



**PALM BEACH COUNTY
 PLANNING, ZONING AND BUILDING DEPARTMENT
 POLICY AND PROCEDURE**

Jon MacGillis, ASLA, Zoning Director

PPM # ZO-O-021

Issued: 11/05

Effective: 11/05

SUBJECT: PROCEDURES FOR COORDINATING REPRODUCTION WITH PZB GRAPHICS

PURPOSE: To establish procedures for staff to adhere to when preparing, requesting, and producing documents for publishing from PZ&B Graphics.

BACKGROUND: In order to ensure documents produced by the Zoning Division are reproduced in accordance with established distribution deadlines, the following PPM will establish guidelines for staff to follow. Coordination between Zoning and PZ&B Graphics Section is critical in order for staff to meet deadlines.

GENERAL: Staff shall coordinate all printing needs in advance and keep each other informed of delays in meeting deadlines. Staff shall follow the procedures below in order to ensure clear direction and communication is maintained on all printing needs.

PROCEDURES: The following will establish standards and procedures for Zoning Division and PZ&B Graphics staff to comply with when dealing with printing and graphic tasks:

Zoning Division:

1. The Zoning Division prepares reports and documents for the Board of County Commissioners and various Advisory Boards. Many of these reports and documents are sent to the PZ&B Graphics Section for printing. These hearings/meetings are scheduled one year in advance and noted on the official Zoning Calendar. The Zoning Division will provide the Graphics Section a copy of the official Zoning Calendar outlining critical dates for printing for the various reports and documents for the various hearings and meetings.

2. Each Section, in the Zoning Division, will have a contact person responsible for overseeing the printing of documents. This person

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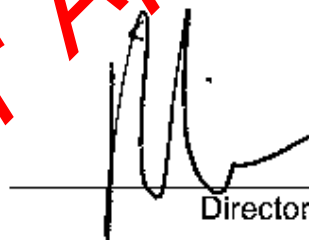
shall coordinate directly with the Zoning Customers Relations Manager (CRM) their Sections' priority, needs, any changes in meeting deadlines, complaints, etc. related to printing.

3. The CRM shall coordinate and communicate with the Graphics Supervisor and staff on the status of print jobs, coordinating possible "rush jobs", and facilitate resolutions to complaints.
4. All print jobs should be delivered to the Graphics Division on the established deadline date. If a deadline cannot be met, the applicable Section Supervisor shall inform the CRM eight (8) hours in advance prior to the deadline, to coordinate an alternative printing schedule. The Planning, Zoning & Building Executive Director or Zoning Director may authorize a rush print job for Zoning Commission (ZC) or Board of County Commission (BCC) packets when delay in preparing the information was out of Zoning staff's control.
5. The Zoning and Graphics staff shall adhere to the "Zoning Packet Printing Schedule" prepared by the Zoning Division. This schedule includes Meeting Dates, Zoning and Graphics completion deadlines, and exact date and time BCC and ZC packets are delivered to the Graphics Section of Printing. The schedule will be updated every six months and a copy will be provided to the Graphics Section Supervisor and staff.
6. The Public Hearing Section and Development Review Section shall have the ZC, BCC and Development Review Officer (DRO) packets ready for the Graphics Section to print in accordance with the time frame indicated in the Zoning Packet Printing Schedule. The Public Hearing Section will have packets completed and ready to be delivered to the Graphics Section by 11:30 am on the deadline time frame indicated on the Zoning Packet Printing Schedule. The Graphics Section will have the first 16 packets scanned and printed by 2:30 pm the same day and will e-mail staff when ready for pick-up. If there are any changes to this schedule, the CRM will inform the Graphics Section Supervisor and staff.
7. The Graphics Section shall comply with established turn around times for requested documents. The turnaround time for the ZC and the BCC packets will be as follows: All packets are to be completed within twenty-four (24) hours of the initial drop off time to the Graphics Section with the exception of the first sixteen (16) packets that must be scanned and printed immediately. The Graphics Section requires four (4) hours to scan and print the first sixteen (16) copies of the packets. The DRO requires all packets to be completed no later than twenty-four (24) hours after the time of drop off to the Graphics

PPM ZC-O-021
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Section. The exact drop off date and time will be recorded on the Zoning Packet Printing Schedule by each section. The expected turnaround date and time in accordance with the Zoning Packet Printing Schedule will be recorded on the Reproduction Order Form.

8. The Graphics Section will e-mail notification of all completed print jobs to the contact person designated on the Reproduction Order Form and the Zoning Division's CRM when jobs are ready for pick-up. Also, designated staff persons and CRM are to be notified by e-mail if there are any delays in meeting the deadlines and propose recommendations for alternative printing.
9. In the event that the Graphics Section is experiencing equipment malfunctions or staff shortages that will inhibit or delay the completion of a print job, the Graphics Section will notify Zoning Staff and the CRM via e-mail the nature for the delay and an estimated completion date and time.
10. These procedures shall be reviewed on an annual basis, if needed, in order to ensure these procedures and deadlines are working for both, staff in the Zoning Division and Graphics Section.



Director

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