



The Town of Hilton Head Island
Planning Commission
LMO Rewrite Committee Meeting
June 9, 2011
1:00 p.m.
Benjamin M. Racusin Council Chambers

AGENDA

As a Courtesy to Others Please Turn Off All Cell Phones and Pagers during the Meeting.

1. Call to Order

2. Freedom of Information Act Compliance

Public notification of this meeting has been published, posted, and mailed in compliance with the Freedom of Information Act and the Town of Hilton Head Island requirements.

3. Approval of the Agenda

4. Approval of the Minutes – June 2, 2011 meeting

5. New Business

A. Presentation and Question and Answer Session with Joheida Fister, Fire Marshal

B. Presentation and Question and Answer Session with Darrin Shoemaker, Traffic & Transportation Engineer

C. Presentation and Question and Answer Session with Trudie Johnson, Floodplain Administrator

D. LMO Chapter 3, Articles 9-21

1) Review and staff identified issues – Presented by: Ms. Teri Lewis

2) Committee identified issues

3) Public comment

C. Open Session for committee discussion on Goals, Concepts, Concerns and other Broad scope thoughts.

6. Adjournment

Please note that a quorum of Town Council may result if four (4) or more of Town Council members attend this meeting.

1 THE TOWN OF HILTON HEAD ISLAND
2 Planning Commission
3 **LMO REWRITE COMMITTEE MEETING**

4 June 2, 2011 Minutes

5 1:00p.m. – Benjamin M. Racusin Council Chambers

DRAFT

6
7
8 Committee Members Present: David Ames, David Bachelder, Irvin Campbell, Tom Crews,
9 Chris Darnell, Jim Gant, Walter Nester,
10 Councilwoman Kim Likins, *Ex-Officio*
11 Charles Cousins, Director, Community Development Department,
12 *Ex-Officio*
13
14 Committee Members Absent: Gail Quick
15
16 Commissioners Present: Tom Lennox
17
18 Town Council Members Present: Bill Ferguson
19
20 Town Staff Present: Teri Lewis, LMO Official
21 Jill Foster, Deputy Director, Community Development Dept.
22 Kathleen Carlin, Administrative Assistant
23

24
25
26 **1) CALL TO ORDER**

27 Chairman Crews called the meeting to order at 1:00 p.m.
28

29 **2) FREEDOM OF INFORMATION ACT**

30 Public notification of this meeting has been published, posted and mailed in compliance with
31 the Freedom of Information Act and Town of Hilton Head Island requirements.
32

33 **3) APPROVAL OF THE AGENDA**

34 The agenda was approved as presented by general consent.
35

36 **4) APPROVAL OF THE MINUTES**

37 The minutes of the May 23, 2011 meeting were approved as amended by general consent.
38

39 **5) NEW BUSINESS**

40 Chairman Crews presented introductory remarks regarding today's new business items.
41 Chairman Crews stated that Mr. Terry Ennis will provide a Power Point presentation on the
42 Permitting Process. Ms. Teri Lewis will follow this presentation with a review of the Process
43 Portion of LMO, Chapter 3.
44

45 Chairman Crews then requested that Mr. Terry Ennis make his presentation on the Permitting
46 Process.

1 Mr. Ennis provided the (*following*) Power Point presentation on the Permitting Process:

2
3 Permitting Process
4 Simplification/Re-Engineering

5
6 Phase # 1 of this project is complete
7 (Diagnostic – Creation of “As – Is”)
8

- 9
- 10 • “X-Rayed/Dissolved the Walls” of Town Hall to enable us to “see/expose” the work
11 steps in the Permit Process **as performed today**.
 - 12 • Involved some 40 – 50 clients (applicants and other interested parties) in detailed “walk
13 thru’s”
 - 14 • Reconciled the Town’s and the applicants’ views and generated six pages of detailed
15 “learnings”.
16

17
18 Some Key Learnings From Clients – recurring “themes”
19

- 20 • Need a single process owner/advocate/“sense of partnership” throughout the entire
21 process – end-to-end.
22
- 23 • Improve client predictability - “know what and when” to expect
24
- 25 • Consistency of information, staffing and “message”
26
- 27 • Reduce subjectivity
28
- 29 • Consolidate forms and information
30
- 31 • Do what is “necessary and sufficient”, but no more
32

33 We are now starting Phase # 2 (Re-engineering/Re-design phase)
34

- 35 • Address both **Process Simplification** (“streamlining” of work steps) and managing the
36 permitting system.
37
- 38 • A key goal is to re-engineer the interface between the client and the Town
39
- 40 • Maintain a “Sense of Partnership” between the Town and client throughout the process
41 (“end to end”)
42
- 43 • Ensure that Permit Process **adapts and evolves** to changes in Island Life Cycle (Re-
44 development versus development)
45
- 46 • Followed by further client “walk thru” to test that re-engineered permit process and
47 management meets their expectations.

1
2 A Word on Capabilities
3

- 4 • The “Core Team” for this project is Teri Lewis, Heather Colin, Jill Foster, and
5 Shawn Colin
6
7 * All have displayed remarkable KSA’s (Knowledge, Skills and Abilities) with
8 adaptability for this work
9
10 * Coupled with a real desire to understand clients’ needs and reconcile those needs within
11 the framework of necessary and sufficient codes and procedure that make Hilton Head
12 Island, Hilton Head Island.
13

14 Mr. Ennis completed the Power Point presentation by stating that staff has six pages of detailed
15 input that is ‘gold’ for the re-engineering effort. The goal should be for people to walk away
16 from the process satisfied.
17

18 The committee and Mr. Ennis discussed the importance of a “Sense of Partnership” between the
19 Town and the client/applicant. The committee briefly reviewed the “Adopt & Evolve” concept.
20 Mr. Ennis stated that the (design work) for Phase II will be accomplished by mid-June. The
21 committee thanked Mr. Ennis for his excellent presentation on the Permitting Process.
22

23 Chairman Crews stated that when the effort is complete, the Permitting Process should be
24 included in the LMO. The committee stated that Chapter 3 may never be finished – it may
25 never be a ‘closed door’.
26

27 Following final comments, Chairman Crews requested that Ms. Teri Lewis make her
28 presentation on the process portion of Chapter 3. Ms. Lewis stated that she did not have a
29 formal presentation today. Instead the committee and the staff discussed a variety of issues
30 related to the process.
31

32 Mr. Campbell and Ms. Lewis discussed the development of single-family property in Ward 1,
33 and residents’ concerns with unnecessary delays in the permitting process. The committee
34 stated that revisions to the LMO can have significant impacts.
35

36 Following this discussion, Chairman Crews requested public comments. Councilman Bill
37 Ferguson and Chester C. Williams, Esq. presented statements for the record (please see page 4).
38

39 Ms. Lewis stated the meeting and presentation schedule for the remainder of June:
40

41 June 9: Chapter 3, Articles 9 – 21

42 June 16: Chapter 6, Natural Resources

43 June 23: Chapter 7, Nonconformities

44 June 30: Chapters 8, 9, and 10 Violations & Enforcement/Disaster/Recovery/Definitions
45

1 Ms. Lewis stated that on June 9th the staff will have a presentation and Question and Answer
2 Session with Joheida Fister, Fire Marshal; Darrin Shoemaker, Traffic and Transportation Engineer;
3 and Trudie Johnson, Floodplain Administrator.
4

5 **6) ADJOURNMENT**

6 Following closing comments by Chairman Crews, the meeting was adjourned at 2:55 p.m.
7

8
9 Submitted by:

Approved by:

10
11 _____
12
13 Kathleen Carlin
14 Administrative Assistant

15 _____
16
17 Tom Crews
18 Chairman

19
20 *LMO REWRITE COMMITTEE*
21 *June 2, 2011*

22 **PROCESS ISSUES**

- 23 • Chapter 3: Include final design of process as part of LMO
- 24 • Chapter 3: Add to web and make interactive – link to the various parts of the LMO that are
25 referenced
- 26 • Chapter 3: Do we need a single person on staff to walk applicants through all processes,
27 particularly Single Family permits?
- 28 • Chapter 3: Changes the LMO Rewrite Committee could suggest could nudge the revised
29 procedural changes that staff is working on
- 30 • Chapter 3: Should be incentives to develop brownfields vs. greenfields
- 31 • Chapter 3: You are restricted in improving a parking lot because applicant does not want to
32 trigger a re-submittal of the project. Can we re-think this? Waiver section currently provides
33 for more flexibility.
- 34 • Chapter 3: Have a process for reviewing older buildings that is different from other processes
35 and provides more flexibility
- 36 • Chapter 3: Think about getting redevelopment zoning district standards out of an overlay zone
37 and into an easier process
- 38 • Chapter 3: Should the Town have a bond for an expedited process?

39 **Public Comment:**

- 40 • Councilman Bill Ferguson presented statements regarding undeveloped properties in Ward 1.
41 Undeveloped properties have not been developed because of the lack of sewer system. Town
42 should attempt to bring in infrastructure to these areas—paved roadways, drainage systems,
43 sewer systems. Need to deal with heirs issues.
- 44 • State code details that a development review process must be set out in the LMO. There is in
45 LMO that outlines expedited DPR process.