County Commissioners are expected to adopt the final document in early 2014.



The plan provides the foundation for the redevelopment and infill of urban areas by establishing goals, objectives, and policies that direct and incentivize the development of:

mixed-use centers and corridors; multi-modal transportation strategies; and improved connectivity between land use, transportation facilities, public facilities, and community amenities. Specifically, the policies are aimed at:

- Identifying targeted locations for the development of mixed-use centers through redevelopment of underutilized infill properties
- Establishing a set of private incentives and public capital improvement priorities that support and encourage the development and redevelopment of mixed-use economic centers
- Defining urban land use categories that provide for a greater range of land uses and higher densities
- Providing for the development of an integrated multi-modal transportation system with a variety of transportation options to meet the needs of pedestrians, cyclists, transit riders, and drivers
- Supporting the development of an array of public and semi-public spaces, parks, and recreational facilities and amenities
- Establishing level-of-service standards that provide for greater flexibility while ensuring the service needs and demands for future development are met
- Identifying capital improvement priorities that recognize the County's commitment to the development of urban communities and mixed-use centers by promoting the use of public-private partnerships

COMPREHENSIVE PLANNING

These planning strategies were developed through a process that engaged county residents, business people, and community members in a discussion about the county's future. At the onset, county staff facilitated over 40 visioning workshops. This was followed by numerous county wide presentations on the progress of the process. Once the proposed policies were drafted, county staff conducted a series of another 40 plan update workshops to confirm the policy direction.

PLAN PROCEDURES

Comprehensive Plan Amendment Process

In 2013, Commissioners adopted new plan amendment procedures that allow comprehensive plan amendments to be initiated at any time in the calendar year. This reduces the time for amendments by removing the once a year limit.

Concurrency

Commissioners will be reviewing amendments to eliminate mandatory concurrency requirements for certain areas such as transportation, schools, and parks and recreation following changes in state legislation.



Coconut Point Development

FUTURE DIRECTION

Past and current streamlining efforts position Lee County to serve the development and construction community well as Southwest Florida's economy continues to rebound. With an eye toward new economic development, retention and expansion of existing businesses, and local redevelopment, we will continue to explore options for streamlining processes and enhancing efficiencies to accomplish these future objectives:

- Continue Land Development Code streamlining
- Finalize the comprehensive update of the Lee Plan
- Amend the Land Development Code to implement the Lee Plan updates
- Complete implementation of ePlan and consider new opportunities to **"Go Green!"** with paperless submissions
- Continue advancement of technology, including a major initiative to upgrade the Tidemark permit processing system
- Explore other efficiencies for documentation and submission, including mobile apps
- Coordinate with the Hearing Examiner's office to review streamlining options for zoning and code enforcement processes.

Community Development will be offering another **Go Green!** option for making payments. In addition to the existing online credit card payment options, an eCheck payment option will soon be available.

This feature will allow payments to be made via a checking account (personal or corporate) online. The need for this enhancement was suggested by the engineering community as they embraced ePlan, the department's electronic plan submittal process.

Community Development continues to welcome ideas for enhancing customer service and introducing efficiencies that support our mission to promote orderly growth and a healthy environment.

We look forward to a continued partnership with the Lee County Economic Development Office, the Horizon Council and its Business Issues Task Force as we help Lee County thrive.

APPENDIX A - ACCOMPLISHMENTS

CUSTOMER SERVICE AND TECHNOLOGY

1. Established one-stop permitting lobby.
2. Established permit turn-around times and issued reports daily.
3. Designated “person of the day” in the planning, zoning, development services, and environmental divisions to assist walk-in and telephone customers.
4. Implemented online permitting via eConnect and ePlan.
5. Created system to allow payments to be made by phone, on-line or in-person.
6. Redesigned the Community Development website to be more attractive, user friendly, and more efficient.
7. Developed interactive forms for all development applications.
8. Accept permit and administrative applications via ePlan.
9. Established 24-hour email and phone call response time for all employees.
10. Automated integrated process with the Post Office to reduce staff time devoted to mailing services and processing time for code enforcement violations.
11. Shifted fax service to an e-mail server to reduce paper use and speed up processing

LAND DEVELOPMENT CODE

1. Eliminated the five-year limited duration of Zoning Master Concept Plans to remain valid until vacated by operation of Florida law.
2. Expanded administrative approval types to include variances from setback encroachments in conventional zoning districts; requirements that inhibit redevelopment; lot area for religious facilities in platted subdivisions; and location of consumption on premises.
3. Updated parking regulations to reduce the amount of required parking and to allow administrative approval of further parking reductions.
4. Reduced the number and type of Limited Development Orders from 13 to five, a 62% reduction.
5. Expanded the types of uses permitted by right in conventional zoning districts.
6. Revised application requirements to eliminate unnecessary submittals and costs to the applicant.

APPENDIX A - ACCOMPLISHMENTS

LAND DEVELOPMENT CODE (*continued*)

7. Increased major DCI thresholds to encourage more conventional rezonings.
8. Granted Director the ability to administratively approve deviations from architectural and site design standards and bank slope requirements.
9. Offer free pre-application (informal) meetings with staff prior to a customer submitting an application to identify issues and answer questions.
10. Implemented a project manager approach to zoning and development approvals by assigning an individual to each case to coordinate internal staff review of submittals and to be a point-person for the applicant.
11. Require meetings between staff and applicant after the first sufficiency review to clarify issues and facilitate re-submittals for Development Order and Zoning applications.
12. Established zoning and permitting phone lines for automated information on active cases or real-person connection for questions pertaining to zoning or permitting.
13. Streamlined the sufficiency review process conducted during the planned development rezonings by allowing the finding of “sufficiency” subject to submittal of minor clarifications or changes within a specified number of days so as to allow timely scheduling for hearing.
14. Established the right of an applicant to terminate the sufficiency review process under LDC Chapter 34 after two sufficiency rounds and proceed to Hearing Examiner.
15. Eliminated the narratives required by the LDC as part of the rezoning process for comprehensive plan consistency and compliance with LDC requirements from being subject to sufficiency review.
16. Encourage greater use of conventional zoning districts with shorter review times compared to planned development rezonings.
17. Amended the LDC to provide additional authority for administrative amendments to planned developments and to broaden the items that can be approved by administrative deviation.
19. Extended duration of development order to 9 years (an addition of 3 years) and allow extensions for a maximum of 15 years.
20. Streamlined processes and regulations for temporary use permits and related signs and outdoor events.
21. Land Development Code available online.
22. Added more categories of uses “by right” for more flexible zoning.

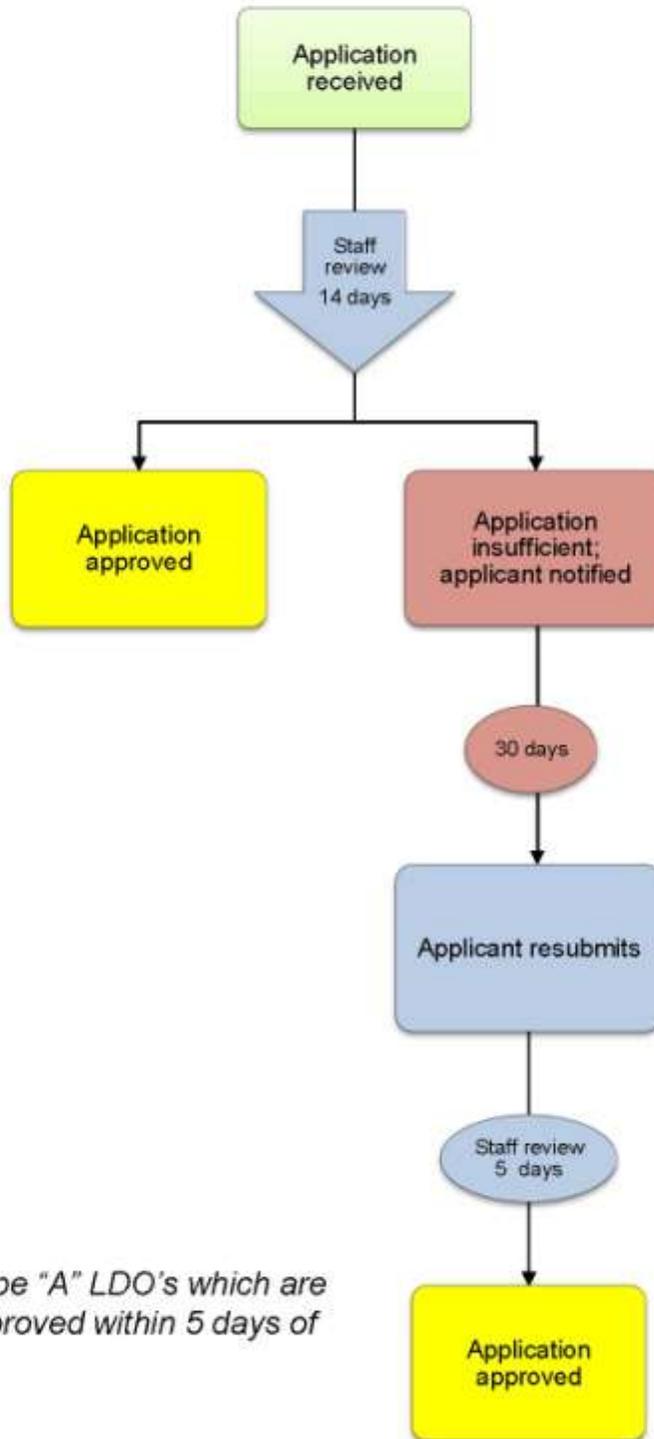
APPENDIX A - ACCOMPLISHMENTS

COMPREHENSIVE PLAN

1. Allowed comprehensive plan amendments to be initiated any time of the calendar year.
2. Launched first campaign to use Lee County Town Hall, the online community engagement tool for public input on Comprehensive Plan update.
3. Developed the Lehigh Acres Neighborhood and Downtown Activity Centers Master Plans that allows redevelopment in these areas through optional administrative process.
4. Developed North Fort Myers Town Center Master Plan that allows redevelopment in this area.
5. Updating Comprehensive Plan (underway)
6. County Commission Redistricting

APPENDIX B – FLOW CHARTS

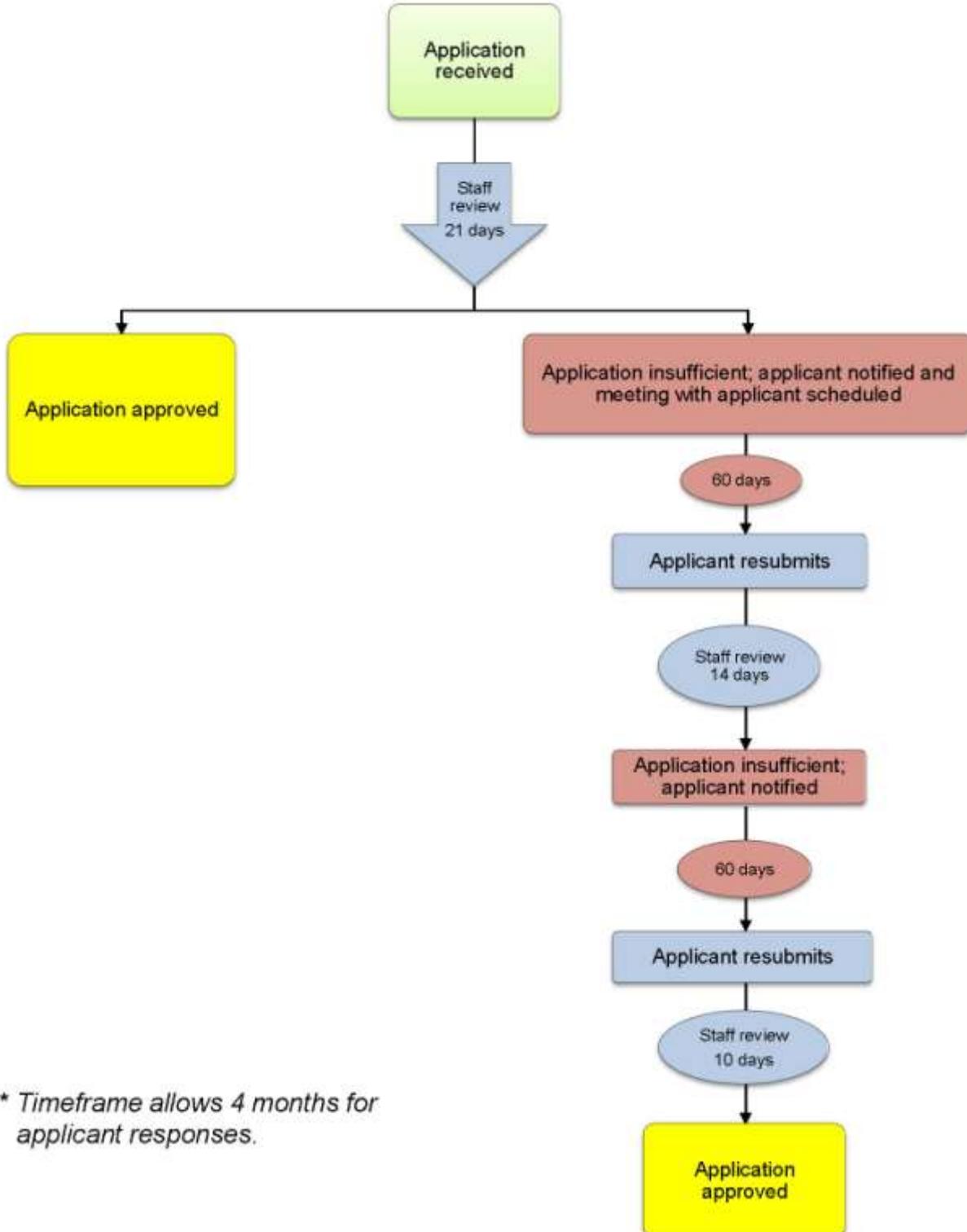
Limited Review Development Orders (typical timeframe is 45-60 days*)



* Excluding Type "A" LDO's which are generally approved within 5 days of submission.

APPENDIX B – FLOW CHARTS

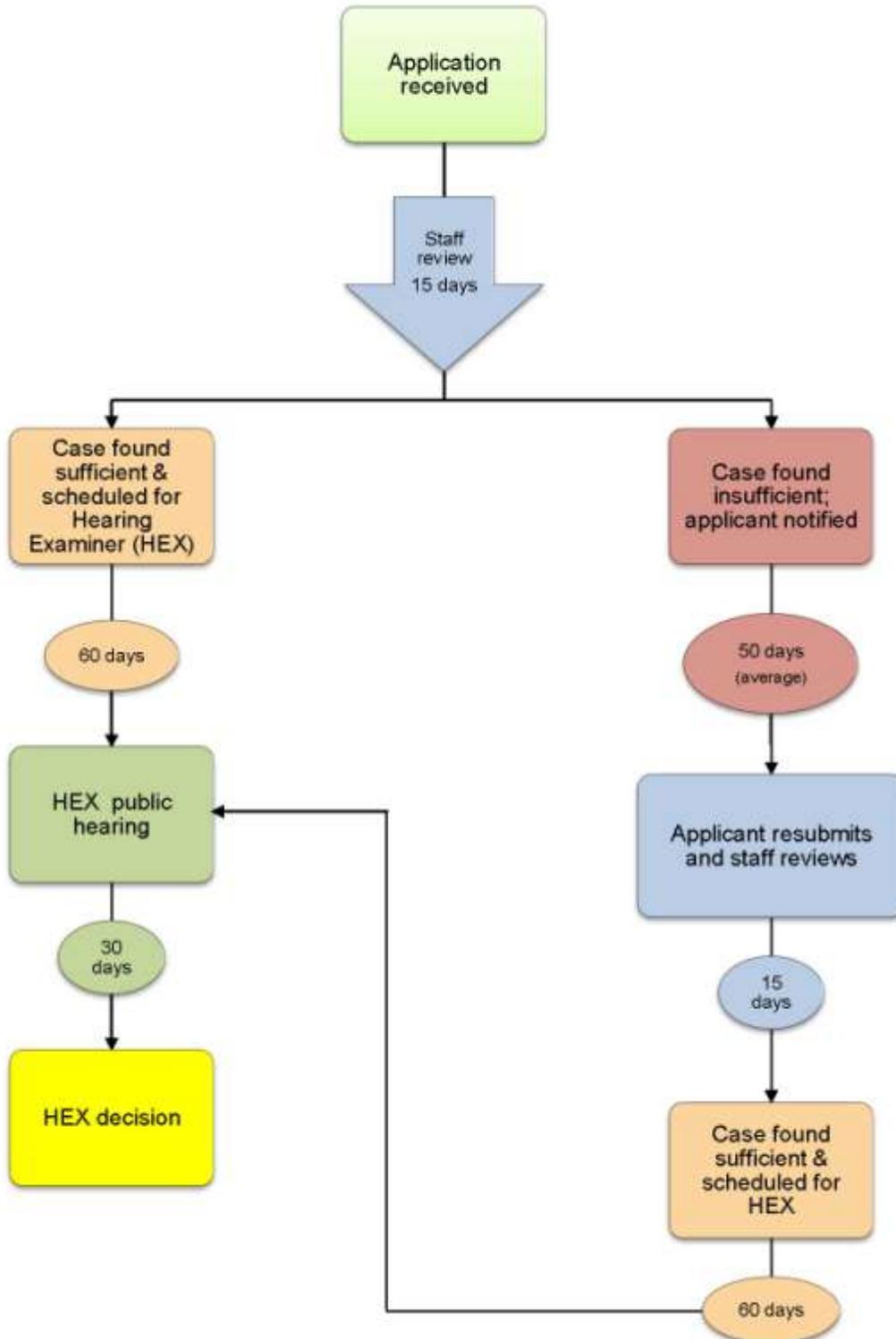
Development Orders (typical timeframe is 5 months*)



* Timeframe allows 4 months for applicant responses.

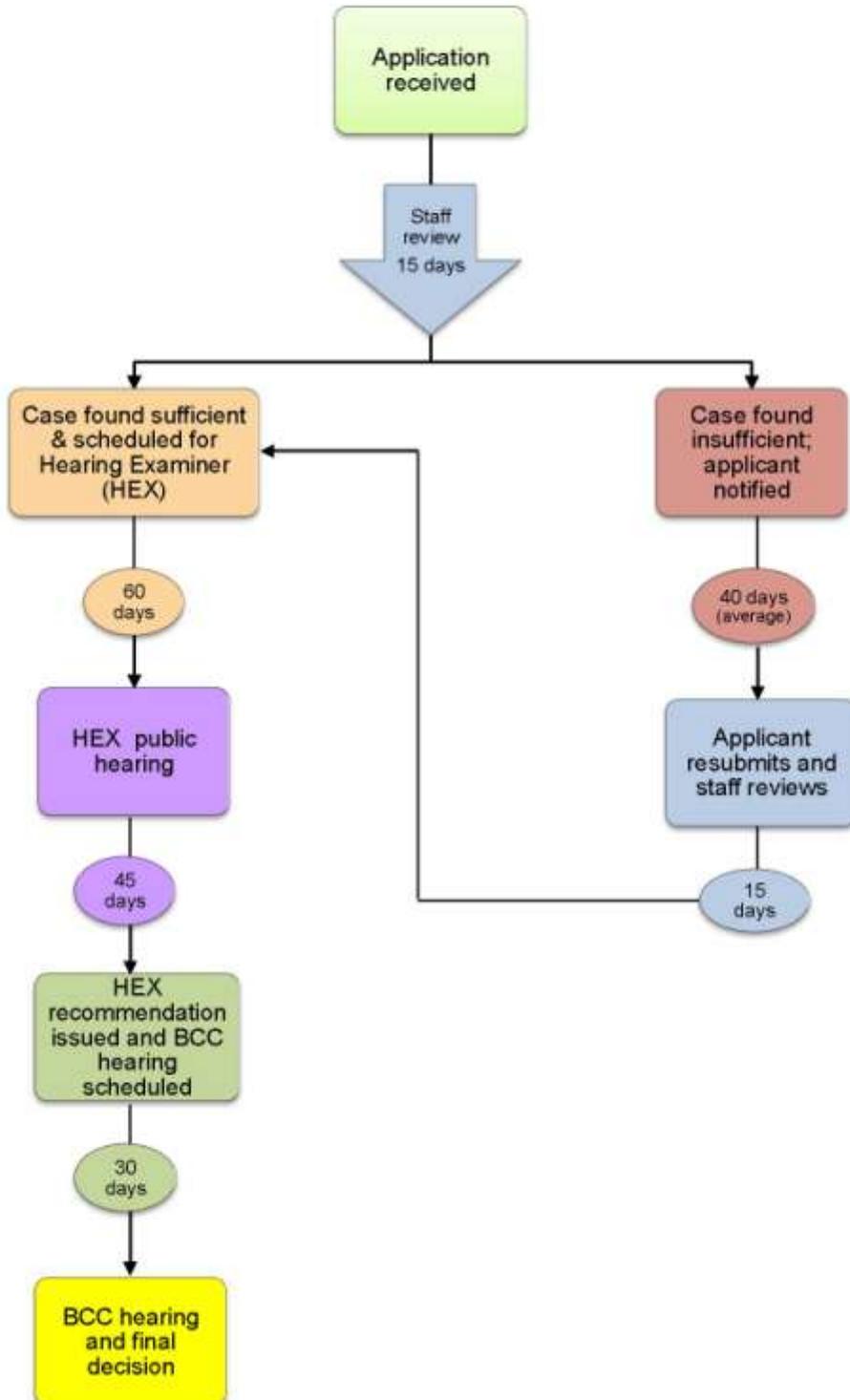
APPENDIX B – FLOW CHARTS

Variance or Special Exception (typical timeframe is 4.5 months)



APPENDIX B – FLOW CHARTS

Conventional Rezoning (typical timeframe is 6 months)



APPENDIX B – FLOW CHARTS

Planned Development Rezoning (typical timeframe is 9 months)

