



PROCESSING OPTIONS



ZONING CODE MODERNIZATION:
CASE STUDIES FROM OGDEN CITY
AND MILLCREEK



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SENIOR PLANNER
OGDEN CITY

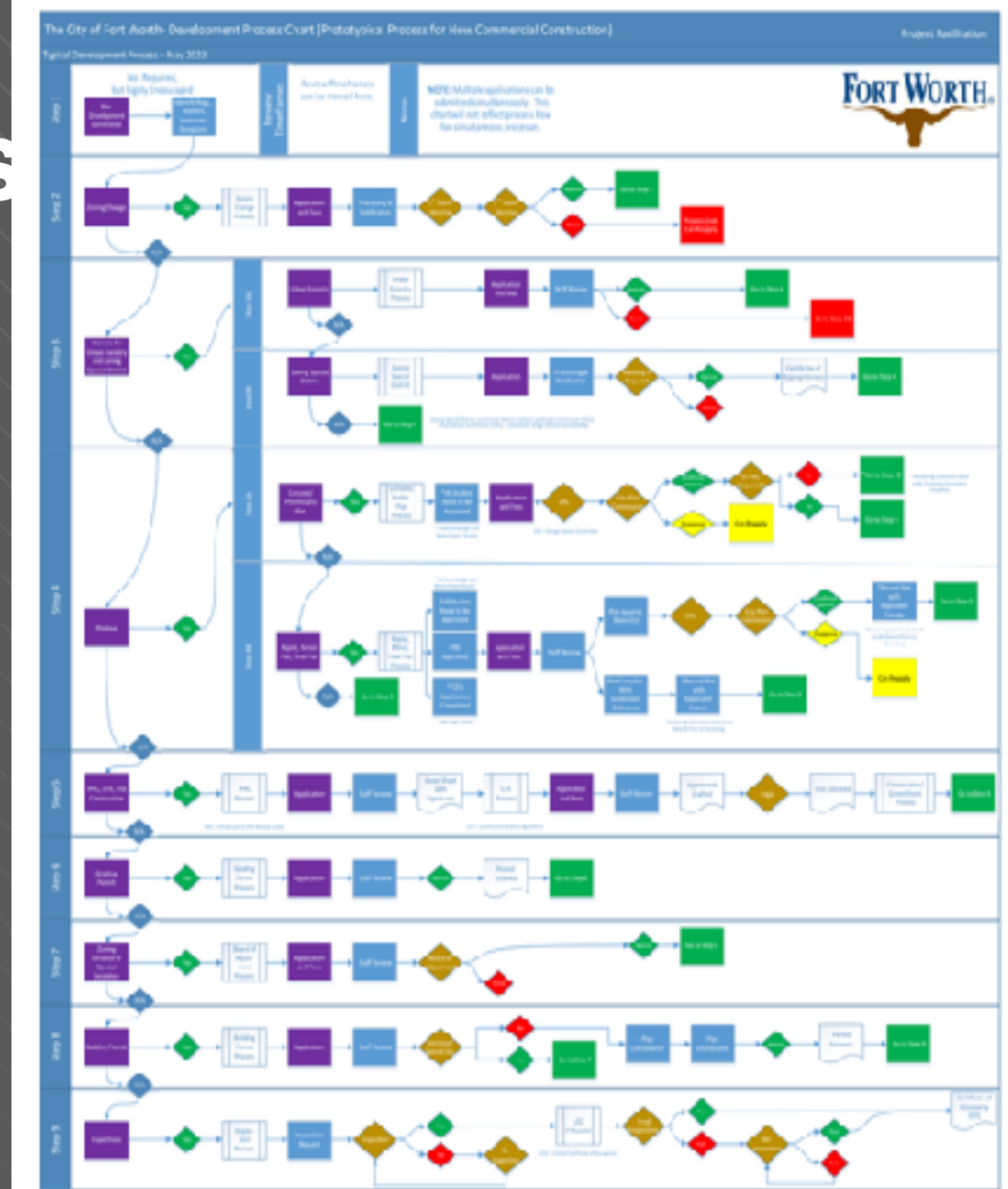
ROBERT MAY
LONG RANGE PLANNING
MANAGER
MILLCREEK



Moderator

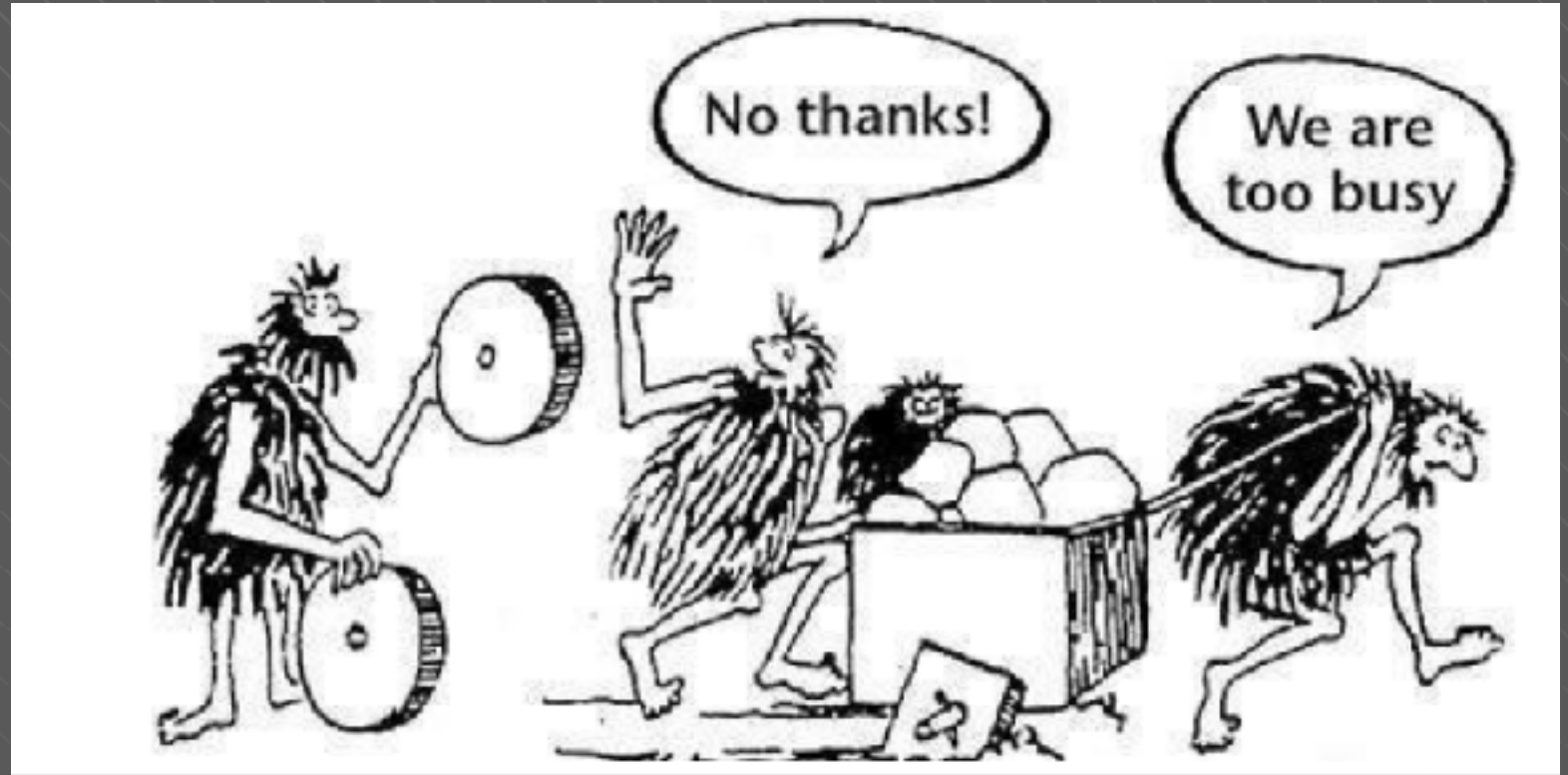
John Janson
Planning Solutions

- Is it easy for people to figure how to do what they want to do?



Can you improve your process?

- Is it time to address your procedures?
- Is your process archaic?
- Is it time for an overhaul?



How do we balance it ?

Timeliness

Thoroughness



DISCUSSION QUESTIONS

WHO IS READING THIS

Who are the intended audiences navigating these processes?

HMMM THIS FEELS DIFFICULT

Are there different approaches that could simplify what we are doing?

THERE'S GOT TO BE A BETTER WAY

What options do we have to process applications?

OK THIS FEELS LIKE PUNISHMENT NOW

Are Community Councils and Neighborhood meetings beneficial or a process impediment?

TRIPPING ON RED TAPE

Are the ordinances and the processes that facilitate them arduous and complicated?

BLAME THE CITY ATTORNEY

Where does your code fall in terms of plain language law?

THIS LOOKS ORDINARY

When do we negotiate to get a better development?

YOU TOLD ME THIS WAS EASY

What are the challenges city planners face during the review process?



Millcreek Processing



Millcreek incorporated in 2017 and inherited code that had little, or in some cases, no defined processes for facilitating land use applications.

Included a timely process for relatively simple applications that otherwise could have been dealt with administratively.

Application procedures, roles of public bodies, and noticing requirements are found in different sections of Millcreek's land use code.

Lacked a defined location for an applicant or staff to obtain information pertaining to an application.

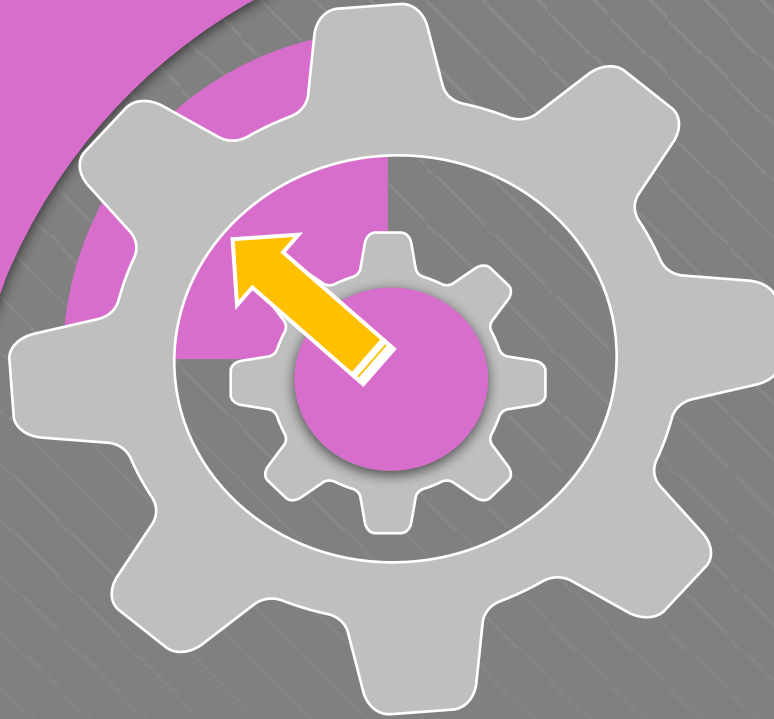


MILLCREEK
TOGETHER

- ✓ ☒ We wanted to refine and codify the procedures.
- ✓ ☐ Consolidate information for simplicity, and
- ☐ Provide a defined location “*Reference Center*” where applicants can get a complete sense of the requirements, including timeline without having to search several different chapters in the

PROCESS ORGANIZATION

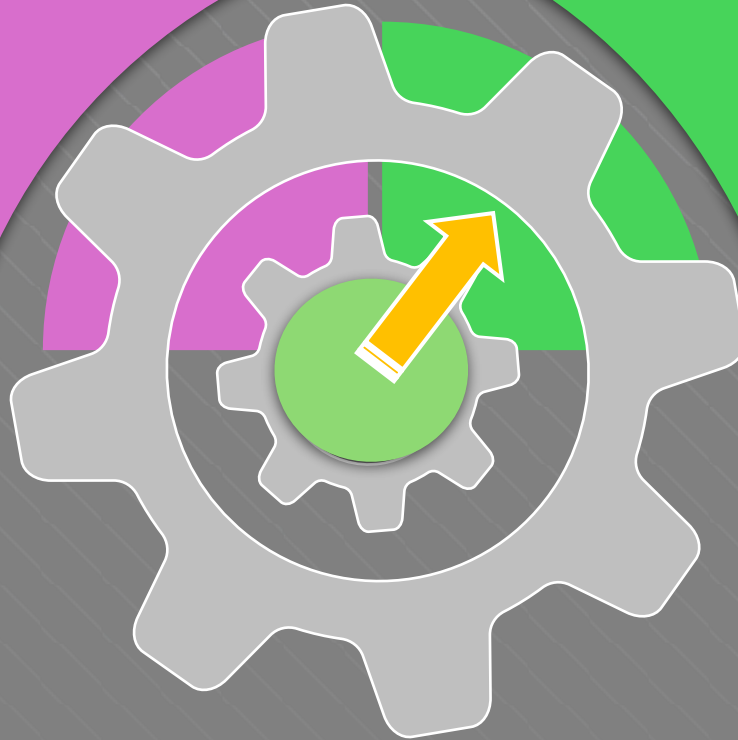
**Purpose and
Applicability**



PROCESS ORGANIZATION

**Purpose and
Applicability**

**Land Use
Authority
Designation by
Application Type**



PROCESS ORGANIZATION

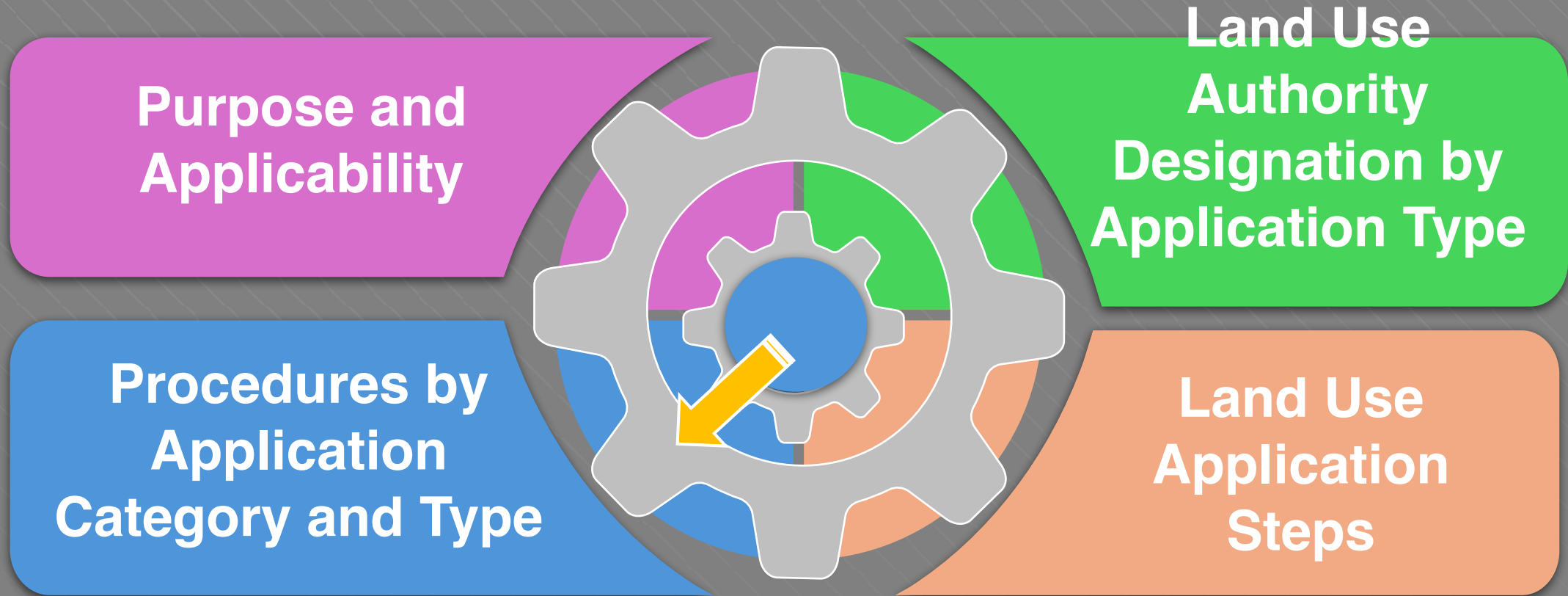
**Purpose and
Applicability**

**Land Use
Authority
Designation by
Application Type**

**Land Use
Application
Steps**



PROCESS ORGANIZATION



Land Use Authority Designation for each Application Type	
Accessory Dwelling Unit Permit	Sidewalk Exception
Permitted Uses	Appeal Land Use Decision
Conditional Use Permit	Variance
Development Agreement	Nonconforming Use
Planned Unit Development	Noncomplying Structure
Rezone	Neighborhood Compatibility
Sign Permit	General Plan Amendment
Site Plan Review	Text Amendment
Development Review Committee	Reasonable Accommodation
Minor Subdivision	Neighborhood Compatibility
Major Subdivision	Research Request
Subdivision Amendment	Vacation
Lot Consolidation	
Lot Line Adjustment	

Land Use Authority Designation for each Application Type

Application Type	Land Use Designation
Legislative	
Rezone	<i>City Council</i>
General Plan Amendment	<i>City Council</i>
Text Amendment	<i>City Council</i>
Administrative	
Major Subdivision	<i>Planning Commission</i>
Subdivision Amendment	<i>Planning Commission</i>
Minor Subdivision	<i>Planning Director</i>
Variance	<i>Land Use Hearing Officer</i>
Nonconforming Use	<i>Land Use Hearing Officer</i>

Roles of **Recommending Bodies** for each **Application Type**

Application Type	Community Council	Planning Commission
Legislative		
Rezone	<i>Recommendation</i>	<i>Recommendation</i>
General Plan Amendment	<i>Recommendation</i>	<i>Recommendation</i>
Text Amendment	<i>Recommendation</i>	<i>Recommendation</i>
Administrative		
Major Subdivision	<i>None</i>	<i>N/A</i>
Subdivision Amendment	<i>None</i>	<i>N/A</i>
Conditional Use Permit	<i>Recommendation</i>	<i>N/A</i>

Public Noticing Requirements

-Summary Table

Application Type	Property Owner Mailed Notice Days	Mailed Notice Distance	Post Notice Sign On Property	Post Notice On Website	Hard Copy Notice
Rezone	7	600 ft	5	10	24 hrs.
General Plan Amendment	7	600 ft	5	10	24 hrs.
Vacation	10	Affected Property Owners	5	10	24 hrs.
Major Subdivision	7	300 ft	5	10	24 hrs.
Variance	10	300 ft	5	10	24 hrs.
Conditional Use Permit	7	300 ft	5	10	24 hrs.

CHECKLISTS

SITE PLAN REVIEW



A clipboard icon with a checklist. The checklist has five items, each with a checkbox and a horizontal line. The first four checkboxes are marked with green checkmarks, and the fifth checkbox is marked with a red X.

- ☒ _____
- ☒ _____
- ☒ _____
- ☒ _____
- ☒ _____

CONDITIONAL USE PERMIT



A clipboard icon with a checklist. The checklist has five items, each with a checkbox and a horizontal line. The first four checkboxes are marked with green checkmarks, and the fifth checkbox is marked with a red X.

- ☒ _____
- ☒ _____
- ☒ _____
- ☒ _____
- ☒ _____

SUBDIVISION REVIEW



A clipboard icon with a checklist. The checklist has five items, each with a checkbox and a horizontal line. The first four checkboxes are marked with green checkmarks, and the fifth checkbox is marked with a red X.

- ☒ _____
- ☒ _____
- ☒ _____
- ☒ _____
- ☒ _____

CODIFYING YOUR CHECKLISTS

Umm.. that's a dumb idea
or?

I guess that makes sense ?



Pros

Clarity and Transparency. Ensures applicants clearly understand what is required for a complete application, reducing ambiguity.

Streamlined Review Process. Help staff quickly verify whether an application is complete, allowing for faster and more efficient processing.

Consistency. Formalizing the application requirements in the code ensures a consistent approach to land use review, promoting fairness in the treatment of different projects.

Legal Protection. Provides a layer of legal protection for the city, as it formalizes what is expected from applicants. Reduces disputes and challenges based on claims that requirements were unclear or applied inconsistently.

Cons

Inflexibility. May become rigid over time, making it difficult to adapt to changing needs or evolving regulations. Amendments to the code can be time-consuming, and this lack of flexibility may hinder innovation or responsiveness.

Increased Administrative Burden. While the checklist can streamline the process for staff, it may also create additional administrative work if the checklist is not carefully designed.

Difficulty in Addressing Unique Cases. Not every project fits neatly into a standard checklist. For unique or complex projects, the checklist might not capture all necessary nuances, leading to potential issues in reviewing non-standard applications.



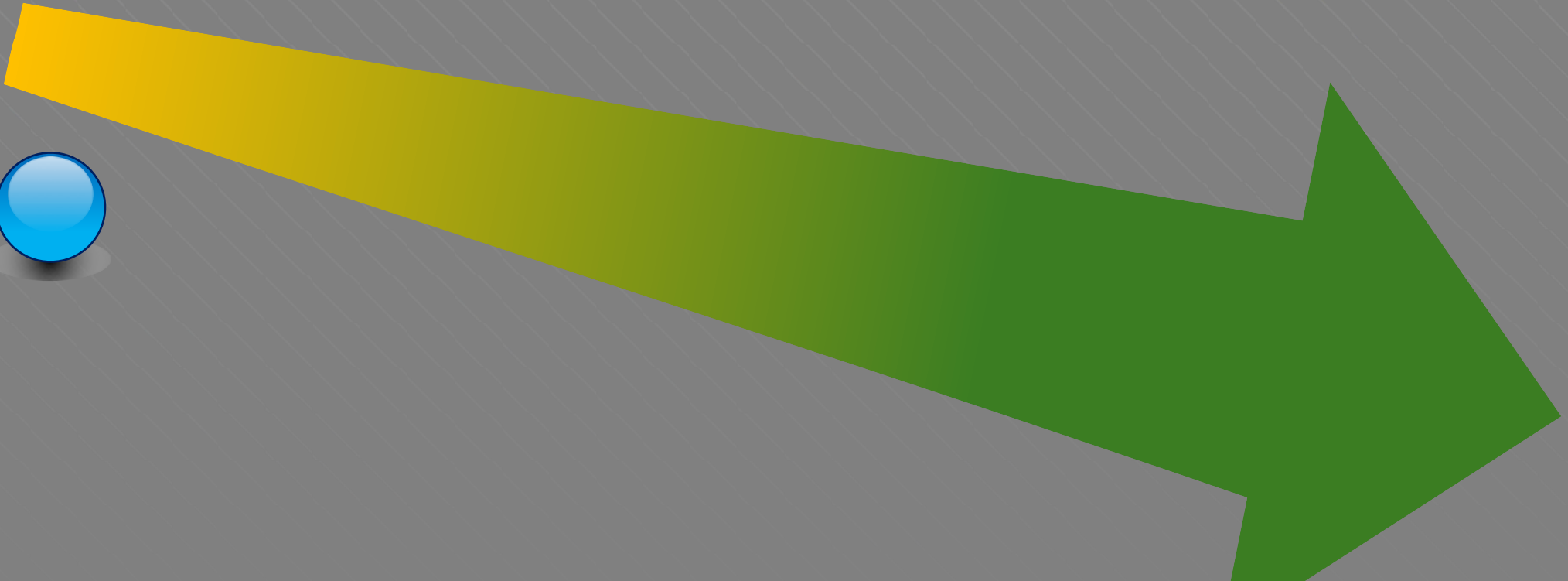
BALANCING ACT

- ✓ ☐ Adopt checklists but leave room for some flexibility.
- ✓ ☐ Rather than codifying the exact requirements, outline general categories of requirements with the specific details left to staff-level guidance that can be updated administratively.
- ✓ ☐ The city benefits from the advantages of transparency and consistency without becoming overly rigid or difficult to update.



Land Use Application Steps

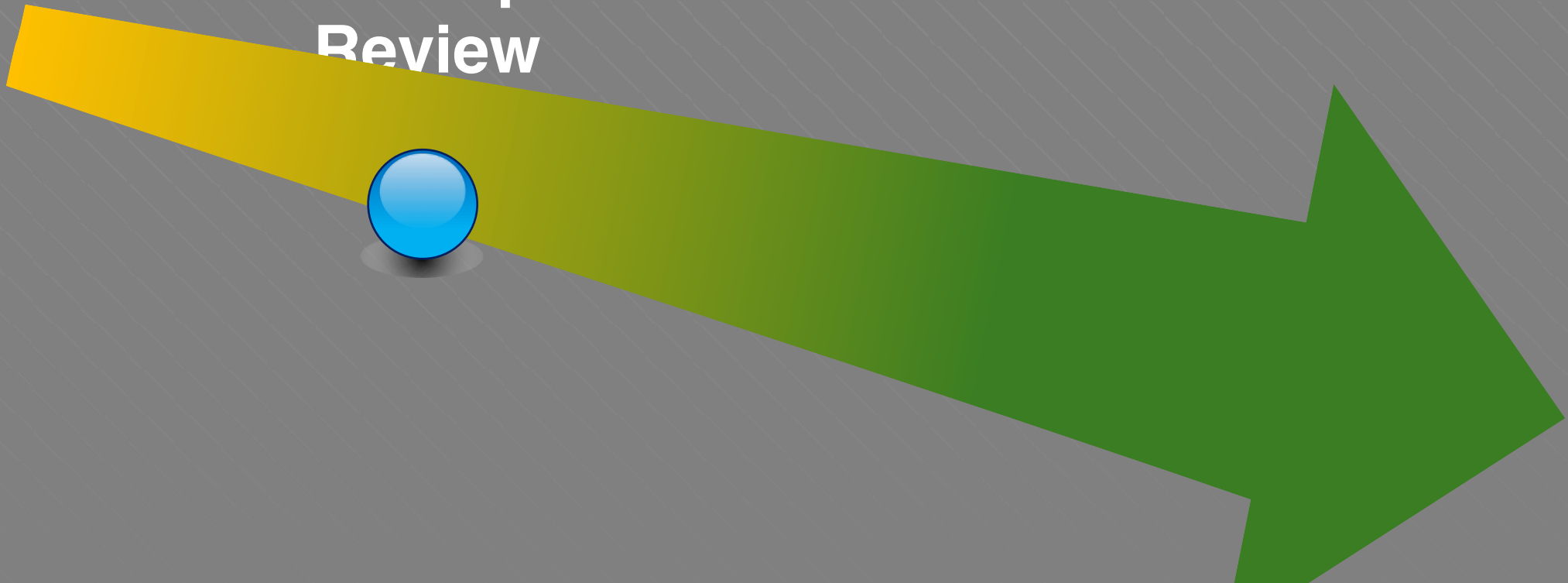
**Pre-Application
Consultation**



Land Use Application Steps

**Pre-Application
Consultation**

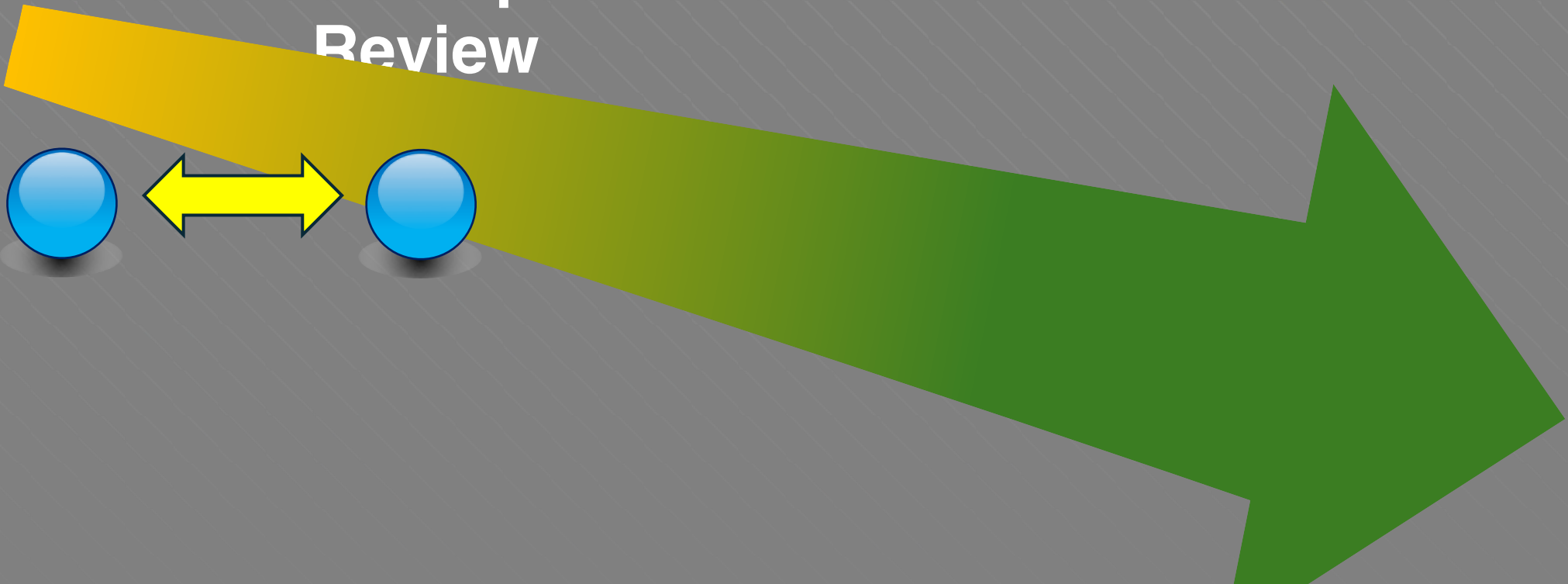
**Concept
Review**



Land Use Application Steps

Pre-Application
Consultation

Concept
Review



Land Use Ap

- ☐ HOLD MEETING AT A TIME IN THE DAY THAT MOST PEOPLE CAN EASILY ATTEND
- ☐ HAVE PLENT OF VISUAL AIDS
- ☐ PROVIDE REFRESHMENTS

APPLICATION TYPES THAT TRIGGER NM

☐ GP MAP AMENDMENTS

☐ REZONES

REQUIRED WHEN THE COMMUNITY COUNCIL CANCELS THEIR MEETING

☐ APPLICANTS BURDEN TO CONDUCT NM

☐ ORGANIZE AND NOTICE

☐ WE RECOMMEND CONDUCTING NM ON SITE

☐ APPLICANT MUST KEEP A RECORD OF THE NM

✓ LIST OF INDIVIDUALS NOTICED

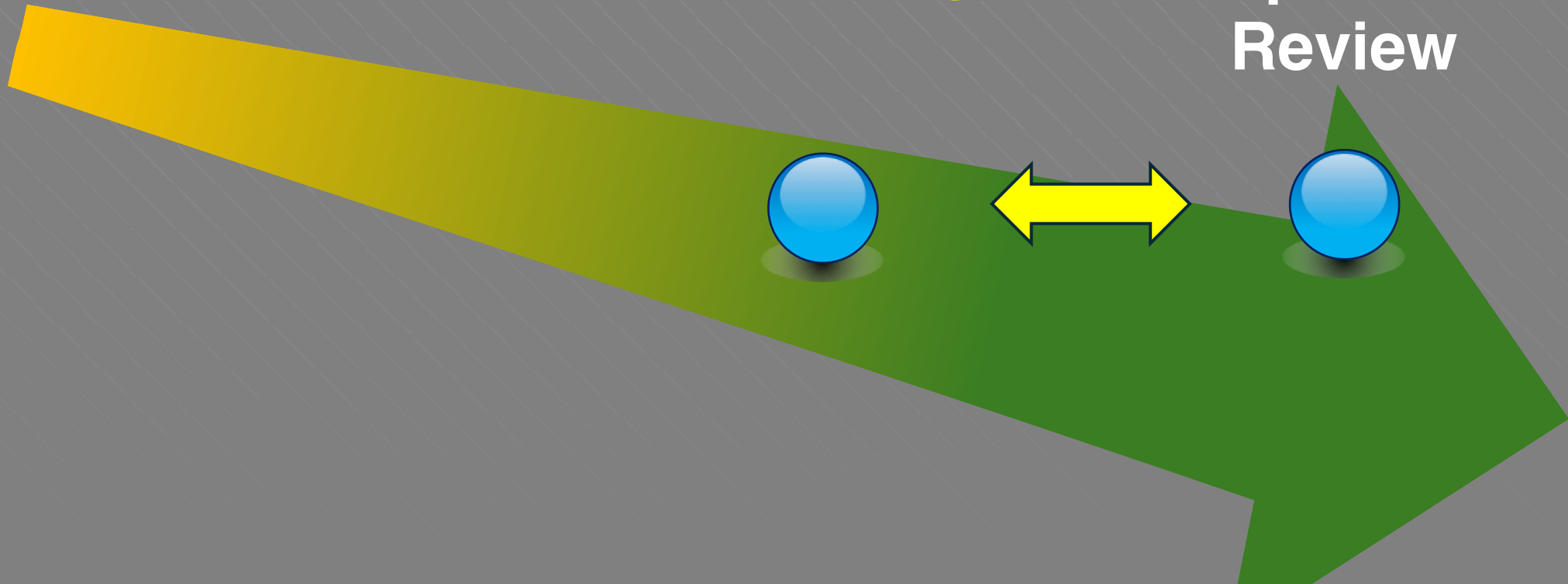
✓ SIGN-IN SHEET

✓ MEETING MINUTES / NARRATIVE OF DISCUSSION

Land Use Application Steps

Neighborhood Meeting

Application Submittal and Completeness Review



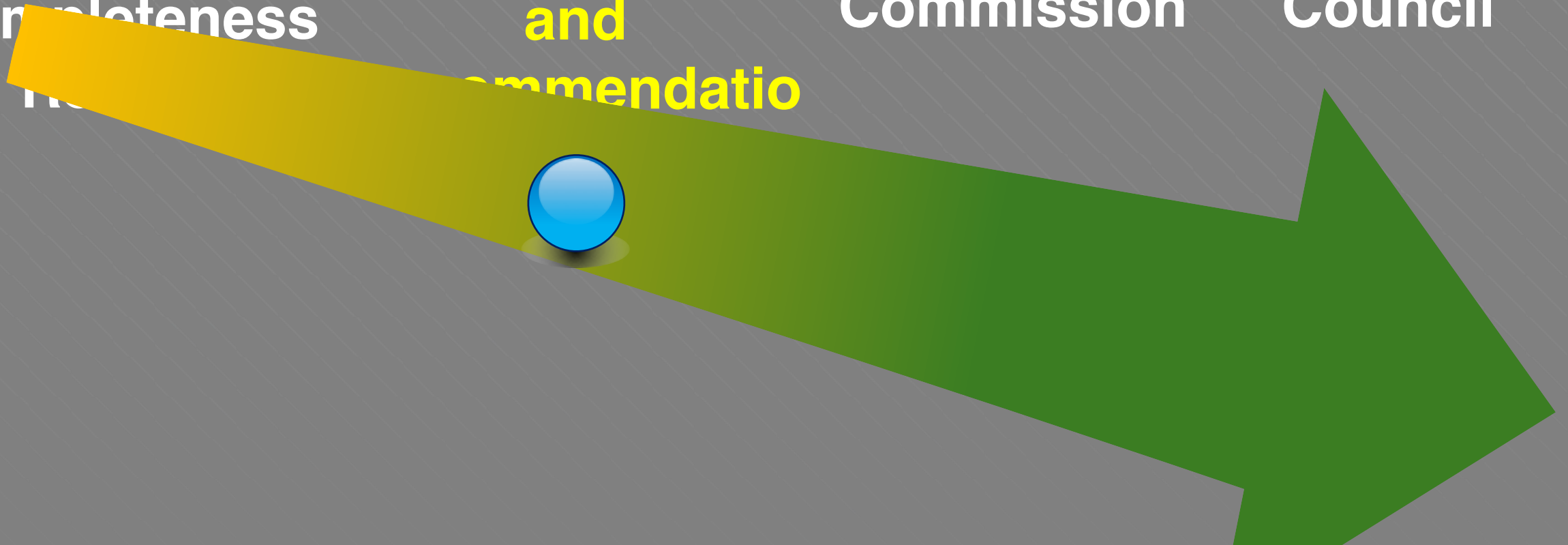
Land Use Application Steps

Application
Submittal and
Completeness
Review

**Community
Council Meeting
and
Recommendation**

Planning
Commission

City
Council




Land Use Application Steps





Community Council

A dramatic scene of people falling from a cliff into a fiery abyss. The background is a deep red, fiery landscape with a large, intense fire at the bottom. Several people are shown in various stages of falling from the edge of the cliff. Some are already in the air, while others are just stepping off. The overall atmosphere is one of danger and crisis.

**What's wrong with
high-density
housing!!!**

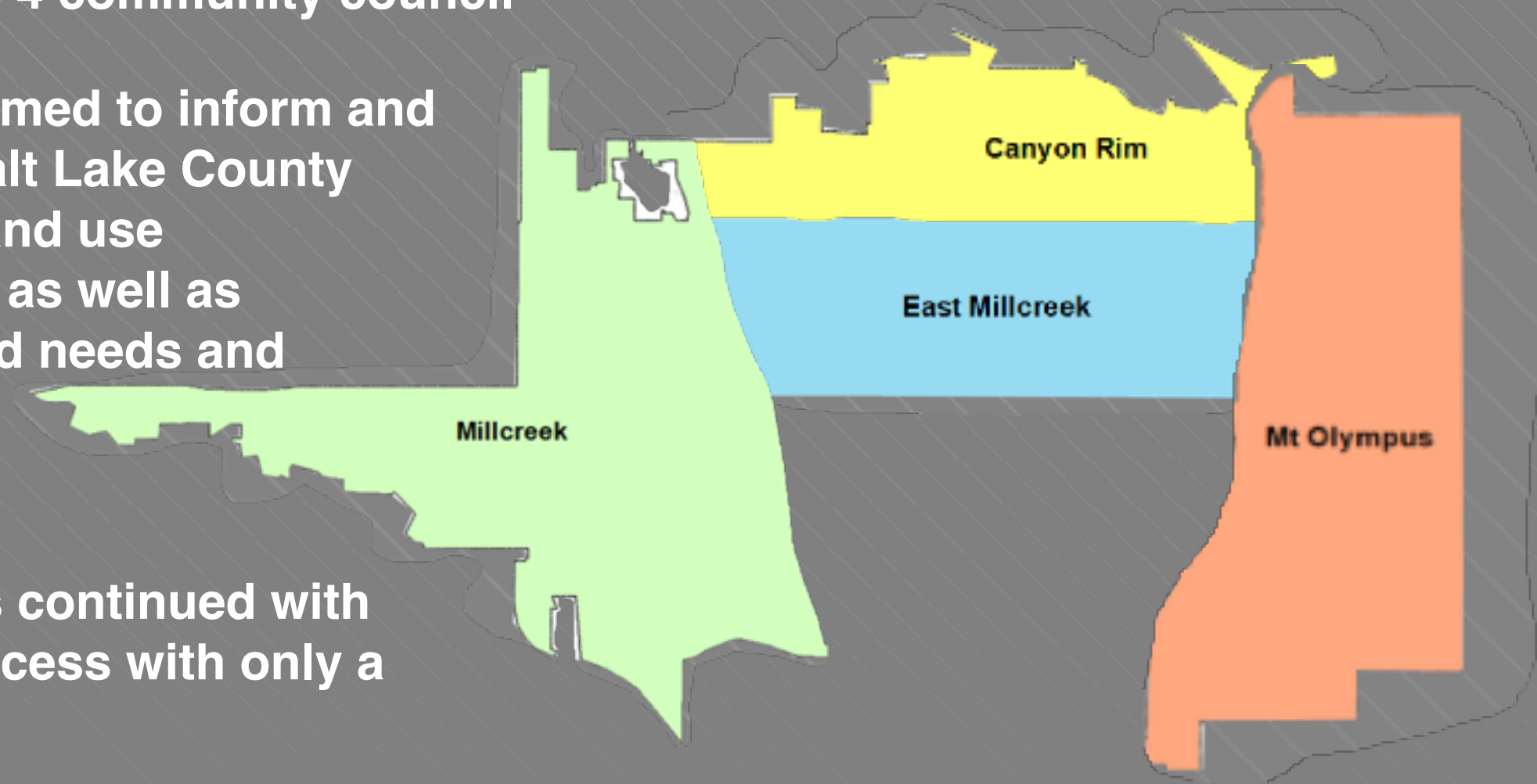
**Who said \$850,000
per unit wasn't
affordable !!**

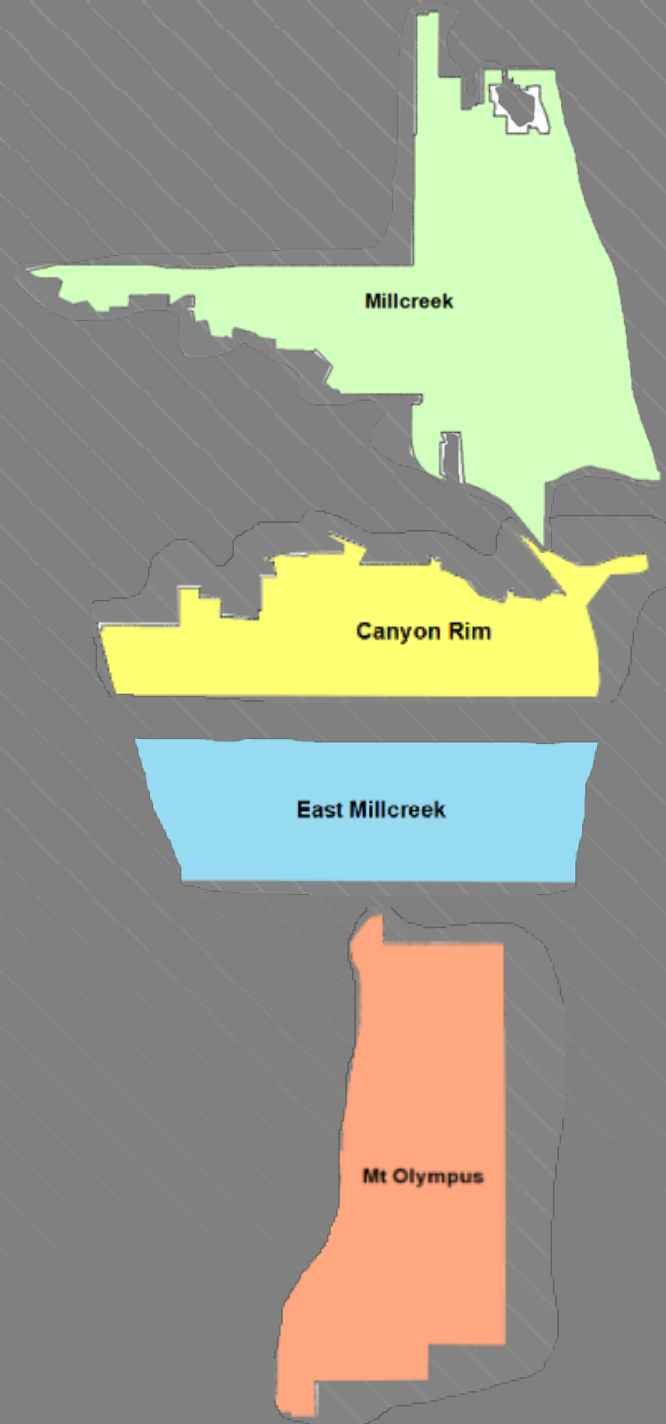
**My plans will
increase your
property values!!**

Community Councils

Land Use Application Steps **Community Councils**

- ✓ ☐ Millcreek has 4 community council districts
- ✓ ☐ Originally formed to inform and advise the Salt Lake County Council on land use applications, as well as neighborhood needs and concerns.
- ✓ ☐ Millcreek has continued with the same process with only a few changes





Each district consists of approximately 10 members



Each have scheduled monthly meetings



Each hold their own elections and have bylaws governing how they operate

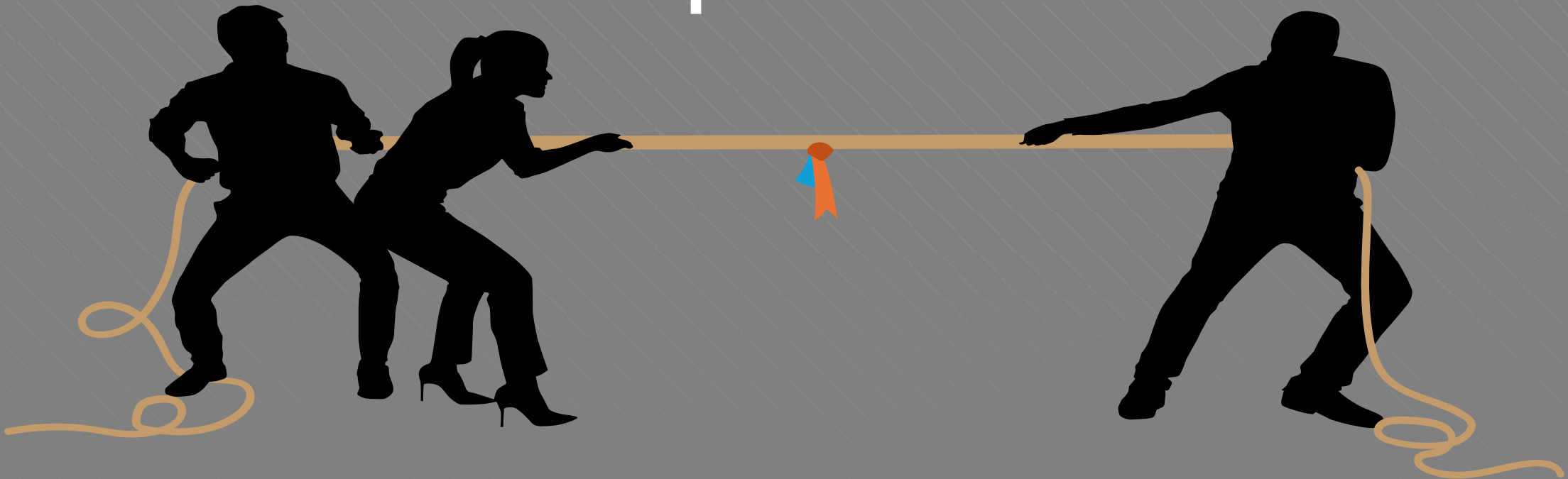


Act as a recommending body for certain applications by ordinance

Pros vs

Cons

Are Community Councils and Neighborhood meetings beneficial or a process impediment?



Pros

Enhanced Local Input: Obtaining valuable feedback from those who have intimate knowledge of the neighborhood, ensuring that local concerns are considered.

Increased Transparency: The additional review can foster trust, as the process appears more open and inclusive to the public.

Improved Public Engagement: Serve as a bridge between government and residents, encouraging greater participation in the planning process.

Tailored Solutions: Local insights can lead to more customized solutions for land use issues that are specific to the neighborhood or district.

Conflict Mitigation: Can help identify and resolve potential conflicts before formal hearings, leading to smoother approval processes.



Cons

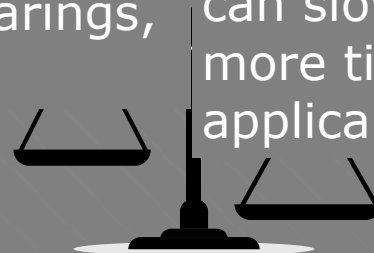
Lack of Expertise: lack professional expertise in planning, leading to recommendations that are not always feasible or aligned with technical requirements.

Inconsistent Participation: The level of engagement and input from community councils can vary, leading to unequal representation across different areas.

Potential for NIMBYISM: Sometimes prioritize local interests over broader city or regional goals, potentially opposing developments.

Added Complexity: Add another layer of complexity, increasing administrative burdens and possibly leading to conflicting recommendations from various stakeholders.

Extended Timelines: Additional layer of review can slow down the application process, making it more time-consuming for developers and applicants.



OGDEN CITY

Unified Development Code

Processing Options



Why?

Originally adopted in 1950



1950s Ford Thunderbird

Why?

Originally adopted in 1950



74 years old

Our code was becoming too hard to manage



Transportation and Land Use Connection Grant



Title 15
Zoning Regulations

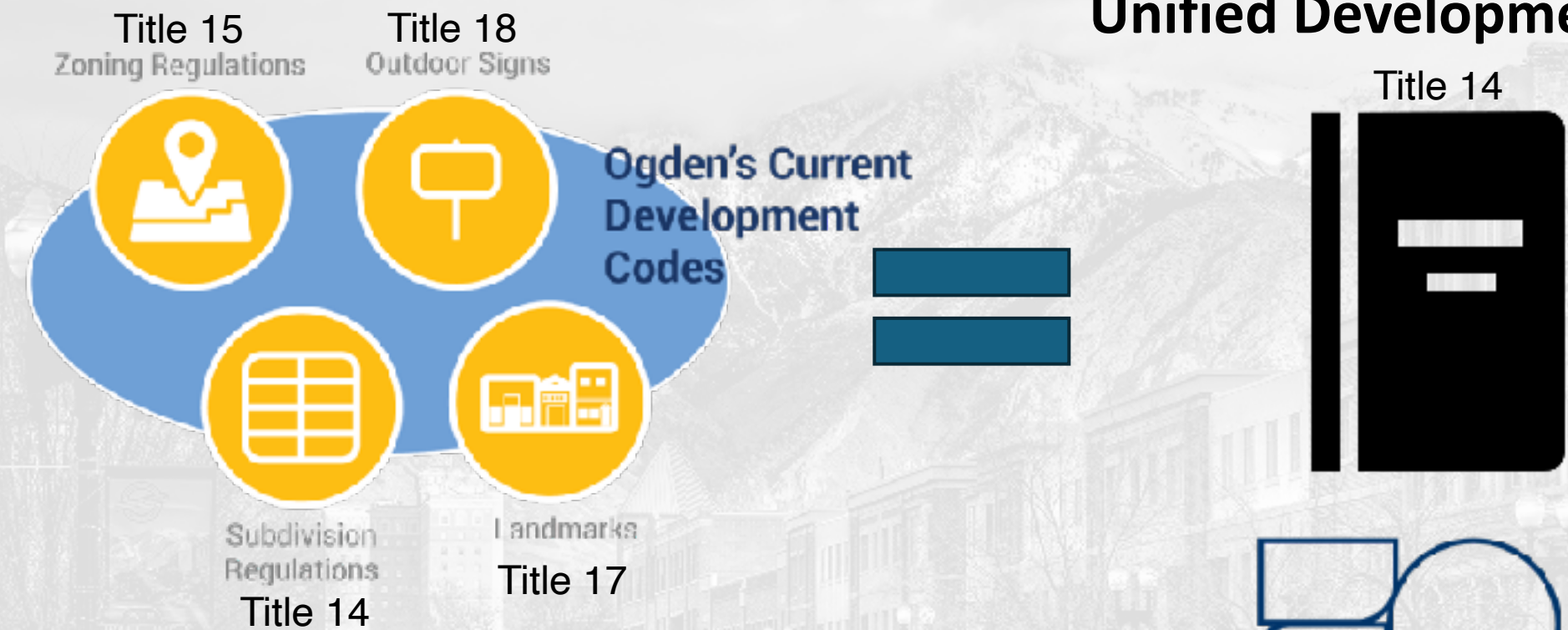
Title 18
Outdoor Signs

Ogden's Current
Development
Codes

Subdivision
Regulations
Title 14

Landmarks
Title 17

Unified Development Code



Guiding Principles

- **Ensure that the UDC is Simple and Consistent**
- Modernization of Standards
- Code What We Want, Not Just What We Have
- Make the Right Things Easy
- Balance Flexibility and Predictability
- Engage the Public
- Right-Size the Standards and Procedures
- Preserve What is Great About Ogden
- Encourage Sustainable Development Practices

Where do we go from here?



Unified Development Code Chapters

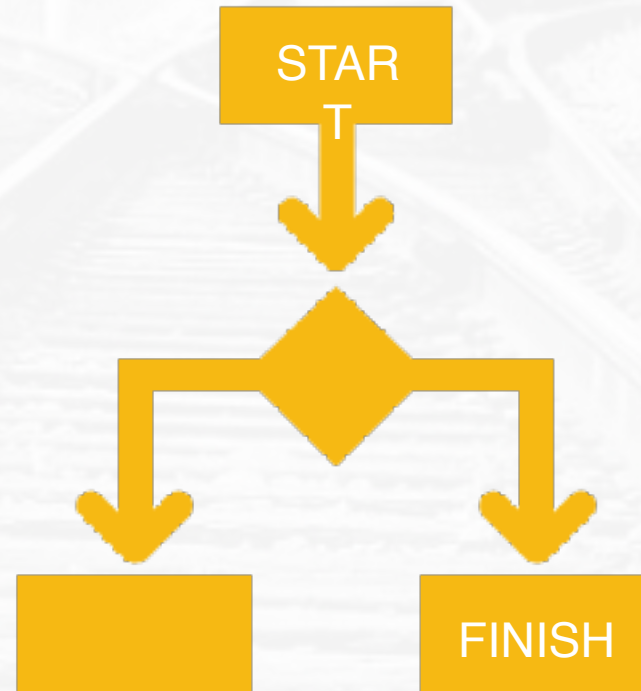


Each chapter refers to the
Procedures and Permits
Chapter

“see procedure Type
1”

Procedures and Permits Chapter

- Purpose and Application of procedure types 1 through 5
- Noticing
- Recommending Body
- Land Use Authority
- Appeal Authority



Application/Procedure Types

Type 1

Ministerial
Decisions

Type 2

Staff-level
Administrative
Decisions

Type 3

Review Body
Decisions

Type 4

Administrative
Decisions with
Public Meeting

Type 5

Legislative
Decisions

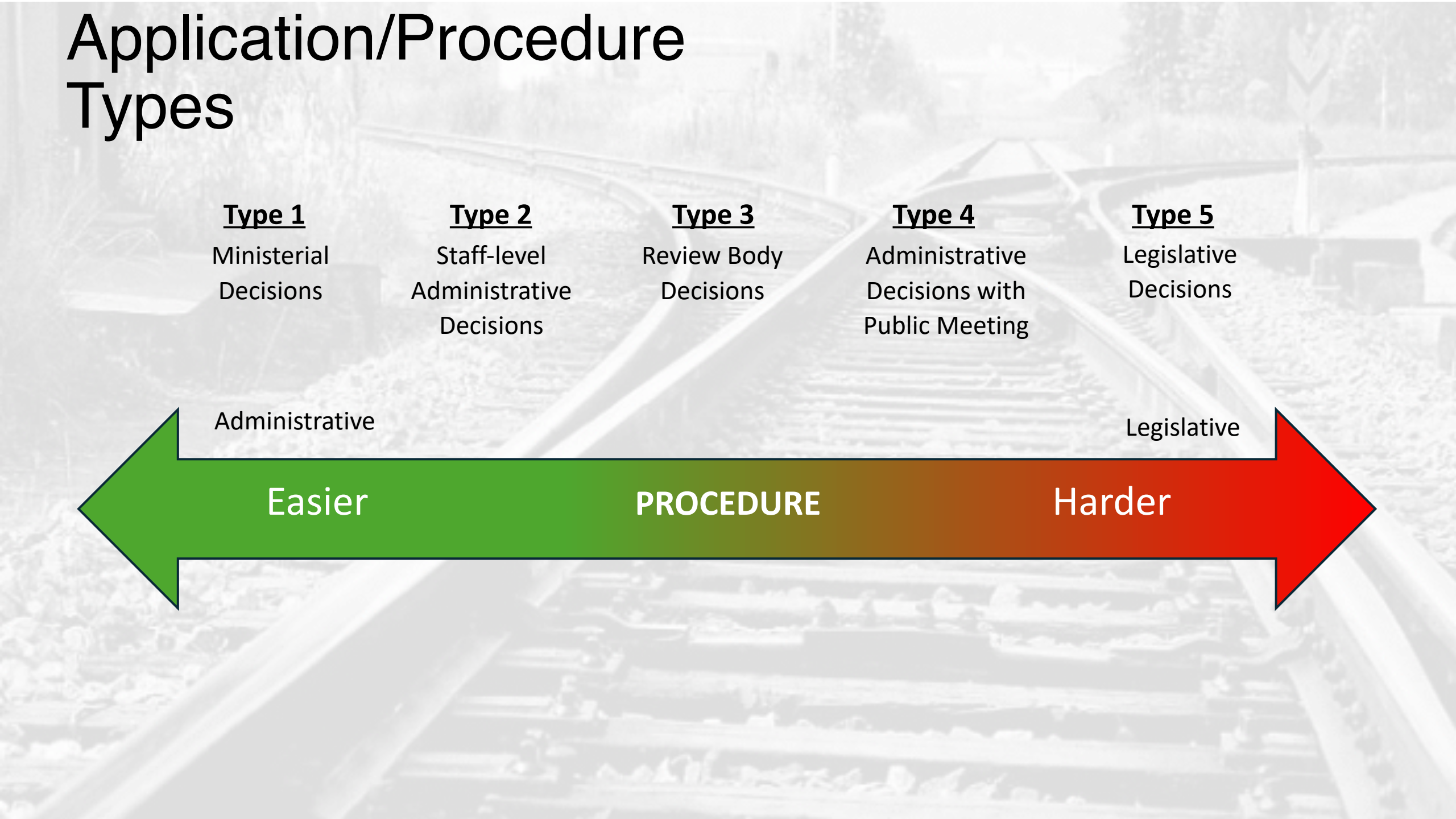
Administrative

Legislative

Easier

PROCEDURE

Harder



Application/Procedure Types - Examples

Type 1	Type 2	Type 3	Type 4	Type 5
Ministerial Decisions	Staff-level Administrative Decisions	Review Body Decisions	Administrative Decisions with Public Meeting (Some Discretion)	Legislative Decisions (Full Discretion)
Decision maker determines whether application meets objective standards	Designated city official determines whether application meets both objective and discretionary standards	Review Body determines action on application	Public Meeting is required prior to decision	Public Hearing is required
Little to no individual judgement or discretion		Review Body determines if application meets objective and subjective criteria	Recommendation provided from staff to Board or Official	City Council makes decision on application
No Notice	No Notice	No Notice	Notice Required	Notice Required
Sign Permit	Site Plan	Encroachment Permit	Conditional Use Permit	General Plan Amendment

Type 1 – Quick and Easy

Type I: Ministerial Decisions

Ministerial decisions are those actions where the decision maker determines whether the application meets objective standards. The action requires little or no individual judgment or discretion. These applications are typically processed with minimal routing or review by other reviewers. It may include over-the-counter reviews, though some reviews may require longer review times.

Category	Application	Pre-application Meeting	Recommending Body	Notice	Public Meeting	Hearing	Decision	Appeal Authority
General	Time Extensions	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
NCUs	Nonconforming Certificates	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
NCUs	Nonconforming Minor Change	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Permitted Use Site Plan	Site Plans - Minor	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Subdivisions	Parcel Boundary Adjustment	Not Required	City Engineer, City Attorney	Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Subdivisions	Parcel Combinations	Not Required	City Engineer, City Attorney	Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Subdivisions	Restoration of Combined Lots	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Use Permit	Attached Accessory Dwelling Units	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Use Permit	Detached Accessory Dwelling Units	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Use Permit	Animal Use Permits	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Use Permit	Billboard Cap and Replace Permits	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Use Permit	Minor Land Use Permits	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Use Permit	Short Term Rentals	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Use Permit	Sign Permits	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments

Type 2 – Minor

Type II: Staff Level Administrative Decisions								
Administrator decisions are those actions where a designated city official determines whether the application meets both objective standards and subjective criteria. The application is often referred to the development review team for review prior to the decision.								
Category	Application	Pre-application Meeting	Recommending Body	Notice	Public Meeting*	Hearing	Decision	Appeal Authority
Minor Amendment to Conditional Use Permit	Conditional Use Permit, minor amendments	Recommended	Devt. Review Team	Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
Permitted Use Site Plan	Site Plans - Major	Required	Devt. Review Team	Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments
General	Minor Modifications to Approved Plans	Not Required		Not Required	Not Required	Not Required	Planning Director	Board of Zoning Adjustments

Type 3 - Moderate

Type III: Review Body Decisions								
Review body decisions include those where a specified board or official, such as the Mayor, Planning Commission, Board of Zoning Adjustment, or Landmarks Commission, acts on the application. That decision maker determines whether the application meets both objective standards and subjective criteria. The application is first reviewed by the Planning Director, the development review team, or other official, who presents their recommendations.								
Category	Application	Pre-application Meeting	Recommending Body	Notice	Public Meeting	Hearing	Decision	Appeal Authority
Permitted Use Site Plan	Site Plan for a Permitted Use with Alternate Designs	Required	Development Review Team	Not Required	Not Required	Not Required	Planning Commission	Board of Zoning Adjustments
Subdivisions	Non-Subdividing Plats-Minor	Required	Development Review Team	Not Required	Not Required	Not Required	Mayor	Board of Zoning Adjustments
Historic	Certificates of Historic Appropriateness	Not Required	Planning Director	Not Required	Not Required	Not Required	Landmarks	Board of Zoning Adjustments
Historic	Minor Certificates	Not Required	Planning Director	Not Required	Not Required	Not Required	Landmarks	Board of Zoning Adjustments
General	Special Exceptions	Not Required	Planning Director	Not Required	Not Required	Not Required	Board of Zoning Adjustment	District Court
ROW	Encroachment Permits	Recommended	City Engineer, Plan. Mgr.	Not Required	Not Required	Not Required	Mayor	District Court
ROW	Sidewalk Use Permits	Recommended	City Engineer, Plan. Mgr.	Not Required	Not Required	Not Required	Mayor	District Court
General	Approvals	Not Required	Planning Director	Not Required	Not Required	Not Required	Board of Zoning Adjustment	District Court

Type 4 – More Time Intensive

Type IV: Administrative Decisions with Public Meeting

Type IV administrative decisions are those where a public meeting is required prior to a decision. The public meeting may be held by a specified board or official, such as the Planning Director, Mayor, Planning Commission, Board of Zoning Adjustment, or Landmarks Commission, who then acts on the application. That decision maker determines whether the application meets both objective standards and subjective criteria. The application is usually first reviewed by the Planning Director, the development review team, or other official, who presents their recommendations.

Category	Application	Pre-application Meeting	Recommending Body	Notice	Public Meeting	Hearing	Decision	Appeal Authority
Conditional Use Permit	Conditional use permit, major amendments	Required	Development Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Conditional Use Permit	Conditional use permits	Required	Development Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
General	Variances	Required	Planning Director	Required	BZA	Not Required	Board of Zoning Adjustment	District Court
NCUs	Nonconforming, major change	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Subdivisions	Condominium amendments - major	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Subdivisions	Condominium amendments - minor	Required	Dev't. Review Team	Required	Mayor	Not Required	Mayor	Board of Zoning Adjustments
Subdivisions	Condominium vacations	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Subdivisions	Condominiums	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Subdivisions	Lot combinations	Not Required	City Engineer, City Attorney	Required	Staff	Not Required	Plan. Mgr.	Board of Zoning Adjustments
Subdivisions	Lot line adjustments	Not Required	City Engineer, City Attorney	Required	Staff	Required	Plan. Mgr.	Board of Zoning Adjustments
Subdivisions	Non-subdividing plats - major	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Subdivisions	Planned unit developments	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Subdivisions	Subdivisions - limited residential	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Plan. Comm.	Board of Zoning Adjustments
Subdivisions	Subdivisions - limited residential, minor	Required	Dev't. Review Team	Required	Mayor	Not Required	Mayor	Board of Zoning Adjustments
Subdivisions	Subdivision amendments - minor	Required	Dev't. Review Team	Required	Mayor	Not Required	Mayor	Board of Zoning Adjustments
Subdivisions	Subdivision amendments - major	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Planning Commission	Board of Zoning Adjustments
Subdivisions	Plot vacations, minor	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Planning Commission	District Court
Subdivisions	Subdivisions, minor	Required	Dev't. Review Team	Required	Mayor	Not Required	Mayor	Board of Zoning Adjustments
Subdivisions	Subdivisions, standard	Required	Dev't. Review Team	Required	Plan. Comm.	Not Required	Planning Commission	Board of Zoning Adjustments

Type 5 – Most time intensive processes

Type V: Legislative Decisions								
Legislative decisions are those where the City Council decides the application. While the decision may involve objective standards or subjective criteria, approval or denial is based on the City Council's legislative authority and the perceived benefit to the City.								
Category	Application	Pre-application Meeting	Recommending Body	Notice	Public Meeting	Hearing*	Decision	Appeal Authority
Legislative	Annexations (including boundary adjustments)**	Required	Plan. Comm.	Required	PC and CC Required	City Council Required	City Council	District Court
Legislative	Development agreement amendments	Required	Plan. Comm.	Required	PC and CC Required	PC Required	City Council	District Court
Legislative	Development agreements	Required	Plan. Comm.	Required	PC and CC Required	PC Required	City Council	District Court
Legislative	Development code text amendment	Required	Plan. Comm.	Required	PC and CC Required	PC Required	City Council	District Court
Legislative	General plan amendments	Required	Plan. Comm.	Required	PC and CC Required	PC Required	City Council	District Court
Legislative	Street name changes	Required	Plan. Comm.	Required	PC and CC Required	CC Required	City Council	District Court
Legislative	Public street, alley, or dedicated land vacations	Required	Plan. Comm.	Required	PC and CC Required	City Council Required	City Council	District Court
Legislative	Zoning map amendments	Required	Plan. Comm.	Required	PC and CC Required	PC Required	City Council	District Court
Subdivisions	Plat vacations, major	Required	Plan. Comm.	Required	PC and CC Required	PC Required	City Council	District Court
Landmarks	Historic district designations	Required	Landmarks	Required	Landmarks	Landmarks	City Council	District Court
Landmarks	Historic landmark designations	Required	Landmarks	Required	Landmarks	Landmarks	City Council	District Court

Ideas to improve your process



Ideas to improve your process

- Adopt a style guide for your code. (improve predictability)



Ideas to improve your process

- Adopt a style guide for your code. (improve predictability)
- Use a lot of graphics, tables, and images to explain concepts.



This architectural rendering depicts the proposed development at 200 West 10th Street. The scene includes a two-story brick building with a green awning over the entrance, a parking lot with a blue car and a white car, and a landscaped area with trees and shrubs. A signpost with a green sign and a white sign is visible, along with a small white sign on the ground. A red line indicates the proposed location of the building.

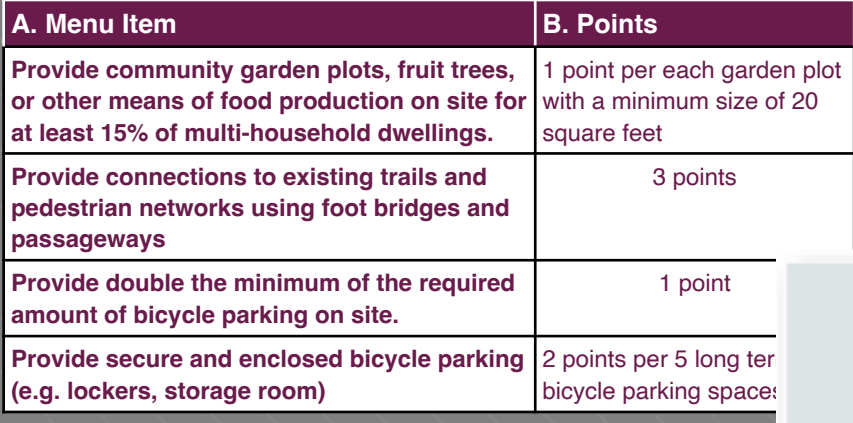
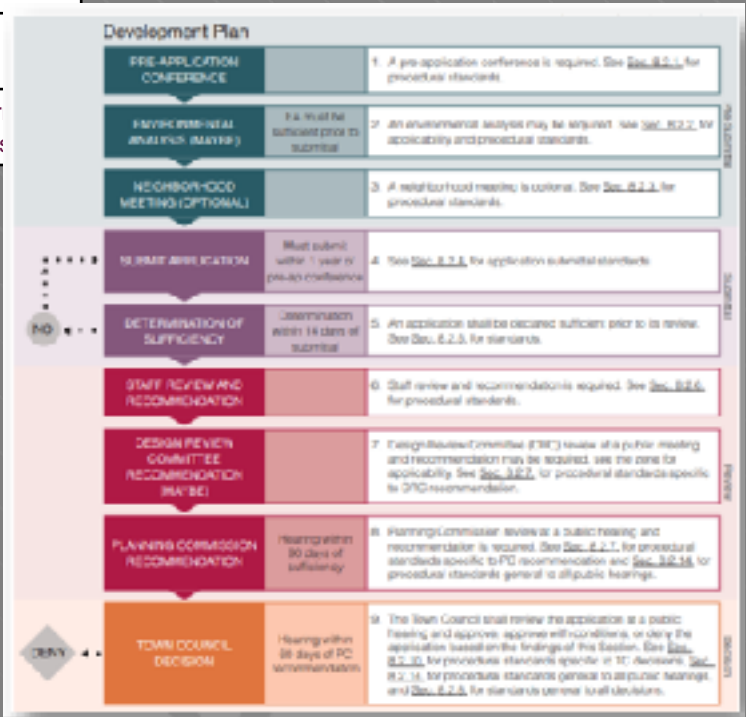


Diagram illustrating setbacks for a building on a lot:

- REAR SETBACK: 15 FT MIN
- MAX HEIGHT: 25 FT
- LOT FRONTAGE: 48 FT MIN
- 10 FT MIN TO STRUCTURE
- 7.5 FT MIN SIDE SETBACK



Ideas to improve your process

- Adopt a style guide for your code. (improve predictability)
- Use a lot of graphics, tables, and images to explain concepts.
- Reduce need for interpretation.



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- Reduce need for interpretation.
- Record steps for internal procedures you don't do often.



Ideas to improve your process

- Adopt a style guide for your code. (improve predictability)
- Use a lot of graphics, tables, and images to explain concepts.
- Reduce need for interpretation.
- Record steps for internal procedures you don't do often.
- Reduce unnecessary meetings.



Ideas to improve your process

- Adopt a style guide for your code. (improve predictability)
- Use a lot of graphics, tables, and images to explain concepts.
- Reduce need for interpretation.
- Record steps for internal procedures you don't do often.
- Reduce unnecessary meetings.
- Reduce number of poor submissions. (this could save a lot of time!)

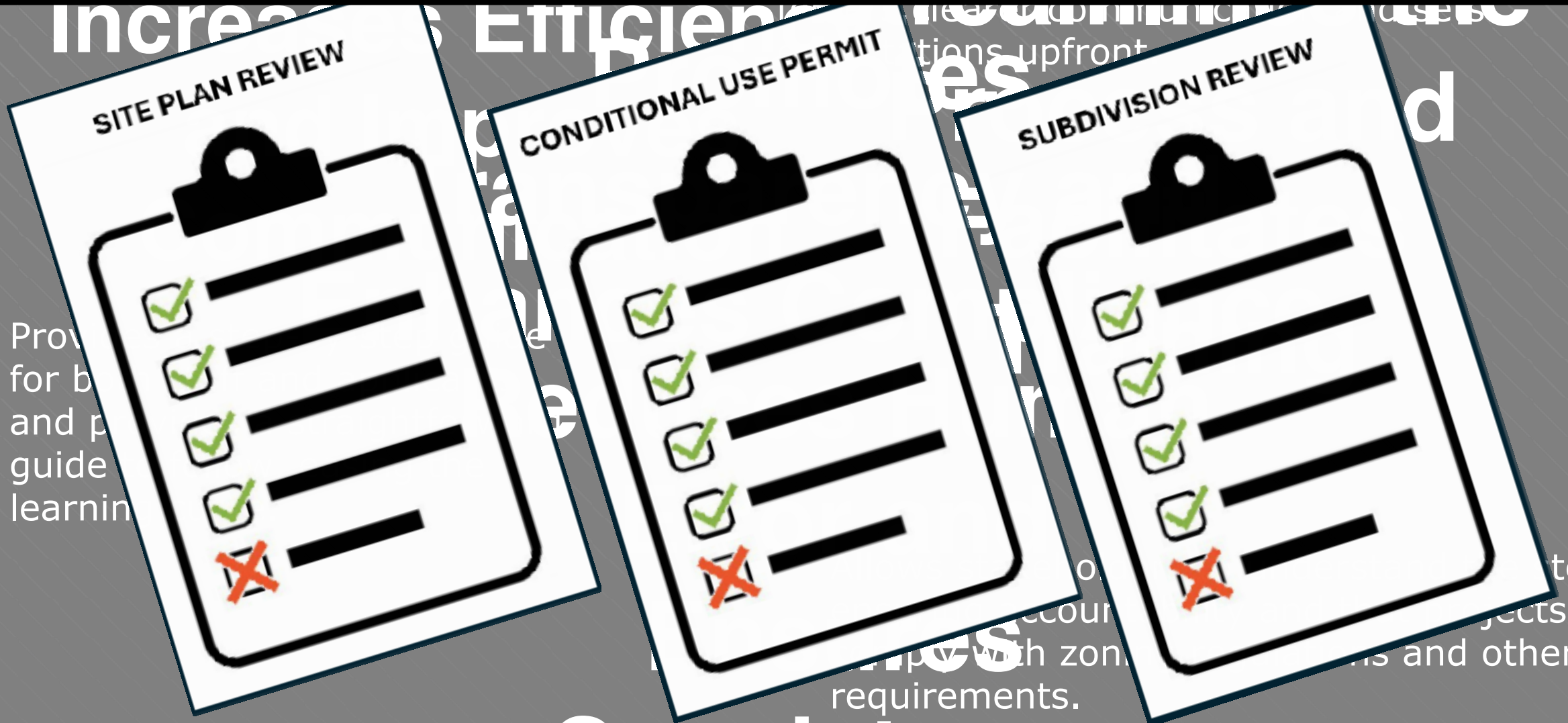


Ideas to improve your process

- Adopt a style guide for your code. (improve predictability)
- Use a lot of graphics, tables, and images to explain concepts.
- Reduce need for interpretation.
- Record steps for internal procedures you don't do often.
- Reduce unnecessary meetings.
- Reduce number of poor submissions. (this could save a lot of time!)
- Create checklists



Checklists



Consistency

Reduces the risk of omitting important tasks or documentation and ensuring that all necessary steps/codes are followed uniformly.

Standardizing the steps help avoid repetitive clarification requests or missed steps and fosters clear communication and sets expectations upfront.

Streamlines the

Increases Efficiency

and Improves

Promotes

Process and

Transparency and

Communication

Facilitates

Enhances Compliance

Training

Provides a step-by-step guide for both staff and applicants and provides a straightforward guide to follow, easing the learning curve.

Reduces Human

Error and

Ensures

Allows stakeholders to understand the steps ensuring accountability and that projects comply with zoning regulations and other legal requirements.

Consistency

Checklists

<input type="checkbox"/> Reduces Human Error and Ensures Consistency	Reduces the risk of omitting important tasks or documentation and ensuring that all necessary steps/codes are followed uniformly.
<input type="checkbox"/> Increases Efficiency and Improves Communication	Standardizing the steps help avoid repetitive clarification requests or missed steps and fosters clearer communication and sets expectations upfront.
<input type="checkbox"/> Promotes Transparency and Enhances Compliance	Allows stakeholders to understand the steps ensuring accountability and that projects comply with zoning regulations and other legal requirements.
<input type="checkbox"/> Streamlines the Process and Facilitates Training	Provides a step-by-step guide for both staff and applicants and provides a straightforward guide to follow, easing the learning curve.

Things to keep in mind...

- Most people will only have a few interactions with the city, but they will remember their experience.
- Make the process straight forward
- Keep them informed throughout the process
- Be transparent
- Help everyone have a positive experience!



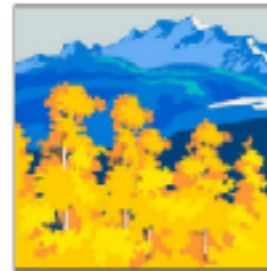
Thank you!



Tips

Utah Land Use Institute Processing Land Use Applications

Best Practices



THE UTAH
LAND USE
INSTITUTE

Processing Land Use Applications

Utah Case Law Update
Utah Land Use Regulation Topical Series

Craig M. Call, J.D., Author

May 2023

Tips

Research which permitting software will work best for you to help facilitate your process

- ☐ Iworqs
- ☐ Tyler Technologies-Energov
- ☐ City Inspect
- ☐ CivicPlus

Tips

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DISCUSSION QUESTIONS

WHO IS READING THIS

Who are the intended audiences navigating these processes?

HMMM THIS FEELS DIFFICULT

Are there different approaches that could simplify what we are doing?

THERE'S GOT TO BE A BETTER WAY

What options do we have to process applications?

OK THIS FEELS LIKE PUNISHMENT NOW

Are community councils and neighborhood meetings beneficial or a process impediment?

TRIPPING ON RED TAPE

Are the ordinances and the processes that facilitate them arduous and complicated?

BLAME THE CITY ATTORNEY

Where does your code fall in terms of plain language law?

THIS LOOKS ORDINARY

When do we negotiate to get a better development?

YOU TOLD ME THIS WAS EASY

What are the challenges city planners face during the review process?