

Process Improvement Update
Board of Supervisors
October 16, 2007



Overview of Presentation

- I. Background
- II. Board action May 24, 2005
- III. Oversight Committee



I. Background – Initiation of Process Improvement

2003 - Internal P&D Review of Process

1. Identified areas for improvement
2. Focus on Ministerial Permits
3. Board authorized public process

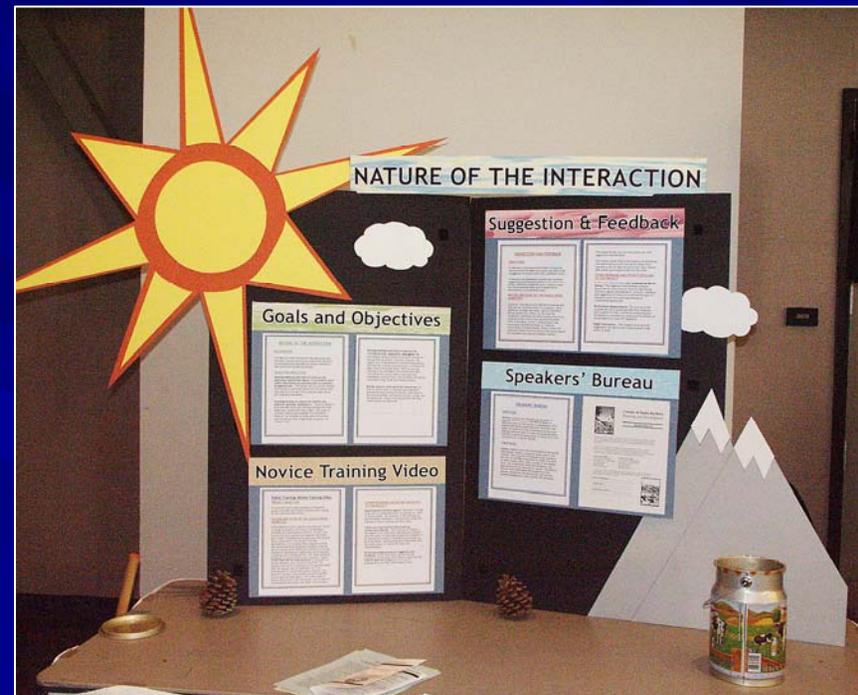
2003-04 – Steering Group Process

1. Nature of the Interaction
2. Permit Process
3. Policies & Ordinances – ZORP initiated
4. Training, Tools, Supervision & Management

Background

Accomplishments 2003 - 2005

- Application submittal checklist
- Website upgrades
- Customer suggestions & feedback
- Public Info & Outreach
- Collaboration training



Accomplishments – Cont.

- Progress on Zoning Ordinance Reformat Project → Land Use Development Code
- Grading Permit exemption - NRCS
- Geographic staff assignments



Initiation of Oversight Committee – 2/05

Members:

- **Volunteers**
 - Applicant reps
 - Neighborhood reps
 - Agricultural & business reps
 - Many were Steering Group members
- **BOS Assistants**
- **Select P&D staff**

Role:

- Recommended criteria & priorities to Board – 5/05
- Review & generate ideas
- Review proposed ordinance amendments

II. Board Action May 24, 2005

■ **Criteria:**

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

■ **Priorities:**

- Ministerial Permits
- Appeals
- Agricultural Permits
- Customer Service
- ZORP (Land Use & Development Codes)

■ **Board action:**

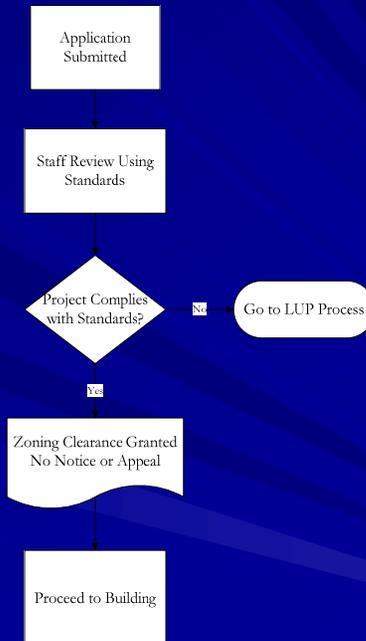
“Approve criteria and 5 priorities and plan to complete those priorities.”

Proposed Priorities 5-05

1. Ministerial Permits:

- More “over the counter” (Goal = 80%)
- Staff-level approval (Goal = 20%)
- Simplify process

Proposed Zoning Clearance Process ⁽¹⁾



Notes:

(1) Project meets all standards required to be processed as a zoning clearance.

Priorities – Appeals – 5/05

2. Appeals

- Eliminate possibility for most projects (80%)
- Provide earlier, better public notice to avoid appeals



Priorities – Agriculture 5-05

3. Agricultural Permits & Process

- Exempt additional ag projects & activities
- Simplify process for Ministerial Permits
- Reduce redundancies (e.g., NRCS permits)



Priorities – Customer Service 5-05

4. Customer Service

- Improve staff-public relations
- Provide better information to applicants & public
- Develop solution-oriented approach to permitting
- Reduce staff turnover



Priorities – ZORP 5-05

5. ZORP → Land Use & Development Codes

- Complete the reformat projects
- Reformat Articles I – V for County & Montecito
- Completed late 2006
- Coastal Commission approval pending

III. Oversight Committee

- Voluntary committee
- Core group of about 15 - 20 who attend (majority So. Coast)
- Attempted to increase neighborhood representation
- Video-conferencing

- Not Brown Act comm.
- Agendas & minutes distributed widely & available on website
- Open to public
- Focus on P&D process issues

Oversight Committee Process

1. Ideas from PC & staff → committee & vice versa
2. Staff researches & presents info to OC
3. OC discussion & recommendation

4. PC work session(s)
5. P&D prepares ordinance language
6. PC recommendation
7. Forward to Board for final action

Oversight Committee Staffing & Timing

Staffing

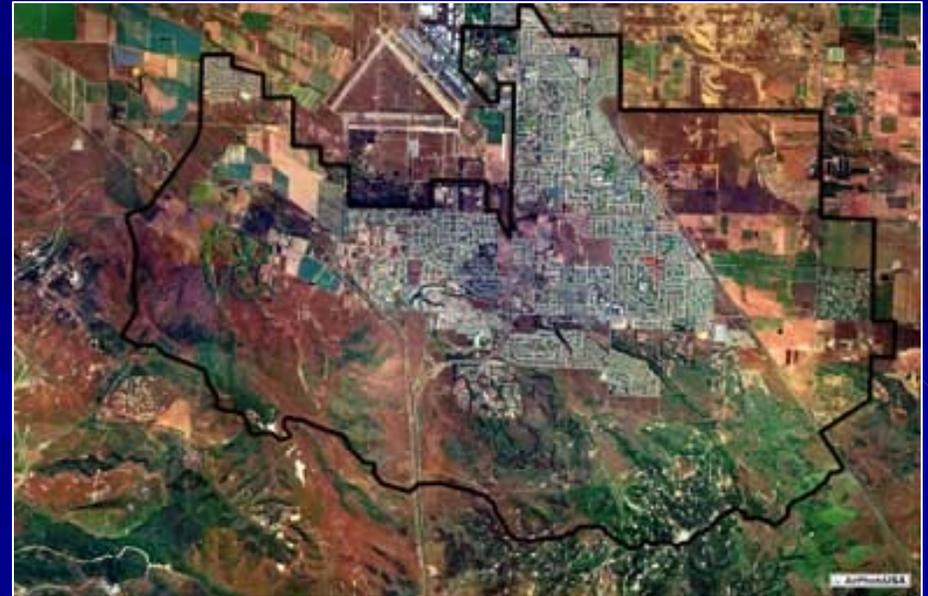
1. Part of ongoing P&D budget
2. Director of Development Services
3. Planner III - ordinances
4. North & South County staff as needed
 - Building & Safety
 - Development Review
5. Mapping
6. Support staff
7. Consultant as facilitator

**Timeframe for OC -
Nothing specified**

Accomplishments – Process Improvement May 2005 to present

1. New Zoning Clearance process

- Tracts
- Orcutt CP
- Following Conditional use permits
- Following Development Plans



Recent Accomplishments #2

2. Simplified CDP process

- Combined CDP & discretionary hearings – 1 appeal
- Waived hearings if no public request for hearing (Montecito)



Accomplishments #3

3. Improved LUP noticing

- Formerly just posted notice on project site
- Now mail notice to neighbors & post site
- Notice at beginning rather than end of process
- Info available online

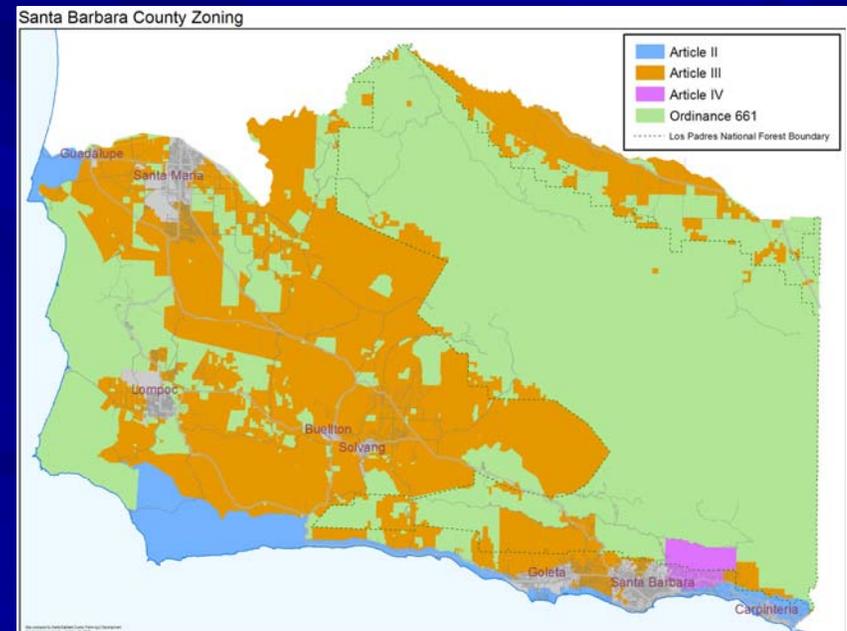


Accomplishments #4 & #5

4. Appeals

- Moved timing of appeal earlier in process, especially for BAR approvals
- Improved process – clarified who can appeal & grounds to appeal

5. ZORP → Land Use & Development Codes adopted late 2006



Other Process Changes

- Environmental Impact Report & CEQA changes
- Regional BARs
- Permit Procedure Manual online
- Increased staff training
- Project info online

The screenshot shows a Microsoft Internet Explorer browser window displaying the Santa Barbara County Planning and Development website. The address bar shows the URL: http://applications.sbcountyplanning.org/permitting/permit_status/status_task.cfm. The page header includes the County of Santa Barbara logo and the text "County of Santa Barbara PLANNING AND DEVELOPMENT". The main content area displays "Task Status for 01DVP-00000-00009" with a table of steps and their completion dates.

Step	Assign Date	Status Date	Status / Recorded By
Application Submittal - DISCRE	11/19/2001	01/18/2001	Accepted Sent to Log Splitter By: ALAN HANSON
Planner Assignment	11/19/2001	03/28/2001	Planner RE-Assigned By: PETER IMHOF
New Case Review	11/19/2001	02/16/2001	Complete By: ALAN HANSON
Decision Maker Jurisdiction	11/19/2001	02/16/2001	Planning Commission By: PETER LAWSON
Site Visit	11/19/2001	11/16/2001	Completed By: ALAN HANSON
Other Agency Review	05/31/2005	11/16/2001	No Progress
Determine Processing Fee	05/31/2005	11/16/2001	No Progress

Process Improvement Current Efforts

1. Noticing improvements:
 - Clarity of public notices
 - More visible posting of notice (yellow sign)
 - Simplify preparation of notices
 - Standardize requirements
2. Montecito LUDC – Coastal integrated



COUNTY OF SANTA BARBARA
NOTICE OF PENDING LAND USE PERMIT
& BOARD OF ARCHITECTURAL REVIEW
NOTICE OF PUBLIC HEARING

The following proposed project has been submitted to the County Planning & Development (P&D) Department and the application is currently being reviewed by P&D staff. At this time we cannot estimate when a decision will be made on this project although that information will be available on the P&D website and by calling the planner listed below. This notice has been sent to provide you with an opportunity to find out more about the proposal, including when it is likely to be approved. Both the Land Use Permit and the Board of Architectural Review preliminary approvals are subject to appeal within 10 calendar days of the approval.

There are two aspects to this project:

- **Board of Architectural Review** – The _____ Board of Architectural Review (BAR) must review and approve this project at a public hearing. Usually a project is reviewed at more than one BAR meeting. The date of the hearing(s) has not been set but these meetings are open to the public and you are welcome to attend and comment.
- **Land Use Permit** - Although a public hearing is not required for the Land Use Permit, you may contact the applicant or the planner to learn more about the proposal.

This is the only notice you will receive about this application and, if you have questions or concerns, please follow up as explained below. Early input is encouraged.

PROPOSAL: owner's name & type of project
PROJECT ADDRESS: street & aera town
Xxx Supervisorial District

PROJECT DESCRIPTION:

- **Applicant:** Robert C. Wilson, applicant for the owner, Marcus Smith.
- **Proposed Project:** Applicant seeks approval of a residential addition of approximately XXX square feet and an addition of approximately XXX square feet to the existing garage. The proposed project will not require grading. See attached site plans and elevations.
- **Existing Property Description:** The property description is a 00,000 square foot parcel zoned 1-E-1 and shown as Assessor's Parcel Number 000-00-000. Structures that currently exist on the parcel are a residence of approximately 0,000 square feet and a garage of approximately 000 square feet.

HOW TO COMMENT:

- **Comments at the Hearing:** Anyone interested in this matter is invited to appear and speak in support of or in opposition to the project.
- **Send Written Comments for the Board of Architectural Review's consideration to:** The _____ Board of Architectural Review, 123 East Anapamu Street, Santa Barbara, CA, 93101 [or North County]. Please send all email comments for BAR consideration to: [@co.santa-barbara.ca.us](mailto:info@santa-barbara.ca.us). Comments on the Land Use Permit should be sent to the LUP Planner, _____, at [@co.santa-barbara.ca.us](mailto:info@santa-barbara.ca.us) or by calling _____.
- **BAR Comments Due Date:** Letters, with nine copies, should be filed with the secretary of the Board of Architectural Review no later than 12:00 P.M. on the Monday before the Board of Architectural Review hearing. Emailed letters must also be received by 12:00 pm Monday before the hearing. The decision to accept late materials will be at the discretion of the Board of Architectural Review.

Current Efforts

3. Shift simple LUPs to Zoning Clearances:

- Additions to 1-story SFDs
- Accessory structures
- Simple ag permits

4. Shift level of review:

- Sign plans
- Septic systems
- Road naming
- Gov't Code Consistency Reviews



Current Efforts

5. Simplify preparation of staff reports & Initial Studies

- Generate reports automatically
- Streamlines report preparation
- More consistent data
- Saves time



Process Improvement Updates

County Planning Comm. comments – 10/3/07

1. Periodically revisit mission & purpose of PIT – ST & LT goals
2. Periodically report on effectiveness of changes, e.g., noticing & appeals
3. To get neighborhood perspective consider:
 - PACs
 - Homeowner groups

- **Montecito PC Update – October 17, 2007**

- **Board questions or comments?**