

TOWN OF WOODSIDE

Report to Town Council

From: Susan George, Town Manager

Agenda Item 5

July 26, 2005

SUBJECT: PRESENTATION TO TOWN COUNCIL OF CONSULTANT'S "DEVELOPMENT REVIEW ANALYSIS" AND DISCUSSION BY TOWN COUNCIL OF APPROPRIATE DIRECTION TO STAFF IN RESPONSE TO THE RECOMMENDATIONS CONTAINED THEREIN

RECOMMENDATION

It is recommended that the Town Council receive the presentation of the attached report, accept public input on its contents, and discuss the appropriate direction to be given to staff in response to the recommendations included in the report.

DISCUSSION

The Town Manager engaged the services of Management Partners, Inc. to analyze the engineering services function of the Town, with a specific focus on development review activities. The analysis was expanded during the course of the work to include other related aspects of the development review process. A final report has been issued and is attached for the Town Council's review and for public dissemination. The report includes sixteen recommendations, designed to improve the development review process. These recommendations are:

1. Add one dedicated and field experienced engineer to the Engineering Division and make him/her responsible solely for development review.
2. Prepare a *detailed* application checklist for all divisions to be used by the applicant in preparing the submittal and by the reviewer in evaluating the submittal.
3. Prepare a standard format for review comments to improve organization and clarity of responses.
4. If plan quality does not improve measurably with the addition of a development engineer, add clerical staff to ease project manager workload so that they can more thoroughly screen submittals.
5. After the development engineer position is added, set specific review timelines and measure performance against them.
6. Set standards for customer service and measure employee performance against them.
7. Advertise the Town's willingness to hold pre-application meetings and encourage new applicants to attend one to go over the Town's process and to discuss realistic timelines.
8. Copy the applicant/owner on all comments and conditions given to contractors.
9. Publish a website page or community newsletter article on the basics of building in Woodside.
10. Hold quarterly meetings with the development community to discuss regulatory changes, outline the Town's development review process, and other related matters.
11. Create a menu of standard design options and amenities and set design standards as much as possible to reduce variability at the Architecture & Site Review Board.
12. Assure that applicants are given a copy of staff recommendations prior to finalization and are afforded an opportunity to provide comments in writing for distribution to all decision makers as part of the standard review process.

