

ZONING DIVISION

Mission Statement and Goals - 2020

To provide the Best Customer Service and implement Zoning Regulations for enhancing the quality of life, public safety, health and welfare for the residents of Palm Beach County (PBC). In 2019, the Zoning Division made changes to the processes and Zoning Calendar for submittal, review and approval based on the amendments to House Bill 7103. We obtained input from the industry and collaboratively worked out critical dates that are acceptable to the industry and Review Agencies, and in compliance with the State Statutes. The 2018 Reorganization of the Division was effectively implemented with the Section Heads in place. The Zoning Management will continue to train staff to maintain consistency in the review and application of the Zoning Codes; and evaluate the effectiveness of the functions of each Section.

2020 Goals
Zoning Organization & Staffing
<ul style="list-style-type: none">❖ Establish a Plan of Action to address several key Zoning employees retiring in 2020 - Ensure the positions are filled in timely manner so no interruption to service to our customers or internal processes.❖ Maintain a positive and will do attitude – Zoning Management encourages staff to maintain a professional attitude towards work-related issues or problems, be ready to offer to our client's clear directions; and apply knowledge and enthusiasm toward the development of effective solutions.❖ Training [Consistency/Collaboration/Creation] – Division Management have established Training schedules for all new and existing staff so they can gain a broader understanding of their responsibilities and tasks also to gain a better understating of the entire Dept. processes; allow staff to rotate between Sections to assist with the Division workload. Seek out new tasks that will expand your knowledge and skills. Be pro-active in your Training so you get the best out of these classes. In 2019, The Public Information Section will organize a series of voluntary “brown-bag” training sessions to discuss a variety of hot topics, so bring your knowledge and questions to share with your co-workers!
Customer Service <i>(Internal and External customers include: BCC/Advisory Boards/Residents/Applicants/Agents/County Staff)</i>
<ul style="list-style-type: none">❖ Submittal [Consistency] Application Requirement - Continue to provide training and clear communication with the Applicants/Agents/Industry and other Users/ISS to maintain consistency and enhance the format for the submittal application requirements and the ePZB database.❖ Follow-up [Communication] – Follow-up on verbal, email/written communication and correspondence to ensure instructions and direction are clear to our customers. For internal Zoning Staff, use SHAREPOINT to share documents, information and establish clear deadlines and expectations to the readers. Staff must maintain the Application ePZB Contact Log to ensure our Users have the most current information.❖ Internal Coordination [Collaboration] - Establish Zoning/Agency coordination meetings to improve communication and consistency on application review. A Zoning and Building Liason position was created and filled by a staff member, and this will provide effective communication between the two Divisions.❖ Contact/Support [Consistency] – Maintain consistency in responses to our customers by ensuring that all Staff understand the basic ULDC principles and regulations. Treat all customers with courtesy and patience; and ensure they are satisfied with the services provided.❖ Development Review Advisory Committee (DRAC) - Continue to interact on an informal basis with Zoning DRAC Members and Agency Staff to identify issues and solutions. Quarterly Meetings are established with Agenda, Minutes and DRAC List of Tasks to ensure results. Ensure tasks requested by DRAC members are being monitored.❖ Zoning Web Pages (News Releases) – Continue to maintain the Zoning Web pages to ensure they are providing the most current information to the public on all the Zoning processes and activities.
Zoning Processes
<ul style="list-style-type: none">❖ Assess and improve Zoning processes and procedures – Continue to identify improvements to the Zoning Review processes. Solicit input from Industry and Interested Parties to ensure smooth implementation of changes.❖ Update and Maintain Forms, Charts, Zoning Division PPMs, and Technical Manual – Continue to update all application, forms, flow charts, and websites so they are consistent with the ULDC Amendments. Also, update several Titles of the Zoning Technical Manual for consistency with the ULDC, and reflect the changes requested by the key Agencies in terms of their procedures and protocol for submittal requirements, which will include the new digital signature provisions. Continue to review and confirm all Zoning PPMs are current, and repealed them when the information has been codified.❖ ULDC – Ongoing process in updating the ULDC to address Comprehensive Plan updates, BCC direction and key industry trends. Ensure adequate training for Staff/Public/Industry is provided to assure successful implementations to regular Rounds of Amendments.