



COUNTY OF SANTA BARBARA

Planning and Development

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Planning and Development
Quarterly Report
Process Improvement Plan &
Proposed Work Program '06-'07

May 23, 2006



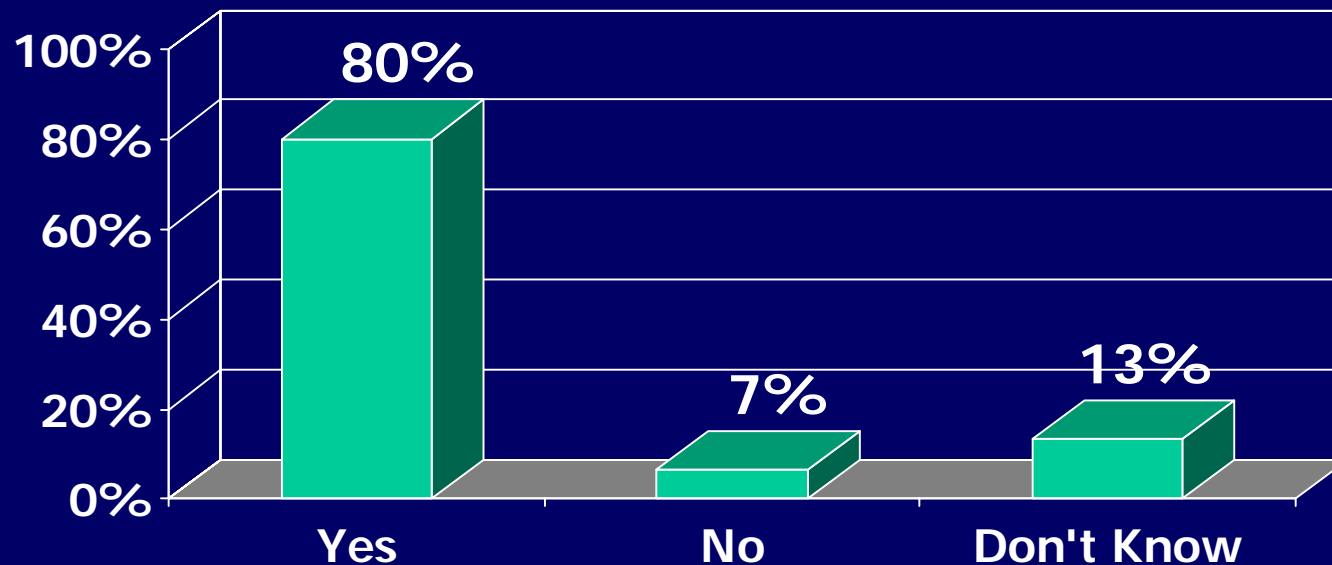
Overview of Presentation

1. Customer Service Survey
2. Status of Process Improvement Efforts
3. Current permit activity
4. Work Program FY 2006-07



Customer Survey Highlights

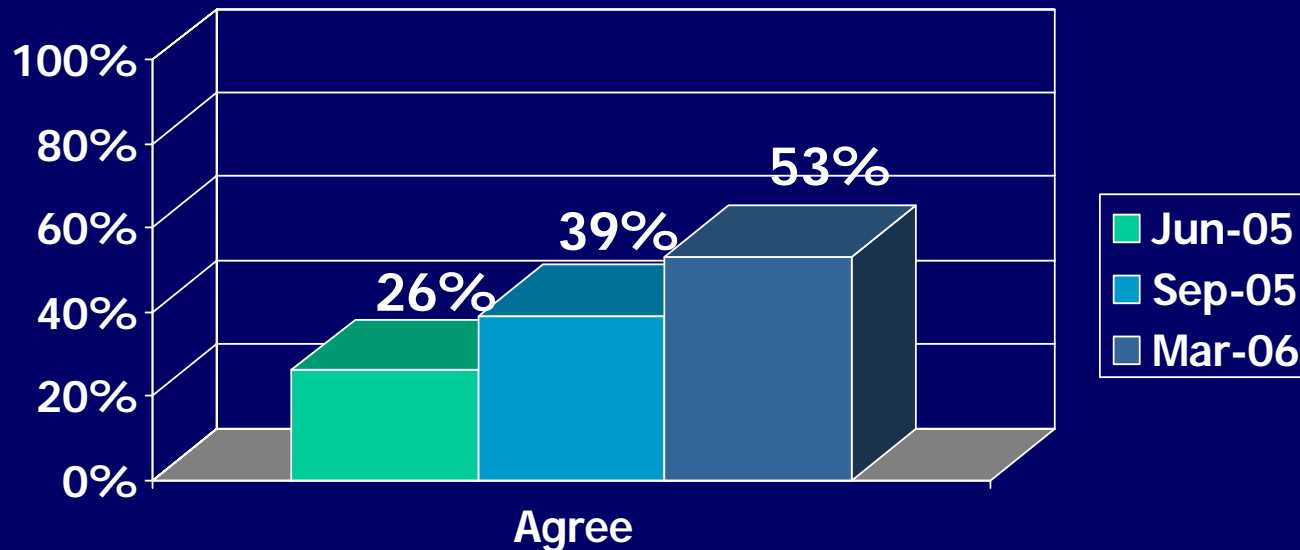
Customer service in the P&D department has improved in the last year.





Customer Survey Highlights

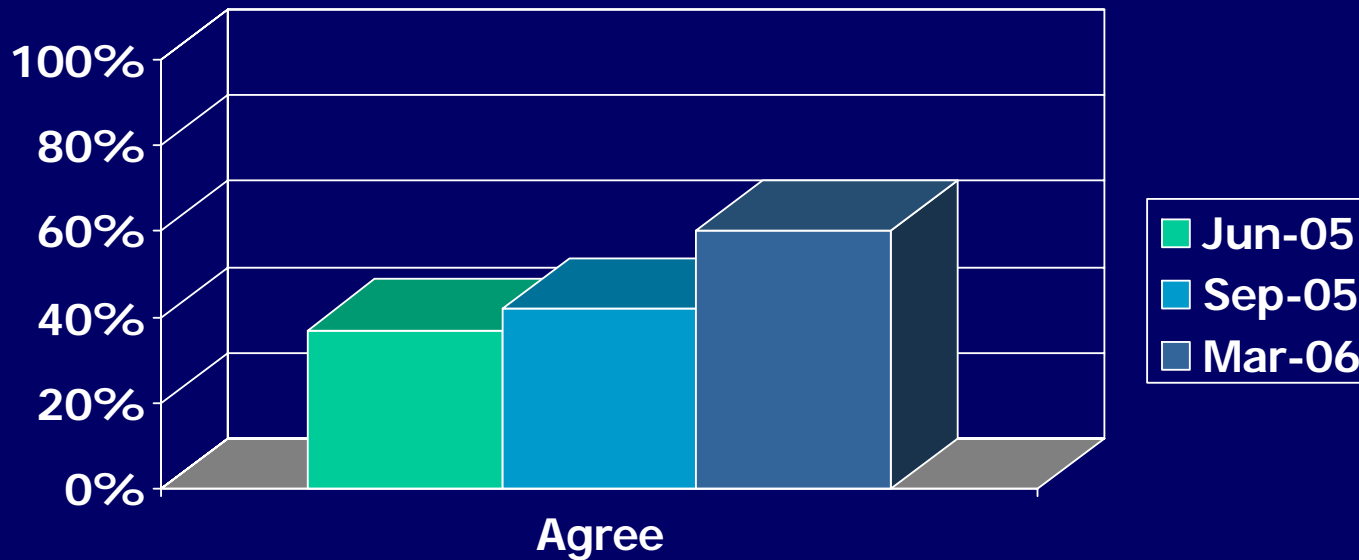
I have a great deal of confidence that my issue will be acknowledged and resolved





Customer Survey Highlights

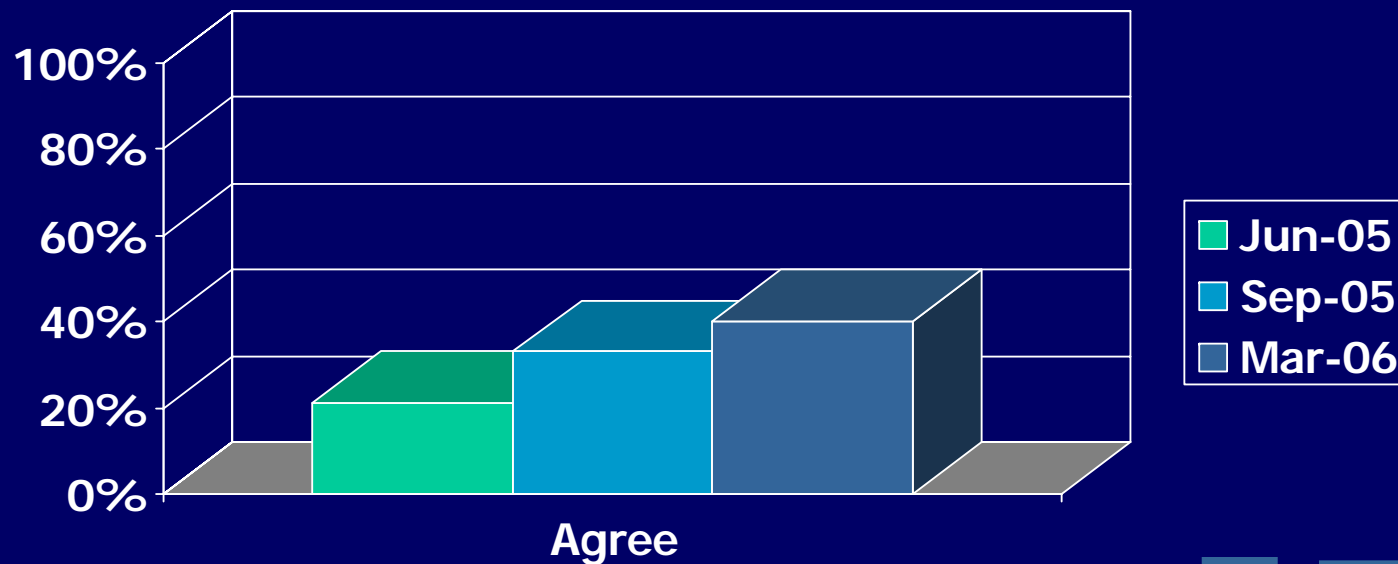
P&D effectively implements the policy direction of the Board of Supervisors.





Customer Survey Highlights

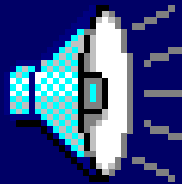
P&D understands the needs of their clients
and responds effectively.





Customer Feedback

- Customer voice mail message:





Process Improvement

| TASK | | TIMEFRAME | STATUS |
|--|-----------------|----------------------------------|---------------------|
| MINISTERIAL PERMITS & APPEALS | | | |
| •New homes in tracts—Simplified review for new homes proposed in an approved tract | | Develop Standards (Jun-Sept '05) | Completed |
| | | BOS Adoption (Jan-Mar '06) | Completed |
| •Ordinance amendment changes to appeals process | Article III | BOS Adoption (Jan-Mar '06) | Completed |
| | Article II & IV | BOS Adoption (Jan-Mar '06) | Completed (1/24/06) |
| •Orcutt Pilot Program | | Jan-Mar '06 | Completed (1/24/06) |
| •Earlier noticing and changes to appeals process | | Jan 2006 | Completed (1/24/06) |
| •Monitoring Report | | Apr-Jun '06 | Pending |



Process Improvements

AGRICULTURAL PERMITS & PROCESS

| | | |
|--|---------------------------------|------------|
| •Finalize NRCS exemption language (Exempt NRCS federal cost-sharing projects from requiring P&D approval) | Jun-Sept '05 | Completed |
| •Adopt Agricultural Standards to allow streamlined process for family farm projects that require ministerial permits | Develop standards (Oct-Dec '05) | In Process |
| | BOS adoption (Jan-Mar '06) | In Process |



Process Improvement

| CUSTOMER RELATIONS | | |
|--|---------------------|------------------|
| •Provide cost and time estimate forms for ministerial permits | Jun-Sept '05 | Completed |
| •Info on web about status of projects & automatic emails | Jun-Sept '05 | Completed |
| •Suggestion & feedback forms and process | Jun-Sept '05 | Completed |
| •Staff hiring & training to promote collaboration | Jun-Sept '05 | Completed |



Process Improvement

| ZORP | | | |
|---|-------------|------------|---|
| •Complete Zoning Ordinance Reformatting Project | End of 2006 | In Process | Schedule: <ul style="list-style-type: none">•Release 3/06•PC workshop 5/31/06•Pilot through 6/06•PC Recommendation 09/06•Board consideration Oct-Nov 06 |



Process Improvement Priorities

■ Criteria:

Make the process easier to navigate, and more time efficient and cost effective, while maintaining the quality of development in the County.

■ Priorities:

1. Ministerial Permits
2. Appeals
3. Agricultural Permits
4. Customer Service
5. ZORP



Ministerial Permits & Appeals Tasks Completed 5/05 – 5/06

- **New Zoning Clearance process – No notice or appeal**
- **New homes in tracts - Simplified review**
- **Revised appeals process**
- **Orcutt Pilot Program – LUPs → Zoning Clearances**
- **Earlier noticing for Land Use Permits**



New Zoning Clearance process in lieu of Land Use Permit

New homes in tracts

- 70 issued to date
- Most in No. County
- Providence Landing, Rice Ranch, Mesa Verde, etc.
- 100s more pending

Orcutt Pilot Program

- 19 issued in Larwin subdivision
- More are pending



Revised Appeals Procedures

Articles III (Inland) & IV (Montecito)

Article III – 6 mo.

- 12 appeals filed
- All 5 Sup. Districts
- 1/3 by applicant;
1/3 by third party
- 5 resolved; 7 pending

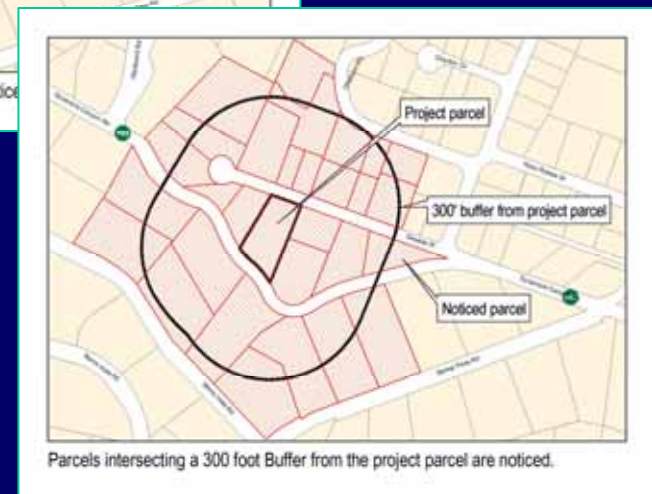
Article IV – 3 mo.

- 2 appeals filed
- Same project
- Both by third party
- Both still pending



New LUP Noticing

- Mailed notice earlier in process
- Adjacent for simpler projects
- 300' for others
- One notice posted





Agricultural Permit Processing

NRCS erosion permits

- Exempt from Co. process
- 4 projects completed
- 6 projects pending in next 2-3 months

- 5-7 in Planning Phase
- More applicants than funds available
- Received additional allocation (1st time)
- NRCS staff expressed appreciation to Board



Ag Permits In Process

- **Simplify process –**
 - “Downshift” some ag permits from LUP → Zoning Clearance or exemptions
 - Modify 20,000 sf threshold for Development Plans



Customer Service

- Improved P&D website with numerous Process Improvement links
- Email notification:
 - Specific projects
 - By zip code or area
 - Over 200 signed up





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Process Improvement

For the past several years, Planning & Development staff has been collaborating with the community to make the development review process more efficient and the department more customer service oriented. In May 2005, the Board of Supervisors directed that P&D work with an Oversight Committee to "make the process easier to navigate and more time-efficient and cost-effective, while maintaining the quality of development in the County." Staff has been working with a 25-person Oversight Committee that is comprised of community volunteers, P&D staff, and Board of Supervisors' assistants familiar with the County's permit process. Staff and the Oversight Committee identified five priorities that were endorsed by the Board in May 2005:

- [Agricultural Permits](#)** - Streamline the process for typical agricultural activities and projects.
- [Appeals](#)** - Clarify the County's appeal process.
- [Customer Service](#)** - Improve customer service provided by P&D staff.
- [Ministerial Permits](#)** - Streamline this process, especially for single family homes.

5/ 20



Customer Service

- Improved service to North County
- Improved service to County & Montecito PCs
- Geographic & ministerial permit teams
- Continued Staff training:
 - Collaboration
 - Customer service
 - Job-specific training





ZORP (Zoning Ord. Reformat Project)

Article III (Inland)

- Released March 17th
- PC/MPC Workshop May 31st
- Comments thru June 23rd

Article IV (Montecito)

- Release late May
- Comments due late June

Final Hearing Copy –
To be released in late summer

PCs – September

**Board – October-
November**



Other Process Improvement Efforts

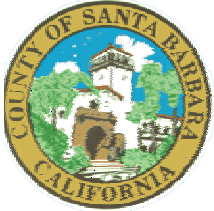
- CEQA Guidelines Changes
- New North County & Central BARs
- PC Concept Reviews
- Multi-department coordination
- Virtual One-Stop Public Counter
- Revised Zoning Violation & Enforcement



Current Development Activity

May 2005 – May 2006

| Type | So. Co. | No. Co. | Total |
|--------------|--------------|--------------|--------------|
| LUPs | 320 | 673 | 993 |
| CDPs | 25 | -- | 25 |
| BPs | 2,298 | 1,681 | 3,978 |
| Other | 695 | 186 | 881 |
| Total | 3,398 | 2,540 | 5,878 |



Major Cases South County

Completed

- Coral Casino Renovation Plan
- Biltmore Hotel Renovation Plan
- Preserve At San Marcos
- Saint Anthanasius Complex

Pending

- Botanic Garden MP
- Cavaletto/Noel
- Glen Annie GC
- Laguna Blanca MP
- Miramar Hotel
- Naples
- Ocean Meadows
- Westmont College MP



Major Cases North County

Completed

- Providence Landing
- Clubhouse Estates
- Legacy Estates
- Orcutt Creek Residences
- Dunn School

Pending

- Rancho Maria
- Rancho San Marcos Golf Course
- Diamond Rock Mining
- GPS Mining
- Key Site #30
- Los Alamos Commons
- North County Jail

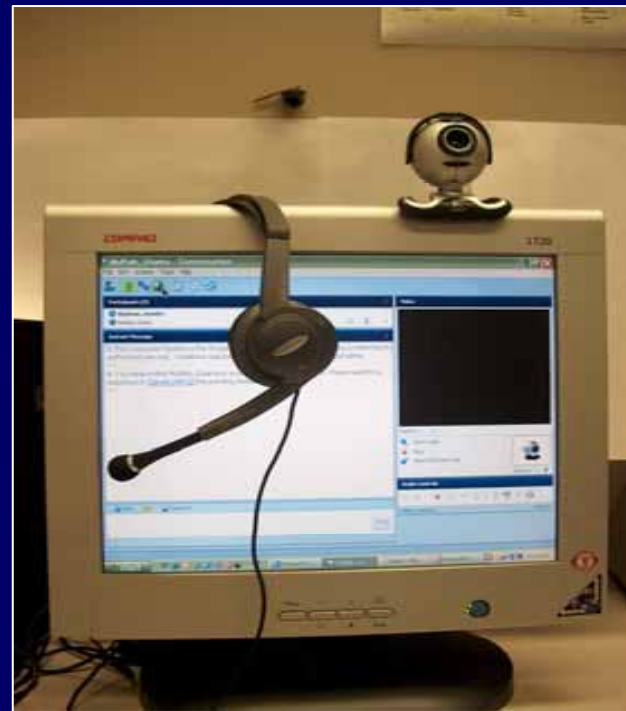


Proposed Process Imp. Work Program FY 2006-07*

Highest Priority

- "Downshift" ag LUPs to ZC & exemptions
- Change DP threshold
- Montecito ZORP
- Improve inter-dept. coordination

* - Recommended by Oversight Comm.





Proposed Work Program 2nd Priority

Highest Priority

- “Downshift” appropriate LUPs to ZC & exemptions
- “Downshift” some discretionary apps
- “Downshift” LUPs following discretionary





Proposed Work Program 3rd Priority Los Alamos Community Plan

- Work with community to develop standards based on Community Plan
- Zoning Clearances for projects that meet standards





Process Improvement Draft Work Plan FY 2006-07

| WORK ITEM | TIMEFRAME | STATUS |
|--|-------------------------|------------|
| "Downshift" LUPs following discretionary approvals | 1 ST Quarter | In Process |
| "Downshift" appropriate LUPs to ZCs or exemptions | 2 nd Quarter | In Process |
| "Downshift" Ag-related LUPs to ZCs | 2 nd Quarter | In Process |
| Change DP threshold for Ag-related projects | 2 nd Quarter | In Process |
| Inter-departmental coordination on project review | 2 nd Quarter | In Process |



Process Improvement Draft Work Plan FY 2006-07

| WORK ITEM | TIMEFRAME | STATUS |
|---|-------------------------|------------|
| Streamline small projects in Los Alamos Community Plan area | 3 rd Quarter | Pending |
| Montecito version of ZORP | 4 th Quarter | In Process |
| "Downshift" review of certain discretionary applications | 4 th Quarter | Pending |



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