

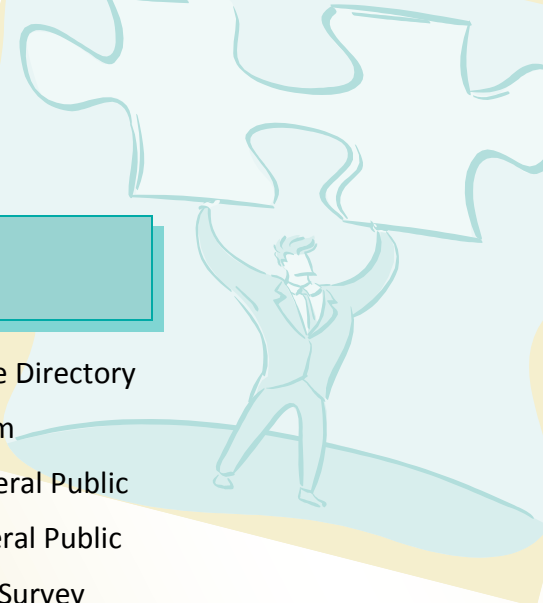
## Our Reorganization in 2010

### One Stop Customer Service Area

- Consolidate all Development Activities
  - ◇ Lead Project Manager and Lead Inspector
  - ◇ Cross Training
  - ◇ Staff Accessibility
  - ◇ Development Staff Reduction—20 Positions
- Centralized Intake
- Customer Service Kiosk
- Over-the-Counter Plan Review and Permits
  - ◇ Sheds
  - ◇ Fences
  - ◇ Solar
  - ◇ Reroof
  - ◇ Home Occupation
  - ◇ AC Change Outs
  - ◇ Above Ground Pools
  - ◇ Business Occupancy
  - ◇ Windows and Doors
  - ◇ Business Tax Receipt
- Issue Resolution and Staff Directory (see back panel) →

## in the Works

- Website City Employee Directory
- Phone Message System
- Notary Service to General Public
- Fingerprinting to General Public
- Customer Service Exit Survey
- Cashier Open M-F/ 8am to 5pm
- Impact Fees Program Review
- Provide Info Alert for Development Community
- Provide for Online Payments for all Development Fees
- Paperless Submittals for Development
- Make Online Forms and Applications Writable
- Business Assistance Center



## We Resolve Issues

### Development Phase

#### Land Development Technicians

Jacqueline Gonzalez 986-3753  
Damaris Ramirez 986-3750

#### Project Managers

Larry Torino 986-2473  
Sara Lockhart 986-3744  
Constance Bentley 986-2655  
Kathy Davis 986-3746  
Jose Papa 986-2469

#### Planning Manager

Ray Tyner 986-3745

### Permitting Phase

#### Permit Supervisor

Barbie Bembry 986-3785

#### Plans Examiners

Jean Joseph 986-4733  
Fred Reodica 986-4734

#### Chief Plans Examiner and Inspector

Joe McGowen 986-3738

### Inspection Phase

#### Inspectors

Daryl Rockwell 931-6056  
Lawrence Fitzgerald 931-3917  
Joe Colasanti 585-2432

#### Lead Inspectors

Charlie Mini 864-9059  
Robert Marvel 366-1364  
Larry Hites 986-3791  
Jerry Hindman 986-3784

#### Building Official

Larry Woodrome 986-3786

#### Director

Nestor Abreu 986-3783

### Central Contact

Business Tax 986-3766  
Permitting 986-3780  
Zoning 986-3751  
Planning 986-3736



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*Community  
Development  
Customer Service  
... and more good stuff*



## We Provide Real-Time Information and Tracking

### Immediate Notification Providing Status and Updates

- Permit Status
- Real Time Inspection Results and Updates
- Plan Review Comments
- Contractor/Subcontractor Database
- Courtesy Notice Prior to Permit Expiration

### Permitting Information Alert—Mass Email

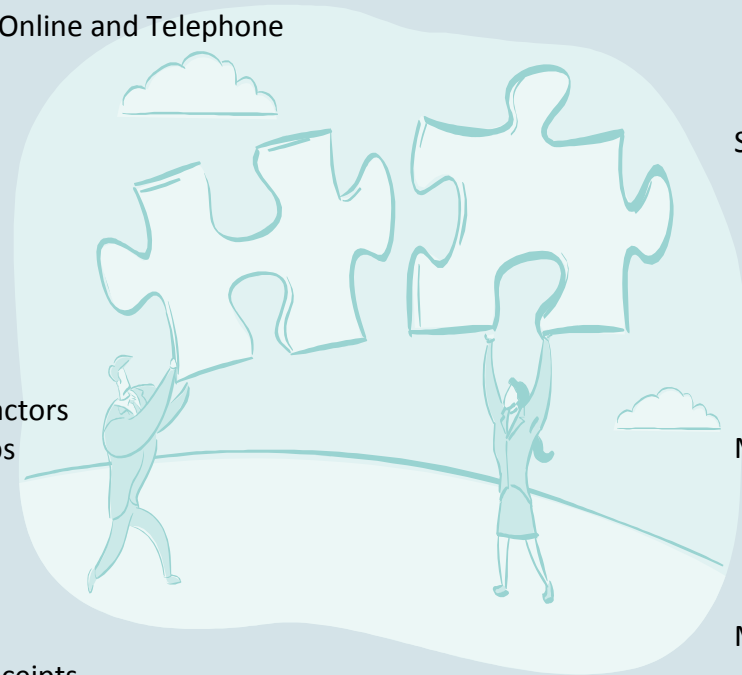
### Online Payments

### Paperless Plan Review

### Inspection Request System Online and Telephone

### Public Access 24/7

- Permits
- Documents
- Applications
- Checklists
- Brochures
- Fee Schedules
- Helpful Links
- Licensed Contractors
- Interactive Maps
  - ◇ Zoning
  - ◇ Floodplain
  - ◇ Trails
  - ◇ Projects
- Business Tax Receipts
- Land Development Code and Technical Manual
- Electronic Agenda
  - ◇ Future Agendas
  - ◇ Live Video and Audio Podcasts
  - ◇ Archives



## We Offer Fee Reduction and Greater Flexibility

### Development Fee Reductions

- Building Permit Fee
- Site Development Permit Fee
- Traffic Impact Fee

### Inter-local Coordination and Agreements

- Contractor License Reciprocity
- School Board Planning
- Property Appraiser's Office Update and Information Sharing
- State and Countywide Planning Coordination
  - ◇ Airport Master Plan
  - ◇ Development of Regional Impact
  - ◇ Transportation

### Simplifying and Streamlining Administrative Processes

- Binding Lot Agreements
- Minor Site Plan Modifications
- Dimensional Deviations (up to 5%)
- Minor Amendments to Special Exceptions
- Parking Flexibility
- Home Occupation

### Master Planning Options

- Master Site Plan Approval without Significant Engineering
- Master Planned Development Agreement
- Nonresidential Controlling Master Site Plans

### Model Home Duration Extension

### Parking Ratio Reductions and Shared Parking Provisions

### Sign Standards Providing more Sign Types and Increased Sign Area

## What Others Say Does Matter

### Exceptional Insurance Safety Ratings for City Service Delivery

- Flood Insurance Rating 6
- Residential Building Rating 4
- Fire Rating 4
- Commercial Building Rating 3

(1 = Best)

## We Deliver Timely and Helpful Service

### Early Review—Pre-application

- Development
- Site analysis
- Building

### Parallel Review - Turnaround Times

- Site plans, Subdivisions and Master Plans—2 Weeks
- Commercial Permits—2 Weeks
- Residential Permits—1 Week
- Elevation Certificates—24 Hours
- Over-the-Counter
  - ◇ Home Occupation Business Tax Receipt
  - ◇ Commercial Business Tax Receipt
  - ◇ Select Permits (see Reorganization of 2010)

### Inspections Available 24/7

### Teleconference and GoTo Meeting Capabilities

### Conditional Occupancy Prior to Certificate of Occupancy

### Community Development Notary Service

### Multi-lingual Staff and Translation Service

## We Support Your Project with Professional Staff

### Florida Standard Building and Life Safety Licenses

(116 Licenses held by 14 Employees)

- Building Code Administrator - 5
- Plans Examiner - 44
- Inspector - 60
- Fire Plans Examiner - 3
- Fire Inspector - 4

### Professional Development Team

- Environmental Planner
- Transportation Planner
- Urban Planner
- Landscape Architect
- Floodplain Manager

## We Encourage Community Feedback

Annual Citizen Survey  
Flagler Home Builders Association—Monthly  
Citizens Academy—Quarterly  
K-12 Educational Programs  
Citizen and Stakeholder Planning Workshops  
Speakers Bureau

