



MEMORANDUM

TO: Planning and Zoning Board Members

FROM: Lisa Frazier, AICP, Growth Management Director

THRU: N/A

DATE: January 8, 2025

RE: Year-end Growth Management Report

SUMMARY:

Each year, the Growth Management Department tracks application submittals to observe development activity and staff workload. The 2024 year-end summary for Land Development (attached) reflects that building permit reviews for zoning compliance and Business Tax Receipt reviews rank the highest in the number of application submittal types. While site plan submittals average about three (3) per week (cumulatively), it is important to note that there are many steps leading up to the site plan submittal that require phone calls and pre-application meetings with applicants to ensure a smooth plan review process.

The Code Compliance Division has dedicated staff time to property maintenance case management of nearly 4,000 citizen- and officer-generated complaints in 2024. Of those cases, the Division processed 1,151 code violation cases through the Special Magistrate. This effort was achieved while also providing oversight of an education outreach program.

The Growth Management Team places great effort and time into process improvements, training, public education, and customer service enhancements. A list of the Department's milestone achievements in 2024 are listed below for your perusal.

Summary of 2024 Achievements:

- Successfully completed an update to the entire Palm Bay Land Development Code to achieve compliance with the adopted Comprehensive Plan.
 - o Actively engaged the public with Open House Workshops to obtain community feedback on proposed Land Development Code updates.
- Enhanced service delivery by making continuous process improvements to iMS applications:

- o Revised iMS processes in accordance with LDC updates.
 - o Created new iMS processes for Lot Splits, Development Agreements, and Proportionate Fair Share Agreements.
- Updated and improved the Department's Webpage with detailed guidance on application process and minimum requirements for submittal.
 - o Enhanced checklists and developed "Before You Begin" guidance steps for each application type.
- Added a new map feature to the City GIS site that allows online users to view development activity by location with size and use details along with the current application status (under review, approved, under construction).
- Promptly updated the Fee schedule in compliance with LDC updates.
- Introduced the Department-wide Employee Remote Work Policy.
- Executed two (2) new outsource contracts to enhance customer service delivery and manage technical support and maintain responsiveness levels.
- Implemented Pre-Application process improvements.
 - o Shortened the list of submittal documents required.
 - o Reduced the designated time for completeness check/review.
 - o Increased the frequency and number of meeting sessions to accommodate spikes in Pre-Application requests.
- Established standard operating procedures for site work permits and inspections.
- Partnered with One Source Brevard in support of the Summer Earn and Learn Intern Grant Program, by providing professional work experience and mentoring to Palm Bay high school students.
- Completed over 500 hours of professional development and training via online and in-person educational seminars and conferences including FAPA, FRA, and FACE.
- Initiated customer-focused changes to expand technical proficiency, improve consistency in service delivery (processes), and shorten response times.
 - o Restructured existing positions (Code Officer 1/ Senior Planning Specialist)
 - o Recruited and filled five (5) Land Development positions.
 - o Created succinct roles and key responsibilities for each team member and assigned one "back-up" for each role for continuity.
 - o Recruited and filled three (3) Code Compliance positions.
 - o Created one (1) new FTE position (Engineer 1) to facilitate Flood Plain Reviews and identify opportunities to enhance CRS ratings.
- Reconfigured the Code Compliance office units to maximize productivity of staff.
- Created three new office spaces in Land Development.

ATTACHMENTS:

1. Year-End Land Development Summary
2. Year-End Code Enforcement Summary