



## Consultants, Builders and Developers Notice #2016-04-18

April 18, 2016

### **Topic: Reorganization of the Development Services Center (DSC)**

Dear Development Services Customer,

I am delighted to let you know of several important changes at the DSC that we believe will provide you with more timely and consistent service and improved communication and project management.

To accomplish this, we have reorganized and made a number of other changes to enhance services and alleviate concerns our customers have identified. The [Development Services Transitional Organizational Chart](#) explains the new supervisory structure and Project Team Leader assignments; a separate [Project Team Structure](#) describes the communication links among various stakeholders.

The reorganization is designed to deliver the following benefits

- A. Timeliness – the new supervisory structure will allow better distribution of workload and closer supervision of review staff to ensure due dates are met. Reviewers will not necessarily be working in the same grids all of the time as they have in the past.
- B. Consistency – the new supervisory structure will ensure that staff is adequately trained and provides consistent, accurate and clear review comments. Supervisors will be tasked with checking the reviewers' comments before sending them to the Project Team Leader (PTL) for inclusion in the review letter.
- C. Communication – the new Project Team Leaders (PTLs) will facilitate all meetings and provide clearer, open communication lines among the city staff and with consultants, developers and citizens. The PTL will be the single point of contact for the project from the beginning to end (presubmittal meeting through review, permitting, surety release and any post construction issues).

- D. Authority – the new Project Team Leaders will work closely with all review agencies to reach as much consensus regarding project requirements as possible and will be empowered to make many difficult decisions when necessary as allowed by city codes and policies.

The new Project Team Leaders (PTLs) have already begun managing projects, however this will be a transitional process over the next few months. The PTLs will be handling projects based on geographic area (grids). The [Project Team Leader Map](#) shows the currently assigned areas. Not every project that has recently been reassigned falls within the assigned grids, therefore, please use Accela to determine the PTL, or give one of the PTLs a call if you need to know who is handling a particular project or area. The complete [DSC Staff listing](#) provides you with the phone numbers and email addresses you need.

**Additional news:**

- **Diana St. John** has relocated to Public Works. Her projects have been reassigned. We are going to miss Diana’s dedication and expertise!
- **Theresa Holleran** is still assigned to the eastern section of the city. As we transition over the next few months, other PTLs will come on line and Theresa will be solely focused on her new duties as Utilities Engineering Supervisor. As much as possible, reviewers and team leaders will continue to handle the same projects they were previously assigned, however some reassignments may occur.
- **PTL’s** will manage all submittals associated with their assigned projects. For example, a project may require a site plan, subdivision plat, stormwater maintenance agreement, stormwater as-built, and release of sureties. The PTL will manage each of these submittals/processes for the project. This allows the developer, consultants, staff, and customers to communicate with one person rather than many to arrange meetings, get status updates, resolve process issues, facilitate technical discussions with review staff and answer development questions.
- **Tony Tolentino** will continue to manage **single family plan reviews**.
- **Brian Alperin** will continue subdivision plat and legal document review at this time.

We will keep you informed as additional changes are made and invite you to provide us with feedback. If you have any questions, please contact the DSC office at (757) 385-8277 or [dsc@vbgov.com](mailto:dsc@vbgov.com).

Sincerely,



J. Barry Frankenfield, Director  
Planning and Community Development