

PLANNING & BUILDING STRATEGIC PLAN

High-Performing Government & Service Delivery

Objective 1: Improve predictability and efficiency of land-use and building permit reviews.

Action Items:

- Implement standardized internal review timelines for all application types.
- Establish weekly cross-division tracking of project status (PED, Building, Engineering).
- Launch customer-facing “permit status dashboard” using existing OpenGov tools.

KPIs:

- Reduce average land-use application review time.
 - % of applications assigned review deadlines within X **hours** of intake.
 - Publish monthly dashboard updates with < X% error rate.
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Objective 2: Increase transparency and accessibility of planning & permitting information.

Action Items:

- Update website pages for Planning, Zoning, Heritage, and Building with workflows, checklists, and FAQs.
- Implement uniform templates for staff memos, conditions of approval, and public notices.

KPIs:

- Complete full website update by DATE.
- Reduce incomplete submissions by X% due to clearer guidance.

Objective 4: Strengthen the development review process through improved coordination with advisory boards.

Action Items:

- Implement revised Heritage Commission review questions, materials checklist, and routing protocol.
- Train members annually on the Look Book, Site Plan Regulations, and statutory roles.

KPIs:

- Reduce return-to-applicant design revisions by X% due to clearer expectations.
 - Achieve 100% use of new Heritage review form for applicable cases.
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Economic Vitality & Business Development

Objective 5: Improve the Town’s responsiveness to business inquiries and pre-application guidance.

Action Items:

- Establish a formal pre-application meeting request process and schedule (weekly fixed block).
- Create “Business Development Quick Guide” summarizing zoning, permitting, incentives, and contacts.

Initial Discussions

Wednesday, November 26, 2025 07:53

OBJECTIVE	ACTION ITEM	KPIs
*Improve predictability and efficiency of land-use and building permit reviews.	<input type="radio"/> Complete set-up of OpenGov permitting portal <input type="radio"/> Review timelines are generally statutory - comment process, what information <input type="radio"/> Review all departmental comment sheets <input type="radio"/> Update language on residential / commercial building permits	<ul style="list-style-type: none"> • 95% of applications assigned review deadlines within 48 hours of intake.
*Increase transparency and accessibility of planning & permitting information.	<input type="radio"/> Convert public-facing mapping software from MapGeo to ArcGIS Online. <input type="radio"/>	
Advance zoning and regulatory updates that support diversity.		
*Strengthen the development review process through improved coordination with advisory boards.		
*Improve Town's responsiveness to business inquiries and pre-application guidance.		
Strengthen integration between land use decisions and transportation planning.		
Incorporate sustainability standards into planning and review processes.		
Engage the community more effectively in planning initiatives.		
Improve coordination and efficiency in enforcement and inspections.		
Increase staff competency, consistency, and cross-training.		
Convert public-facing mapping software from MapGeo to ArcGIS Online.		

Growth & traffic - public's biggest concerns
 Zoning Ordinance needs some work.
 Both linked to digitization