



THE TOWN OF PALM BEACH | FLORIDA

DEPARTMENT OF PLANNING, ZONING, & BUILDING

AN APPROACH TO ZONING CODE REFORM AND PROCESS IMPROVEMENT

19 FEBRUARY 2019



PROCESS IMPROVEMENT + CODE REFORM

- Mapping of the current and future state processes, identifying gap and process improvements, develop action plans;
- Assess technology to determine how automation technology may be used to further streamline work flows and bring Palm Beach's process in line with current industry standards and best practices that are tailored for Palm Beach's unique environment; and
- Conduct listening sessions with stakeholders (residents, business owners, Town Council members, civic organizations, PZB board and commission members, developers, design professionals, contractors/subcontractors, and others as needed) to hear frustrations with the process, identify what is working well, gather their ideas for improvements and share some of the Town's emerging solutions for process improvements.

TOWN COMPREHENSIVE PLAN

FUTURE GROWTH AND DEVELOPMENT WITHIN THE TOWN SHALL BE MANAGED TO MAINTAIN AND ENHANCE THE TOWN'S UNIQUE PHYSICAL AND HISTORIC CHARACTER WITH EMPHASIS ON ITS VISUAL QUALITIES, AND COMPATIBILITY AND HARMONY AMONG ITS DIVERSE LAND USES.

WHY CODE REFORM?

- **PROCESS IMPROVEMENT:** Eliminate unneeded, bureaucratic, costly zoning and development review processes for our residents and business owners;
- **USER-FRIENDLY DOCUMENT:** Provide a more user-friendly zoning document that does not require a legal entourage to navigate;
- **NEIGHBORHOOD COMPATIBILITY:** Require new construction and infill development to be more in keeping with the height, scale, and mass of existing Palm Beach neighborhoods throughout improved zoning standards, and
- **DESIGN REVIEW PROCESS:** Improve the efficiency (time) and reduce costs associated with the existing design review processes of ARCOM and LPC.

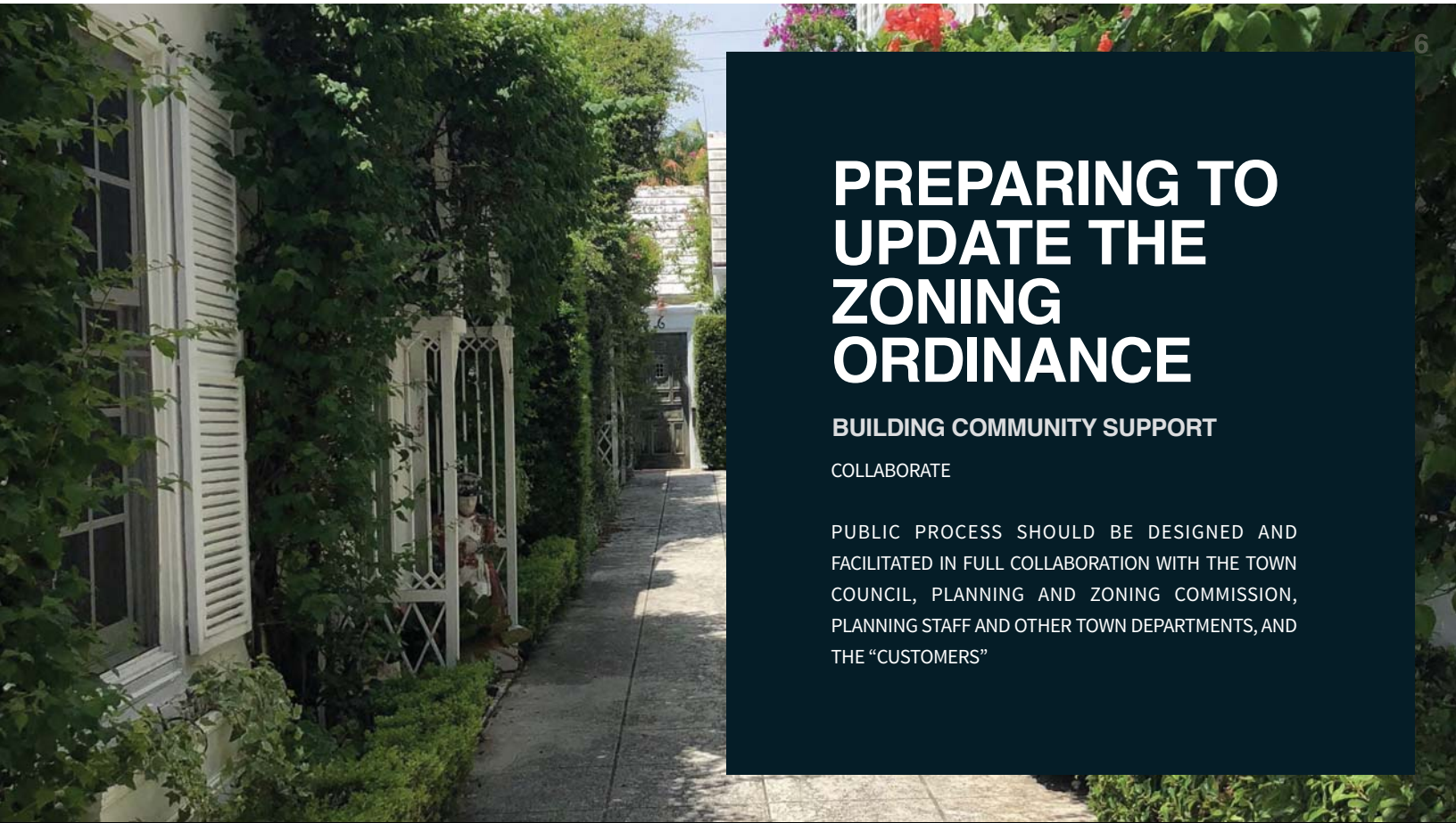
THE PALM BEACH LEAN INITIATIVE

“BETTER, FASTER, CHEAPER”

Assist Planning, Zoning, and Building (PZB) customers, staff, and managers responsible for resident, business, and development review processes in identifying and implementing process improvements. The primary purpose of this process will be to begin melding the processes into a seamless experience that is:

- Supported by customer service that is timely, consistent, respectful, clear, and accountable; and
- Conducted in partnership with the residents, business community, and private development sector with better tools and support to staff in performing their roles.

The aim of the project becomes to empower process owners and managers to take actions that result in real and sustained improvements to the aforementioned processes. It will focus on the facets of the process that process owners and managers within the PZB department are in control of and can actually change. The focus of what can be changed will be defined at the very beginning of the project so that valuable time will not be wasted on thing that cannot be changed.

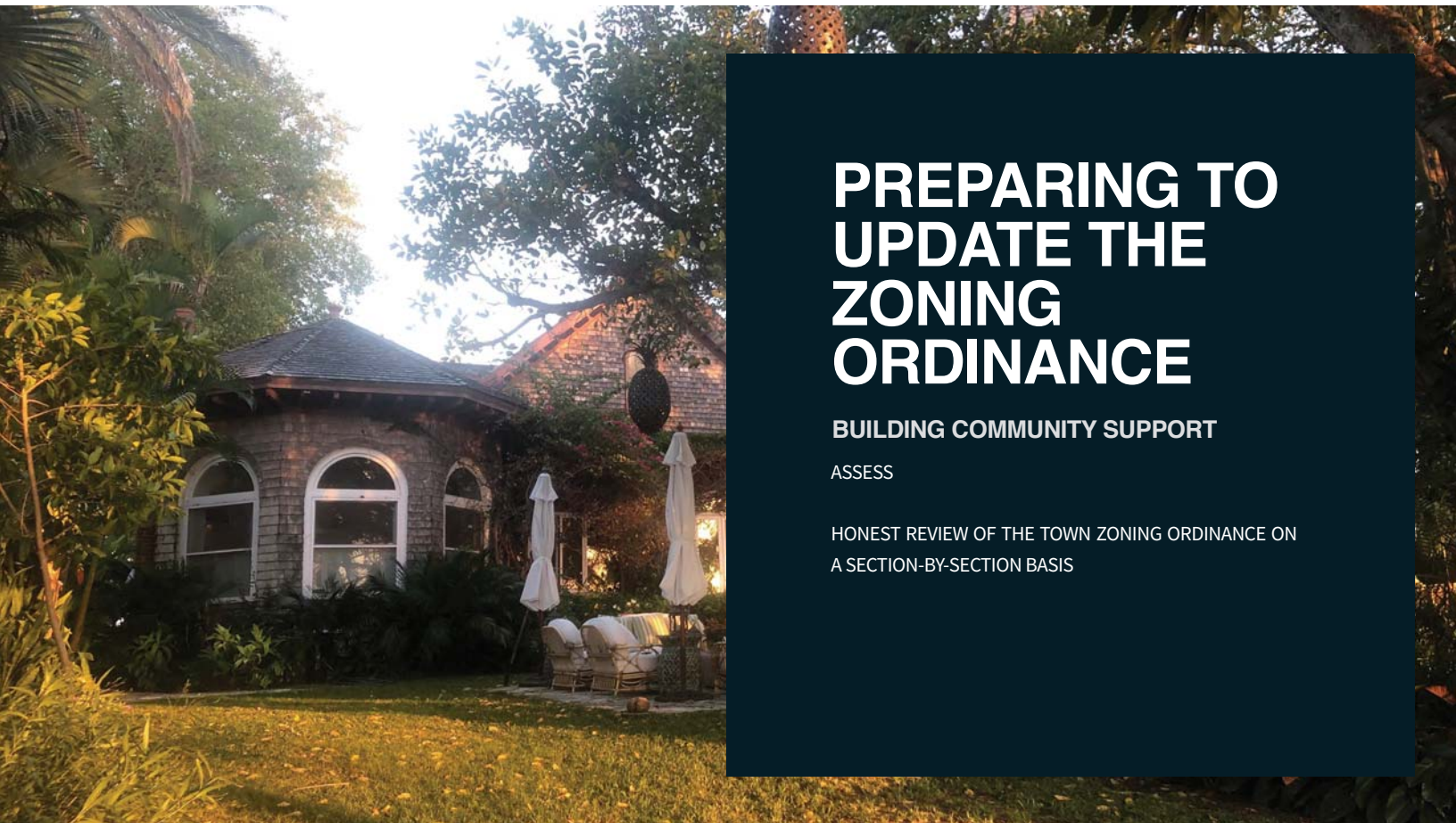


PREPARING TO UPDATE THE ZONING ORDINANCE

BUILDING COMMUNITY SUPPORT

COLLABORATE

PUBLIC PROCESS SHOULD BE DESIGNED AND FACILITATED IN FULL COLLABORATION WITH THE TOWN COUNCIL, PLANNING AND ZONING COMMISSION, PLANNING STAFF AND OTHER TOWN DEPARTMENTS, AND THE “CUSTOMERS”

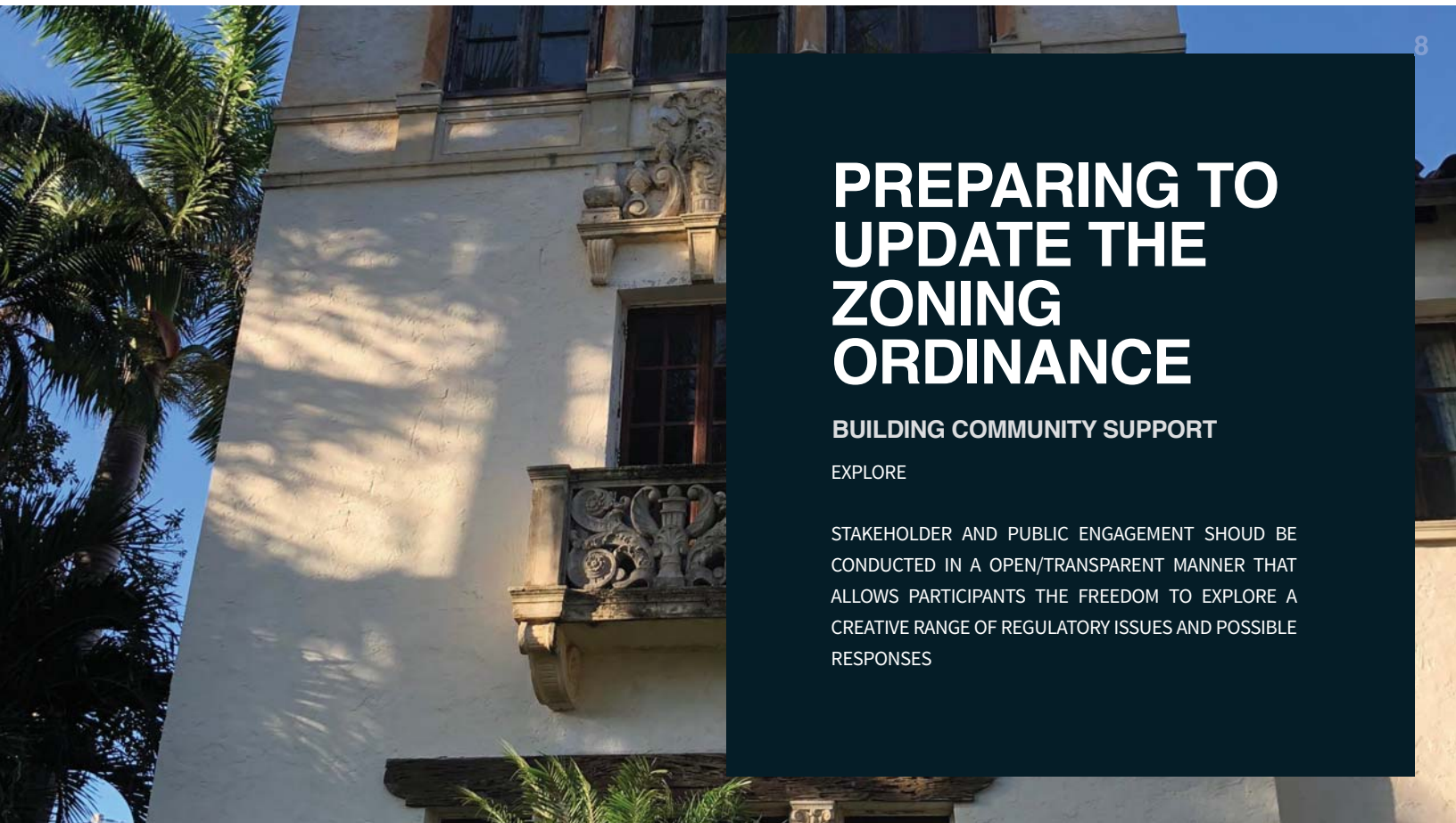


PREPARING TO UPDATE THE ZONING ORDINANCE

BUILDING COMMUNITY SUPPORT

ASSESS

HONEST REVIEW OF THE TOWN ZONING ORDINANCE ON
A SECTION-BY-SECTION BASIS

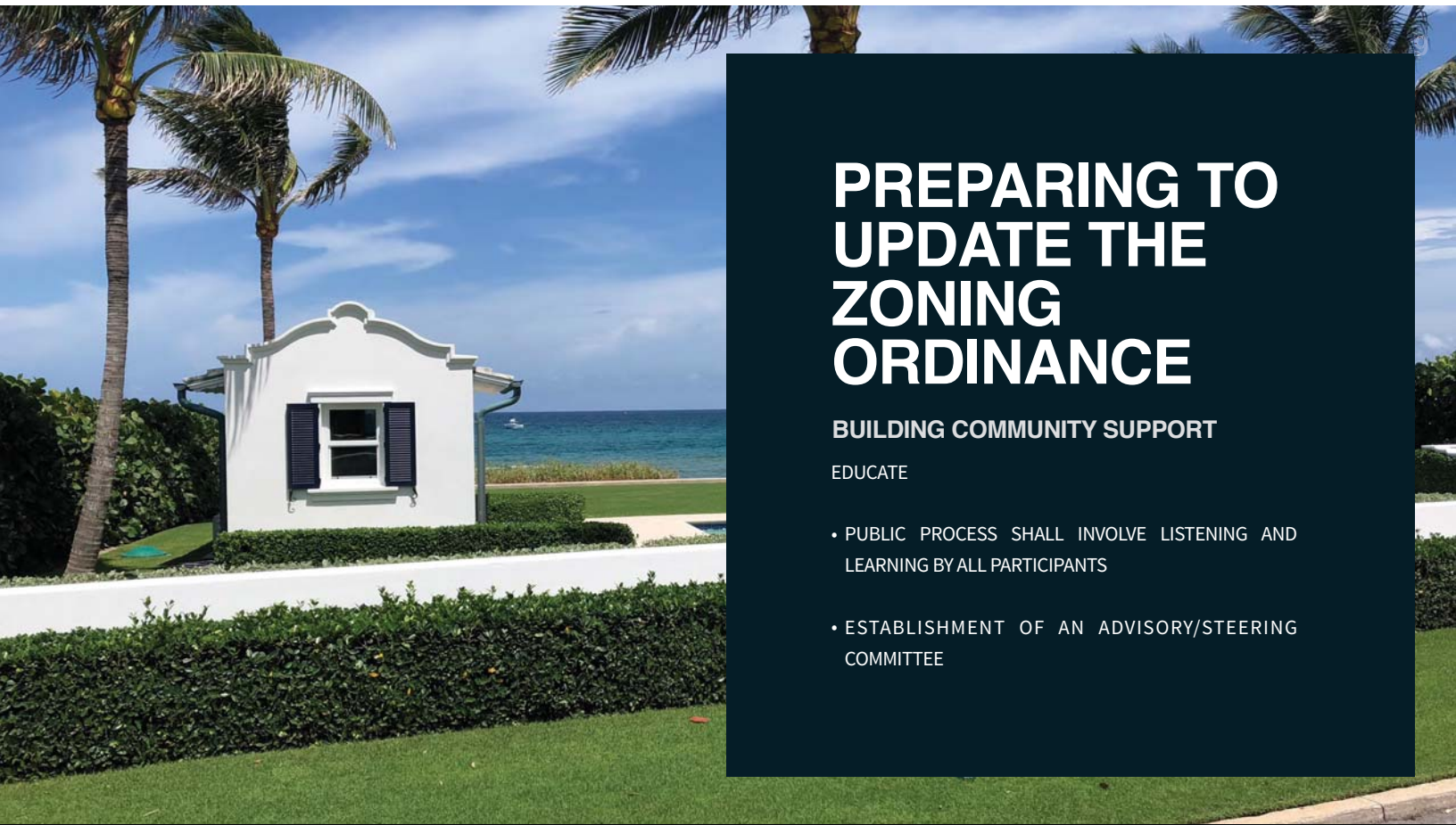


PREPARING TO UPDATE THE ZONING ORDINANCE

BUILDING COMMUNITY SUPPORT

EXPLORE

STAKEHOLDER AND PUBLIC ENGAGEMENT SHOULD BE CONDUCTED IN A OPEN/TRANSPARENT MANNER THAT ALLOWS PARTICIPANTS THE FREEDOM TO EXPLORE A CREATIVE RANGE OF REGULATORY ISSUES AND POSSIBLE RESPONSES



PREPARING TO UPDATE THE ZONING ORDINANCE

BUILDING COMMUNITY SUPPORT

EDUCATE

- PUBLIC PROCESS SHALL INVOLVE LISTENING AND LEARNING BY ALL PARTICIPANTS
- ESTABLISHMENT OF AN ADVISORY/STEERING COMMITTEE



PREPARING TO UPDATE THE ZONING ORDINANCE

BUILDING COMMUNITY SUPPORT

PUBLIC INVOLVEMENT TOOLS

- PROJECT WEBSITE
- CITIZEN PREFERENCE SURVEYS
- SYSTEMATIC OUTREACH TO THE LOCAL MEDIA



PREPARING TO UPDATE THE ZONING ORDINANCE

COORDINATE WITH TOWN DEPARTMENTS

ENSURE CONSISTENCY WITH TOWN'S POLICIES AND
COMPREHENSIVE PLAN INCLUDING THOSE POLICIES
ESTABLISHED BY OTHER DEPARTMENTS OF THE TOWN
AND LOCAL AGENCIES

A photograph of a classic interior with wood paneling, a portrait in a gold frame, and a sconce.

PREPARING TO UPDATE THE ZONING ORDINANCE

CONSIDER CONSOLIDATING ZONING
AND OTHER REGULATIONS

- FLOODPLAIN ORDINANCE PROVISIONS
- CHAPTER 66
- SEDIMENT AND EROSION CONTROL
- ONE STOP SHOP

DETERMINE THE ORGANIZATIONAL APPROACH

CONVENTIONAL (EUCLIDEAN) ZONING

FOCUSES ON CONTROLLING THE LOCATION AND VARIOUS TYPES OF LAND USES AND ON MANAGING BUILDING HEIGHT, BULK, AND MASS WITHIN ZONING DISTRICTS



DETERMINE THE ORGANIZATIONAL APPROACH

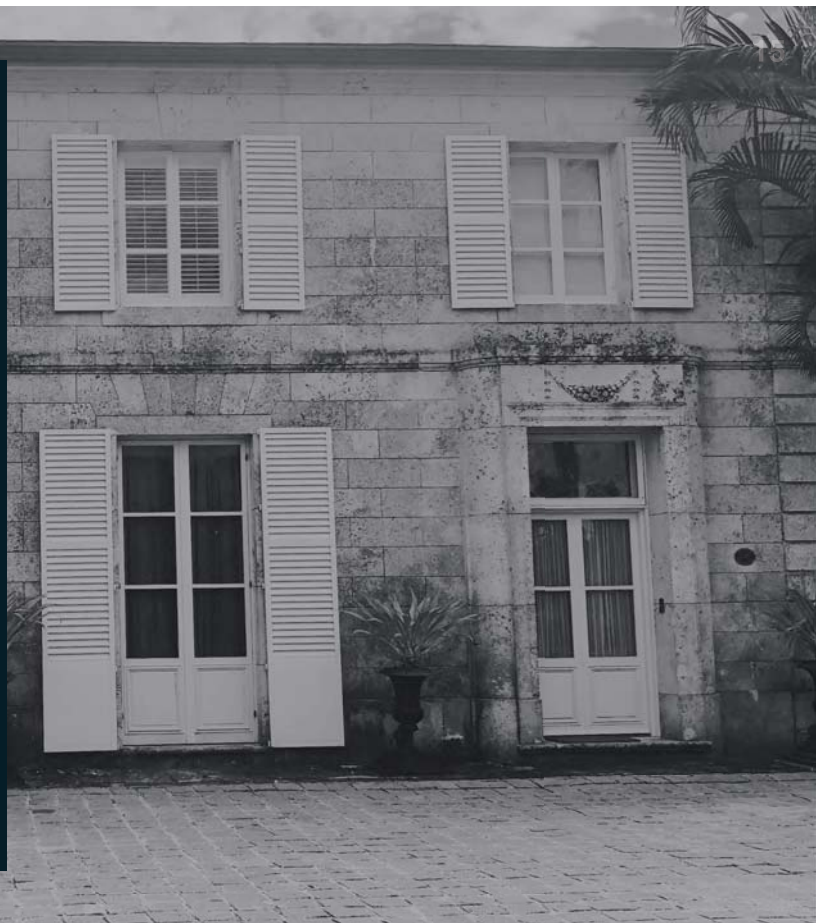
PERFORMANCE ZONING

ADDRESSES THE RIGIDITY OF EUCLIDEAN ZONES AND STANDARDS BY FOCUSING NOT ON LAND USES AND BUILDING MASS BUT ON THE IMPACTS THOSE USES AND BUILDINGS IMPOSE ON THEIR LAND AND NEIGHBORS

DETERMINE THE ORGANIZATIONAL APPROACH

FORM-BASED ZONING

- EMPHASIZES ON THE FORM OF THE BUILT ENVIRONMENT—BOTH THE PUBLIC REALM (STREETS AND AREAS BETWEEN BUILDINGS) AND DETAILED BUILDING FORMS (NOT NECESSARILY ARCHITECTURAL STYLE)
- EMPHASIZES THE NEED TO CREATE A SENSE OF PLACE AND DE-EMPHASIZES CONTROL OF SPECIFIC LAND USES



DETERMINE THE ORGANIZATIONAL APPROACH

HYBRID ORDINANCES

- EMPLOY SOME BALANCE OF MORE THAN ONE OF THE AFOREMENTIONED APPROACHES
- BALANCING OF APPROACH: UNIQUE TO EVERY COMMUNITY

DETERMINE THE ORGANIZATIONAL APPROACH

HOW TO ADOPT?

- GRAPHICS-BASED CODE ALONG WITH CODE CLEAN UP AND RE-ORGANIZATION
- CODE OVERLAY
- PARALLEL CODE
- TOWN-WIDE CODE REFORM
- PILOT AREA OF TOWN



A dark, moody photograph of a building entrance. The central feature is a large, arched window with a decorative frame. To the right, a palm tree's fronds are visible in the foreground. The overall tone is dark and atmospheric, with a semi-transparent dark band across the middle containing the title text.

KEY ELEMENTS OF AN EFFECTIVE CODE




GUIDING PRINCIPLE ONE

USER-FRIENDLY ORGANIZATION AND FORMAT

PROCEDURES

- SINGLE ADMINISTRATION CHAPTER: IDENTIFY AGENCIES AND OFFICIALS RESPONSIBLE FOR REVIEW AND DECISION-MAKING IN THE CODE
- RELOCATE CERTAIN DETAILS OF PROCEDURES (SUBMITTAL REQUIREMENTS AND TIMELINES FOR REVIEW) TO A SEPARATE USER GUIDE THAT CAN BE UPDATED WITHOUT FORMAL ORDINANCE AMENDMENT

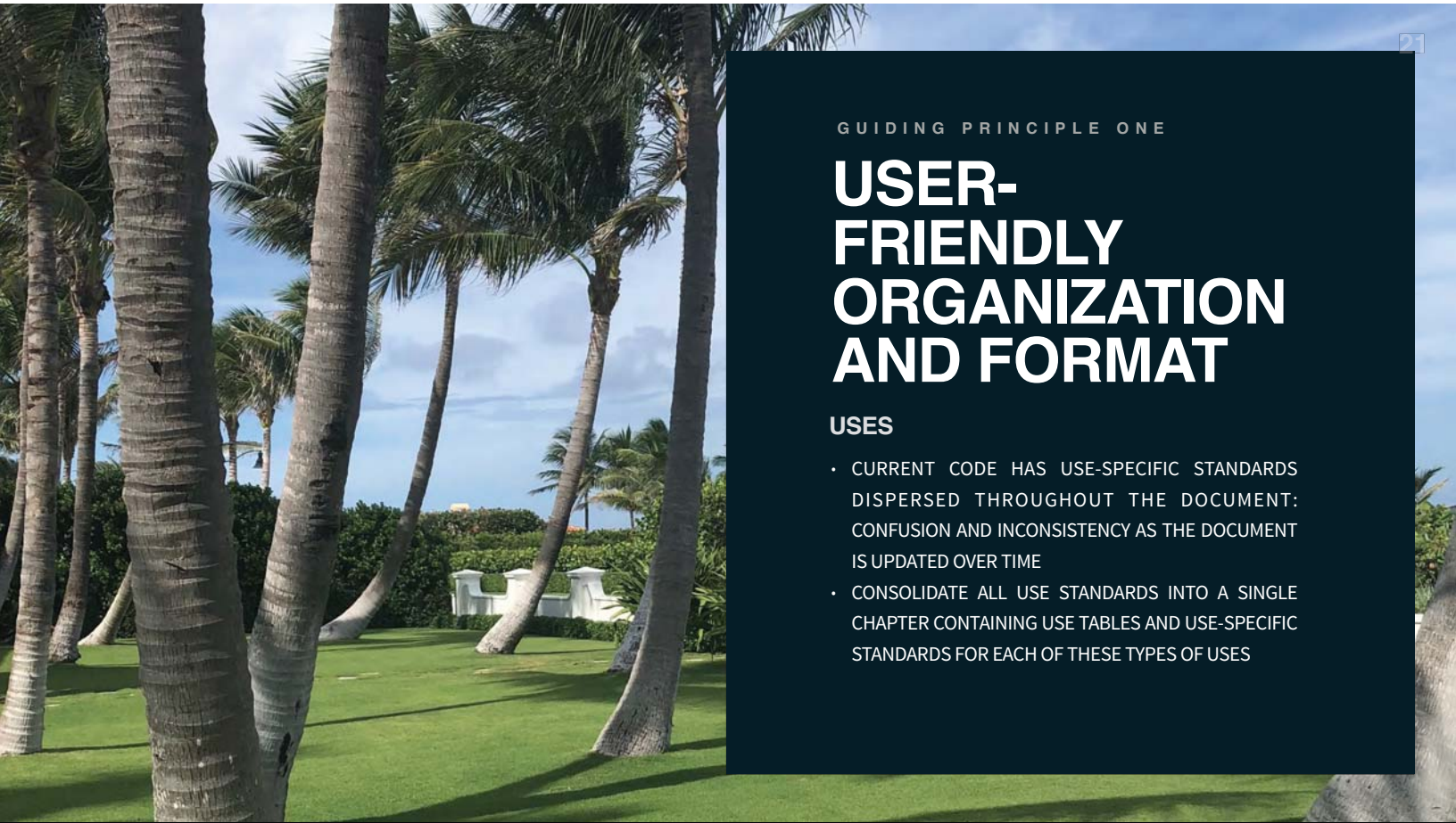


GUIDING PRINCIPLE ONE

USER-FRIENDLY ORGANIZATION AND FORMAT

DISTRICTS

- CONTINUE TO GROUP GENERAL ZONING DISTRICTS IN A SINGLE CHAPTER
- MAY TAKE THE FORM OF CONTEXT ZONES
- CONDENSE STANDARDS INTO A SHORTER, MORE GRAPHIC FORMAT



GUIDING PRINCIPLE ONE

USER-FRIENDLY ORGANIZATION AND FORMAT

USES

- CURRENT CODE HAS USE-SPECIFIC STANDARDS DISPERSED THROUGHOUT THE DOCUMENT: CONFUSION AND INCONSISTENCY AS THE DOCUMENT IS UPDATED OVER TIME
- CONSOLIDATE ALL USE STANDARDS INTO A SINGLE CHAPTER CONTAINING USE TABLES AND USE-SPECIFIC STANDARDS FOR EACH OF THESE TYPES OF USES



GUIDING PRINCIPLE ONE

USER-FRIENDLY ORGANIZATION AND FORMAT

DEVELOPMENT STANDARDS

- CONSOLIDATE THE VARIOUS STANDARDS THAT AFFECT DEVELOPMENT QUALITY SUCH AS LANDSCAPING , SITE DESIGN, PARKING, BUILDING DESIGN
- THIS SHOULD INCLUDE ANY EXISTING STANDARDS AND ANY NEW DEVELOPMENT STANDARDS INTRODUCED IN THE ZONING ORDINANCE UPDATE



GUIDING PRINCIPLE ONE

USER-FRIENDLY ORGANIZATION AND FORMAT

DEFINITIONS

- CONSOLIDATE DEFINITIONS INTO A SINGLE ARTICLE AT END OF ORDINANCE/CODE
- INCLUDE SIMPLE INDEX THAT PROVIDES QUICK ACCESS TO KEY TERMS



GUIDING PRINCIPLE ONE

USER-FRIENDLY ORGANIZATION AND FORMAT

ADD AND ENHANCE GRAPHICS AND FORMATTING

- UTILIZE TABLES, FLOWCHARTS, ILLUSTRATIONS, AND OTHER GRAPHICS HELPFUL IN CONVEYING INFORMATION CONCISELY ELIMINATING THE NEED FOR LENGTHY, REPETITIVE TEXT
- USE OF PHOTOGRAPHS, ILLUSTRATIONS, DIAGRAMS TO MORE CLEARLY SHOW DIMENSIONAL STANDARDS
- USE OF PAGE FORMATTING TECHNIQUES TO MORE QUICKLY ALERT THE READER TO WHERE THEY ARE IN THE DOCUMENT

SOURCE: MICHAEL WATKINS ARCHITECT LLC