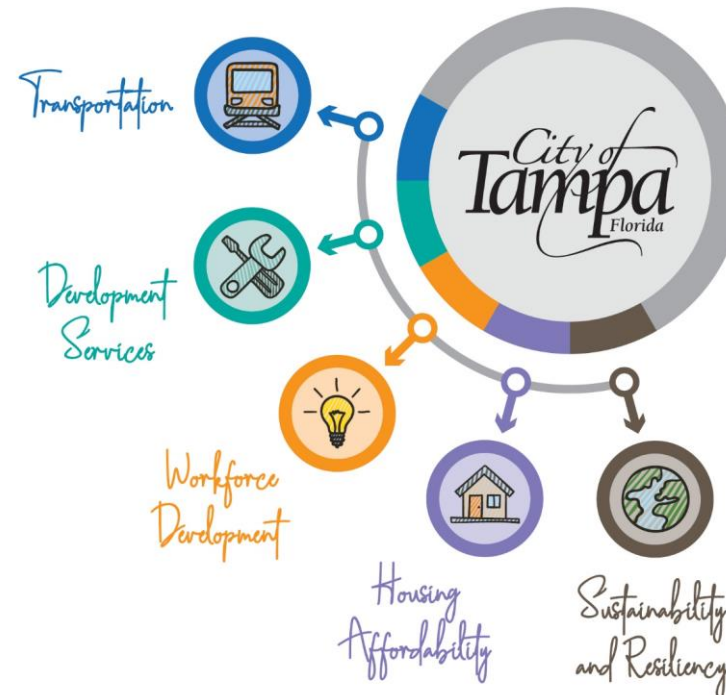




City of Tampa Development Services T3 Advisory Report Annual Progress Update for Calendar Year 2020

'Transforming Tampa's Tomorrow' Advisory Teams

Recommendations were Published 2019-2020



Focus on key issues facing our city and find smart solutions that will improve the quality of life for our community.



Development Services Advisory Team

Kick-off: June 24, 2019

Report Issued: November 22, 2019

<https://www.tampa.gov/t3/development-services>



Recommendations:

1. Ensure Sufficient **Capacity** and Resources to Meet Demand
2. Increase **Transparency** and Accountability
3. **Streamline** the Process
4. Update the **Land Development Code**

A blurred image of a city skyline at night, with various buildings and lights visible against a dark blue sky.

1. Ensure Sufficient **Capacity** and **Resources** to Meet Demand



Recruitment / Resourcing Initiatives

Highlight of Key Positions Filled

- Construction Services Manager/Chief Building Official (April 2020)
- Director of Development & Growth Management (October 2020)
- Development Coordination Manager (December 2020)

Highlight of Aligning Resources to Changing Needs

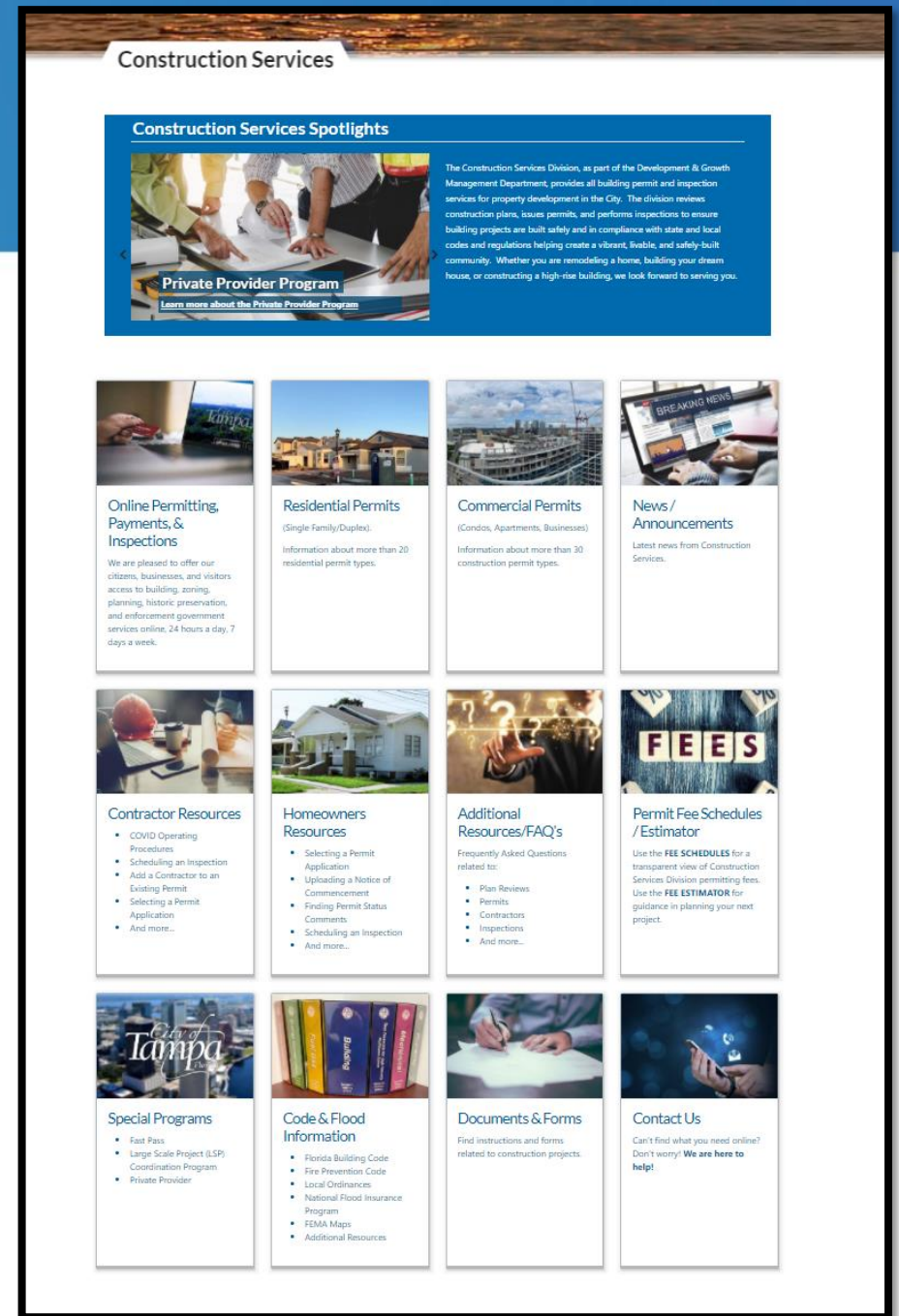
- City Planning Department Created (December 2020)
- 30 Vacancies filled with 16 Internal Promotions (Aug 2019 – Dec 2020)
- Right Of Way Division aligned with Mobility Team (Sept 2020)
- Natural Resources Division aligned with Construction Services, Development Coordination, and City Planning (February 2021)

A blurred image of a city skyline at night, with various skyscrapers and buildings illuminated against a dark blue sky. The image is out of focus, creating a bokeh effect.

2. Increase **Transparency** and **Accountability**

Website Updates

- New landing page for easier navigation to most popular pages.
- Improved visualization (more images vs text).
- Eliminated 300+ documents and forms that were not relevant or accurate.
- Consolidated popular services/topics under residential vs commercial uses.
- Constant work in progress . . .

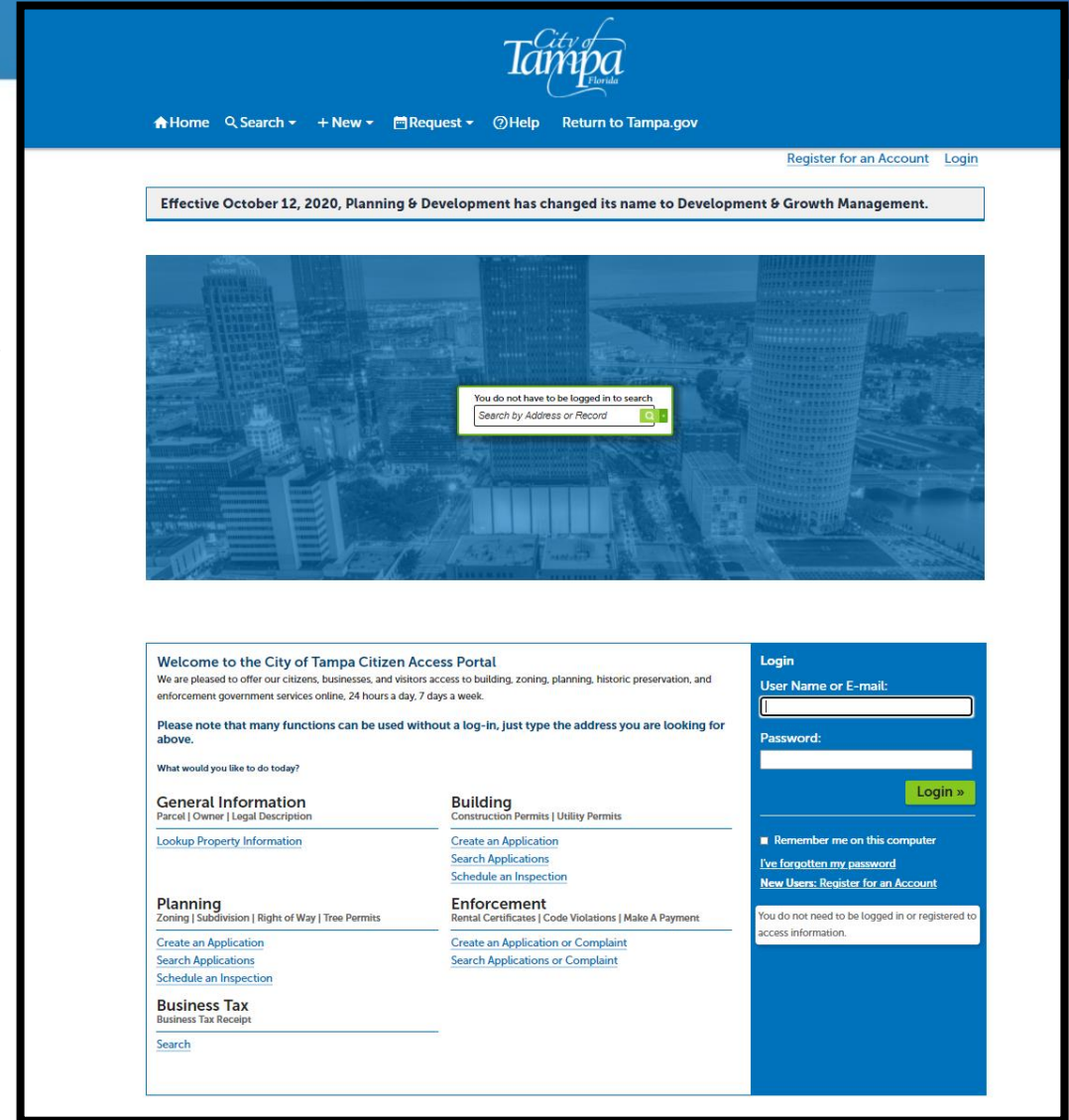
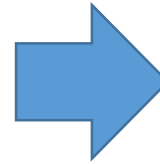


Acela User Updates

- More 'google-like'
- Do not need to register to access information
- Owner can register in addition to their professionals



The screenshot shows the old Acela website. The header includes the City of Tampa logo and navigation links: Home, Search, New, Schedule, and Return to TampaGov.Net. Below the header, there are links for 'How to Search for Information in Acela Citizen Access', 'Click here to access CivicInsight', and 'Click here to download the Contractor Central App'. A search bar is present with the placeholder text 'Search...'. The main content area is titled 'Welcome to the new City of Tampa Planning & Development and Neighborhood Enhancement Citizen Portal'. It includes a paragraph about the new e-government services and a 'NOTIFICATION' section. A 'Login' box is on the right side, with fields for 'User Name or E-mail' and 'Password', and a 'Login »' button. Below the login box, there are links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'. At the bottom, there is a 'Supported Browsers' section listing various web browsers and their versions.

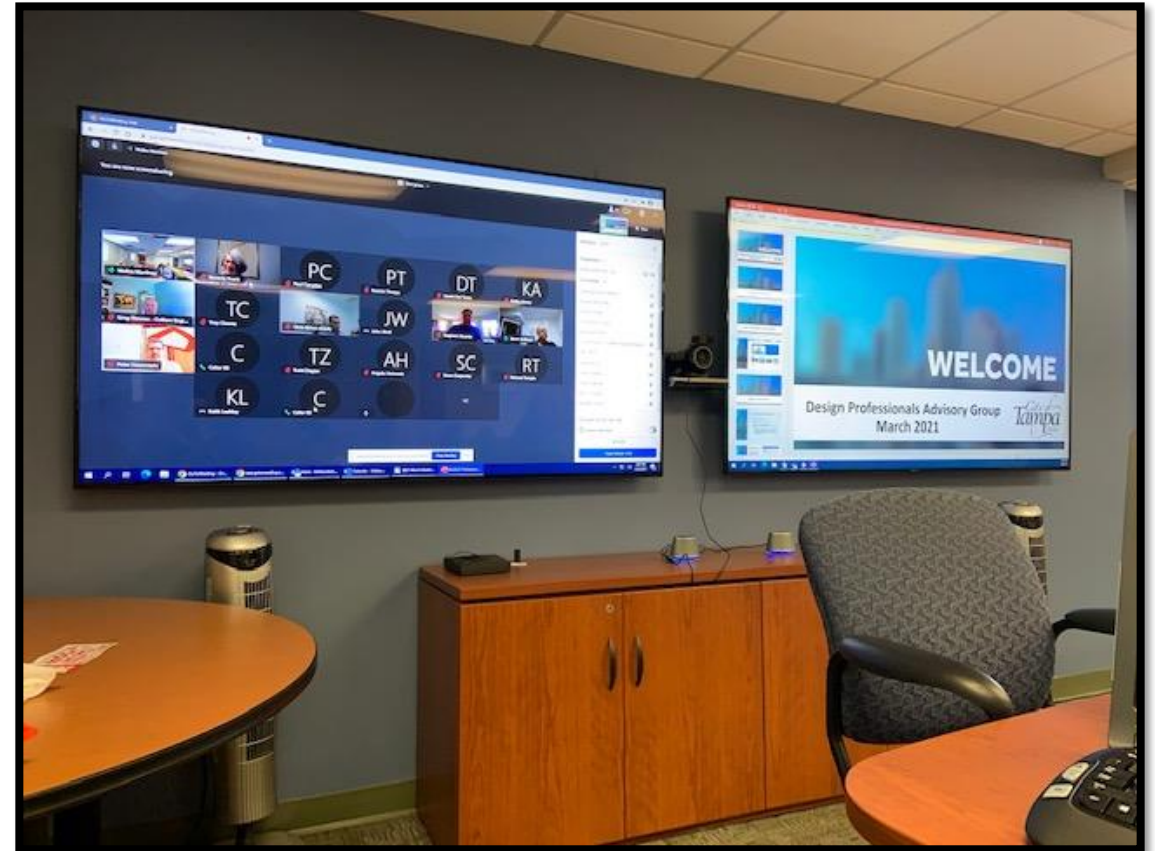


The screenshot shows the new Citizen Access Portal. The header includes the City of Tampa logo and navigation links: Home, Search, New, Request, Help, and Return to Tampa.gov. Below the header, there are links for 'Register for an Account' and 'Login'. A banner message states: 'Effective October 12, 2020, Planning & Development has changed its name to Development & Growth Management.' The main content area features a large image of a city skyline with a search box overlay that says 'You do not have to be logged in to search' and 'Search by Address or Record'. Below the image, there is a 'Welcome to the City of Tampa Citizen Access Portal' section with a paragraph about the new services. To the right, there is a 'Login' box with fields for 'User Name or E-mail' and 'Password', and a 'Login »' button. Below the login box, there are links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'. The main content area is divided into several sections: 'General Information' (Parcel | Owner | Legal Description), 'Building' (Construction Permits | Utility Permits), 'Planning' (Zoning | Subdivision | Right of Way | Tree Permits), 'Enforcement' (Rental Certificates | Code Violations | Make A Payment), and 'Business Tax' (Business Tax Receipt). Each section has a 'Search' button.

Advisory Groups

Initiated three Advisory Groups to meet regularly and provide suggestions and feedback on the customer experience:

- Developers & General Contractors
- Design Professionals
- Land Use Attorneys & Consultants



Client Satisfaction Survey

- Piloting a Customer Service Satisfaction Survey for certain application types/new construction.
- Automated into Accela process via e-mail.
- Initiated October 2020.
- Will adapt and expand in coming months.



EXIT

CSD Customer Satisfaction Survey

⊕ PAGE TITLE

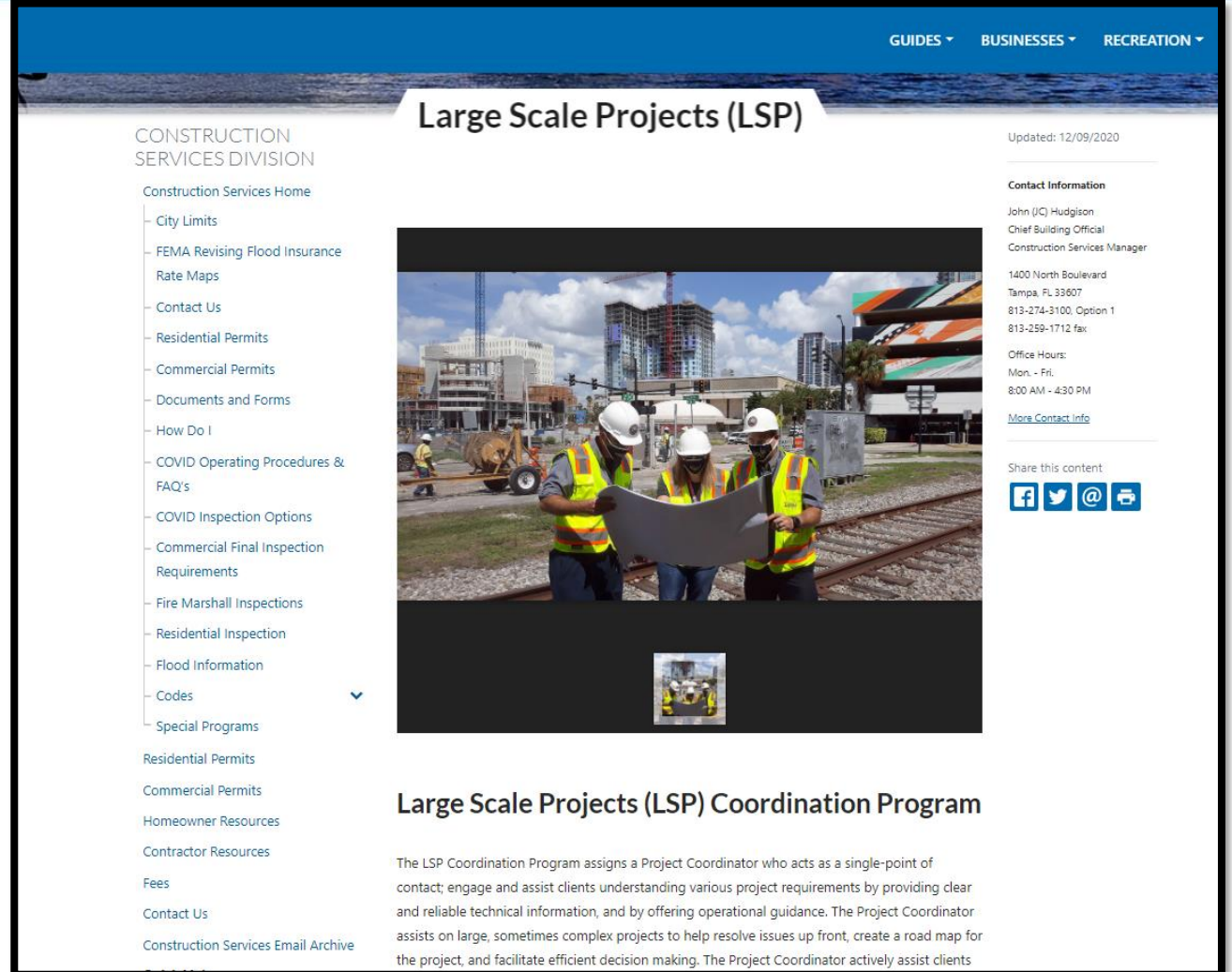
Thank you for taking part in this important survey measuring customer satisfaction. The results of this survey will provide us insights in how we can provide better service. This survey should take under a minute to complete. All responses are anonymous.

1. Please let us know how we are doing.
Which of the following were the latest service you received from the City of Tampa Construction Service Department.

- ☐ FastPass Program
- ☐ Permitting
- ☐ Plan Review
- ☐ Inspections

Dedicated Support for Large Scale Projects

- Project Coordinator designated for large and/or complex projects.
- Helps resolve complex matters up front.
- Coordinates with other City Departments when needed.
- Frees other staff to keep routine projects on track.



The screenshot shows the website for the Construction Services Division of the City of Tampa. The page is titled "Large Scale Projects (LSP)" and features a navigation menu on the left with links to various services. The main content area includes a large image of three construction workers in hard hats and safety vests reviewing a large set of plans on a construction site. To the right of the image, there is contact information for John (JC) Hudson, Chief Building Official and Construction Services Manager, including his address, phone number, and office hours. Below the contact information, there are social media sharing icons for Facebook, Twitter, and Email. The page also includes a "More Contact Info" link and a "Share this content" section.

CONSTRUCTION SERVICES DIVISION

Construction Services Home

- City Limits
- FEMA Revising Flood Insurance Rate Maps
- Contact Us
- Residential Permits
- Commercial Permits
- Documents and Forms
- How Do I
- COVID Operating Procedures & FAQ's
- COVID Inspection Options
- Commercial Final Inspection Requirements
- Fire Marshall Inspections
- Residential Inspection
- Flood Information
- Codes
- Special Programs

Residential Permits

Commercial Permits

Homeowner Resources

Contractor Resources

Fees

Contact Us

Construction Services Email Archive

Large Scale Projects (LSP)

Updated: 12/09/2020

Contact Information

John (JC) Hudson
Chief Building Official
Construction Services Manager

1400 North Boulevard
Tampa, FL 33607
813-274-3100, Option 1
813-259-1712 fax

Office Hours:
Mon. - Fri.
8:00 AM - 4:30 PM

[More Contact Info](#)

Share this content:

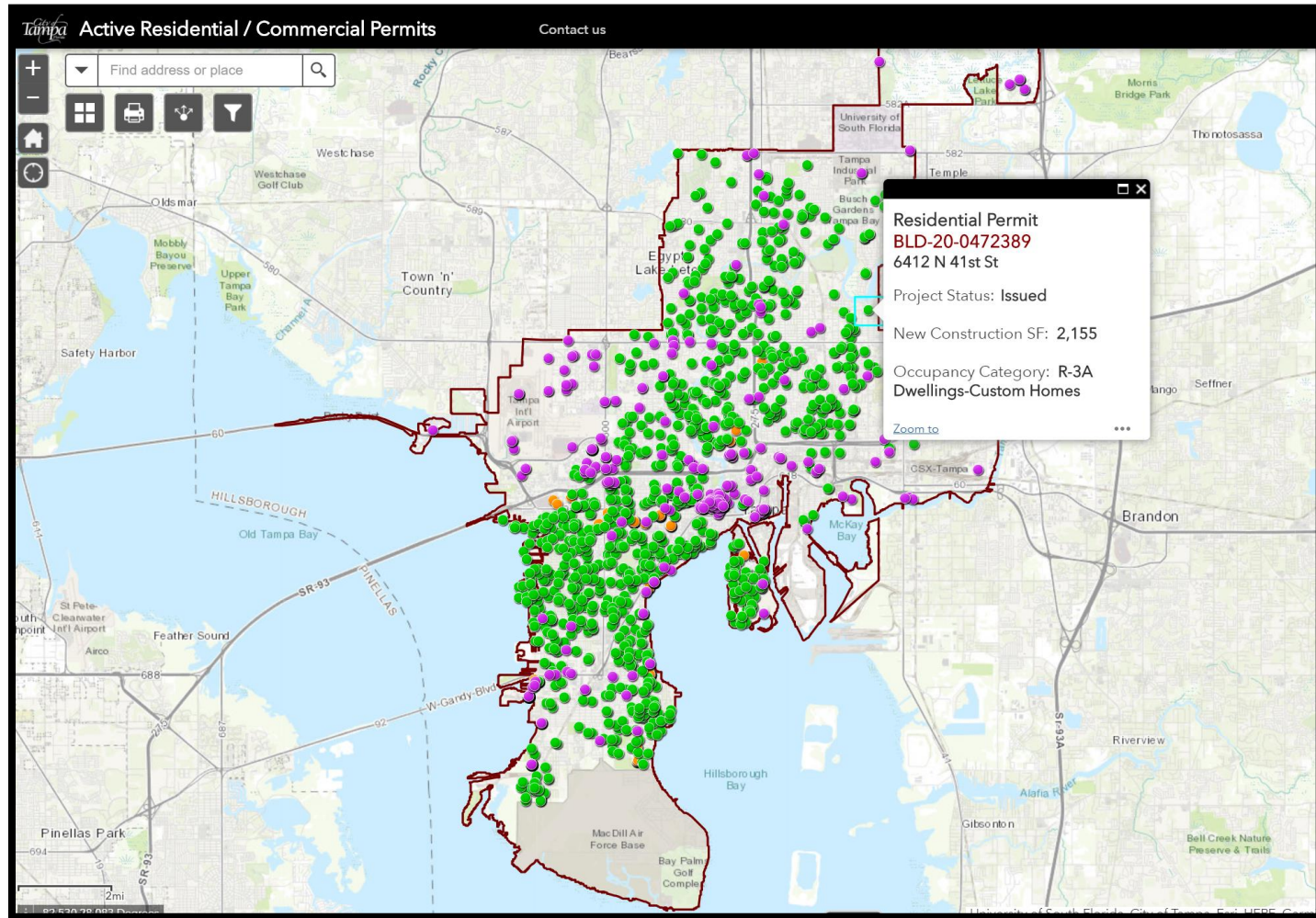
[f](#) [t](#) [@](#) [p](#)

Large Scale Projects (LSP) Coordination Program

The LSP Coordination Program assigns a Project Coordinator who acts as a single-point of contact; engage and assist clients understanding various project requirements by providing clear and reliable technical information, and by offering operational guidance. The Project Coordinator assists on large, sometimes complex projects to help resolve issues up front, create a road map for the project, and facilitate efficient decision making. The Project Coordinator actively assist clients

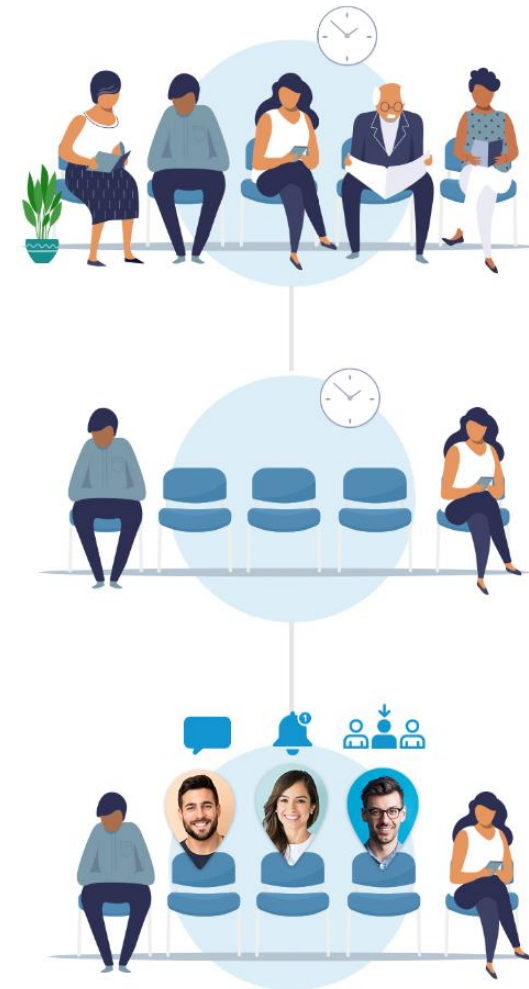
Active Permits Map for Development

- Available to the public online.
- GIS-based for all active residential and commercial permits.
- 'Hover-over' feature provides permit facts and figures.
- <https://tampa.maps.arcgis.com/home/index.html>



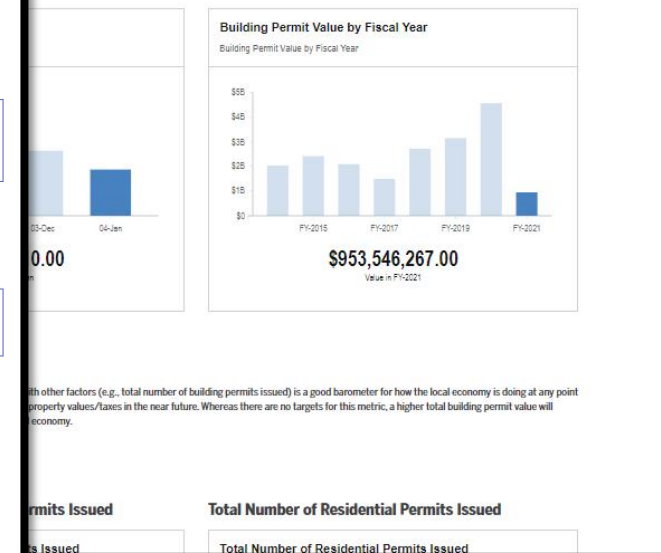
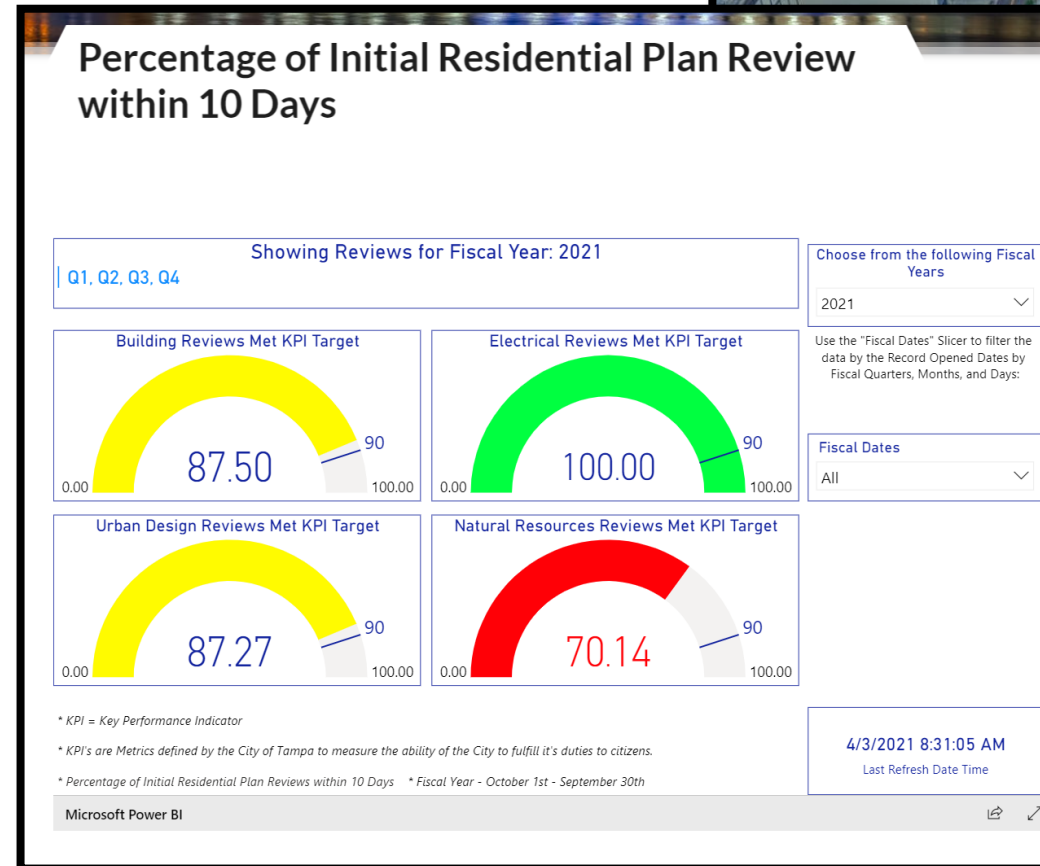
Virtual Appointments – QUp Tampa

- An accelerated response to COVID-related customer service needs
- Optimizes an existing system (Q-Flow).
- Enables VIRTUAL MEETINGS INTEGRATED INTO THE ACCELA FILING SYSTEM (not just a Zoom solution).
- Replicates the in-person experience; linked to customer files to expedite process.
- Targeted roll-out Summer 2021.



New Dashboards for Measuring and Managing

- Uses new Citywide OpenGov platform
- Data driven direct from Accela system.
- Helps staff quickly identify trends and manage bandwidth in response to changing needs.

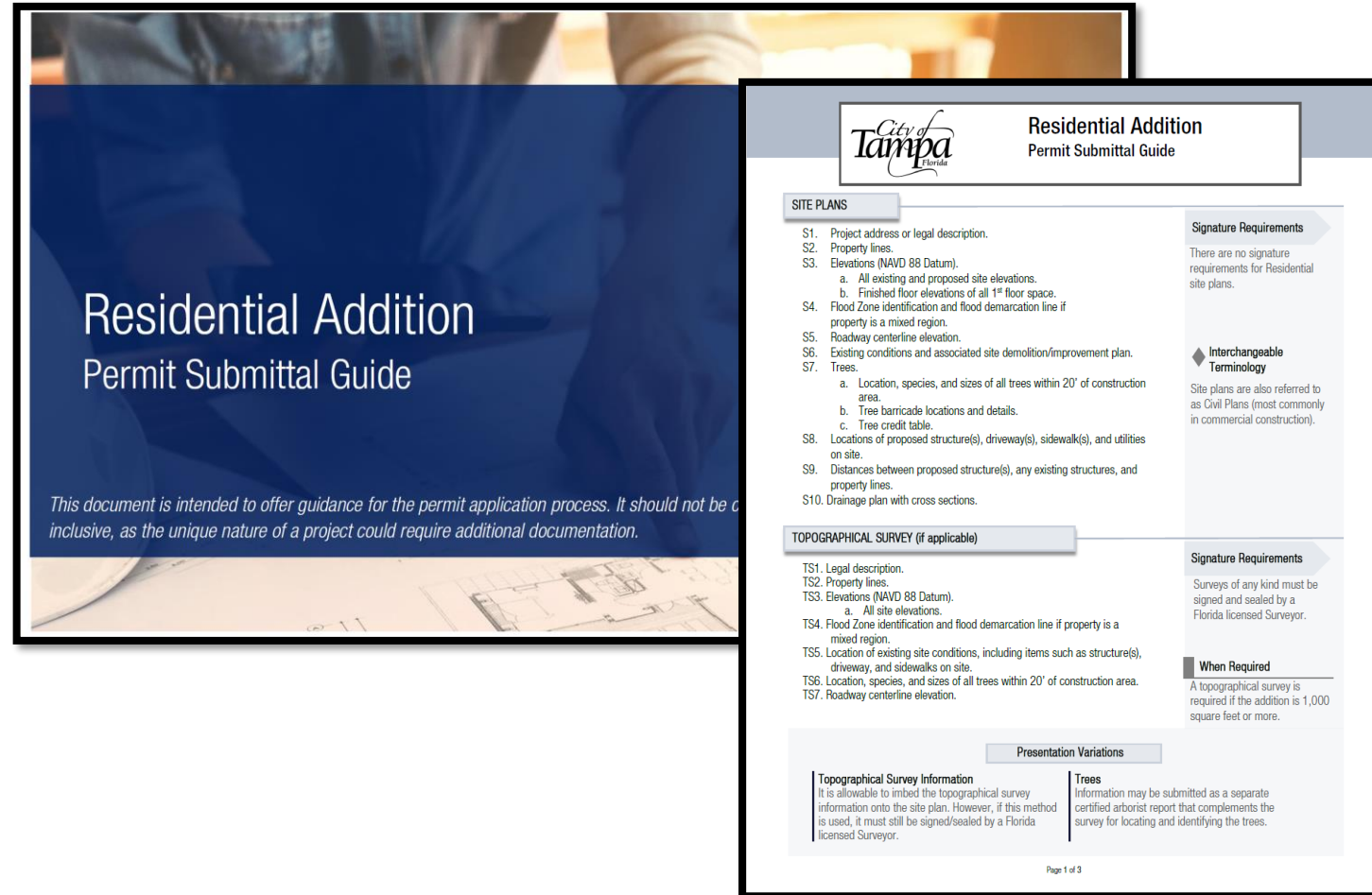


A blurred image of a city skyline at night, with various skyscrapers and buildings illuminated against a dark blue sky. The image is out of focus, creating a bokeh effect.

3. **Streamline** the Process


Guidance for the application process

- Developing user-friendly checklists to improve uniformity and predictability
- Publishing guides for overcoming the most common mistakes/gaps



Project Coordination Status Report (PCSR)

- Combines all open permits into one report
- A single view of what is outstanding ACROSS ALL CITY DEPARTMENTS.
- Available for all projects on Accela Citizen Access.



Project Coordination Status Report (PCSR)

1400 N Boulevard, 33607

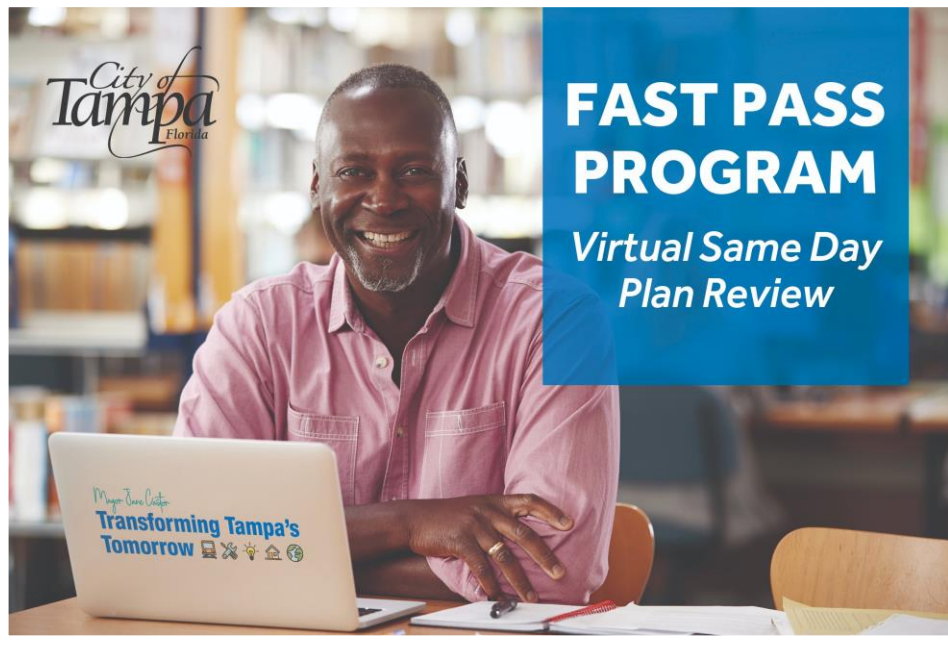
BLD-19-0123456

<u>Description</u> Buildout	<u>Permit Type</u> Commercial Building Alterations (Renovations)	<u>Job Value</u> \$70,000,000	<u>Permit Status</u> Revision	<u>Private Provider?</u> No	<u>Threshold Building?</u> Yes																																				
<u>Contractor Info</u> <u>Contractor Name</u> Jane Smith, General Contractor		<u>Business Name</u> JS Contractors	<u>Phone Number</u>	<u>License Number</u> CGC 0123456																																					
<u>Open Conditions</u> <u>Conditions</u> 1 Certificate of Occupancy Hold for Wastewater 2 Certificate of Occupancy Hold for Water 3 Review in Process 4 Revision Record Associated to this Project																																									
<u>Final Inspection Completed</u> <table><tr><td><u>Inspection Type</u></td><td><u>Result Status</u></td><td><u>Result Date</u></td><td colspan="3"><u>Result Comment</u></td></tr><tr><td>n/a</td><td>n/a</td><td>n/a</td><td colspan="3">n/a</td></tr></table>						<u>Inspection Type</u>	<u>Result Status</u>	<u>Result Date</u>	<u>Result Comment</u>			n/a	n/a	n/a	n/a																										
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n/a	n/a	n/a	n/a																																						
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<small>NOTE TO TITLE COMPANIES ABOUT FEES: Florida State Statutes have very stringent regulations in regards to the eligibility of persons able to obtain construction permits. As such, it should never be presumed that sending a payroll check for fees due will resolve permitting issues on a given property. Checks sent to our offices for this purpose will be voided and returned. BEST PRACTICE: Please verify any pending fees directly with our office by sending an email to CSO-help@tampagov.net. For</small>																																									
<u>Related Records</u> <table><tr><td><u>Record ID</u></td><td><u>Record Type</u></td><td><u>Address</u></td><td><u>Record Status</u></td></tr><tr><td>BLD-19-0466594-REV1</td><td>Building, Revision, NA, NA</td><td>1011 E Cumberland Ave, 33602</td><td>Complete</td></tr><tr><td>BLD-19-0469224</td><td>Building, Commercial, New Construction and Additions, NA</td><td>1011 E Cumberland Ave, 33602</td><td>In Process</td></tr><tr><td>BLD-20-0470578</td><td>Building, Commercial, Miscellaneous, NA</td><td>1011 E Cumberland Ave, 33602</td><td>Expired</td></tr><tr><td>BLD-20-0474180</td><td>Building, Commercial, Miscellaneous, NA</td><td>1011 E Cumberland Ave, 33602</td><td>Revision</td></tr><tr><td>DDR-19-0000015</td><td>Planning, Design District Review, NA, NA</td><td>927 E Finley St, 33602</td><td>Complete</td></tr><tr><td>DET-19-0000029</td><td>Planning, Alternative Design Exception, All Design Exception-Transport, NA</td><td>927 E Finley St, 33602</td><td>Complete</td></tr><tr><td>PPR-19-0000045</td><td>Building, Preliminary Plan Review, NA, NA</td><td>1011 E Cumberland Ave, 33602</td><td>Complete</td></tr><tr><td>UTL-19-0001411</td><td>Building, Commercial, Utilities, NA</td><td>1011 E Cumberland Ave, 33602</td><td>In Process</td></tr></table>						<u>Record ID</u>	<u>Record Type</u>	<u>Address</u>	<u>Record Status</u>	BLD-19-0466594-REV1	Building, Revision, NA, NA	1011 E Cumberland Ave, 33602	Complete	BLD-19-0469224	Building, Commercial, New Construction and Additions, NA	1011 E Cumberland Ave, 33602	In Process	BLD-20-0470578	Building, Commercial, Miscellaneous, NA	1011 E Cumberland Ave, 33602	Expired	BLD-20-0474180	Building, Commercial, Miscellaneous, NA	1011 E Cumberland Ave, 33602	Revision	DDR-19-0000015	Planning, Design District Review, NA, NA	927 E Finley St, 33602	Complete	DET-19-0000029	Planning, Alternative Design Exception, All Design Exception-Transport, NA	927 E Finley St, 33602	Complete	PPR-19-0000045	Building, Preliminary Plan Review, NA, NA	1011 E Cumberland Ave, 33602	Complete	UTL-19-0001411	Building, Commercial, Utilities, NA	1011 E Cumberland Ave, 33602	In Process
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REMINDER: 1. Above permit list is provided to assist you with coordinating the project. 2. It is the client's responsibility to make sure Conditions, Fees and Inspections are completed on the permit record in order to obtain Occupancy. <u>Occupancy Types:</u> Temporary Occupancy (TCO), Partial Certificate of Occupancy (PCO), Certificate of Completion (COO) or Certificate of Occupancy (CO)																																									

Fast Pass Program

- Same day review and permit for small scale projects
- Started June 1, 2020

Fast Pass Residential	Fast Pass Commercial
Interior alterations	Perimeter walls
Screen enclosures	Installation or replacement of antennae on an existing tower
Pools	
Perimeter walls	
Generators	
Foundation stabilizations	
Driveways	



Homeowner's Night

- Initiated January 2020 (paused for COVID)
- Exclusively for homeowners and small businesses
- Provides in-person direct services:
 - consultation
 - education
 - application assistance
- Caters to flexibility with:
 - extended evening hours
 - staff from multiple divisions
 - bi-lingual support



S

Steven B., Golf View

Interesting indeed. I like the approach. Kudos to the City for the idea. Education leads to empowerment.

Mike- the address is listed on the flyer.

16 Jan [Thank](#) [Reply](#)

B

Brian M., Old Seminole Heights

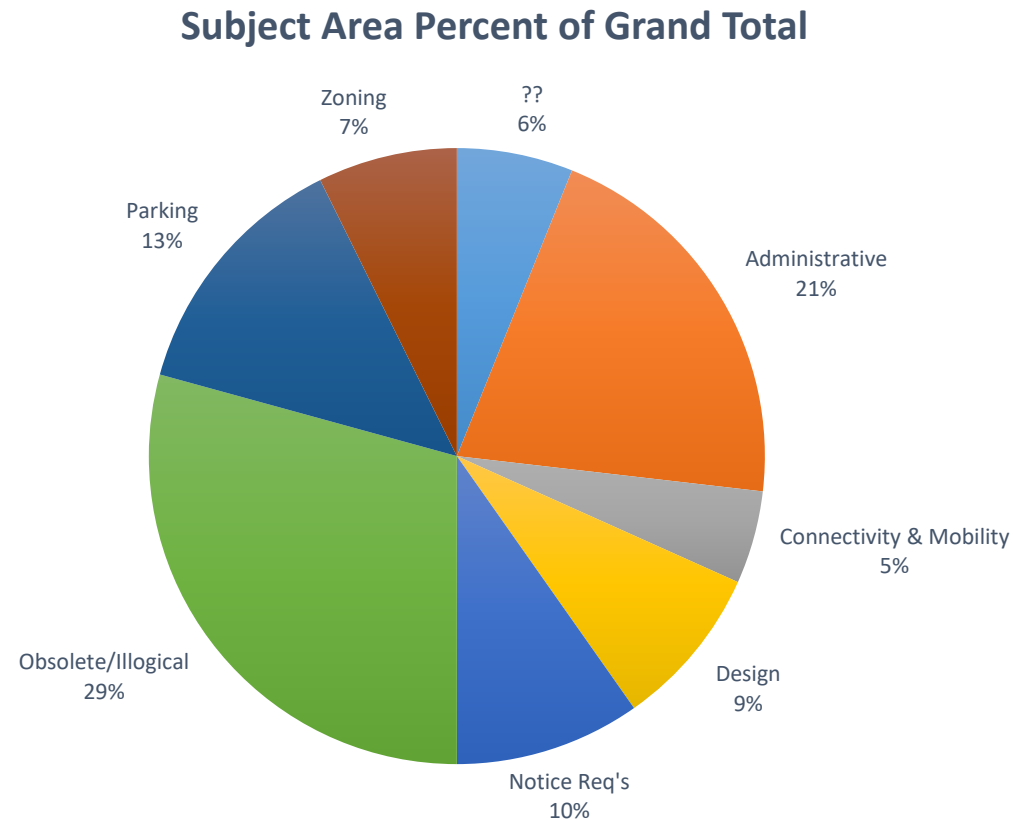
Great News, Good Idea!

A blurred image of a city skyline at dusk or dawn, with various building silhouettes against a blue and orange sky.

4. Update the **Land Development Code**

LDC Master Plan - Progress to Date

- Multiple Mayor's Advisory reports recommended changes to the LDC.
- Spring 2020, a City team **conducted a comprehensive assessment** of the recommendations and proposed a 4-phase approach.



LDC Master Plan Updates - Progress to Date

- Phase 1 (Administrative Amendments) adopted by City Council in December 2020, took effect March 1, 2021.
- Phase 2 scope is underway; will coincide with several current LDC proposed changes that are in progress.
- LDC changes will coordinate through City Planning office as a clearinghouse for transparency and alignment.

Additional Service Delivery Improvements

- Additional service improvements for:
 - Alcohol beverage permits
 - Re-zonings
 - Planned Developments
 - Historic preservation certifications and tax relief
 - Variance requests
- Numerous customer response improvements incorporated or underway
- New org structure and co-locating functions to improve services



A blurred image of a city skyline at dusk or dawn, with various skyscrapers visible against a blue and orange sky. The image is out of focus, creating a bokeh effect.

COVID Response

Development Services Response to COVID-10

Construction Site Safety Program



CITY OF TAMPA'S

LIFT UP LOCAL

ECONOMIC RECOVERY PLAN

Quasi-judicial Hearings





What lies ahead?



Development Services in 2021

- Continue implementing customer improvements and efficiencies
- Continue evolving performance and accountability measures
- Adapt to the 'new normal' for operations and service delivery

A blurred image of a city skyline at night, with various skyscrapers and buildings illuminated against a dark blue sky. The image is out of focus, creating a bokeh effect.

Questions and Feedback