

AGENDA ITEM SUMMARY

DATE: 11-28-2011 DEPARTMENT: Admin/Comm Development DEPT. HEAD SIGNATURE: HD

SUBJECT:

Report and discussion of Sustain Blaine's Development Blockers Program

AUTHORITY: ID Code _____ IAR _____ City Ordinance/Code _____
(IF APPLICABLE)

BACKGROUND/SUMMARY OF ALTERNATIVES CONSIDERED:

See attached Report from Community Development Director Beth Robrahn, and material submitted by Harry Griffith, Sustain Blaine (Power Point pages)

FISCAL IMPACT / PROJECT FINANCIAL ANALYSIS: Caselle # _____
Budget Line Item # _____ YTD Line Item Balance \$ _____
Estimated Hours Spent to Date: _____ Estimated Completion Date: _____
Staff Contact: _____ Phone # _____
Comments:

ACKNOWLEDGEMENT BY OTHER AFFECTED CITY DEPARTMENTS: (IF APPLICABLE)

- | | | |
|---|--|---|
| <input type="checkbox"/> City Administrator | <input type="checkbox"/> Library | <input type="checkbox"/> Benefits Committee |
| <input type="checkbox"/> City Attorney | <input type="checkbox"/> Mayor | <input type="checkbox"/> Streets |
| <input type="checkbox"/> City Clerk | <input type="checkbox"/> Planning | <input type="checkbox"/> Treasurer |
| <input type="checkbox"/> Building | <input type="checkbox"/> Police | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Engineer | <input type="checkbox"/> Public Works, Parks | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Fire Dept. | <input type="checkbox"/> P & Z Commission | <input type="checkbox"/> _____ |

RECOMMENDATION FROM APPLICABLE DEPARTMENT HEAD:

Discuss for an understanding of project status and to answer requests made by Sustain Blaine for further/other work with the City of Hailey on the Blockers Program

ADMINISTRATIVE COMMENTS/APPROVAL:

City Administrator _____ Dept. Head Attend Meeting (circle one) Yes No

ACTION OF THE CITY COUNCIL:

Date _____

City Clerk _____

FOLLOW-UP:

*Ord./Res./Agrmt./Order Originals: Record

*Additional/Exceptional Originals to: _____

Copies (all info.): _____

Copies (AIS only) _____

Instrument # _____

MEMORANDUM

TO: Mayor and Council
FROM: Beth Robrahn *BR*
RE: Sustain Blaine "Blockers" project
DATE: November 28, 2011

The purpose of the Sustain Blaine "Blockers" project is to "Improve municipal planning & development processes that impact local business growth, retention & recruitment". The objectives are:

- Support local business growth and retention, as well as new business recruitment.
- Have clear information and necessary documents available on the website for easy public use.
- Increase staff efficiency.
- Establish framework for uniformity of processes across municipalities.

The specific methodology favored by Sustain Blaine involves "mapping" the explicit details of every aspect of each process (e.g. building permit, design review, subdivision, business license, etc), then analyzing and then modifying. This methodology has proven to be time intensive, even with the gracious support offered by Frank Halverson in the form of Power Engineer's resident expert in this type of procedural mapping.

The first process to be completed was the business license application. City staff met with the Sustain Blaine working group on March 3, 2011 to review the process flow representing the current permit process and discuss how the process can be improved (see attached).

City staff then incorporated the input from the workshop into modifications to the permit process and business license requirements. The day care license was identified as being particularly frustrating for business owners and amendments to Title 5 were drafted and recently approved by Council.

While the business license process was being mapped, the Planning and Building Departments were consolidated into the Community Development Department as one means to improve efficiencies related to all aspect of the development application processes. Several changes have been implemented, both before and after the department consolidation, that were geared to serving the same purpose as that expressed by Sustain Blaine for the Blockers project, including:

- Initiating a customer representative approach to business license applications to ensure an application is processed efficiently and the application is kept informed through the process; the representative also coordinates with other departments.
- Pre application consultation offered by the building official has greatly improved property and business owners' understanding of issues and expenses that may come into play during a building retrofit or expansion.
- Reorganization and clarification of design review standards to minimize ambiguity.
- Adoption of levels of design review to expedite smaller projects.
- Adoption of less prohibitive parking standards for existing buildings within the business zoning district.
- Application certification at time of submittal which moves an application through the process without unnecessary delay.

Blocker Workshop March 2011 – “Three Big Issues” Raw Output from Working Group

Questions Considered:

1. Are there steps in the process that seem redundant?
2. Are there steps in the process that seem unnecessary?
3. Are there steps that could be simplified?
4. Do you see any steps that appear confusing for an applicant to accomplish?

Category 1: Controls

- Make controls fit for purpose/risk
- Is a zoning check made when alcohol license is considered by city, and if use does not fit zone, what effect does this have on issuing permits
- Is city council approval really needed for auto transport licenses
- Maintain public safety

Category 2: Process Flows

- How will the community development department coordinate with other city departments for approvals
- Is there project tracking
- Why does city, county and state all require a separate license – can the city and county consolidate
- With new (or new location of) alcohol permit, should neighbors be notified
- Duplication of background checks – is health and welfare background check different from that required for alcohol
- List of auto transport drivers submitted at renewal time changes constantly. This step needs to be improved or eliminated
- Should day care license be submitted to fire department first
- On regular business license applicants are to contact each department while on day care license, departments contact the applicant- applicants should not have to do the contacting
- Need to reach out to business before leases are signed

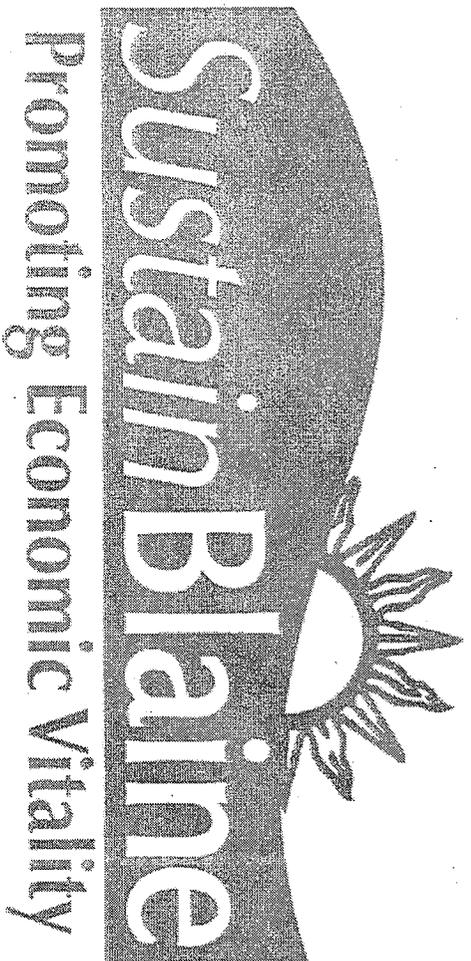
- Should seek integration of city and state processes
- Frequency of requirements for renewals – should fingerprinting be every year
- Revise city ordinances to avoid redundancies
-

Category 3: Documents & Forms

- No central clearing house for forms
- Why not electronic submittals
- When same info is collected on multiple forms, could this be consolidated
- Forms can be better designed
- Could applicants email applications
- Need checklists for departments to use to ensure accuracy and consistency
- Need to work to enable forms to be filled out on line with data into database
- Since daycare requires same documents for city and state, shouldn't state license documents be sufficient for city to go forward without separate license application
- Applications should be checked for completeness when applicant submits – calls for staff person who is knowledgeable of all documents that need to be submitted to meet with applicant at time of submittal and help coordinate departments

Category 4: Education / Information

- Provide better service by outlining the process for citizens
- Daycare fees very confusing on flow charts (“fees vary”)
- Need to work towards making the flow charts available on-line for everyone
- When fees vary, put the ranges
- Clearer definition of time frames expected/ needed
- Alcohol license – is there any way of making applicants aware of the long lead times and multiple licenses required
- Don't use acronyms like Caselle



Project Review –

**Municipal Business Process
 (“Blockers”)**

Hailey City Council

November 28, 2011

Blockers – Project Background

Concept: *SustainBlaine* is helping the County and its Cities to improve municipal planning and development processes that impact local business growth and retention, as well as new business recruitment. Current complex municipal processes have blocked and/or discouraged businesses from setting up or expanding. Using Hailey as the pilot city, *SustainBlaine* is working with the City's departments to document, assess and improve their existing processes. The project will focus on documenting the five to ten most critical municipal processes in a common format using VISIO software

Goals: Deliver process maps and process improvement recommendations for implementation by City. Rollout to additional cities as appropriate.

Participants: City: Beth Robrahn, Dave Ferguson, Heather Dawson, Mary Cone, Robin Crotty, Tom Hellen, Steve Holyoke, Mike Baledge, Jeff Gunter. *SustainBlaine*: Kathy Grotto, Linda Haavik, Anne Gifford, Frank Halverson, Harry Griffith

Resources: Initially estimated at 690 *Sustain Blaine* ED & volunteer man-hours for the 2-3 SB volunteers involved.

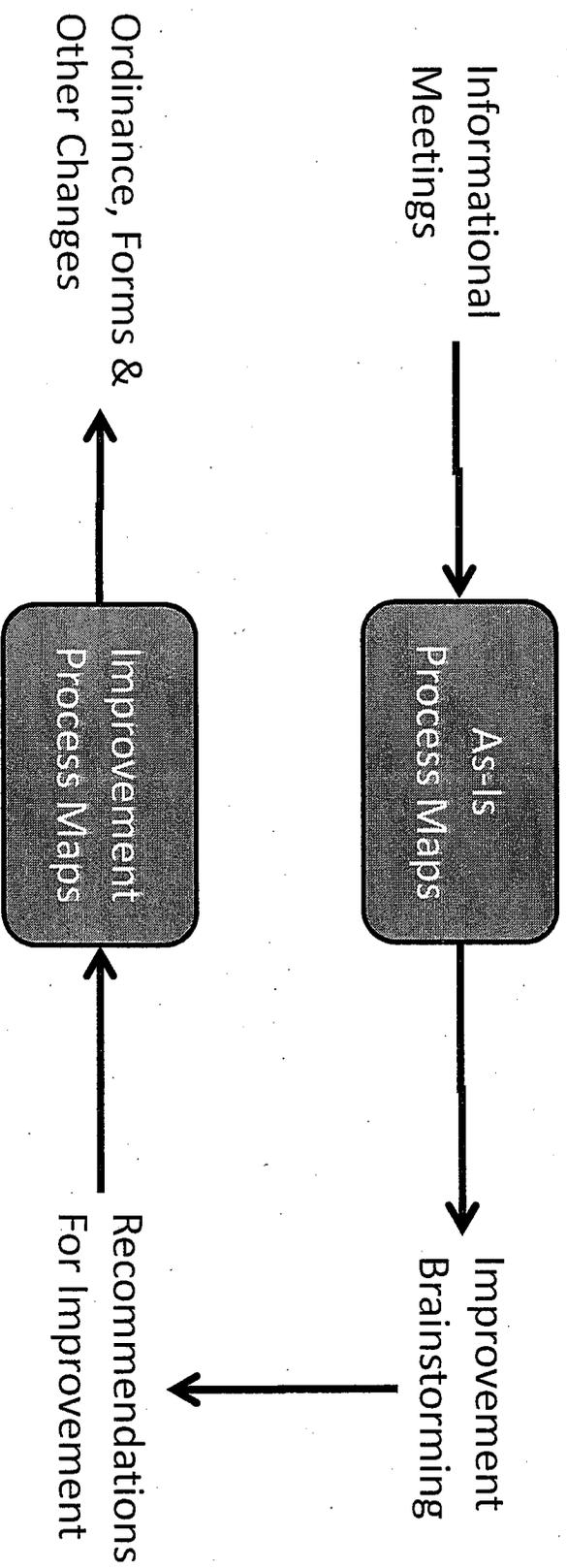
Timeline: Project start June 2010. 12 to 18 month duration.

slide 2

K1

this number seems way high - see my estimates... maybe check w/Anne on her hours.
kgroto, 10/25/2011

Blockers – Project Process



Blockers – Progress to Date

Building Processes		Land Processes		Business Processes	
Building Support Applications	Building Permit Applications	Land Support Applications	Land Subdivision Applications	Business Support Applications	Business License Applications
<ol style="list-style-type: none"> 1. Design Review permit 2. Flood hazard development permit 3. Wireless permit 	<ol style="list-style-type: none"> 1. Commercial Building permit 2. Residential Building permit 3. Residential accessory/small construction 4. Fence permits 	<ol style="list-style-type: none"> 1. PUD 2. Right-Of-Way vacation 3. Flood hazard development permit 4. Zone change 5. Annexation 	<ol style="list-style-type: none"> 1. Land Subdivision 2. Short Plat 3. Condominium 4. Townhouse 	<ol style="list-style-type: none"> 1. Sign permit 2. Portable sign permit 3. Conditional use permit 4. Design Review 5. Demolition permit 6. Local Option Tax 7. Water/sewer hook-up 8. Building permit 	<ol style="list-style-type: none"> 1. General business licensing 2. Day Care licensing 3. Alcohol beverage licensing 4. Auto Transport Service licensing 5. Auto Transport Driver's licensing

- Focus on 7 critical business processes
- More than 20 flow charts developed
- Significant time investment with:
 - 110 ED hours YTD (130 budget)
 - 240 SB volunteer hours YTD
 - 120 City staff hours YTD
- Concrete recommendations provided to Hailey departments

Blockers – Sample Process Map

Blockers - Recommendations

Summary Finding	Recommendation
1 Process duplication	Rely on state forms & decision
2 Multiple forms	Create electronic forms
3 Council signoff	Fully delegate to professional staff
4 Linear processing	Allow conditional approvals etc.
5 Process facilitation	Assign customer service specialist
6 Fee structure	Simplify & streamline
7 Record keeping	Move to electronic file processes

k3

K3

Progress tracking also?
kgrofto, 10/25/2011

Blockers – City Benefits

Potential Benefit	Opportunity
Reduction in staff time to process applications	Significant
Faster decision making	Significant
Improved process control	Moderate
Improved ability to provide timely and accurate feedback	Moderate
Reputation as place to do business	Significant
K4	

K4 something about taking in adequate fees up front? probably a lower/moderate level of "opportunity"

kgroho, 10/25/2011

Blockers – Way Forward

1. Implement recommendations by:
 - Appointing City process “champion(s)”
 - Changing internal processes
 - Adjusting ordinances as required
2. Continue process improvement in other areas based on priorities with support of Sustain Blaine

AGENDA ITEM SUMMARY

DATE: November 28, 2011

DEPARTMENT: Community Development

DEPT. HEAD: BR

SUBJECT: Request by Blaine County School District for consideration of an alternative sidewalk location to satisfy the sidewalk requirement for the new BCSD maintenance building in Airport West.

AUTHORITY: ID Code _____ IAR _____ City Ordinance/Code 6A.7
(IF APPLICABLE)

BACKGROUND/SUMMARY OF ALTERNATIVES CONSIDERED:

See attached staff report.

FISCAL IMPACT / PROJECT FINANCIAL ANALYSIS: Caselle # _____
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| <input checked="" type="checkbox"/> Engineer | <input type="checkbox"/> Public Works, Parks | _____ |
| <input type="checkbox"/> Fire Dept. | <input checked="" type="checkbox"/> P & Z Commission | _____ |

RECOMMENDATION FROM APPLICABLE DEPARTMENT HEAD:

Motion to approve Woodside Blvd, near the Woodside Elementary School, as the alternative location to construct the portion of sidewalk required as a condition of design review approval of the Blaine County School District Maintenance Building.

ADMINISTRATIVE COMMENTS/APPROVAL:

City Administrator _____ Dept. Head Attend Meeting (circle one) Yes No

ACTION OF THE CITY COUNCIL:

Date _____

City Clerk _____

FOLLOW-UP:

*Ord./Res./Agrmt./Order Originals: Record
Copies (all info.): _____
Instrument # _____

*Additional/Exceptional Originals to: _____
Copies (AIS only)

STAFF REPORT

TO: Hailey Mayor and City Council
FROM: Beth Robrahn, Community Development Director DR
RE: Blaine County School District Maintenance Building
DATE: November 28, 2011

Applicant: Blaine County School District

Location: Airport West Subdivision Phase II, Block 2, Lot 1D (1630 Aviation Drive)

Zoning: Service Commercial Industrial - Industrial (SCI-I)

Request

Request by Blaine County School District for consideration of an alternative sidewalk location to satisfy the sidewalk requirement for the new BCSD maintenance building in Airport West.

Procedural History

The BCSD received design review approval from the Planning and Zoning Commission for its new maintenance building in Airport West on December 23, 2010.

Section 6A.7 required sidewalks and drainage improvements in all zoning districts, however it also allows the Developer or City to propose alternatives to either the standard Sidewalk location or configuration required. The alternative configuration or location cannot reduce the level of service or convenience to either residents of the development or the public at large. If an alternative location is approved, the cost of construction of the required square footage of sidewalk and lineal feet of drainage improvements shall be paid by the applicant to the City. The City then is required to ensure construction of sidewalk and drainage improvements occurs within two years of the date the Design Review findings of fact, conclusions of law and decision is signed.

Sidewalk and drainage improvements were required to be constructed adjacent to Otter Lane and Lear Lane (320.92 linear feet). In a letter dated October 5, 2011 (attached), the BCSD requested consideration of an alternative location to satisfy this requirement. The school district suggested several locations which were toured by me, the City Engineer and Howard Royal, the maintenance supervisor for the school district.

Analysis

Attached is the result of the tour of the sites compared to the criteria the city has been developing to prioritize locations and projects. There are four sites that meet the same (highest) number of criteria. The two that were replacement sidewalks were eliminated from consideration because the intent of the requirements associated with new building construction is to have new sidewalks constructed.

Recommendation

The order of recommended consideration of the four sites is:

1. Woodside Blvd connecting to the Elementary School
2. Extend sidewalk on First Ave to alley adjacent to west side of Nelson Field
3. Extend sidewalk at Hailey Elementary bus turnaround
4. Extend sidewalk in front of district office

Of the four that meet the most criteria, the first option, additional sidewalk on Woodside Blvd connecting to the Elementary School, is what city staff and the Planning and Zoning Commission recommends to Council. Applying the 320.92 linear feet required for the BCSD maintenance building will be a benefit to the Woodside Blvd reconstruction project.

The School District responded with the preference of option #2. Mike Chatterton is concerned with perceived conflict regarding School District money going to improve the City's right of way or the Woodside project, stating he can justify to the school board a project on school district property more so than a project within the city right-of-way. However, option #2 is also within the public right-of-way. Additionally, the sidewalk improvement is a city requirement and is intended to be an improvement to the public right-of-way in order to improve pedestrian connectivity and safety of the public. Compliance with the requirement is not optional and the city has the discretion to determine an alternative location that is most beneficial to the public.

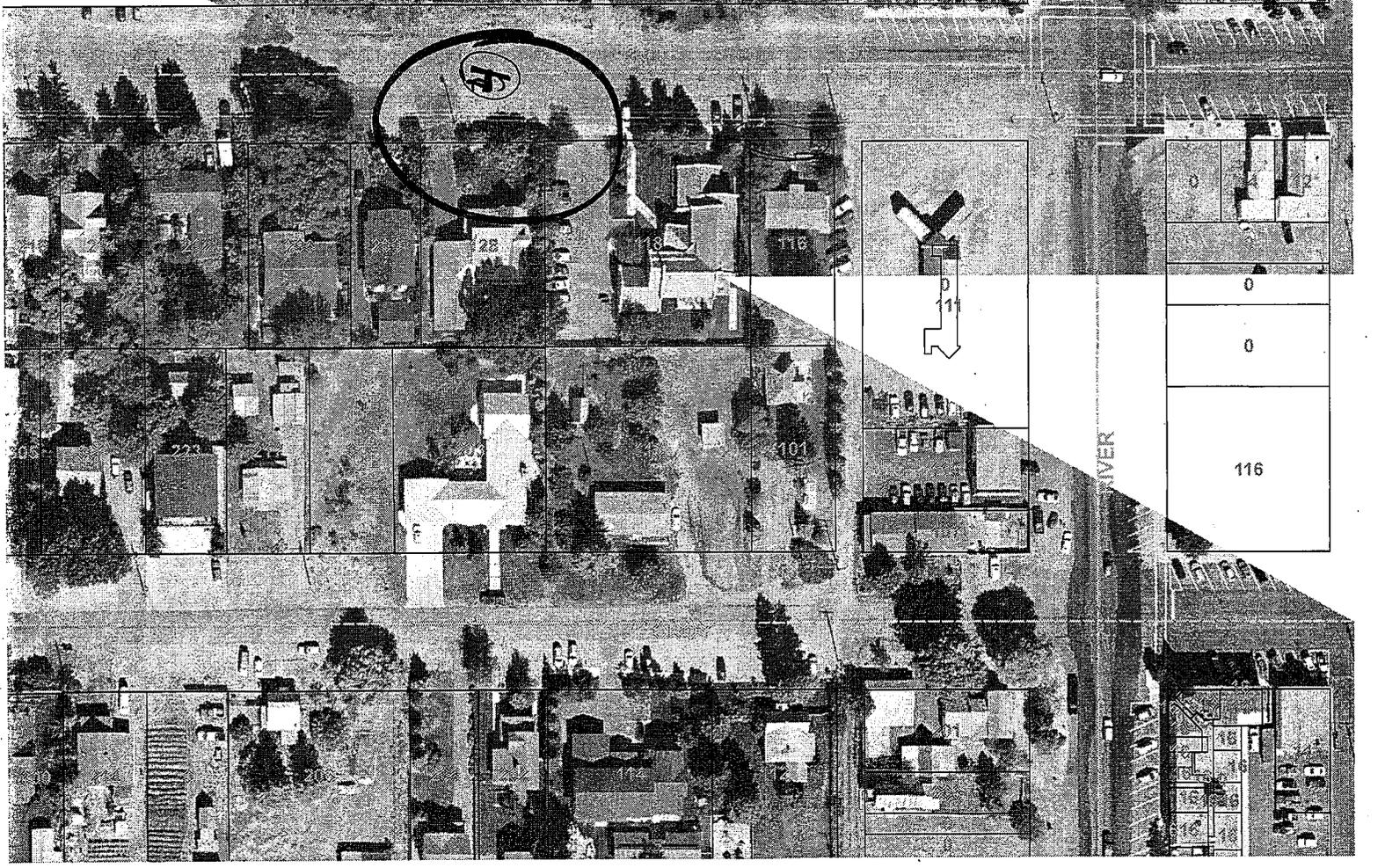
BCSD proposed alternative locations to meet Maintenance Building sidewalk requirement:

1. The lower Hailey Elementary complex from the exit on the north through the grass to the existing sidewalk along Elm Street.
2. Hailey Elementary to extend the existing sidewalk in the bus turnaround area to the South where the new injection well is located.
3. Extend the sidewalk on First Avenue to the south and west towards the alley where Dr. Levin's building is located.
4. Extend the sidewalk in front of the District Office to the West to include the bed and breakfast building to the West.
5. Community Campus area by the Silver Creek High School. Extend the sidewalk between the two buildings where staff, students and patrons will not have to walk through the road.
6. Sidewalk from the front of the Community Campus to the Aquatic Center.
7. ~~Replace some of the asphalt sidewalks at the Wood River Middle School Complex.~~
8. ~~Replace the existing sidewalks in front of the old District Office on Croy Street. This is located on Croy just east of Atkinson's.~~
9. South of the Middle School in front of the property that is currently used for snow storage.
10. The South end of the Community Campus in front of the CSI entry way to allow pedestrian traffic without walking in the roadway.
11. ~~Woodside Blvd connecting to Woodside Elementary~~
12. Connection from Fox Acres stop sign to Aquatic Center entrance curb cut

Check all criteria each proposed location satisfies, the location(s) that satisfies the most will be considered highest priority:

Priority Criteria	Proposed Location											
	1	2	3	4	5	6	7	8	9	10	11	12
Located within ¼ or ½ mile of a school	✓	✓	✓	X	✓	✓	-	-	✓	✓	✓	✓
Extends an existing sidewalk or bikeway	X	✓	✓	✓	✓	✓	-	-	X	✓	✓	✓
Connects two existing segments of sidewalk or bikeway	X	X	X	X	X	X	-	-	X	X	X	X
Existing sidewalk condition is unsafe	X	X	X	X	X	X	-	-	X	X	X	X
Designated Bicycle and Pedestrian Corridors	X	X	X	✓	X	X	-	-	X	X	✓	X
Designated Collectors	X	X	X	✓	X	X	-	-	X	X	✓	X
Provides Neighborhood interconnection	✓	✓	✓	X	✓	✓	-	-	✓	✓	X	✓
Located within ¼ or ½ mile of Downtown or neighborhood services	✓	✓	✓	✓	X	X	-	-	✓	X	X	X
Located within Downtown	X	X	X	X	X	X	-	-	X	X	X	X

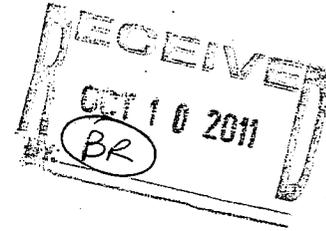






October 5, 2011

Mariel Platt
City of Hailey
115 So. Main St.
Hailey, ID 83333



Mariel,

The Blaine County School District is requesting the City of Hailey to allow the School District to transfer the sidewalk requirements from the new Maintenance Facility located on Airport way to another facility within the City of Hailey. The sidewalk from the entrance to the northern boundary of the rear parking area of the Maintenance Facility to the western edge of the fence line of the existing airport is the sidewalk we are requesting to transfer.

The District has identified several areas in which the requirements could be met. These possible areas include:

- The lower Hailey Elementary complex from the exit on the north through the grass to the existing sidewalk along Elm Street.
- Hailey Elementary to extend the existing sidewalk in the bus turnaround area to the South where the new injection well is located.
- Extend the sidewalk on First Avenue to the south and west towards the alley where Dr. Levins building is located.
- Extend the sidewalk in front of the District Office to the West to include the bed and breakfast building to the West.
- Community Campus area by the Silver Creek High School. Extend the sidewalk between the two buildings where staff, students and patrons will not have to walk through the road.
- Sidewalk from the front of the Community Campus to the Aquatic Center.
- Replace some of the asphalt sidewalks at the Wood River Middle School Complex.
- Replace the existing sidewalks in front of the old District Office on Croy Street. This is located on Croy just east of Atkinsons.
- South of the Middle School in front of the property that is currently used for snow storage.
- The South end of the Community Campus in front of the CSI entry way to allow pedestrian traffic without walking in the roadway.

These are several options that Mr. Howard Royal has come up with as possible sites for the requirement transfer. If the City of Hailey would like to give input, please do so as we would like

to possibly get this completed this fall. If you would like to schedule a meeting to discuss these possibilities further, we will make ourselves available for a meeting.

Respectfully Yours,

A handwritten signature in cursive script, appearing to read "Mike Chatterton".

Mike Chatterton
Business Manager

Cc: Ned Williamson
John Gaeddert
Howard Royal