



QUARTERLY UPDATE

Community Development & Human Services Committee
June 2022

ANDRE DICKENS
Mayor

JANIDE SIDIFALL
Interim Commissioner

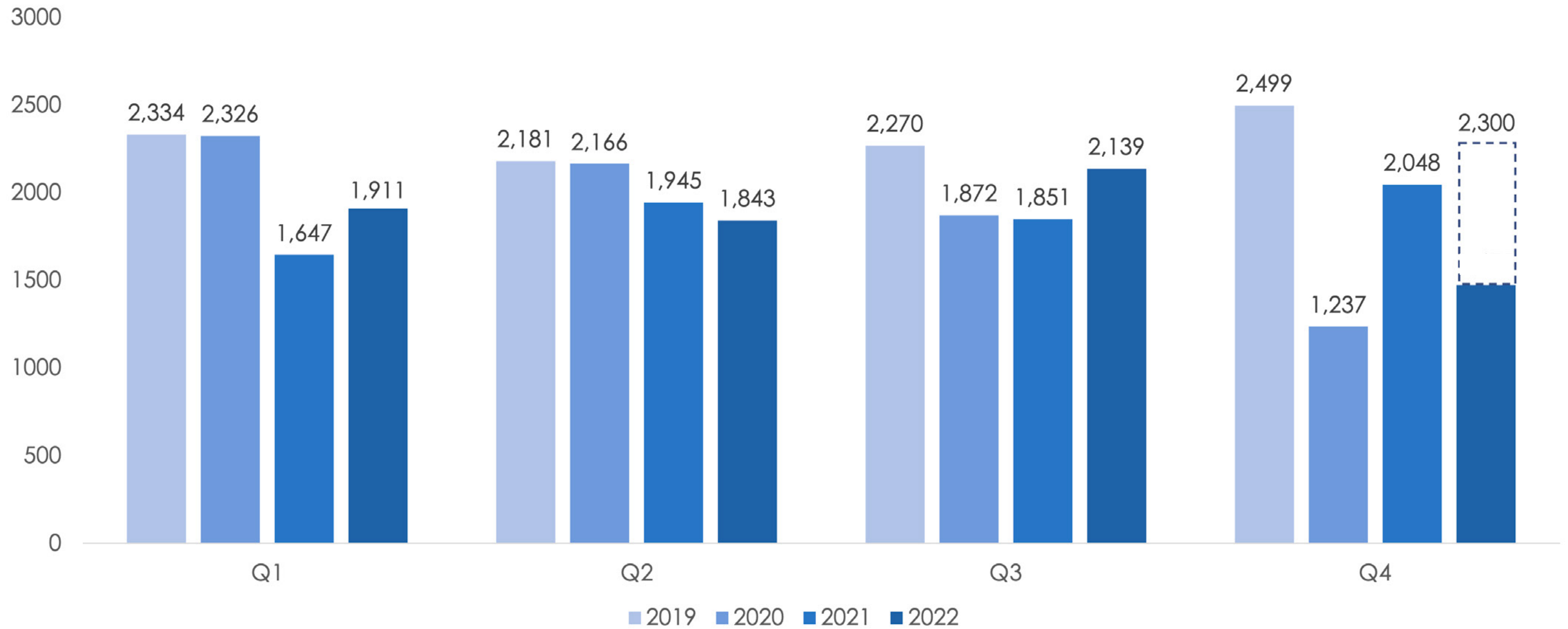


Department of
CITY PLANNING

PERMITS, INSPECTIONS, AND CODE ENFORCEMENT

BUILDING PERMITS ISSUED

2019: 9,284
 2020: 7,601
 2021: 7,491

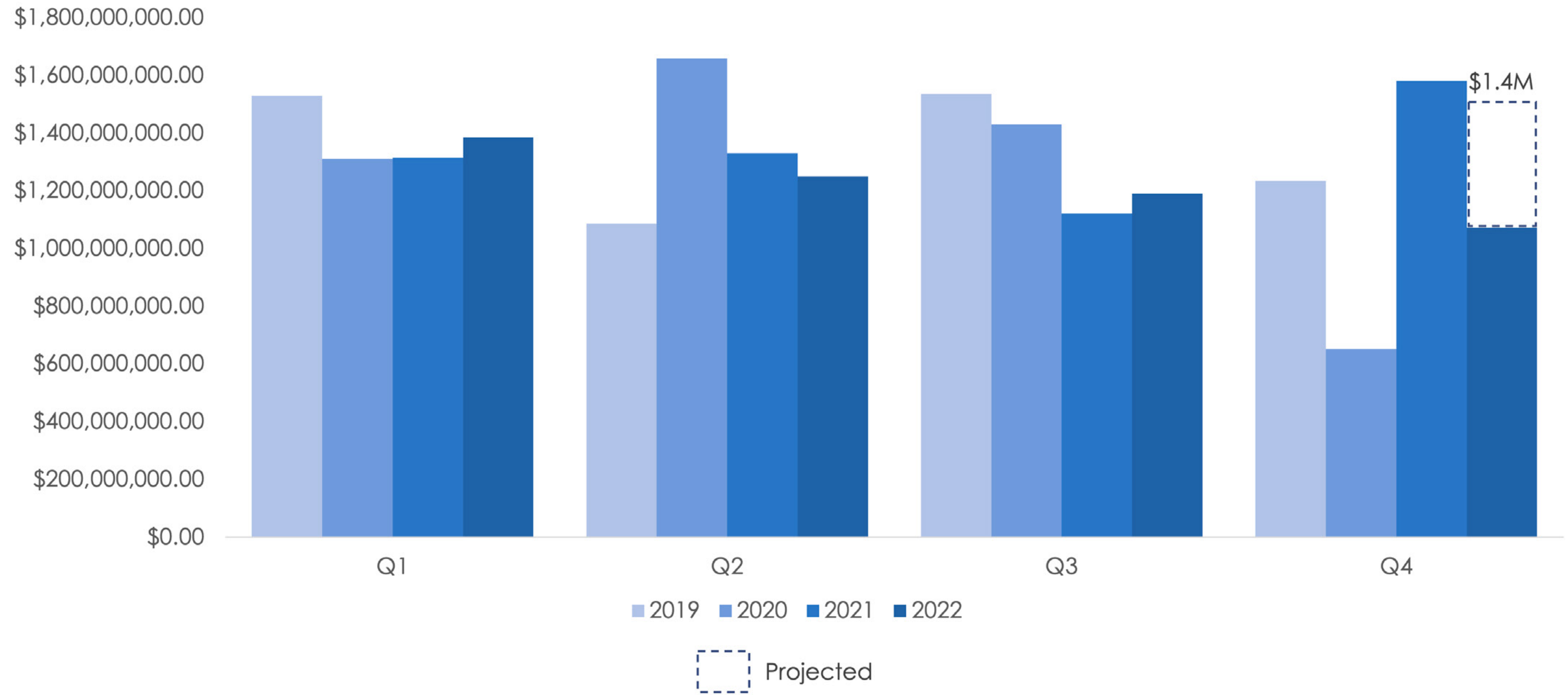


Note: 7,368 permit applications submitted to date in FY 2022

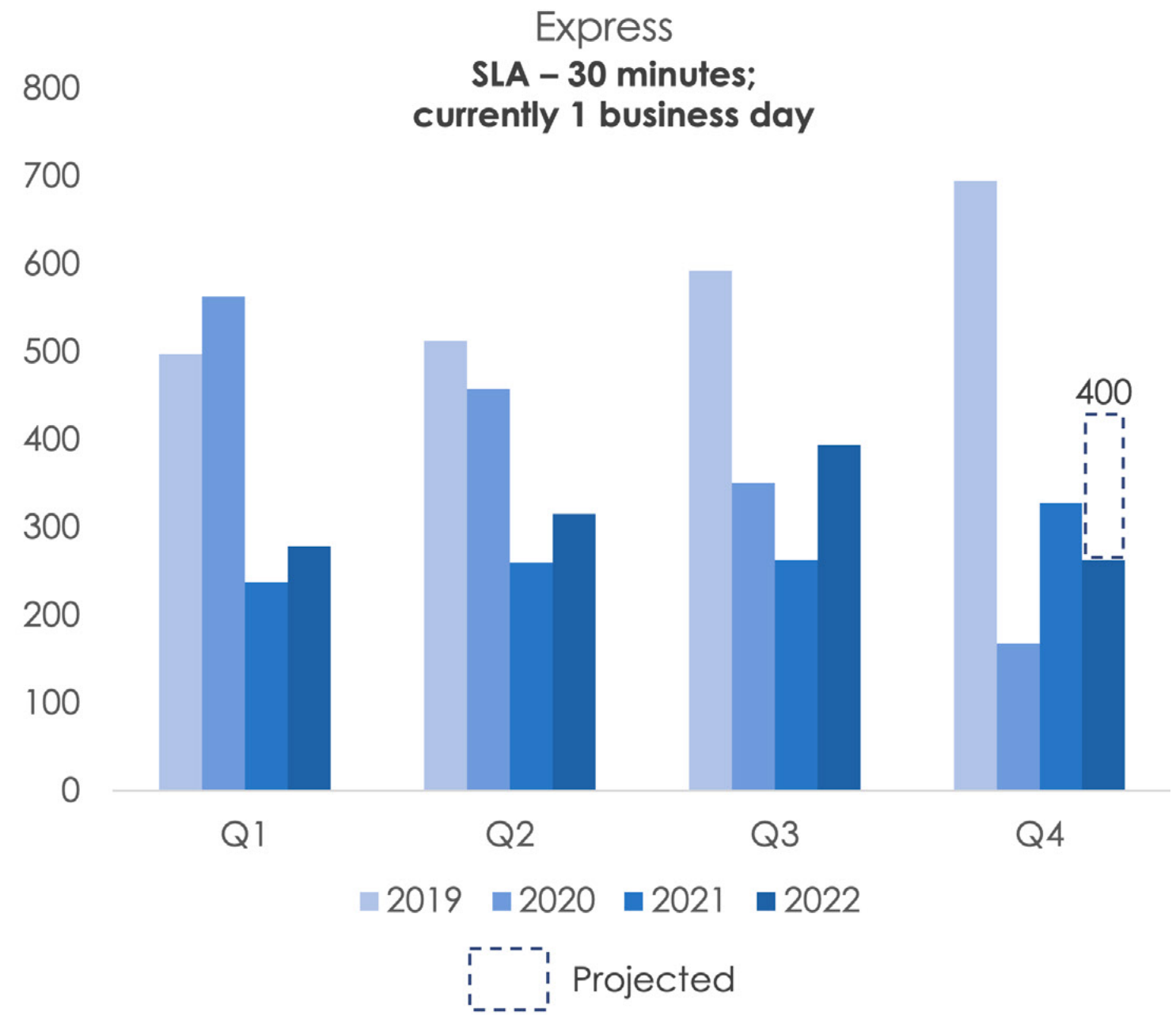
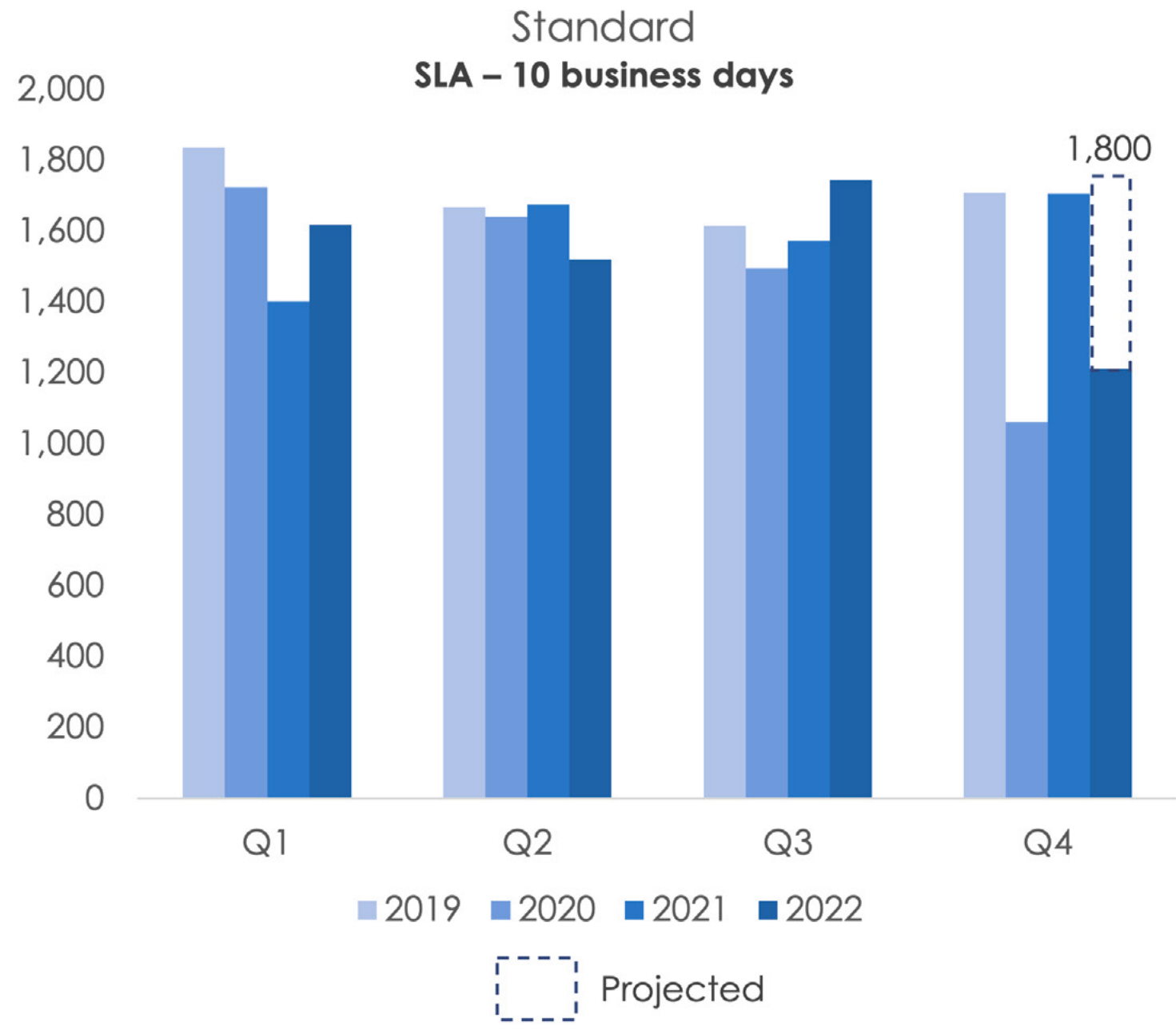
Projected

CONSTRUCTION VALUATION

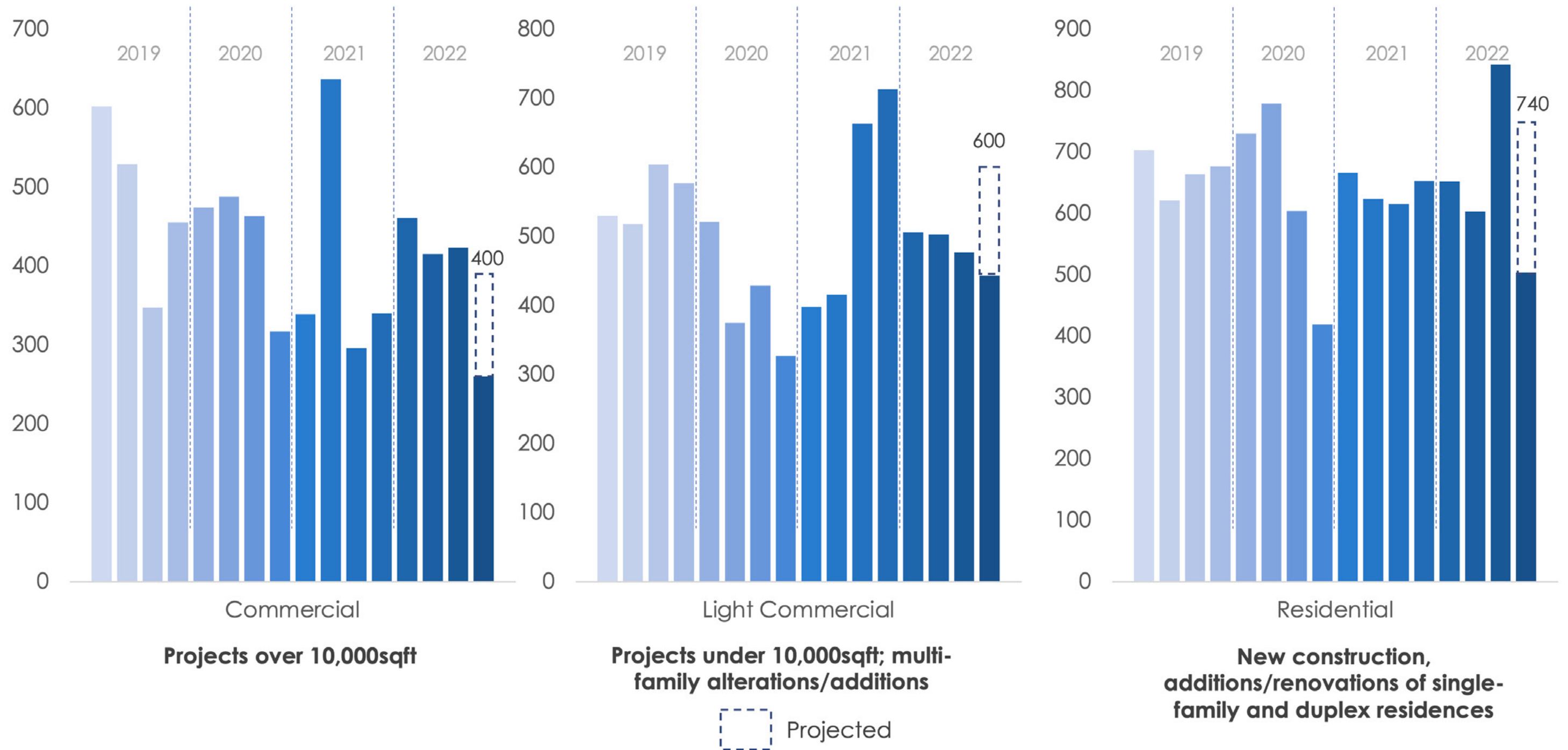
2019: \$5,387,150,067.19
2020: \$5,052,586,355.22
2021: \$5,348,032,921.51



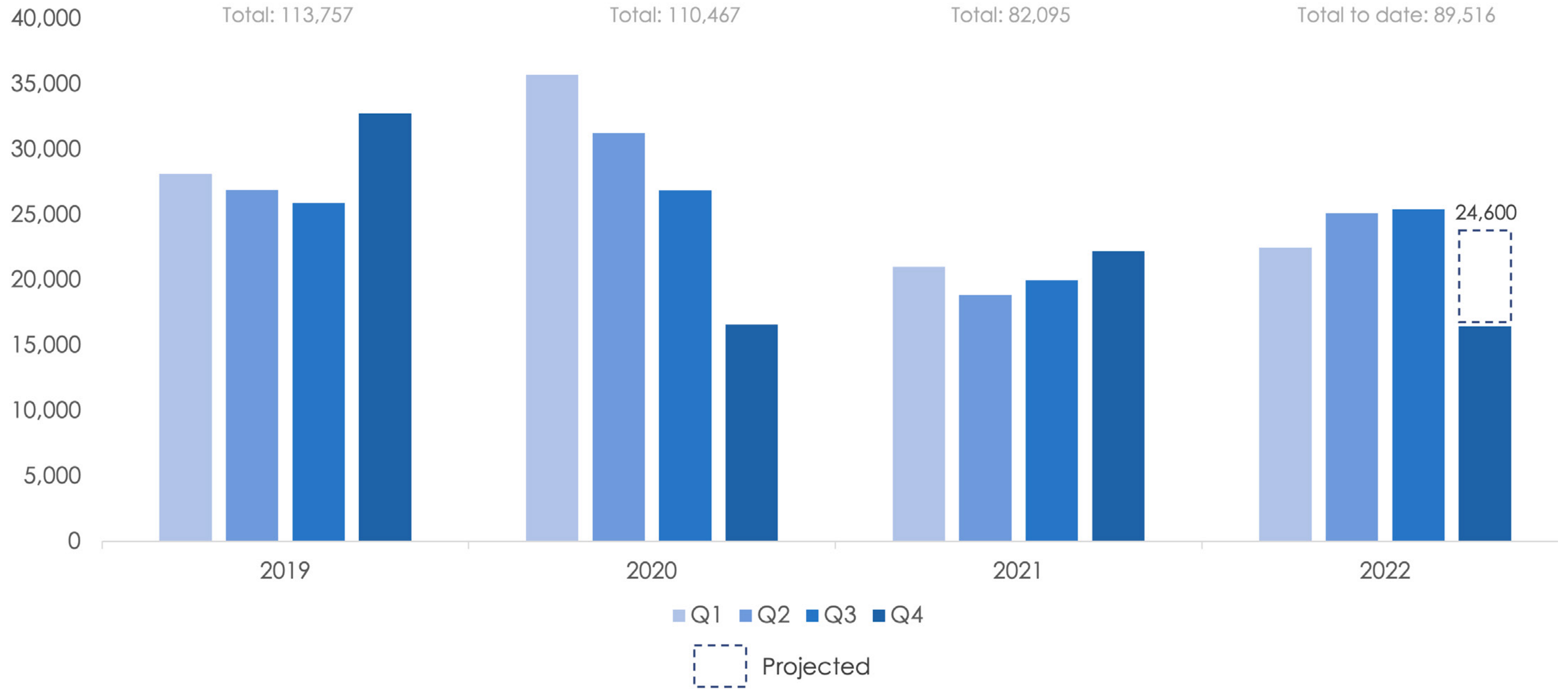
STANDARD VS EXPRESS PERMITS



VOLUME BY WORKSTREAM

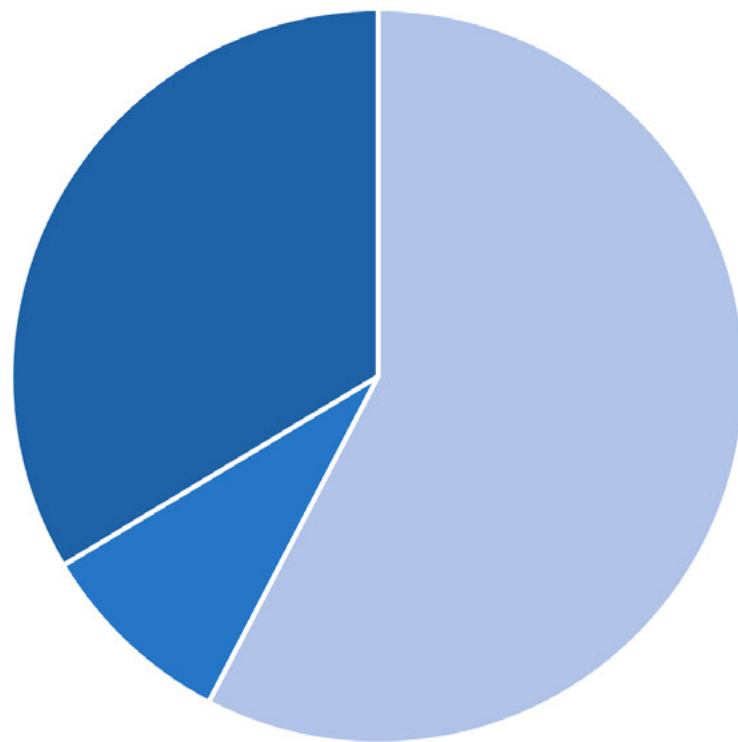


NUMBER OF INSPECTIONS



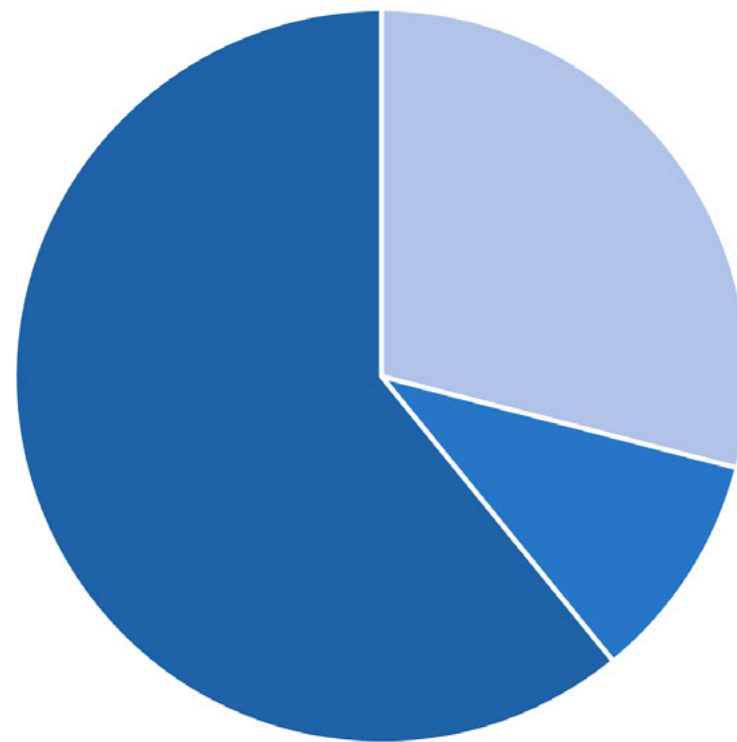
INSPECTIONS BY INSPECTION TYPE

2020



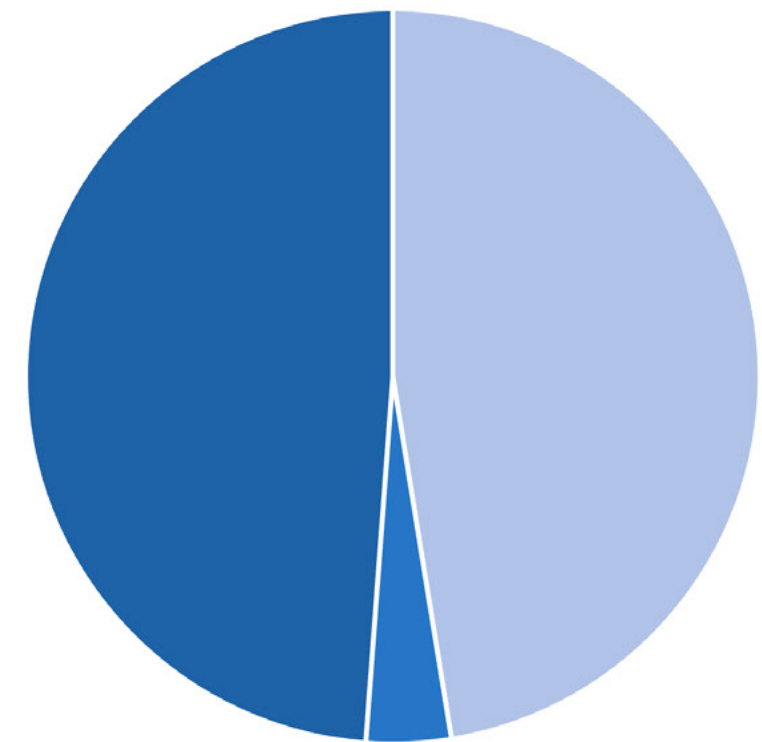
- On-Site
 - Video Inspections
 - 3rd Party Inspections
- March – June only

2021



- On-Site
- Video Inspections
- 3rd Party Inspections

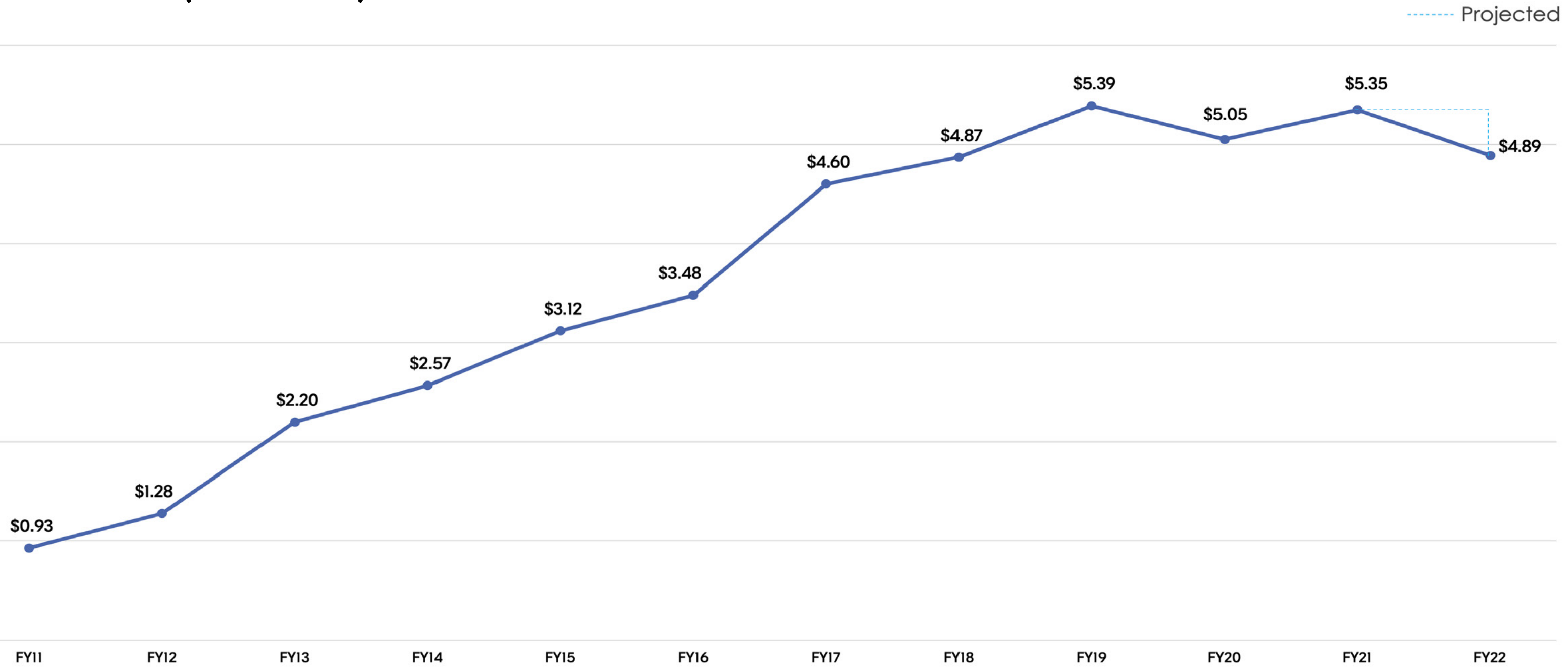
2022



- On-Site
- Video Inspections
- 3rd Party Inspections

CONSTRUCTION VALUATION

FY11-FY22 (In Billions)



STRATEGIC IMPROVEMENTS

SHORT-, MID-, AND LONG-TERM IMPROVEMENTS TO DCP'S PROCESSES

PURPOSE STATEMENT



- Reduce the number of touchpoints for all processes from entitlement to permit.
- Reduce the overall timeline of entitlement to permit.
- Establish a point of contact and owner of each stream of applications (residential, commercial, etc.) from entitlement to permit.
- Increase transparency and accountability among all City parties involved in any entitlement and permitting processes.

DEPARTMENT-WIDE RESOURCE, STRUCTURAL, AND OPERATIONAL CHANGES

		Reduce touchpoints	Reduce timeline	Establish a POC	Increase transparency and accountability	
SHORT	Process & Improvement Team: Reorganize existing personnel and hire new to continually assess, improve, implement, and educate. <ul style="list-style-type: none"> • Three areas of focus: Innovation & Execution, Tech implementation, and Impact. 	X	X	X	X	
	Development Services Team: Reorganize existing personnel and hire new to serve as customer and staff point of contact for applications submitted to DCP. This team will focus on monitoring all applications against newly established metrics and timelines, communicating with all departments any risks, completing simple customer requests, and guiding the customer through all handoffs of the process.	X	X	X	X	
	Shifting staff to align with process. Move certain, existing review staff from Office of Zoning & Development to Office of Buildings to better align with project workflows for zoning review on applications requesting a permit.	X				
	City recordation of plats. Absorb the County plat recordation process from the customer into our subdivision approval process	X	X			
	Increased training. Staff training to highlight established metrics, current technology functionalities, established data integrity, customer service and more.				X	
MID	Parallel Reviews. Adjust technology and business workflows to open all permitting projects for review by all agencies and eliminate the need for Zoning Review to be completed prior to the others.	X	X			
	Inspections on a master permit. Explore moving all inspections to the master permit (or permit by phase) to allow for easier customer and staff management.	X	X		X	
LONG	Customer education sessions. Develop a customer education series hosted by DCP to occur regularly and highlight our processes, how to interact with them, upcoming changes, and open Q&A.	X	X	X	X	
	Resource retention and allocation. Work with HR to brainstorm and develop ways to retain critical staff	X	X	X	X	

CITY-WIDE RESOURCE, STRUCTURAL, AND OPERATIONAL CHANGES

		Reduce touchpoints	Reduce timeline	Establish a POC	Increase transparency and accountability	
SHORT	Customer and Staff Shared checklists: Create or update checklists used for review by staff and publish for customer usage to eliminate kickbacks and additional review cycles. Top items reviewed, failed, etc.				X	
	Service Level and Metrics. Establish and/or confirm service levels for all milestones of the permitting process. Build out reporting to hold all parties of the development and permitting process accountable.				X	
	Minor Subdivision legislation. When seeking a subdivision where certain conditions are met, eliminate requirements for utilities and sidewalk installation before approval.	X	X			
	Affordable Project Permitting. Review and revise a dedicated permit process for any projects that have an affordable component attached to them.	X	X	X	X	
MID	Design Review Program (ULI mTap). Review and implement recommendations from the ULI Design Review technical assistance project that is underway related to process reform.	X	X	X	X	
	Professional stamped plan program. Explore an approval pathway where professionals take responsibility to comply with codes by stamping plans thereby allowing for less city review.	X	X			
	Approved outside review program. Explore partnerships with industry leaders (Architecture and Planning firms) to conduct plan review services for certain projects.	X	X			
LONG	Restructure our services	X	X	X	X	

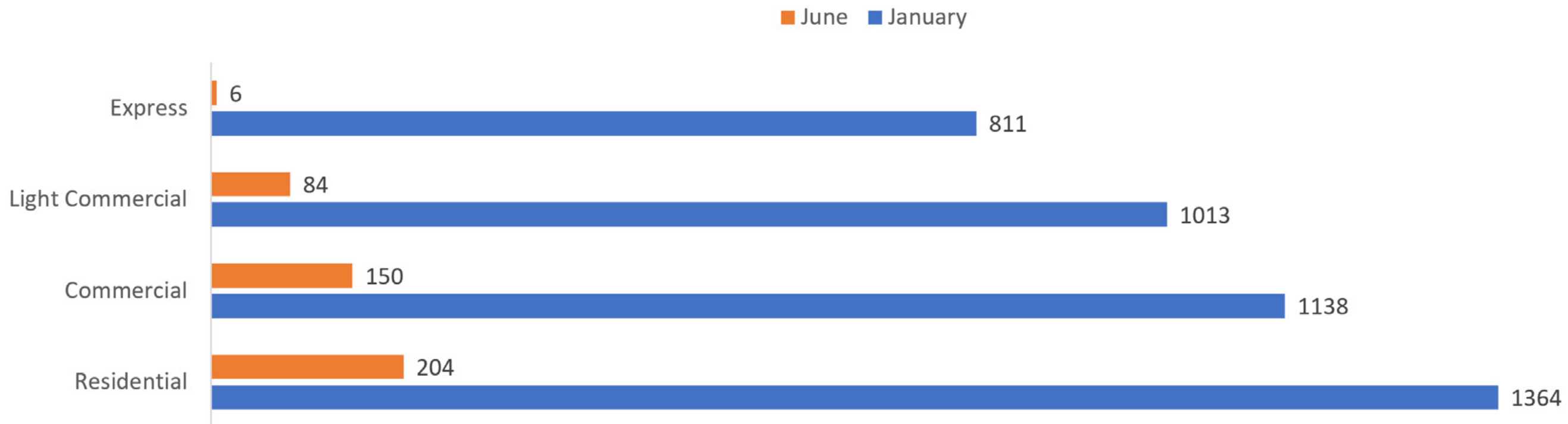
CITY-WIDE TECHNOLOGY CHANGES

		Reduce touchpoints	Reduce timeline	Establish a POC	Increase transparency and accountability	
SHORT	Process & Improvement Team: Reorganize existing personnel and hire new to continually assess, improve, implement, and educate. <ul style="list-style-type: none"> • Three areas of focus: Innovation & Execution, Tech implementation, and Impact. 	X	X	X	X	
	Development Services Team: Reorganize existing personnel and hire new to serve as customer and staff point of contact for applications submitted to DCP. This team will focus on monitoring all applications against newly established metrics and timelines, communicating with all departments any risks, completing simple customer requests, and guiding the customer through all handoffs of the process.	X	X	X	X	
	Shifting staff to align with process. Move certain, existing review staff from Office of Zoning & Development to Office of Buildings to better align with project workflows for zoning review on applications requesting a permit.	X				
	City recordation of plats. Absorb the County plat recordation process from the customer into our subdivision approval process	X	X			
	Increased training. Staff training to highlight established metrics, current technology functionalities, established data integrity, customer service and more.				X	
MID	Parallel Reviews. Adjust technology and business workflows to open all permitting projects for review by all agencies and eliminate the need for Zoning Review to be completed prior to the others.	X	X			
	Inspections on a master permit. Explore moving all inspections to the master permit (or permit by phase) to allow for easier customer and staff management.	X	X		X	
LONG	Customer education sessions. Develop a customer education series hosted by DCP to occur regularly and highlight our processes, how to interact with them, upcoming changes, and open Q&A.	X	X	X	X	
	Resource retention and allocation. Work with HR to brainstorm and develop ways to retain critical staff	X	X	X	X	

DEVELOPMENT SERVICES TEAM EFFORTS

Look at the milestones of the permitting process where projects commonly get stuck.

Work with customers and staff to move applications along for permit issuance, responses to reviews, or termination, if necessary.



CODE ENFORCEMENT FY22

CODE ENFORCEMENT: COMPLAINT SUMMARY

Since July 2021

Complaints By Quadrant	
Northwest	912
Southwest	943
Northeast	511
Southeast	417
Total	2,783

Stop Work Orders: 1,487

Other Complaints: 1,296

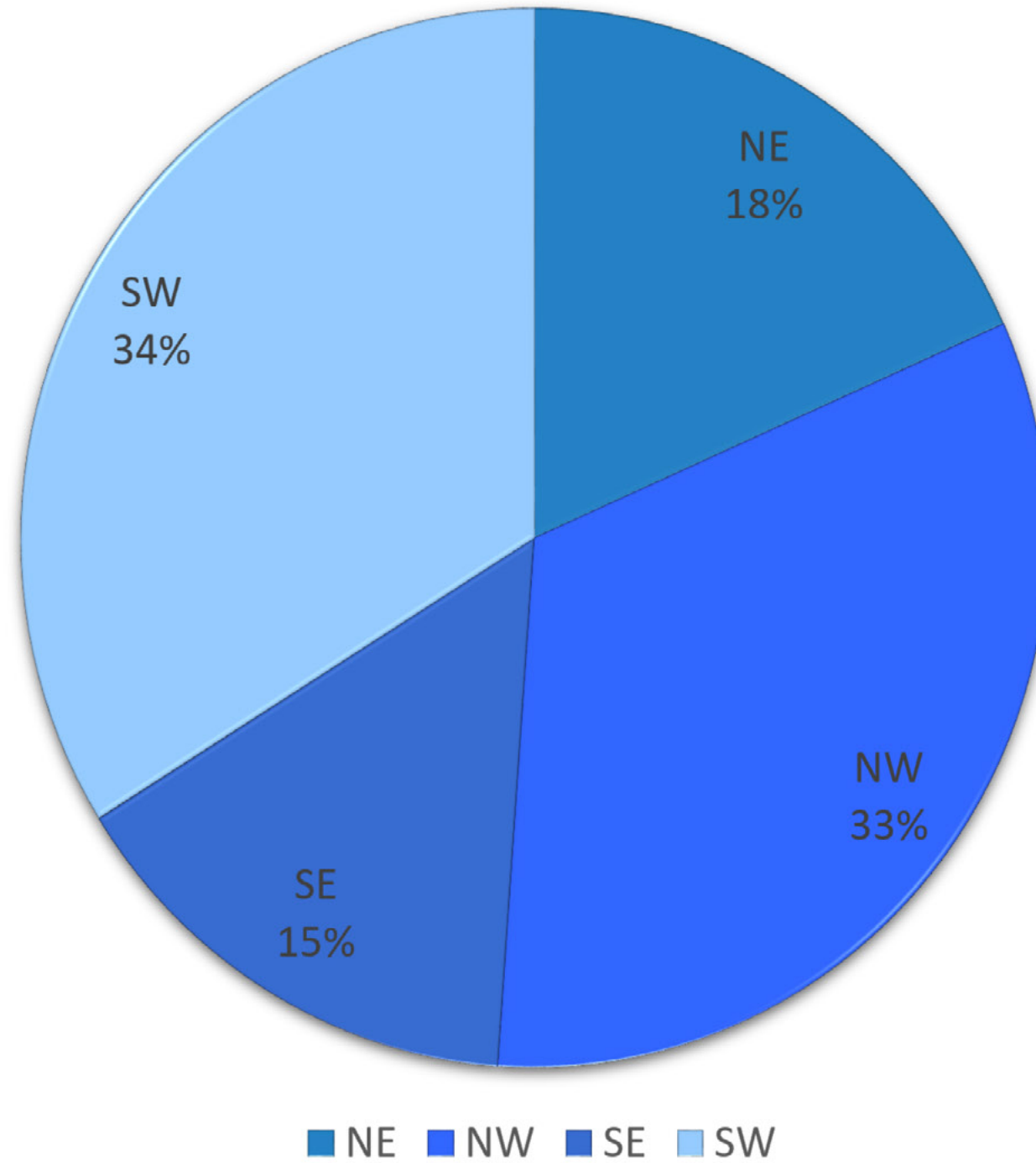
Total: 2,783

Complaint Contact Information:

Phone- 404-330-6718

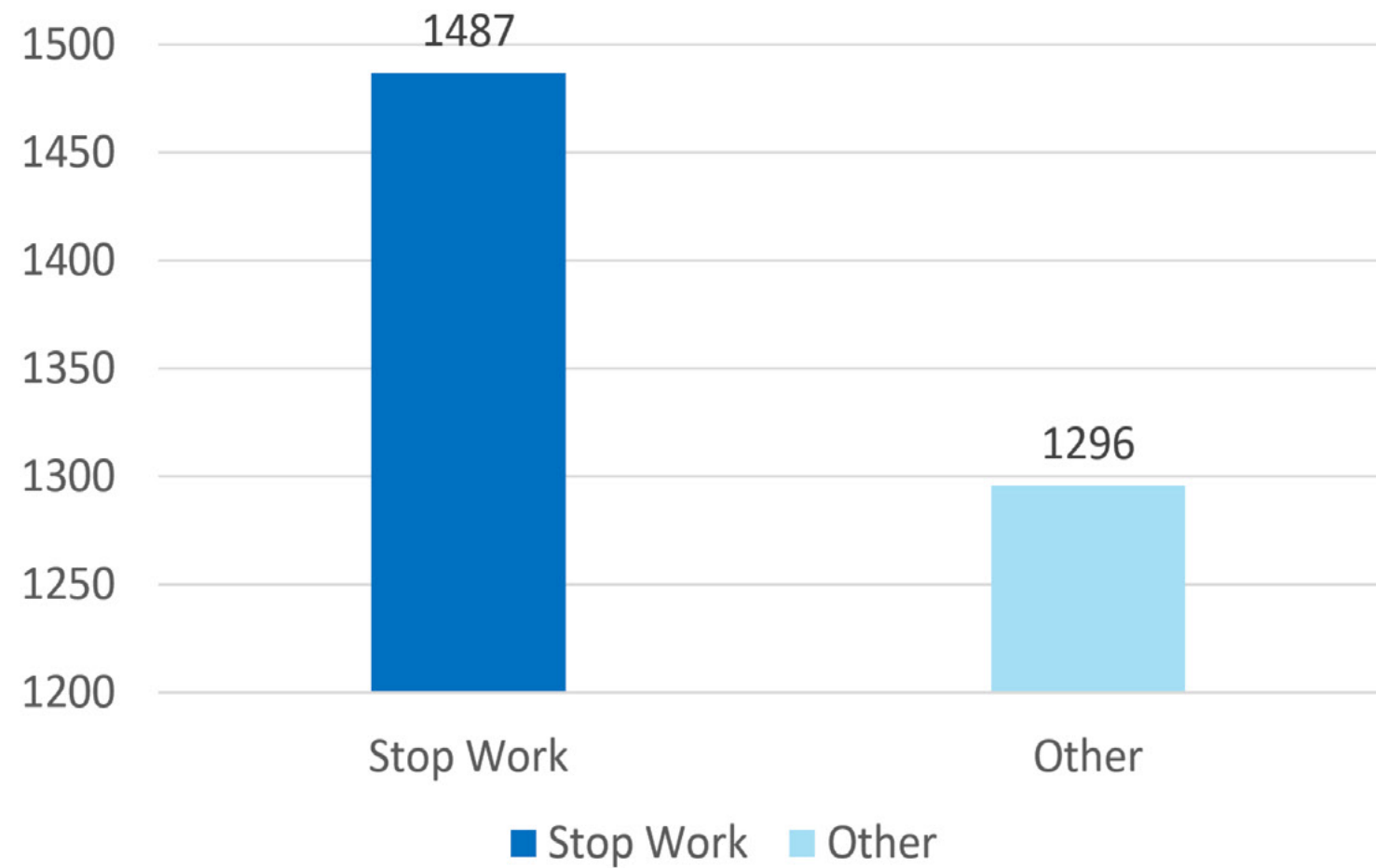
Email- codebustersdcp@atlantaga.gov

COMPLAINTS BY QUADRANT



COMPLAINTS

Stop Work Orders vs Other Complaints



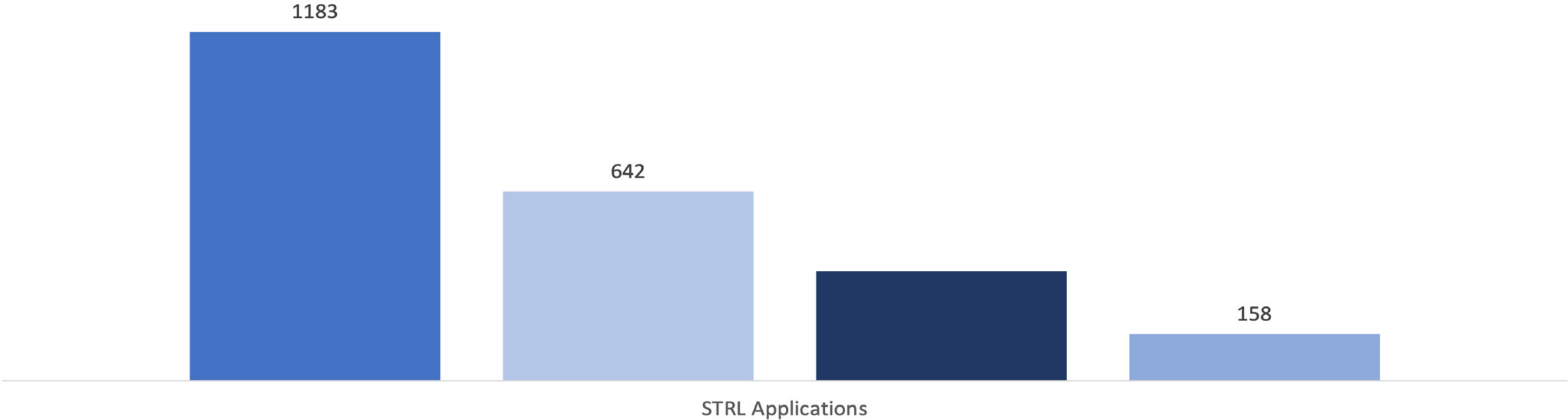
Total Complaints: 2783

SHORT-TERM RENTAL UPDATE

SHORT-TERM RENTAL UPDATE

Short-Term Rental License Applications March 1, 2021 to June 18, 2022

■ Recieved ■ Issued ■ Revisions Required ■ Denied



SHORT-TERM RENTAL OVERVIEW

Common Reasons for STRL Application Denial

- Applicants attempt to register an entire multi-family building.
- Applicant does not have a primary residence in City of Atlanta.

Common Reasons for STRL Application Revision

- Applicant applies for a STRL without fully understanding what is required, which leads to the request for the required documents.
- Most Common Missing Documents:
 - * Deed (Proof of ownership), Affidavits, Utility Bill (Proof of primary residency), Failure to submit a government ID (Homeowner, STR agent or Long-term tenant).

Proactive Approach

- Contacted applicants that are in the "Revisions Required" status to aid and provide clarity to reach the goal of STRL issuance.
- Revamped the "STRL Required Document Summary" document located on the STR webpage, by adding notes to provide clarity on what documents are required to be submitted with the STRL application.
- Created an improved how to guide
- Added additional FAQ's
- Added a live demo/webinar to the STR webpage
- Offer one-on-one sessions via Microsoft Teams to customers that need additional assistance or clarity.

ZONING REWRITE

ZONING REWRITE OBJECTIVES

The City of Atlanta is rewriting the Zoning Ordinance. This is an ongoing effort over the next 3-5 years with a consultant team led by TSW.

Goals of the Rewrite:

1. Update Atlanta's zoning regulations to bring them into alignment with, and make it easier to achieve, the planning objectives of the Atlanta City Design project;
2. Implement the "Five Core Values" of the Atlanta City Design project through the creation of design regulations and develop an Ordinance that reinforces the strength and distinctive character of Atlanta's neighborhoods that would reflect equity, progress, ambition, access and nature throughout Atlanta;
3. Simplify the format of the Zoning Ordinance to make it user-friendly and web-interactive;
4. Increase the predictability of the application of the Ordinance through the creation of language that is clear, concise and provides a basis for consistent interpretation;
5. Create regulations and processes that will facilitate a shift from the existing primarily use-based Ordinance towards a more balanced approach that addresses building form in conjunction with land uses and transportation networks; and
6. Streamline permitting processes by simplifying the Zoning Ordinance procedures

WORKSHOP 1: DIAGNOSTIC/CITYWIDE ALTERNATIVES

Objectives

- To update the public on work completed since the Idea Labs.
- To share the updated Zoning Ordinance Diagnostic with the public, review key recommendations, and confirm support for the general approach to the new Zoning Ordinance.
- To present ideas that might apply citywide and solicit feedback.
- To allow the public to suggest ideas for future changes.
- To inform public when the topics most important to them will be discussed.

WORKSHOP 2: CITYWIDE ALTERNATIVES (CONTINUED)

Objectives

- To continue to present concepts that might apply citywide and solicit feedback.

GROWTH AREA ALTERNATIVES

Objectives

- To refine the preferred citywide alternatives into specific alternatives for growth areas.

WORKSHOP 3: CONSERVATION AREA ALTERNATIVES

Objectives

- To refine the preferred citywide alternatives into specific alternatives for conservation areas.

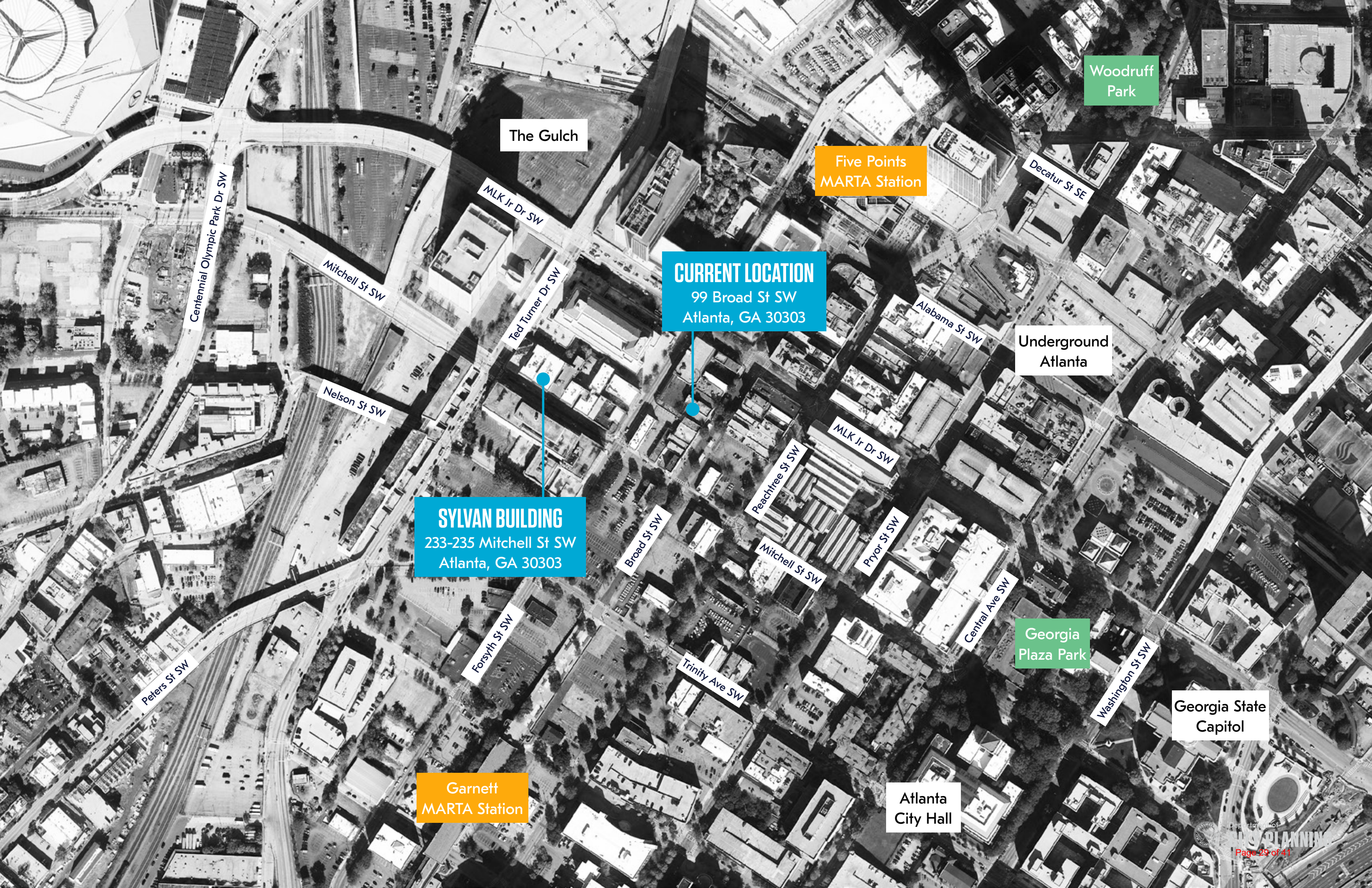
NEXT STEPS

- Finalize the regulatory approach memo – late July/early August
 - * Will include Zoning Ordinance alternatives for public consideration.
- Finalize the public outreach plan – mid-July
- Conduct Round #1 Public Plenary – Videos to be released in early August and supplemented by online Q&A
- Conduct Round #2 Public Meeting: Alternatives (virtual) Review of process, schedule, and outreach opportunities
 - * Review of consultant team findings to-date
 - * Informational plenaries on various planning and zoning concepts
 - * A call for test sites that will be used for the duration of the process to explore different zoning concepts (the consultant team includes local architects who will test different concepts as they are considered)
 - * Public input exercises to share reactions and other ideas

ATLANTA CITY DESIGN STUDIO RELOCATION

ATLANTA CITY DESIGN STUDIO RELOCATION

- The Atlanta City Studio is relocating within South Downtown due to accelerated development plans at our current location at 99 Broad Street (between MLK Jr and Trinity).
- We intend to remain Downtown and re-start our storefront community engagement programming activities that has been dormant at the current location since the start of the pandemic in March 2020. At that time we had only been open for about six months.
- We believe in the importance of the success of our Downtown and are committed to the number of Downtown-related projects in which we are currently engaged.
- The new location will allow our planning, public space, and innovative housing work to be both easily accessible to the public and in close proximity to City Hall.



The Gulch

Five Points
MARTA Station

Woodruff
Park

CURRENT LOCATION
99 Broad St SW
Atlanta, GA 30303

Underground
Atlanta

SYLVAN BUILDING
233-235 Mitchell St SW
Atlanta, GA 30303

Georgia
Plaza Park

Georgia State
Capitol

Garnett
MARTA Station

Atlanta
City Hall

SYLVAN BUILDING

233-235 Mitchell St SW
Atlanta, GA 30303

HOUSING AND ECONOMIC DEVELOPMENT

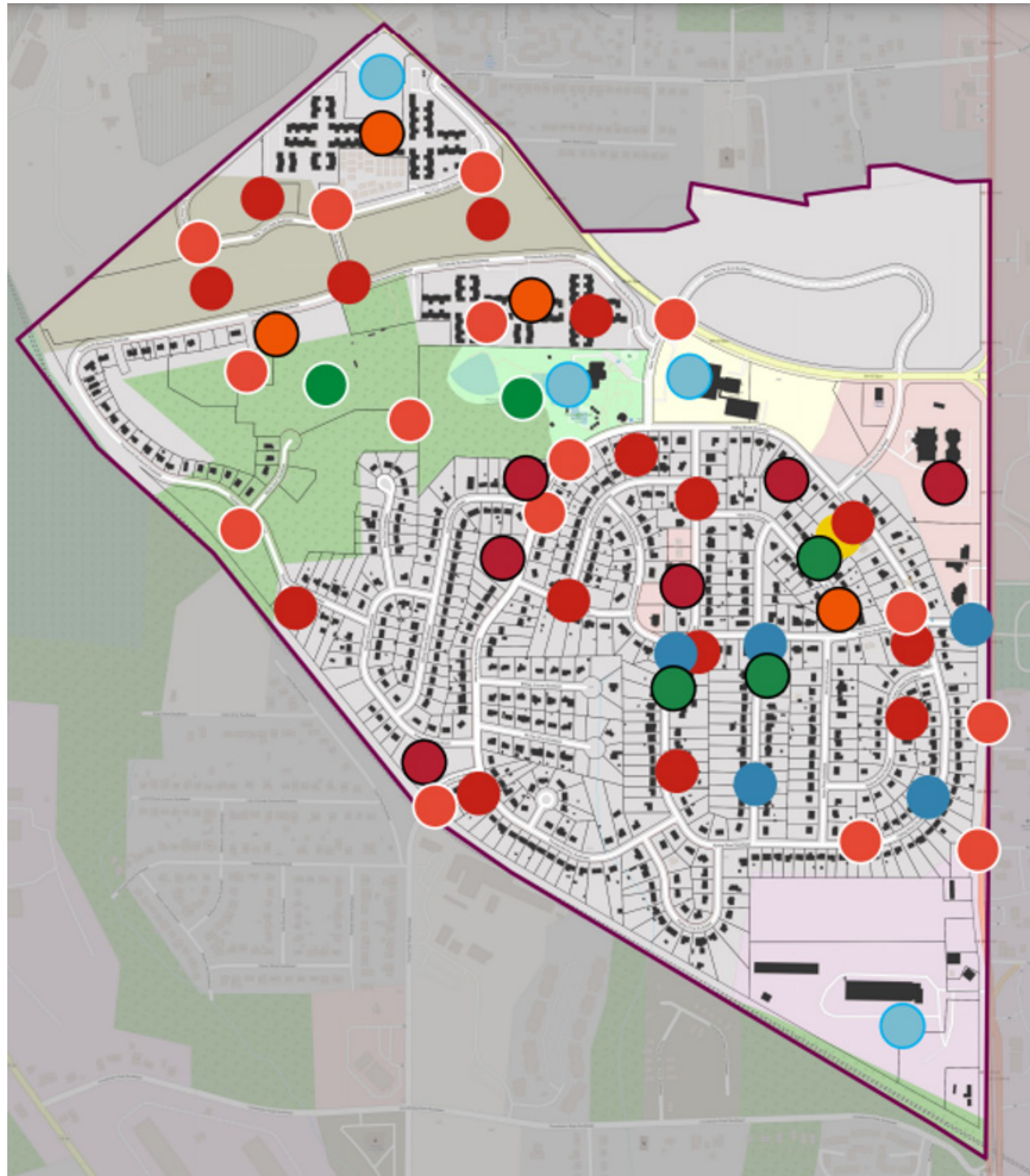
PUBLIC LAND UPDATE



Developer rendering of 104 Trinity project featuring podium retail and affordable housing on city-owned Atlanta, and Atlanta Beltline, Inc.

- Progressing toward finalizing the developer agreement for 104 Trinity
- Identified and conducting due diligence on a number of City-owned properties with the intention of making these sites available for affordable housing development through RFP
- Supported the launch of the Mayor's Affordable Housing Strike Force, which is working to coordinate redevelopment of major publicly-owned sites from the City, Atlanta Housing, MARTA, Atlanta Public Schools, Invest Atlanta, and Atlanta Beltline, Inc.
- Finalizing Urban 3's Public Asset Mapping Study that will estimate value of all publicly-owned property within City of Atlanta

THOMASVILLE HEIGHTS UPDATE



Asset mapping exercise from May 12 Steering Committee kickoff meeting, showing locations of community resources and concerns

Forest Cove

- APD Urban is leading the relocation effort on behalf of the City, with partnership from Community Foundation, Open Doors, and with Atlanta Volunteers Lawyer Foundation.
- 15 households have relocated to date and approximately 165 household are in process.
- 10 new security cameras will be installed by Atlanta Police Foundation in Forest Cove vicinity.

Master Plan

- APD Urban also engaged to deliver neighborhood plan by November 2022.
- Steering Committee meetings held 5/12 and 6/23.
- First public meeting on master plan scheduled for Thursday 6/30 at 6:30 PM at TH Rec Center.

NEIGHBORHOOD ECONOMIC DEVELOPMENT UPDATE



Mayor Dickens visits the “Negril ATL” food truck — a participant in the Street Eats Atlanta program

Street Eats Atlanta (Food Truck Program)

- Program launched in March 2022 with six locations, including two by City Hall; 12 trucks permitted; brand identity developed (Street Eats Atlanta) with additional locations planned

Atlanta Main Street

- Provides support and investment to Atlanta’s neighborhood business districts, funding for part-time staff for East Atlanta, Little 5 Points, and West End and programming and training to entire cohort which also includes the Sweet Auburn and Virginia Highland districts

Small Business Services Launch

- Rollout of program commenced with research and resource gathering from permitting/licensing stakeholder departments; development of a comprehensive website / resources that enhance consumer experience underway

Nightlife Economy Support

- Participates in Mayor’s nightlife economy working group; planned and led “Training Day” workshop on neighborhood engagement

TREE PROTECTION ORDINANCE

TPO WORKING GROUP MEETINGS

Meeting 1: 4/28/22 Location: ARC

Objectives: Introducing the process, introducing working group members, parsing the list of topics to determine ease of consensus

Meeting 2: 5/12/22 Location: Metro Chamber of Commerce

Objective: parsing the list of topics

Meeting 3: 5/26/22 Location: ARC

Objective: parsing the last of the topics, discussion of the specifics of TPO changes

Meeting 4: 6/9/22 Location: ARC

Objective: discussion of the specifics of TPO changes

Meeting 5: 6/23/22 Location: Metro Chamber of Commerce

Objective: discussion of the specifics of TPO changes

LIST OF TPO CHANGES AGREED ON TO BE ADVANCED FOR LEGISLATION

Category: Ordinance Administration

Items agreed on:

- Update (tighten) minimum tree spacings
- Ratio of species required for site plantings
- \$50 reinspection fee
- Consolidate plan review under Office of Buildings, using the same standard for public and private trees
- New language clarifying arborists' ability to deny unnecessary tree removals
- New language to allow arborists to make minor modifications/exceptions to standards (e.g. tree species or spacing)
- DEAM to consult with City arborist on site selection for City facilities

Category: Tree Preservation

Items agreed on:

- Update invasive/ undesirable species list
- Chain link tree protection fencing required in certain circumstances

FREIGHT ATL-NORTHWEST

FREIGHT ATL-NORTHWEST



- Freight ATL-Northwest is exploring the way goods move throughout the industrial districts and the nearby neighborhoods of northwest Atlanta.
- Study is supported by Atlanta Regional Commission, Invest Atlanta, and Councilmember Hillis.
- The 18-month study will be complete in the spring of 2023 with an anticipated set of concept strategies in key freight corridors, and recommendations for infrastructure investments and transportation, land use, and economic and community development policies.



DCP and its consultant team (led by Gresham Smith) conducted the first round of engagement in June, including:

- * virtual, small group discussions
- * a walk and talk tour
- * one-on-one meetings with businesses and implementing partners
- * a virtual open house

