

DEPARTMENT OF DEVELOPMENT SERVICES

Promoting Open, Efficient, and Effective Customer
Service at City Hall

Maddox Administration Core Beliefs

Western Tuscaloosa and other parts of our City who have not benefited from the economic prosperity of Tuscaloosa will again thrive both residentially and commercially.

The City of Tuscaloosa will be a customer friendly environment and our work will be open, efficient and effective.

Comprehensive Planning will be essential to preserving our neighborhoods, promoting economic development and ensuring a high quality of life.

All Citizens will be safe in all areas of our City. If trouble arises, whether crime, fire or an act of nature, our response will be swift and effective.

All children academically at-risk will have the opportunity for highly effective pre-k programs.



CITY HALL



“We need a signed authorization to obtain a certificate to register for a license to apply for a permit.”

***“ All I wanted to do was build a storage shed in my back yard!*”**



Department of Development Services

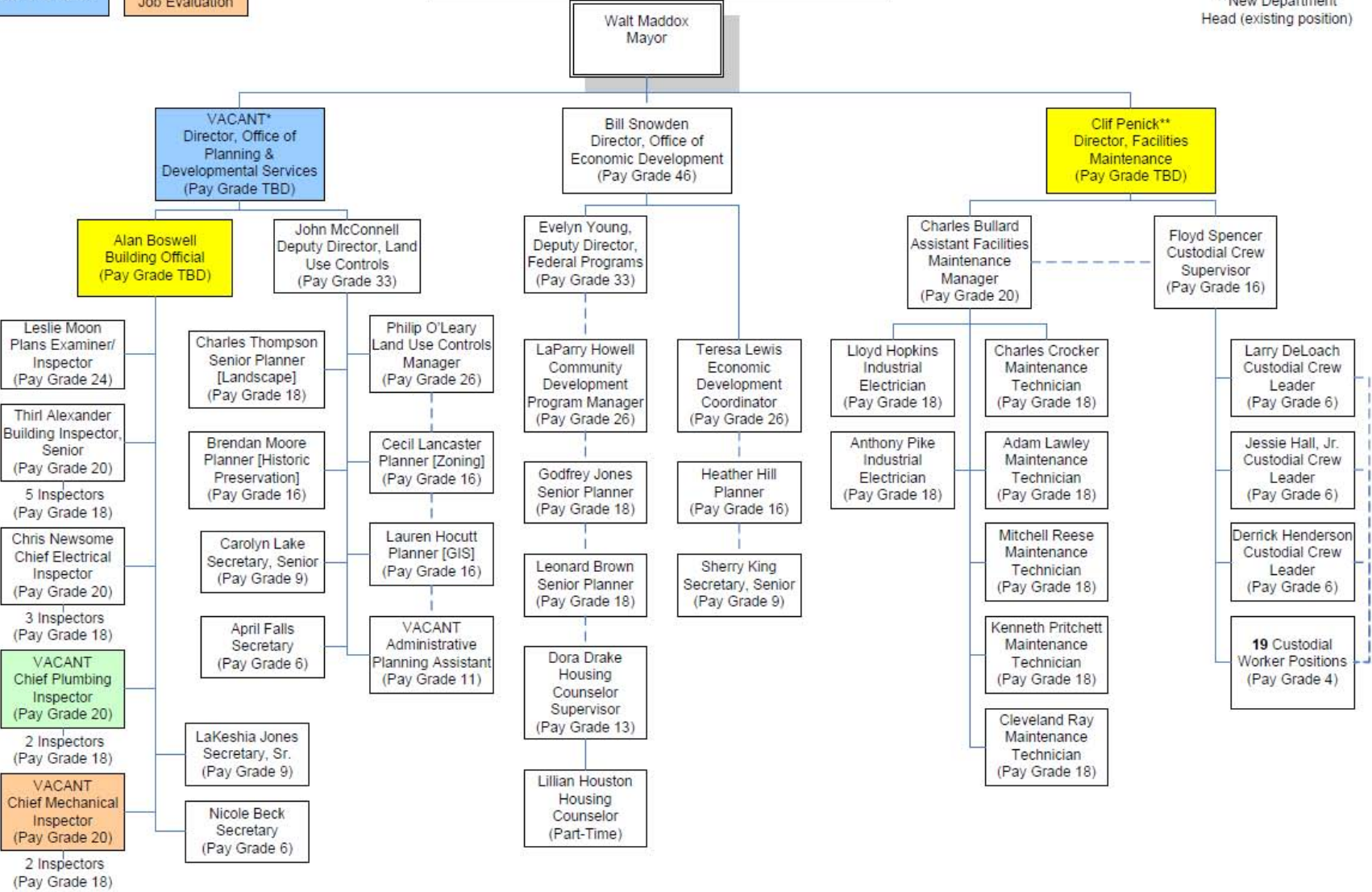
- Combines the Planning & Land Use Controls division of the Office of Planning & Economic Development and the Inspections Department.
- Provides office space for the Fire inspectors
- The new department will be located on the Third Floor of Annex One along with the Office of the City Engineer in the space that is currently occupied by OPED and the Inspections Department
- Economic Development will become its own department and will include the Federal Programs division of OPED
- Economic Development will be located on the Second Floor of Annex One where the Human Resources Department is currently located
- The Facilities Maintenance division of the Inspections Department will become its own department and be located at the Curry Building

Job Evaluation	Job Description
Job Description Job Evaluation	New Position Job Description Job Evaluation

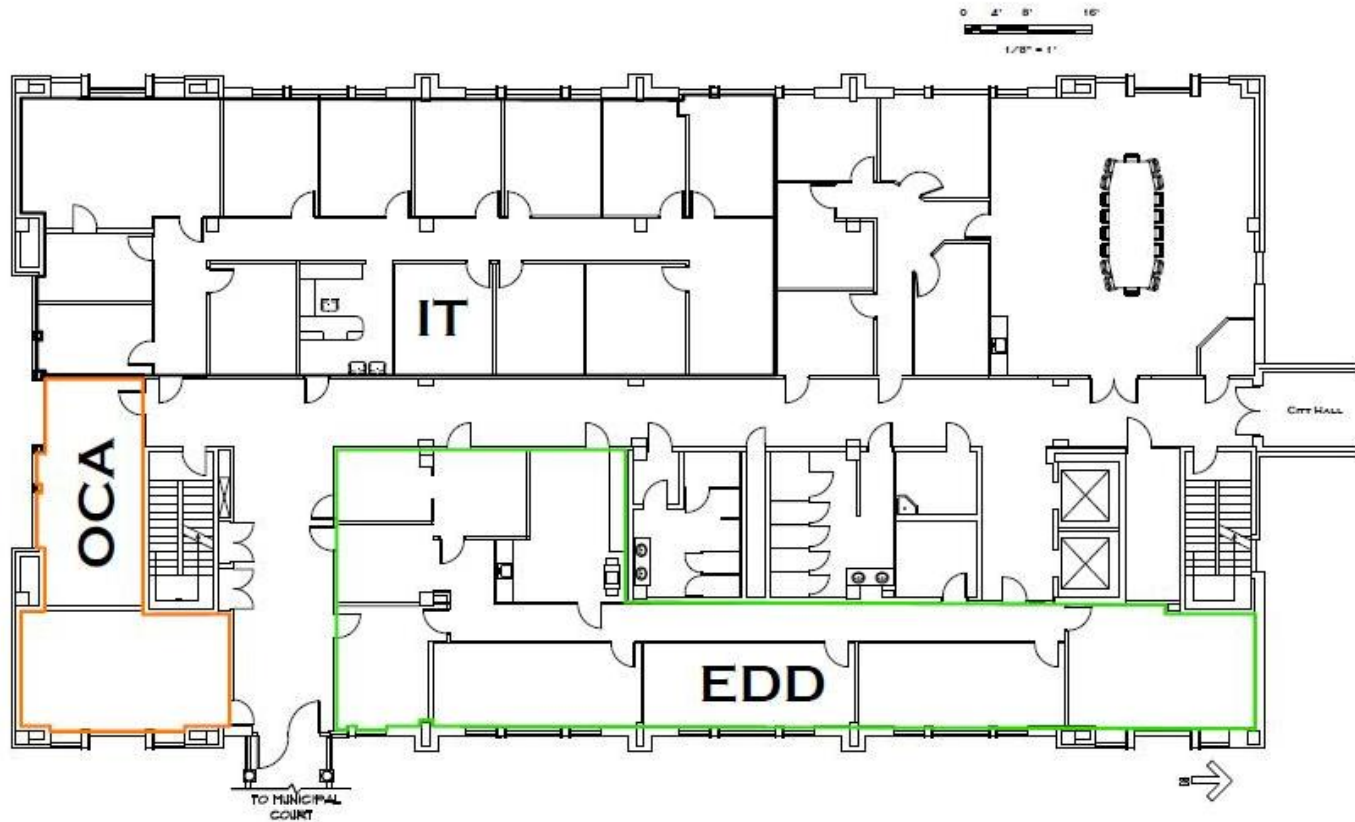
**Reorganization of Planning & Economic Development,
Inspections, and Facilities Maintenance
November 2009**

*Former Chief Building
Official position
(Pay Grade 42)

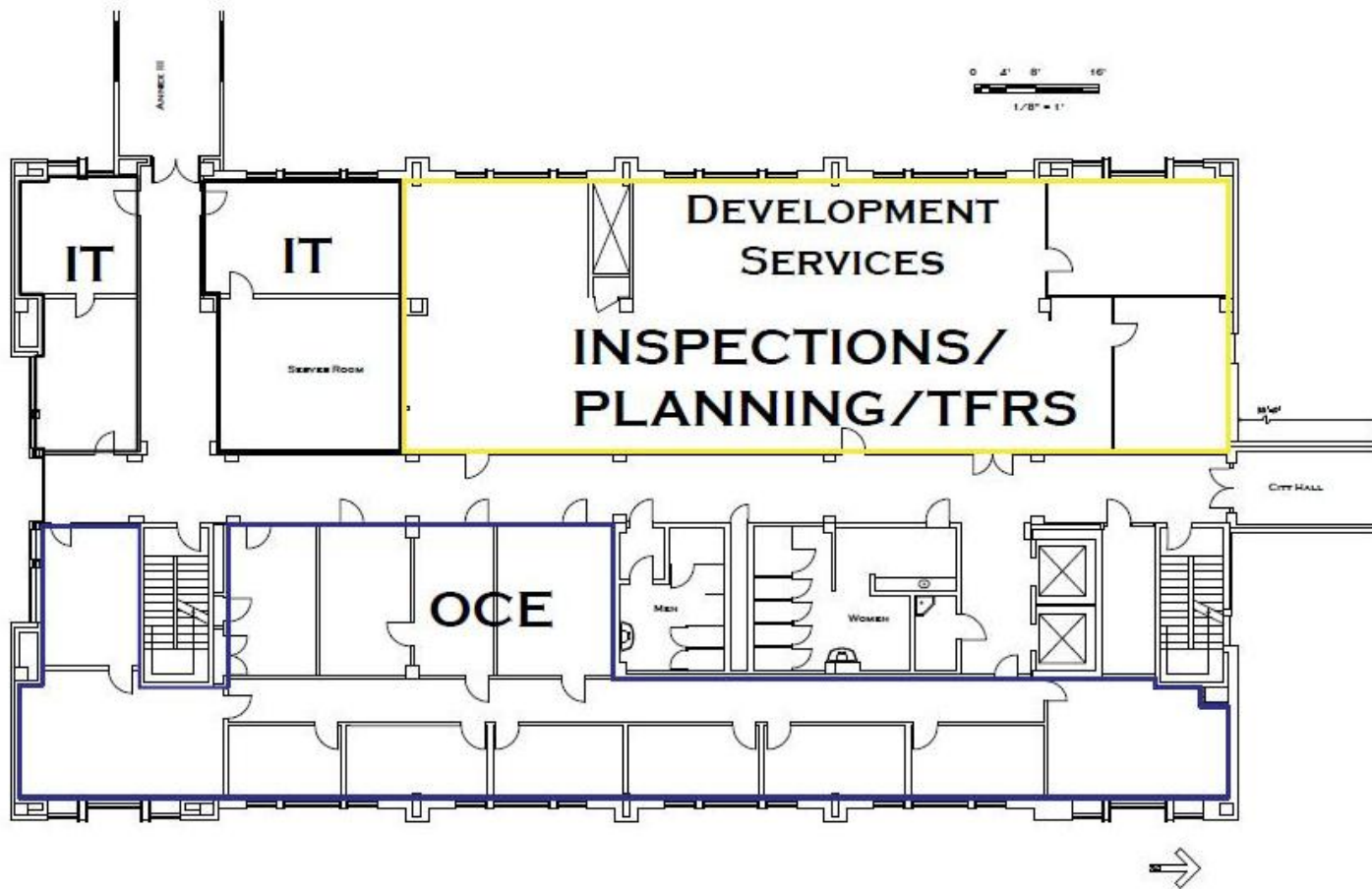
**New Department
Head (existing position)



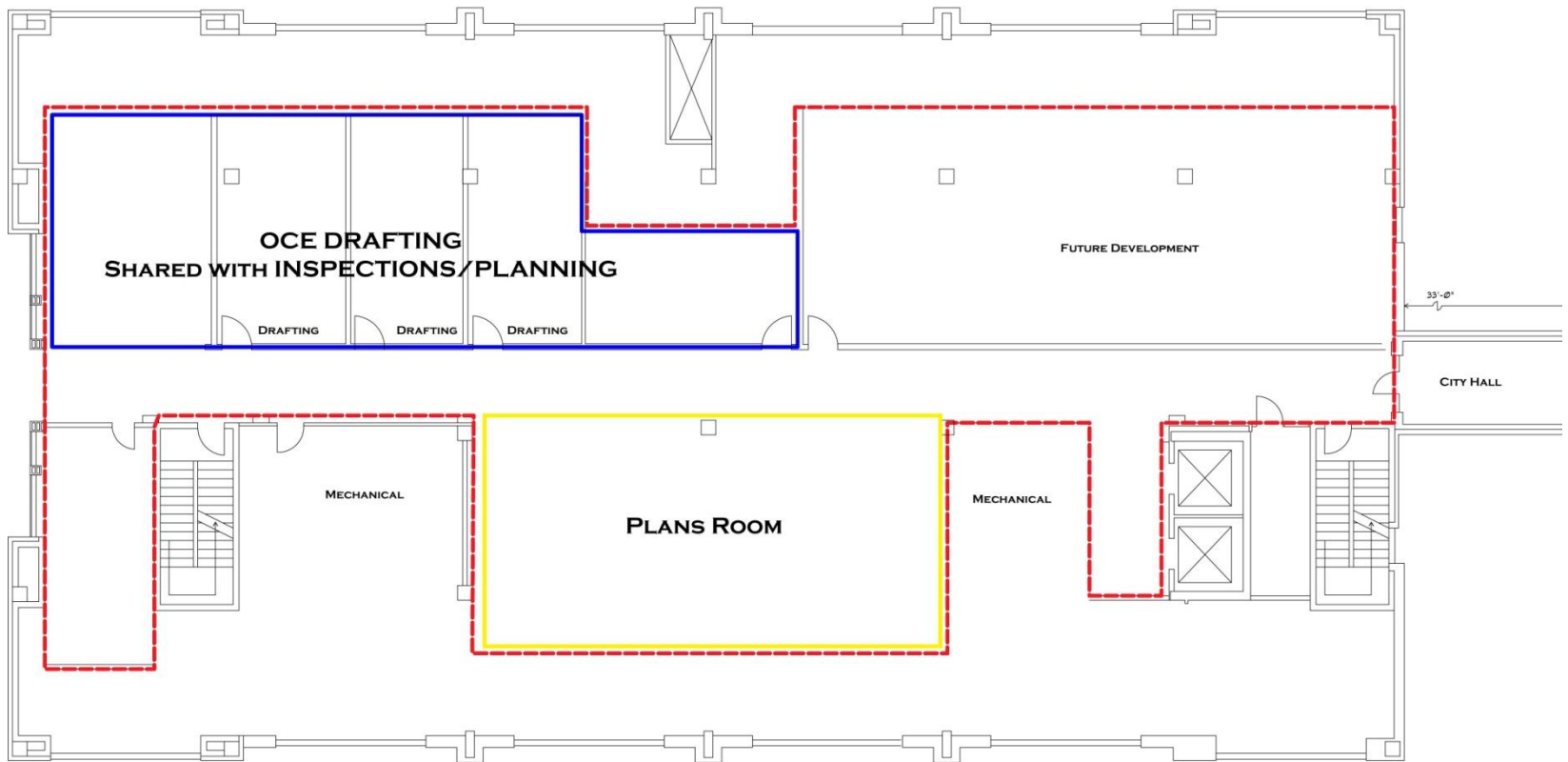
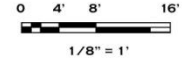
2nd Floor Plan



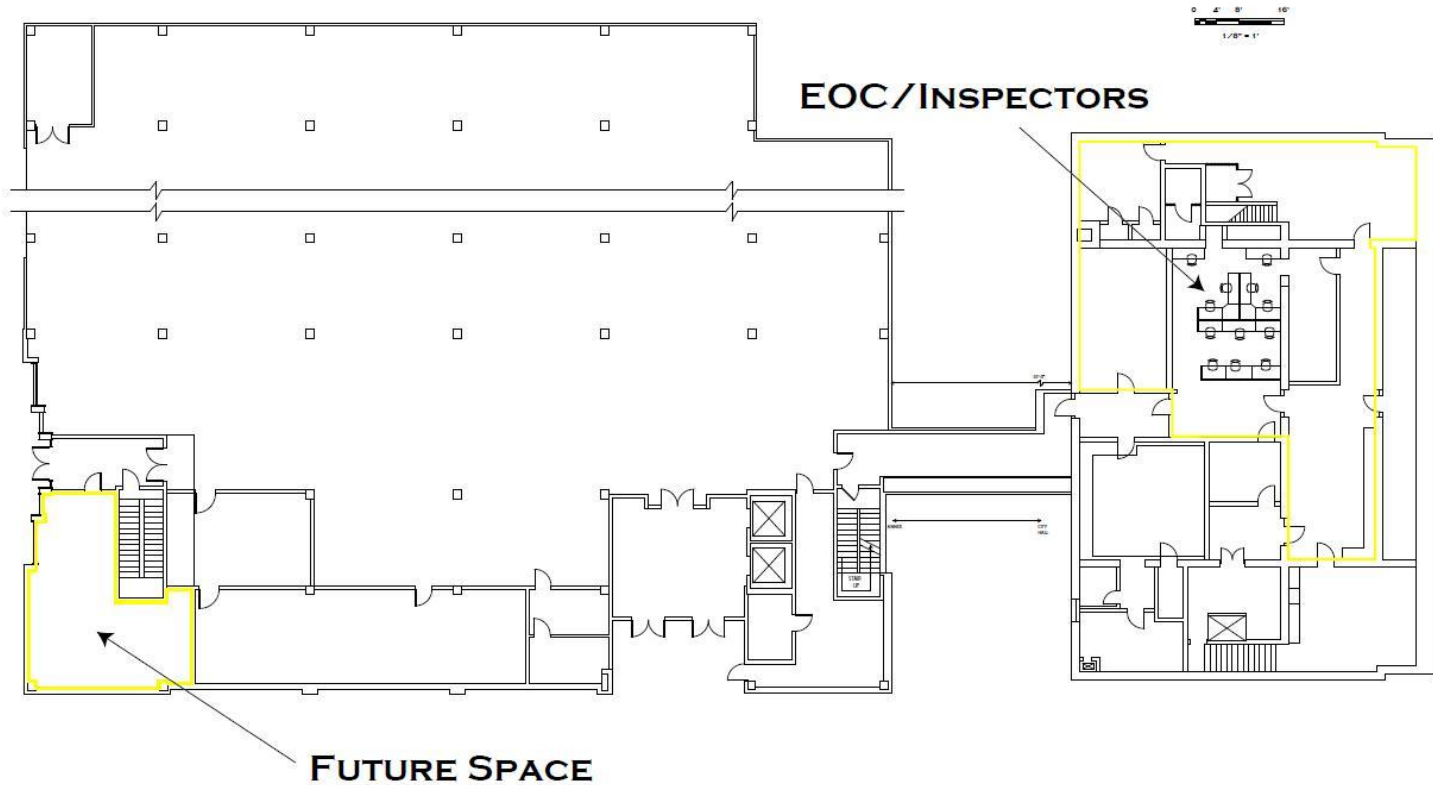
3rd Floor Plan



Attic (4th) Floor Plan



Ground Floor Plan



Central Permit Desk

- Located on the 3rd Floor and managed by the Development Services Department in coordination with OCE
- A citizen may obtain any type of development permit at this desk including:
 - Engineering permits
 - building permits
 - zoning approvals
 - TDOT permits
- Inspections and inquiries from Building, Engineering, Planning, the Fire Marshal, and TDOT may be routed through this office
- Current clerical staff from OCE, Planning, and Inspections will be cross-trained and utilized for the operation of this service
- The Central Permit Desk will serve as the “front desk” or point of entry for Development Services and OCE

Interdepartmental Coordination

- Standard operating procedures of all the aforementioned departments will be combined and coordinated to provide a more efficient service to the citizen customer
- Locating key staff from Planning, Inspections, Fire, and Engineering on the Third Floor will provide the most efficient environment for this to happen
- Regular, interdepartmental meetings will be held to share information on current and proposed development projects
- Training will be provided for all staff to increase knowledge and awareness of current standards in fire protection and building, zoning, and engineering practices.

Universal Permitting Software

- Unified permitting software that is utilized and/or accessed by the staff of:
 - Development Services
 - OCE
 - TDOT
 - Fire Department
 - Revenue Department
- GIS-based with capability of housing all development permits and related documents in an electronic format
- Provides access to the complete development and regulatory history of a property simply by selecting the desired parcel of land in the system
- Aids staff in granting subsequent approvals related to development and use of properties over time



Economic Development Incentive

Subdivision

Water Meter

Zoning Violation

Rezoning

Variance

Building Code Violation

Building Permit

Business License

Sign Permit

Land Development Permit

Liquor License

Fire Protection Requirements

Summary

- Increase Efficiency
- Reduce redundancy in staff, space, files, and paperwork
- Provide improved customer service
- Improve communication & coordination between departments
- Centralize operations to better serve the public
- Reduce operational costs

What's Next

Before moving forward the
purposed concept will require
future council action and/or
directive from the Mayor

Your Comments Requested by City Council

- We would like to have the business communities input on this important initiative.
- Please email your comments to:
 - John McConnell: jmccconnell@tuscaloosa.com
 - Alan Boswell: aboswell@tuscaloosa.com
- Or contact your City Council Representative