

THE TOWN OF HILTON HEAD ISLAND
Planning Commission
LMO REWRITE COMMITTEE MEETING

June 2, 2011 Minutes

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

APPROVED

Committee Members Present: David Ames, David Bachelder, Irvin Campbell, Tom Crews, Chris Darnell, Jim Gant, Walter Nester, Councilwoman Kim Likins, *Ex-Officio* Charles Cousins, Director, Community Development Department, *Ex-Officio*

Committee Members Absent: Gail Quick

Commissioners Present: Tom Lennox

Town Council Members Present: Bill Ferguson

Town Staff Present: Teri Lewis, LMO Official
Jill Foster, Deputy Director, Community Development Dept.
Kathleen Carlin, Administrative Assistant

- 1) **CALL TO ORDER**
Chairman Crews called the meeting to order at 1:00 p.m.
- 2) **FREEDOM OF INFORMATION ACT**
Public notification of this meeting has been published, posted and mailed in compliance with the Freedom of Information Act and Town of Hilton Head Island requirements.
- 3) **APPROVAL OF THE AGENDA**
The agenda was approved as presented by general consent.
- 4) **APPROVAL OF THE MINUTES**
The minutes of the May 23, 2011 meeting were approved as amended by general consent.
- 5) **NEW BUSINESS**
Chairman Crews presented introductory remarks regarding today's new business items. Chairman Crews stated that Mr. Terry Ennis will provide a Power Point presentation on the Permitting Process. Ms. Teri Lewis will follow this presentation with a review of the Process Portion of LMO, Chapter 3.

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

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

Permitting Process
Simplification/Re-Engineering

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

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

Some Key Learnings From Clients – recurring “themes”

- Need a single process owner/advocate/“sense of partnership” throughout the entire process – end-to-end.
- Improve client predictability - “know what and when” to expect
- Consistency of information, staffing and “message”
- Reduce subjectivity
- Consolidate forms and information
- Do what is “necessary and sufficient”, but no more

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

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

A Word on Capabilities

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

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

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

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

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

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

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

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

- June 9: Chapter 3, Articles 9 – 21
- June 16: Chapter 6, Natural Resources
- June 23: Chapter 7, Nonconformities
- June 30: Chapters 8, 9, and 10 Violations & Enforcement/Disaster/Recovery/Definitions

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

6) ADJOURNMENT

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

Submitted by:

Approved by:

June 9, 2011

Kathleen Carlin
Administrative Assistant

Tom Crews
Chairman

LMO REWRITE COMMITTEE
June 2, 2011

PROCESS ISSUES

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

Public Comment:

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