



# PROCESSING OPTIONS

ZONING CODE MODERNIZATION:  
CASE STUDIES FROM OGDEN CITY  
AND MILLCREEK



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**OGDEN CITY**

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**LONG RANGE PLANNING**  
**MANAGER**  
**MILLCREEK**



**Moderator**

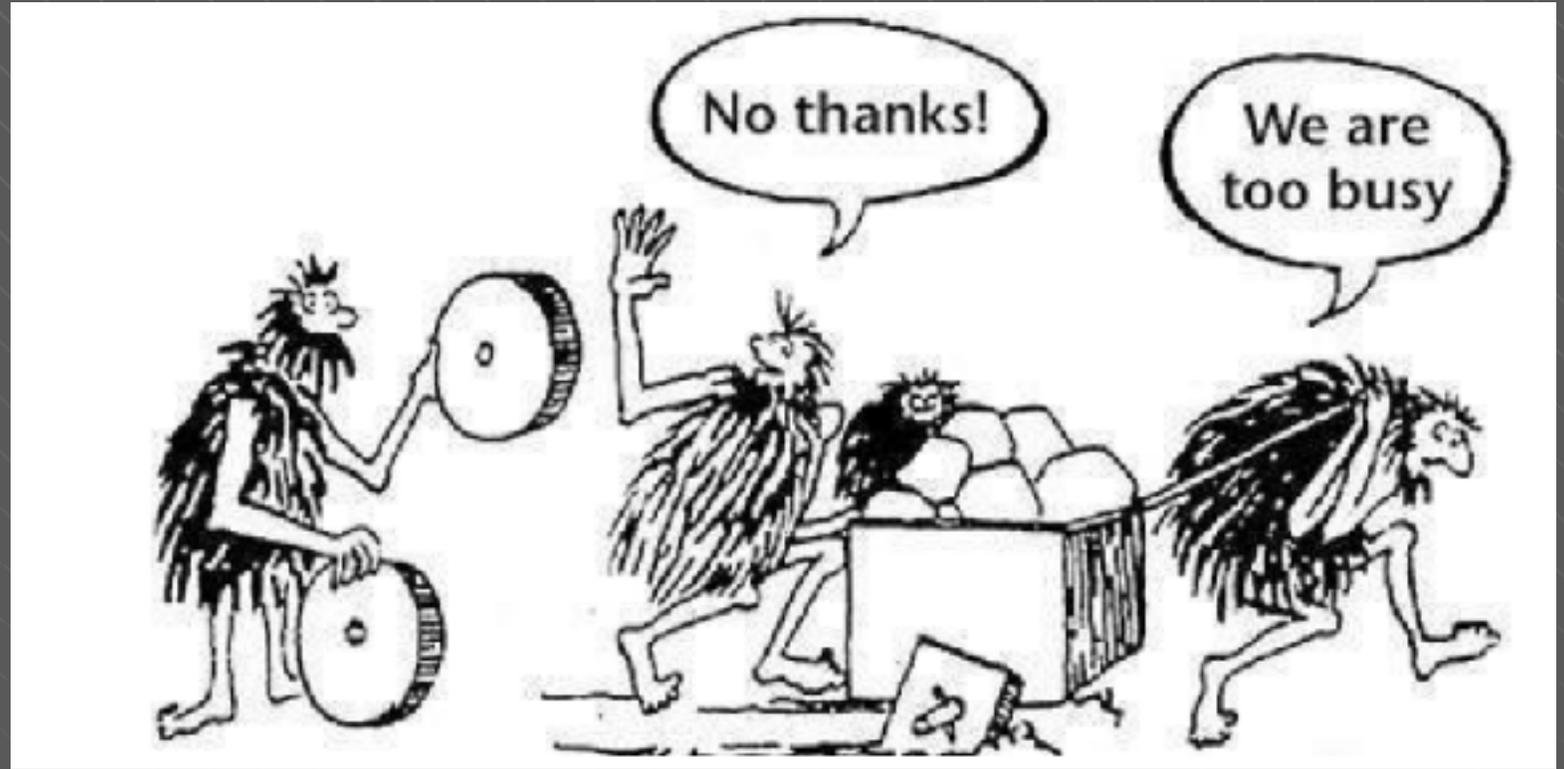
**John Janson**

**Planning Solutions**



# 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?

## THERE'S GOT TO BE A BETTER WAY

What options do we have to process applications?

## TRIPPING ON RED TAPE

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

## THIS LOOKS ORDINARY

When do we negotiate to get a better development?

## HMMM THIS FEELS DIFFICULT

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

## OK THIS FEELS LIKE PUNISHMENT NOW

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

## BLAME THE CITY ATTORNEY

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

## 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.**

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

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

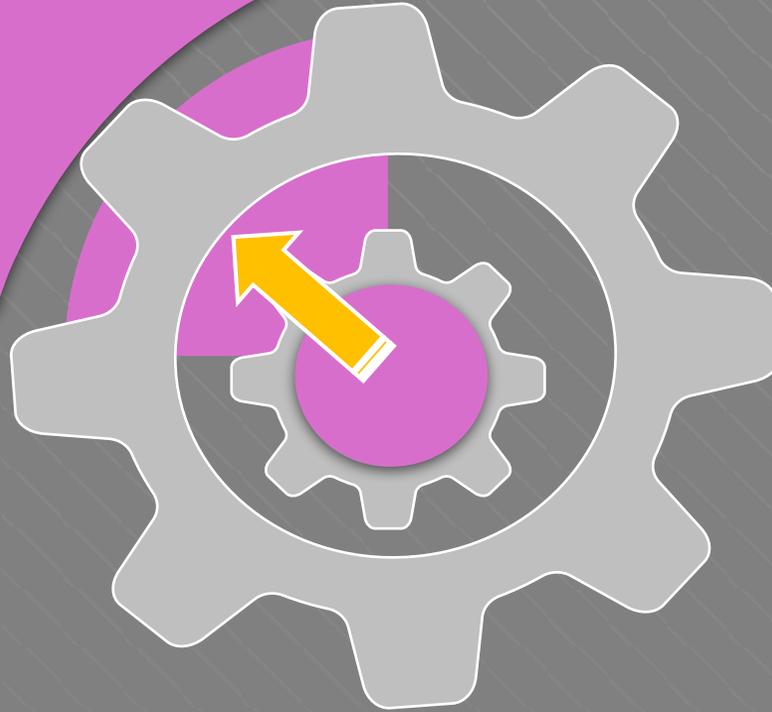
**Lacked a defined location for an applicant or staff to obtain information pertaining to an application.**



- 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

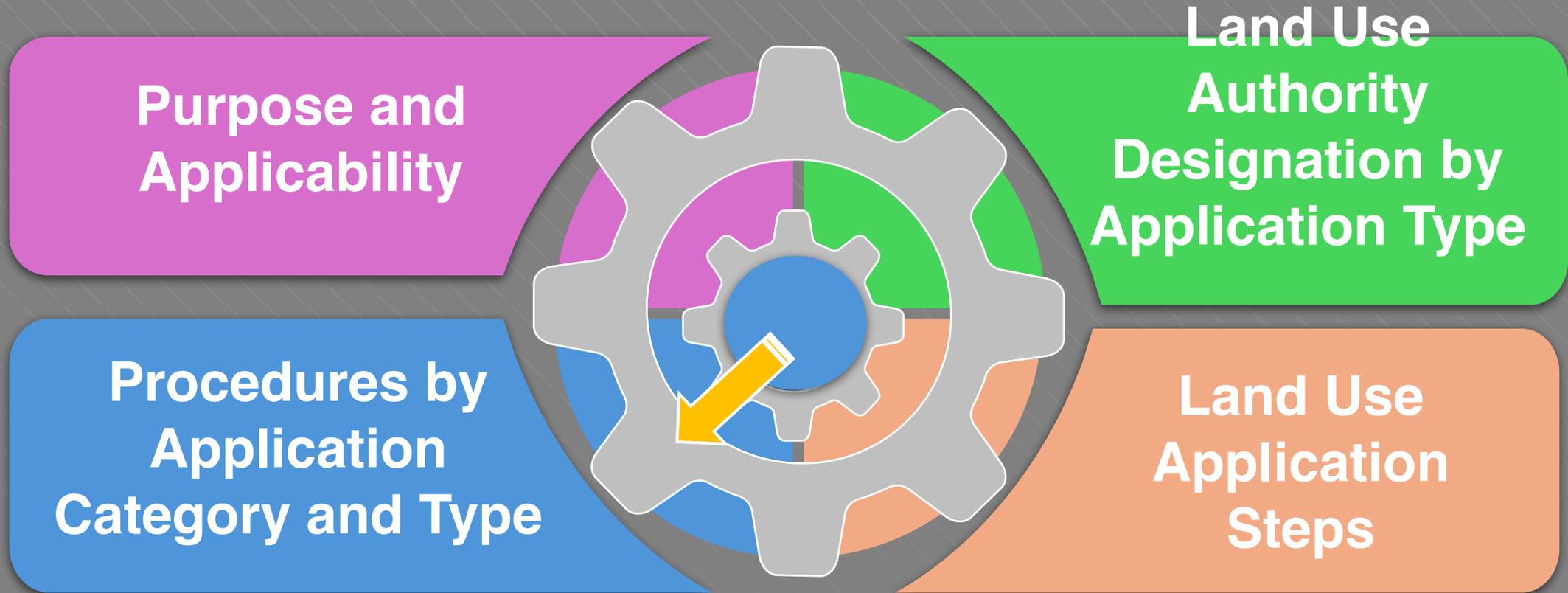
**Purpose and  
Applicability**

**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**

**Permitted Uses**

**Conditional Use Permit**

**Development Agreement**

**Planned Unit Development**

**Rezone**

**Sign Permit**

**Site Plan Review**

**Development Review Committee**

**Minor Subdivision**

**Major Subdivision**

**Subdivision Amendment**

**Lot Consolidation**

**Lot Line Adjustment**

**Type**

**Sidewalk Exception**

**Appeal Land Use Decision**

**Variance**

**Nonconforming Use**

**Noncomplying Structure**

**Neighborhood Compatibility**

**General Plan Amendment**

**Text Amendment**

**Reasonable Accommodation**

**Neighborhood Compatibility**

**Research Request**

**Vacation**

# Land Use Authority Designation for each Application Type

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

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

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

# Public Noticing Requirements

## -Summary Table

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

# CHECKLISTS

## SITE PLAN REVIEW



## CONDITIONAL USE PERMIT



## SUBDIVISION REVIEW



# 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**

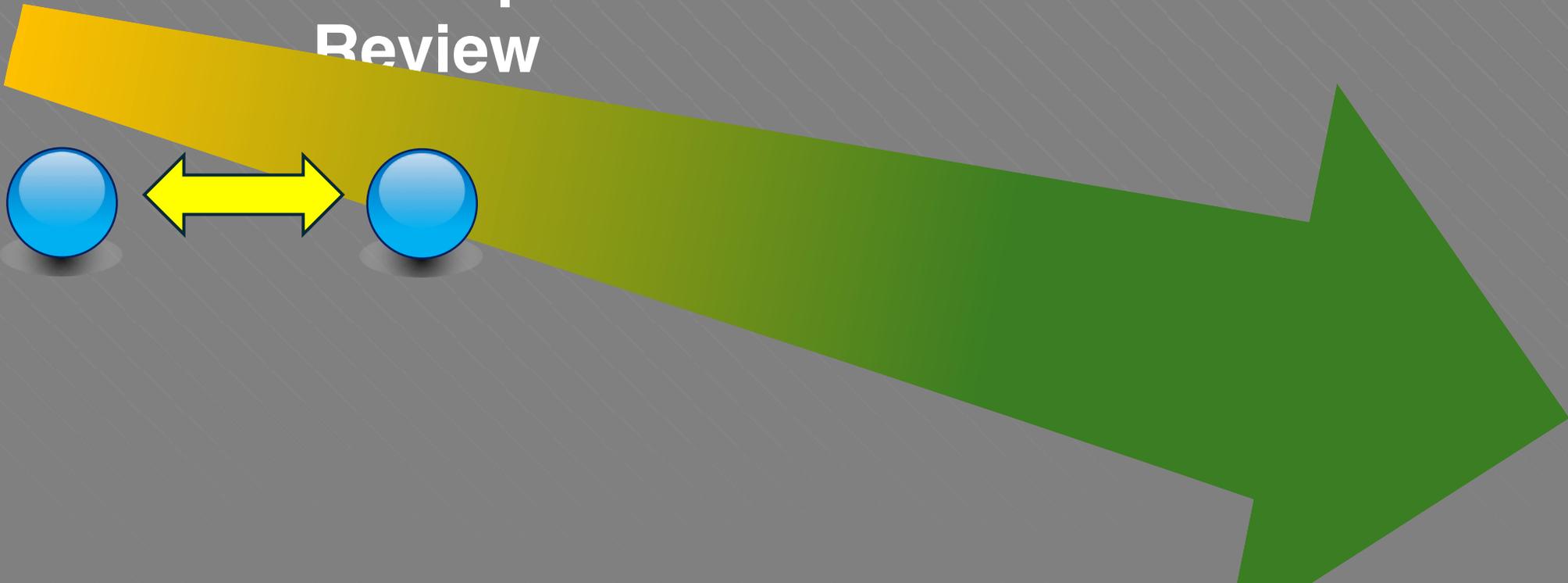
**Concept  
Review**



# 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

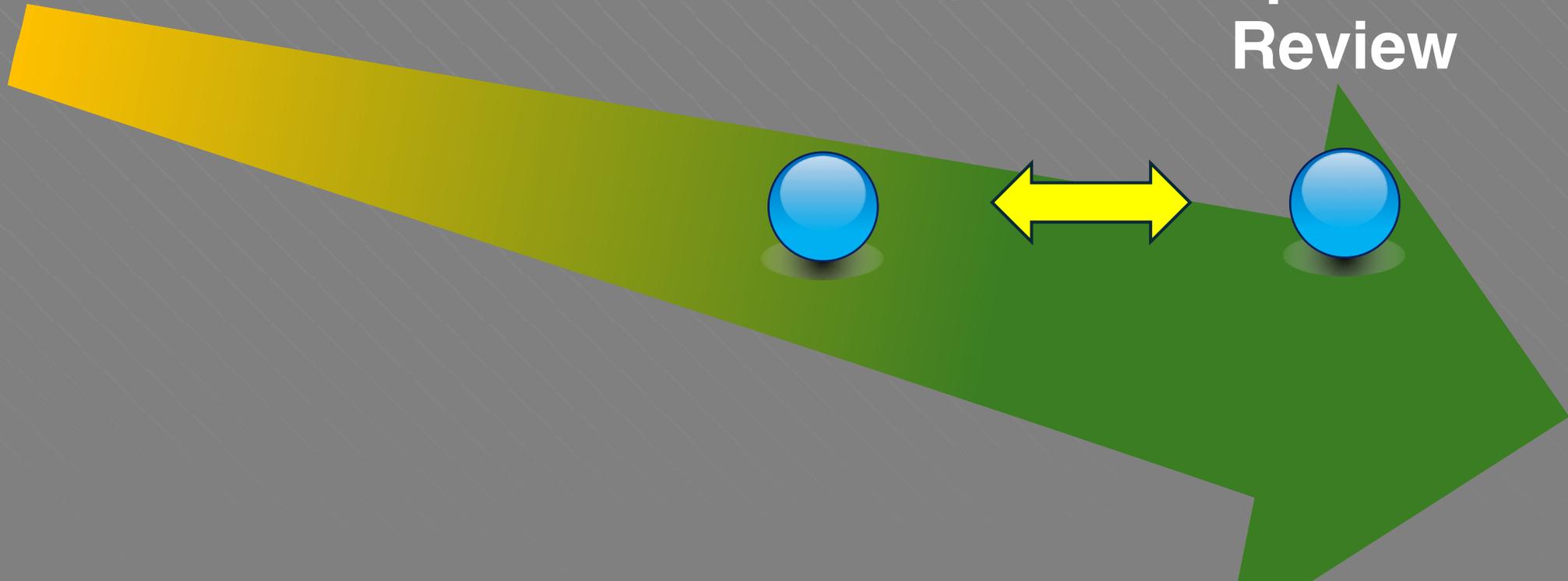
APPLICANT MUST KEEP A RECORD OF THE NM

- ✓ LIST OF INDIVIDUALS NOTICED
- ✓ SIGN-IN SHEET
- ✓ MEETING MINUTES / NARRATIVE OF DISCUSSION

# Land Use Application Steps

**Neighborhood Meeting**

**Application Submittal and Completeness Review**



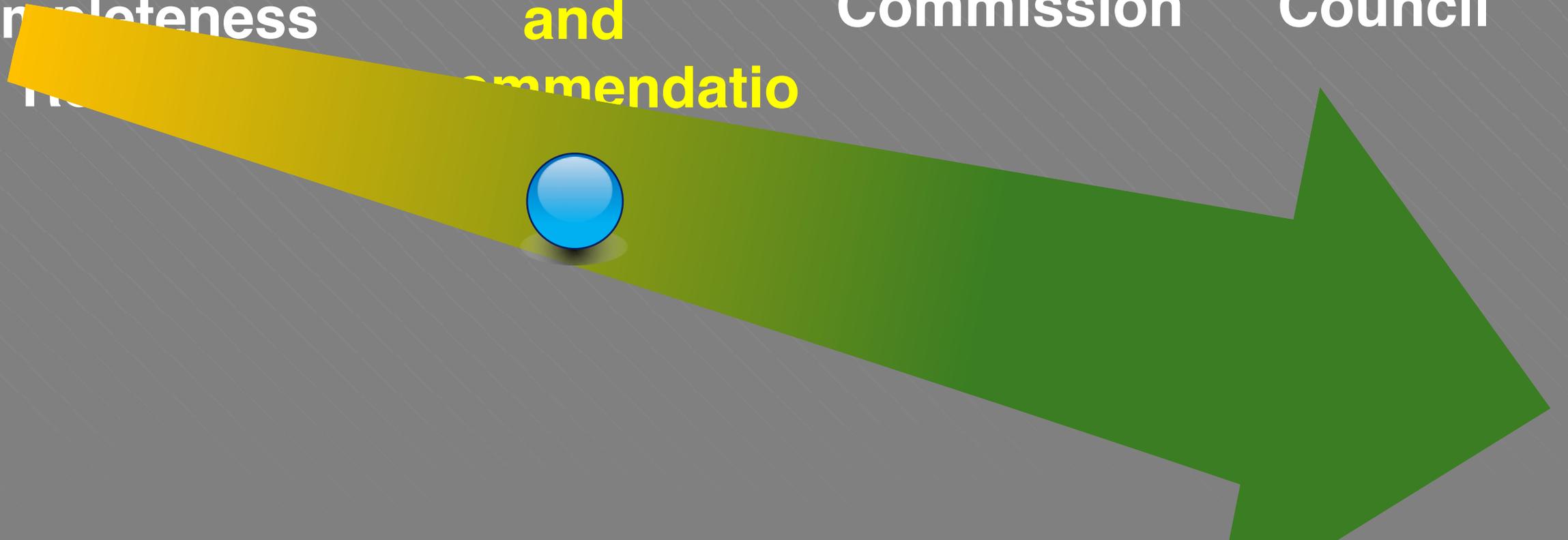
# Land Use Application Steps

Application  
Submittal and  
Completeness  
Review

**Community  
Council Meeting  
and  
Recommendation**

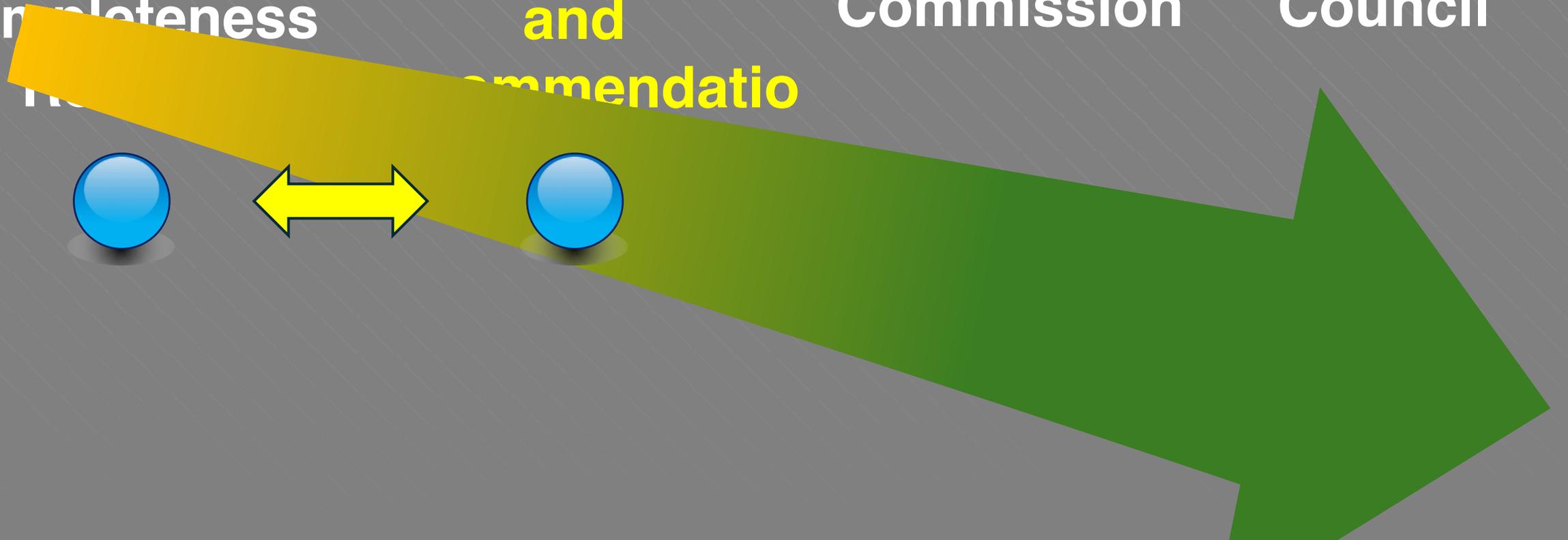
Planning  
Commission

City  
Council



# Land Use Application Steps

Application Submittal and Completeness  
**Community Council Meeting and Recommendation**  
Planning Commission  
City Council





# *Community Council*



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

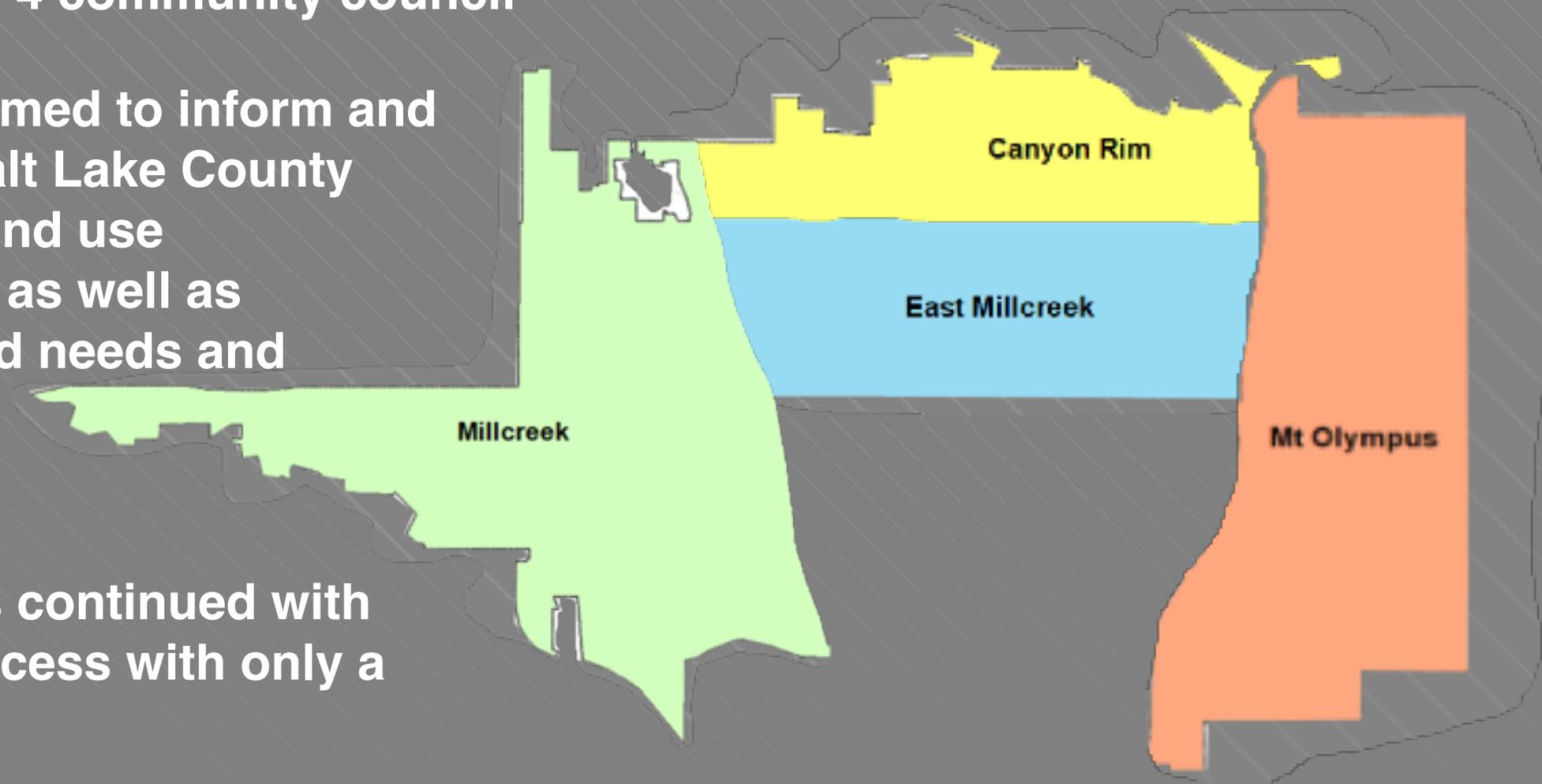
**Who said \$850,000 per unit wasn't affordable !!**

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

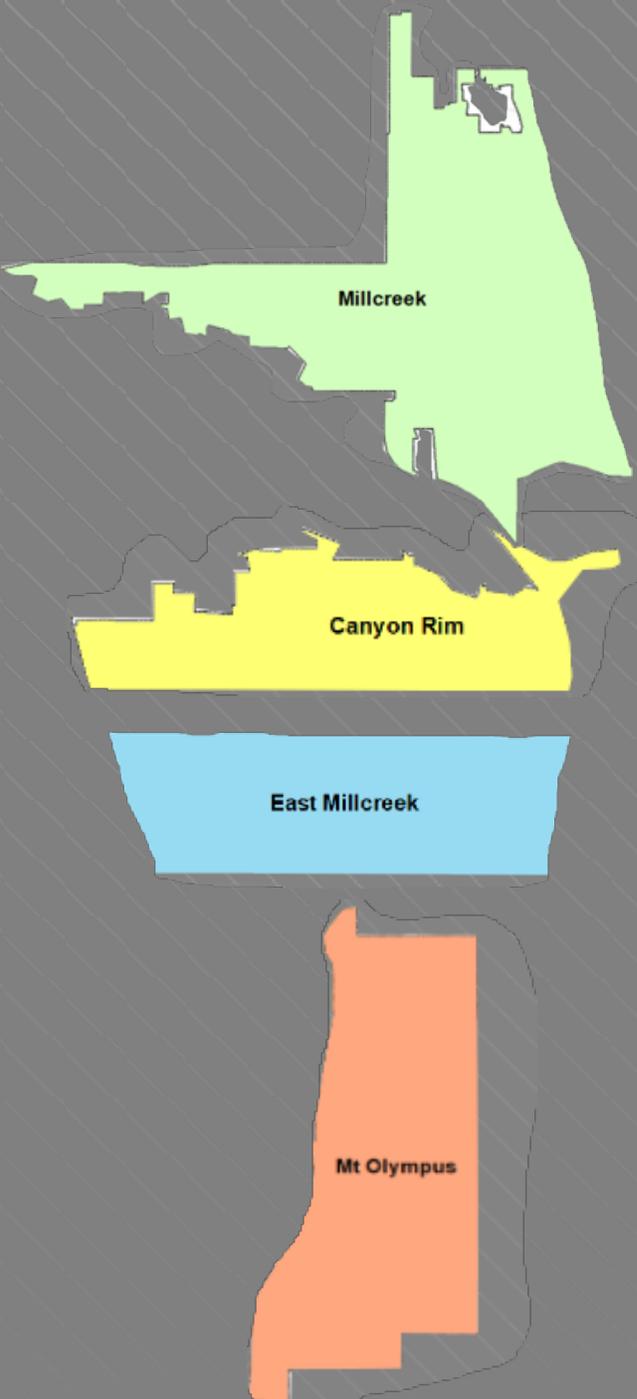
**Community Councils**

# 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



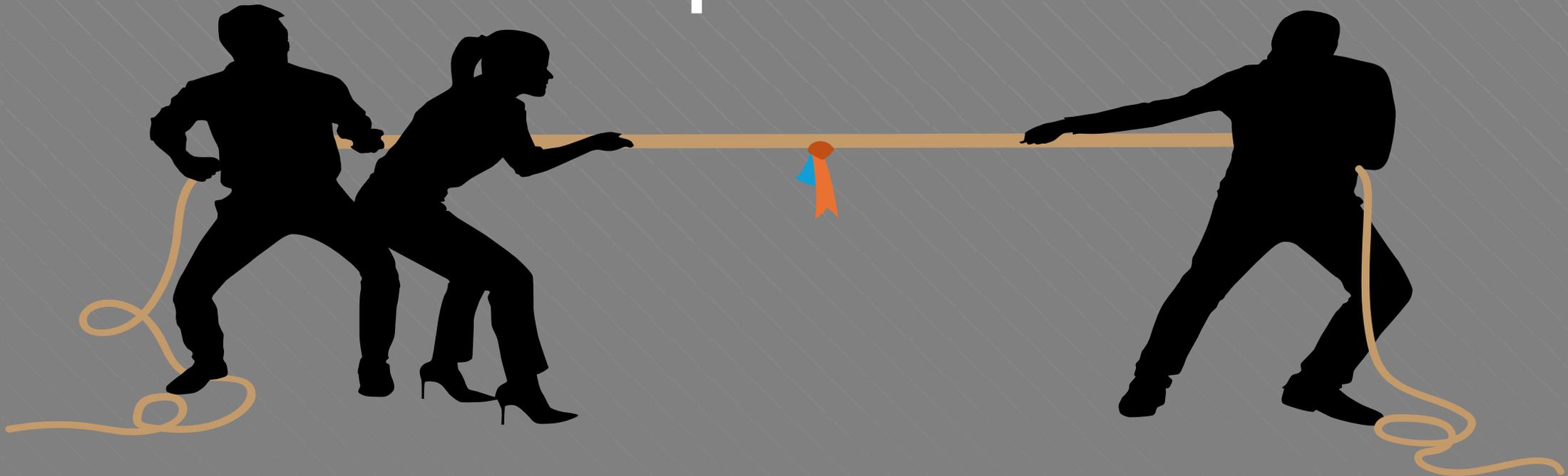
Each hold their own elections and have bylaws governing how they operate



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

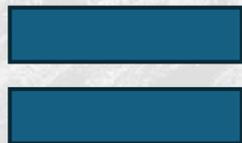
Landmarks  
Title 17

Title 15  
Zoning Regulations

Title 18  
Outdoor Signs



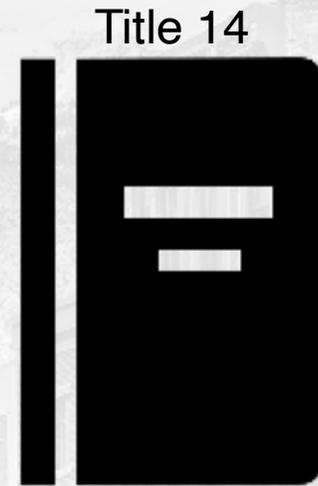
Ogden's Current  
Development  
Codes



Subdivision  
Regulations  
Title 14

Landmarks  
Title 17

# Unified Development Code



Title 14



*Laying the track to our future*

# 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

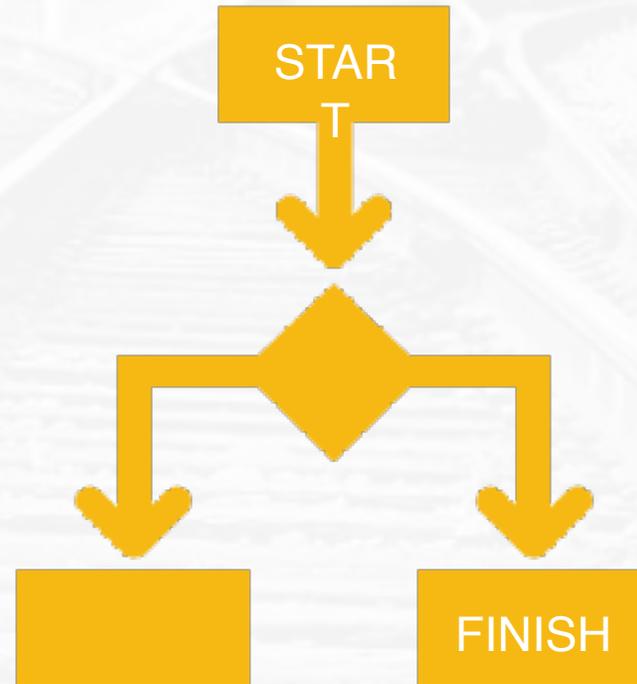
- General Provisions
- Procedures and Permits
- Variances, Appeals, and Amendments
- Zones
- Overlay Zones
- Historic Resources
- Special Use Standards
- Development Standards
- Non-conforming use and development
- Land Divisions and Property Boundary Changes
- Special Standards Land Divisions



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

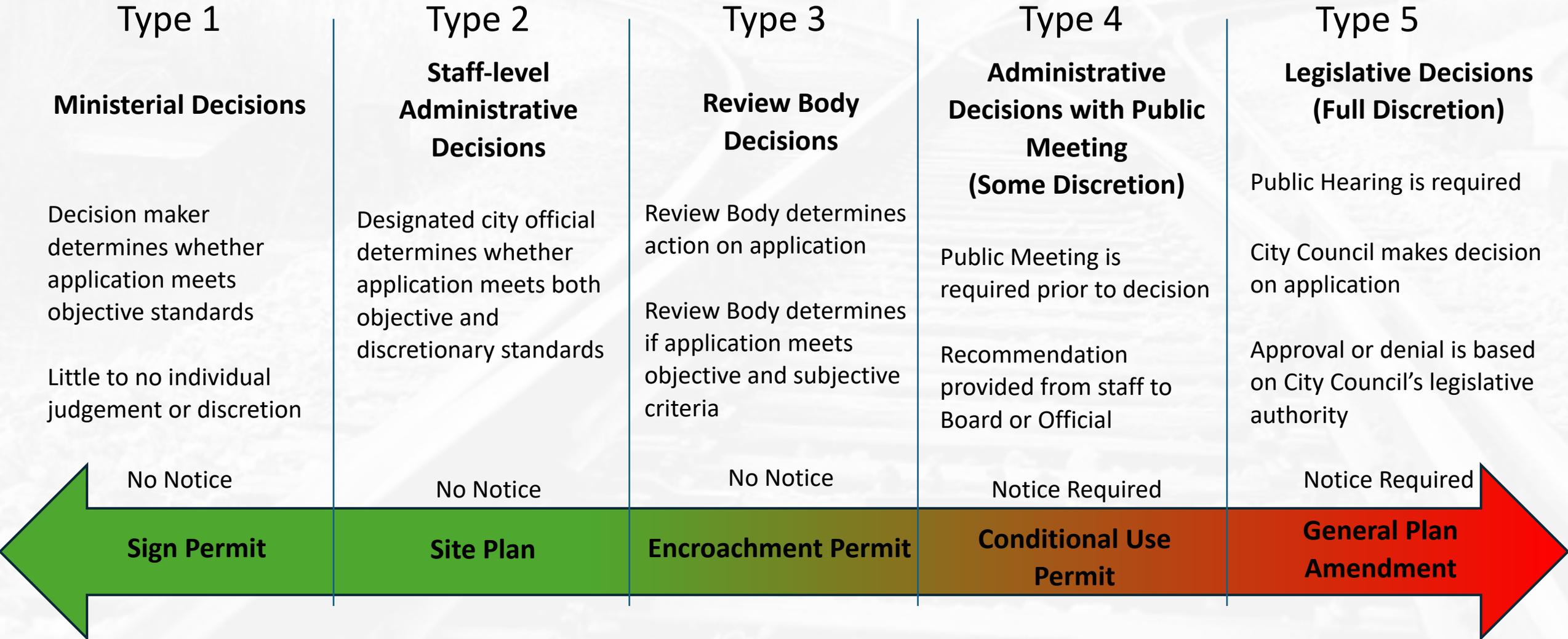
Easier

PROCEDURE

Harder



# Application/Procedure Types - Examples



# Type 1 – 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 coding 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 Adjustments	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 Adjustments	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	Plat 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)**

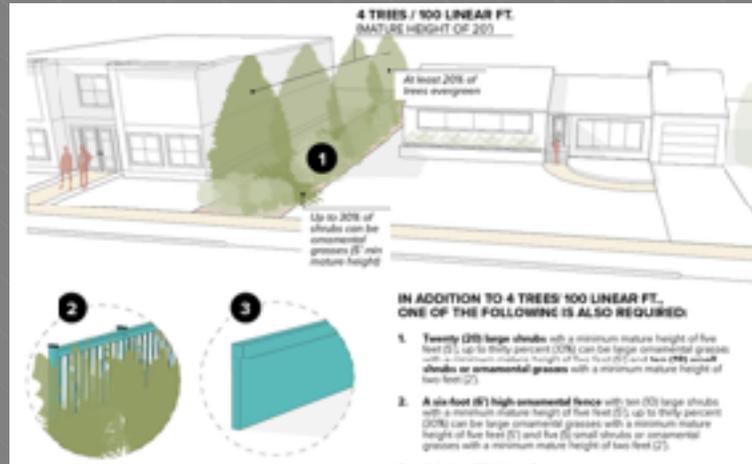


# Ideas to improve your process

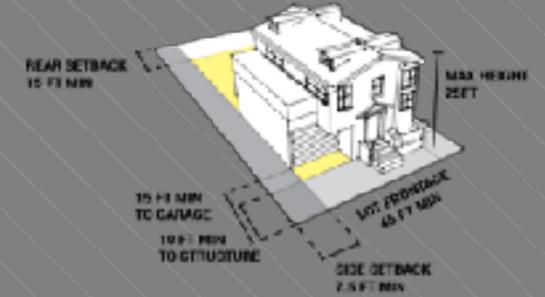
- **Adopt a style guide for your code. (improve predictability)**
- **Use a lot of graphics, tables, and images to explain concepts.**



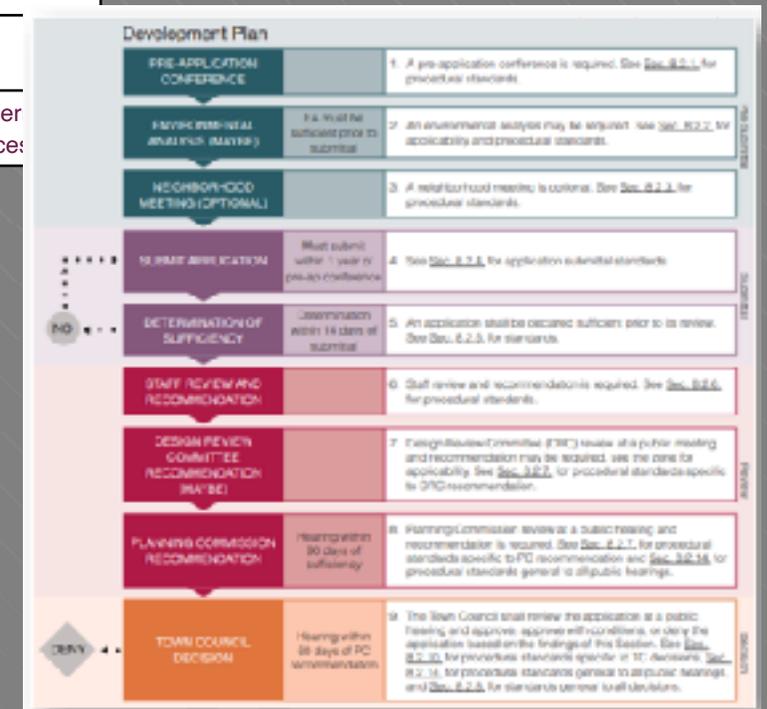
# Tables and graphics can improve submittals



A. Menu Item	B. Points
Provide community garden plots, fruit trees, or other means of food production on site for at least 15% of multi-household dwellings.	1 point per each garden plot with a minimum size of 20 square feet
Provide connections to existing trails and pedestrian networks using foot bridges and passageways	3 points
Provide double the minimum of the required amount of bicycle parking on site.	1 point
Provide secure and enclosed bicycle parking (e.g. lockers, storage room)	2 points per 5 long term bicycle parking spaces



Application Type	Pre-application Conference Required Y = Yes   D = Optional	AUTHORITY				Board of Adjustment
		Staff Review	Planning Commission	Town Board of Trustees	Board of Adjustment	
<b>Expenditures</b>						
Amendment	C	R	R	D		--
Rezone	Y	R	R	D		--
P/J/B	Y	R	R	D		--
Conditional Use	Y	R	R	D		--
Variance	Y	R	R	D		--
Special Review	Y	D	--	--		D
<b>Plan</b>						
Site Plan	Y	R	D	--		--
Plot Plan	C	D	--	--		--
<b>Administrative</b>						
Administrative Adjustment	Y	D	--	--		--
Lot Line Adjustment	Y	D	--	--		--
Expenditure Adjustment	Y	D	--	--		--
Minor Deviation	Y	D	--	--		--



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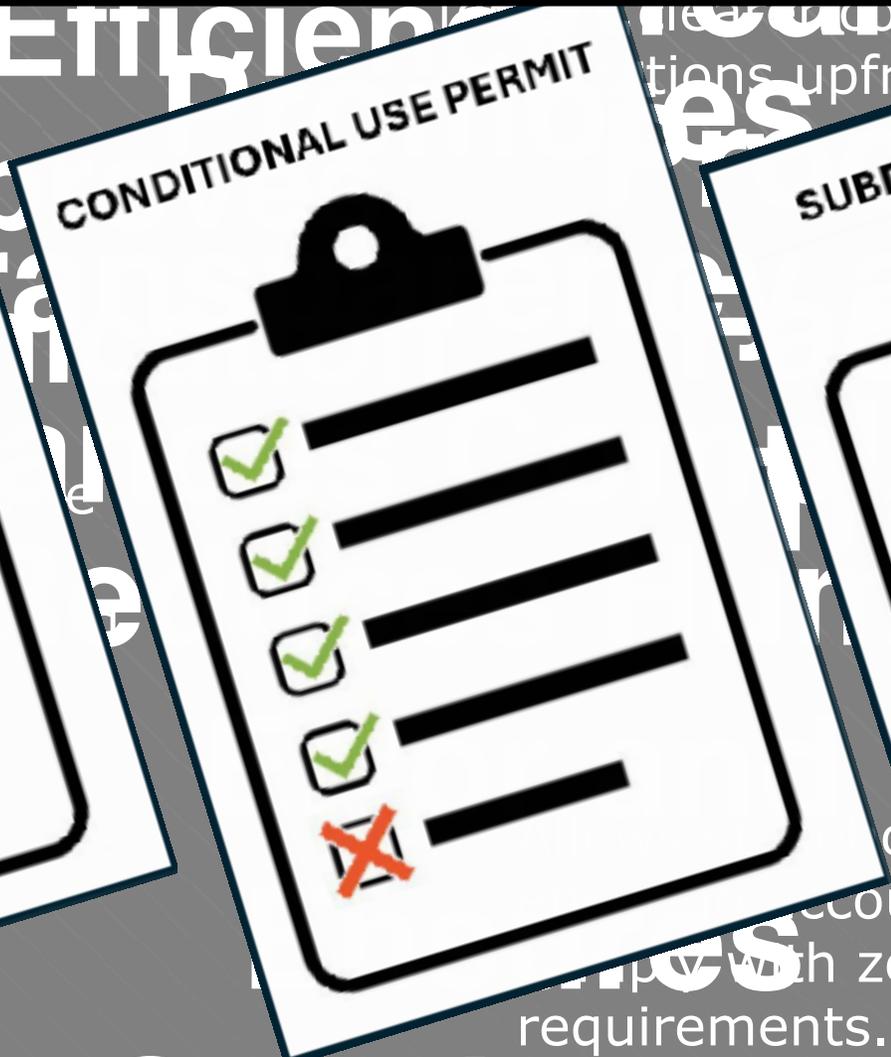
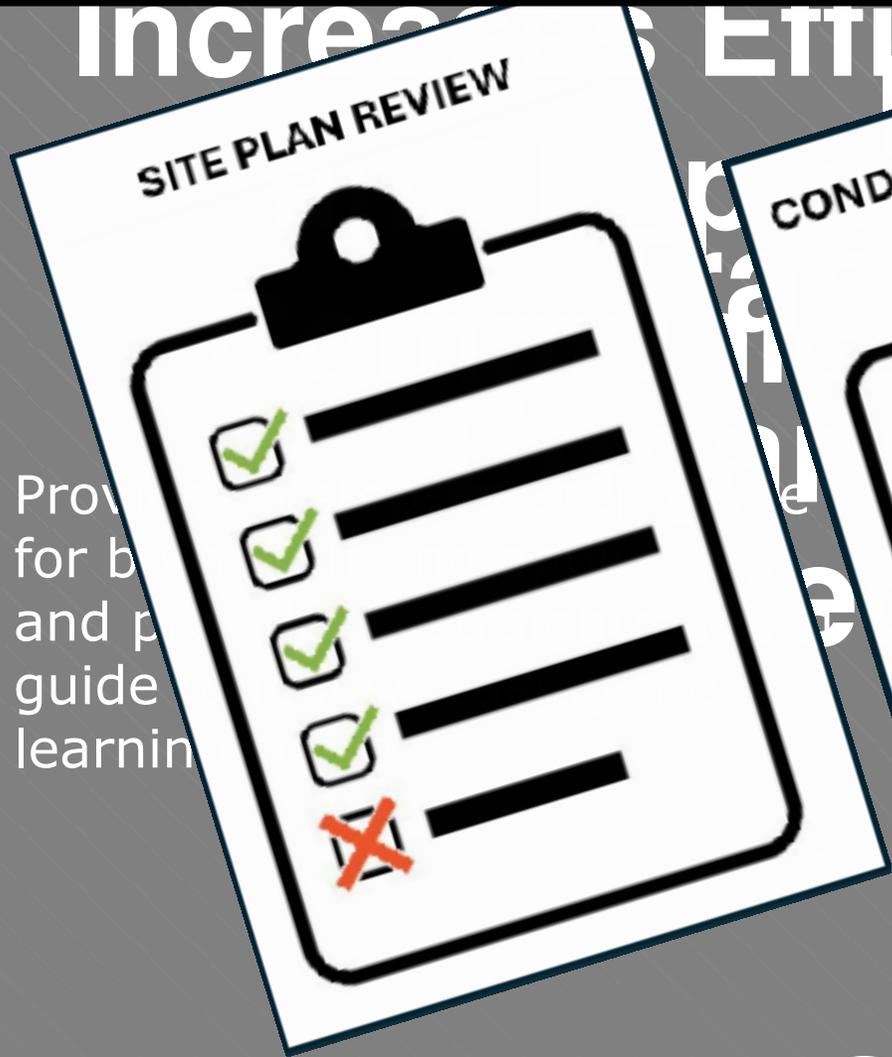


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- **Create checklists**



# 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 factors like poor communication and sets expectations upfront.

**Streamlines the**

**Process and**

**Improves Transparency and**

**Facilitates**

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

**Training**

**Reduces Human**

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

**Error and**

**Ensures**

**Consistency**

# Checklists

<ul style="list-style-type: none"><li>❑ <b>Reduces Human Error and Ensures Consistency</b></li></ul>	<p>Reduces the risk of omitting important tasks or documentation and ensuring that all necessary steps/codes are followed uniformly.</p>
<ul style="list-style-type: none"><li>❑ <b>Increases Efficiency and Improves Communication</b></li></ul>	<p>Standardizing the steps help avoid repetitive clarification requests or missed steps and fosters clearer communication and sets expectations upfront.</p>
<ul style="list-style-type: none"><li>❑ <b>Promotes Transparency and Enhances Compliance</b></li></ul>	<p>Allows stakeholders to understand the steps ensuring accountability and that projects comply with zoning regulations and other legal requirements.</p>
<ul style="list-style-type: none"><li>❑ <b>Streamlines the Process and Facilitates Training</b></li></ul>	<p>Provides a step-by-step guide for both staff and applicants and provides a straightforward guide to follow, easing the learning curve.</p>

# 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!



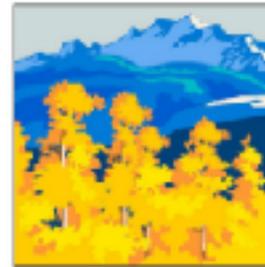
# Thank you!



# 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?

## THERE'S GOT TO BE A BETTER WAY

What options do we have to process applications?

## TRIPPING ON RED TAPE

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

## THIS LOOKS ORDINARY

When do we negotiate to get a better development?

## HMMM THIS FEELS DIFFICULT

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

## OK THIS FEELS LIKE PUNISHMENT NOW

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

## BLAME THE CITY ATTORNEY

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

## YOU TOLD ME THIS WAS EASY

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