

**PLANNING AND DEVELOPMENT SERVICES DEPARTMENT
GOALS, OBJECTIVES & PERFORMANCE MEASURES**

Key Objectives:

- Increase Public Participation & Awareness.
 - Engage the public in a more open development review process.
 - Use the Department's data to the maximum potential.
 - Rewrite the Land Development Code into a more user-friendly document.
 - Respond expeditiously to all phone and email inquiries.
 - Provide information on the activities that are occurring in the City through the City's website.
- Effectively Plan for Future Redevelopment of Core Urban Areas.
 - Seek a balance of land uses between non-residential uses serving residential uses.
 - Provide for more pedestrian-oriented facilities by working with Volusia County and VOTRAN.
 - Encourage mixed-use transit oriented design and more urbanism in specific areas of the City.
 - Implement a reorganized Land Development Code and adopted Comprehensive Plan.
- Assist clients to facilitate project process; provide a streamlined development review process.
 - Work with clients from concept to the completion of a project.
 - Work to minimize the number of DRCs and public hearings by doing a thorough review process.
 - Encourage public participation for projects.
 - Expand automation capabilities of the development review process.
- Promote Economic Development for the City.
 - Assist the Business Development Administrator with business retention visits.
 - Assist in the annual update of the City's 5-Year Strategic Economic Development Plan.
 - Assist with the research for grants opportunities for local, state and federal opportunities.
 - Assist the Business Development Administrator with the facilitation of the Economic Development Advisory Board.
- Create a Comprehensive Citywide Beautification Plan.
 - Implement the Commission approved design standards for public and private development.
 - Work with the community on their preference for design from the Pattern Book.
- Promote Environmental Awareness throughout the City.
 - Provide resources to citizens and organizations.
 - Promote Green Building Standards and LEED Certification for Public Buildings.
 - Coordinate with permitting agencies, local jurisdictions, and the VCOG.
- Be the Affordable Housing Department for the City.
 - Implement the Neighborhood Stabilization Program(s) per a contract with HUD.
 - Properly manage and utilize the CDBG program.
 - Provide assistance to the community by using the SHIP program.
 - Increase customer service to potential recipients in all programs.
 - Extend the housing programs into the community through promotional activities.

**PLANNING AND DEVELOPMENT SERVICES DEPARTMENT
GOALS, OBJECTIVES & PERFORMANCE MEASURES - Continued**

Performance Measures:	Actual FY 2009/10	Estimated FY 2010/11	Budget FY 2011/12
• Number of major projects	25	20	20
• Number of inquiries	2,500	2,000	3,000
• Number of visits	1,000	500	1,500
• Present Annual Report	1	1	1
• Number of grants	30	20	20
• Number of press releases	25	10	20
• Number of meetings	50	100	100

DEPARTMENT PERSPECTIVE, TRENDS & HIGHLIGHTS

- The Planning and Development Services Department operates with an industry-senior staff that is capable and competent to perform all planning and development review duties in-house. The result has been a focus on quality assurance of projects processed within the Department and increase in work volume with a reduction in staff. Tasks that are typically subcontracted to consultants have been or are being accomplished in-house. For example, the Department has refined the development review process that is consistent with amendments to the Land Development Code and Comprehensive Policy Plan, received Department of Community Affairs approval for the Comprehensive Policy Plan and Capital Improvement Element, processed numerous applications for development approval for non-residential projects, assisted other departments on project such as Thornby Park and Tivoli-Wheeling Pump Station, completed two large vacant residential projects in disrepair in Lake Baton Estates and Live Oak Estates, and was able to accomplish the start of construction for the Deltona Village project.
- The Department has also been focused on the performance of affordable housing and public assistance federal and state funds in the form of the Neighborhood Stabilization Program (NSP), the Community Development Block Grant Program (CDBG), and the State Housing Initiatives Partnership (SHIP). Within the past year, the Department in conjunction with other sections of the City, acquired 53 properties, rehabilitated 50 of the 53 properties to-date, brought on Habitat for Humanity, increased efficiencies in the process with the U.S. Department of Housing and Urban Development (HUD) for the NSP program. This led to HUD awarding an additional \$1.96 million to the City within the NSP 3 program. The Department also rewrote the Five Year Consolidated Action Plan for CDBG, awarded monies to sub-recipients, and monitored projects in Public Works and Parks and Recreation. Finally, the Department nearly completed all spending in SHIP (less than \$200,000 of the \$1.19 million remains).

- Looking forward for this fiscal year, the Planning and Development Services Department is focused on the completion of the reorganization of the Land Development Code to make it an internally consistent and more user-friendly document. The reorganization is the precursor to an additional effort by staff to systematically go through the document to amend sections of the Code to make the City's process the most efficient development review community in the region. This will be based on research of systems that are working nationally, review of Florida Statutes in light of new legislation expedited procedures, the existing land use pattern within the City, and comparison to the streamlined process adopted.
- The Department will be working closely with the Economic Development section of the City Manager's Department to attract new business to the City. This will be facilitated by the creation of Business Target Zones and Mixed Use districts that act as receiving areas for developments wanting a level of entitlements to have already occurred to minimize pre-development costs and to accelerate the development review process. Finally, the Department will be working with developers to continue to construct within the Deltona Village Planned Unit Development (site of the new EPIC Theatre) to create a functional regional retail destination.