



Case Management System for Development Review

Policies & Procedures for Improved Customer Service

The Mission of Planning & Design Services is:

To oversee land use planning and design services in directing economic growth and physical development in a manner as to ensure the prosperity, health, safety, and general welfare of the community.

Adopted June 1, 2006
Revised January 1, 2015
Louisville Metro Planning & Design Services

Introduction

The Case Management System was developed in 2006 with the input of many individuals and agencies. The consensus gained, through feedback from stakeholder groups and staff over an 18 month period, (background work and a workout session conducted by Management Partners, Inc.) was that the current development review system should be improved. A core committee of staff from the Dept. of Planning & Design Services began to address this task by evaluating the process and determining just how things are currently done. The committee mapped the current process and started looking at ways to improve the quality and efficiency of development review, while maintaining the parts of the system that already worked well. A subcommittee of representatives from all primary review agencies was also consulted. This committee assisted in development of a method of distribution and timeline for reviewing cases. The basic concept was vetted through a stakeholders group, representative of the key participants in the development community as well as two subcommittees of the Planning Commission. The full Planning Commission amended adopted policies and bylaws to support implementation of this new development review system. The general steps in the process include:

Project Submittal (Intake)

All application materials will be submitted to the Planning & Design Services Customer Service desk at the Metro Development Center. Agency stamps are not required. Materials will be reviewed to ensure a complete submittal containing all required applications, fees, signatures, plans or other items stated on the corresponding submittal checklist(s). Fees will be accepted and processed. Each request will be entered into a log or database system for tracking and will be assigned a case number. Materials will be compiled with a case file and placed in an appropriate area to be picked up by the development review team to which it is assigned.

A Weekly Activity Report, including each new application/project, will be sent to persons who are registered to receive electronic notices. This notice will only indicate the location of the subject property and the type of request that is being reviewed. The purpose for this notice is to allow people an understanding of when a case is submitted into the development review process. This notice will not indicate dates for public meetings and does not replace formal notices which will be mailed to adjoining and interested parties in advance of public meetings later in the review process.

Distribution of Cases

Cases will be distributed by the supervisors over development review teams in the Planning & Design Services Dept. Distribution will be based upon work load as well as areas of expertise as much as possible. Cases with multiple applications/requests will be handled by a single case manager.

Multi-Agency Review

A multi-agency review meeting will be conducted weekly. All reviewers are invited and encouraged to attend. At this meeting, new project materials will be distributed for

review. Prior to comments being forwarded to an applicant, reviewers will use this meeting for a discussion of key issues pertaining to each development application and resolution of any conflicting comments or requests.

Agenda / Order of the Multi-Agency Review Meeting – The Weekly Activity Report will be used as the agenda for this meeting, which will be generated and managed by Planning & Design Services.

Multiple board/committee reviews – A process will be established for cases requiring consideration by multiple boards or committees. The case manager will coordinate the sequencing and possible joint meetings at the time of initial review.

Coordinated Agency Comments (Pre-Application and Formal Filing)

Case managers will be responsible for ensuring that comments from all reviewing agencies are provided within 24 hours following the multi-agency review meeting (16 - 17 days after initial submittal). Comments will be provided to the key contact person for the request as indicated on the application as case. In addition, the owner or developer of the subject property will be provided comments.

Pre-Applications – Applicants will be contacted by the case manager to set a time for an optional pre-application conference. Neighborhood meetings conducted by the applicant must be noticed in accordance with the Land Development Code (LDC), and conducted prior to formal filing.

Materials Revision

Revised plans and/or additional materials requested by multi-agency reviewers shall be submitted to the Planning & Design Services Customer Service Desk no later than 2:00 p.m. on a Monday. The applicant may choose the date of revision submittal. Submittal on the earliest possible submittal date will ensure the most expedient process.

Cases for which revised plans and/or materials are not submitted within 1 year shall be removed from the review process. If revised materials are submitted after this time, a new application, plans, supporting information and applicable fees will be required. A new case (docket) number will be assigned and the request will be reviewed as a new submittal. Extensions of this deadline must be submitted in writing and may be approved, by the Planning Director or designee, in unique circumstances.

A complete re-design of a project that has not been directed by reviewers through agency review comments is not a revision for the purpose of remaining in this review cycle. Such a change is voluntary and will be treated as a new application.

Revision Submittal/Distribution

Revised plans will be accepted and distributed in the same manner as initial submittals. Revised materials will be forwarded to the assigned case manager.

Revision Review

After being revised, case materials will again be reviewed by the same agency professionals who performed the initial review. This review is primarily to ascertain that comments have been addressed and plan changes have not caused the need for other changes or requests. The review period for revisions will be 7 days (comments should be available approximately 10 days after the Monday deadline).

Coordinated Agency Comments (Revisions)

At the conclusion of the review period for revisions, all reviewers will meet to discuss the case and address any comments that remain concerning requested revisions or outstanding issues related to the proposal.

Comments will be provided to whoever is indicated on the application as the key contact person for the case. In addition, the owner or developer of the subject property will be provided comments. As with initial submittals, case managers will be responsible for ensuring that comments from all reviewing agencies are provided within 24 hours following the multi-agency review meeting.

Obtaining Agency Stamps

After comments from initial and revision (where applicable) reviews have been addressed by the applicant, agency stamps, or signatures on a multi-agency stamp, will be applied to the project plans. Stamps shall be affixed to plans prior to any public meeting at which the plans are to be considered.

Docketing Cases for Public Meeting

Case Managers will be responsible for placing cases that require a public meeting on the appropriate docket.

Notification

Current notification requirements of Kentucky Revised Statutes (KRS), the Land Development Code (LDC) and Policies and Procedures of the Boards and Commissions will be adhered to. Applicants are responsible for providing the names and mailing addresses of persons required to receive notice. Staff will ensure that applicants have notices in their possession with adequate time to meet notification requirements.

Staff Reports

Staff reports will be complete and in the project file prior to any scheduled public meeting. All staff reports will adhere to the published Staff Reports policy & procedures document for the department. Supporting information such as maps, letters, memos, studies, etc. shall be included in the staff report information for review and distribution.

Case File Complete / Closed

Prior to a public meeting, the case file will be closed. No additional materials should be added to the case file once this occurs. The purpose for this is to ensure that all interested parties have an opportunity to review the complete case file prior to the meeting. All materials that any interested party wishes to be included in a distribution to

the committee, board or commission must be in the file and in the appropriate quantity (if not reproducible in a standard photocopy size).

Public Meeting

Cases will be prepared, noticed and docketed for the appropriate public meeting in accordance with Kentucky Revised Statutes (KRS), the Land Development Code (LDC) and Policies and Procedures of the Boards and Commissions. When cases require approvals from multiple boards or committees, the case manager will facilitate a process and schedule for setting the case on the necessary agendas/dockets.

Meeting agendas and case information will be posted online at least 5 days before the scheduled meeting.

Commissions, Boards and Committees Conducting Public Meetings

Board of Zoning Adjustment

Planning Commission

Committees of the Planning Commission

Development Review Committee (DRC)

Land Development & Transportation Committee (LD&T)

Policies and Procedures Committee

Planning Committee

Landmarks Commission (or appropriate Architectural Review Committee)

Overlay Review Board (Bardstown Road, Downtown)

Public Hearings – Final Materials for Review & Distribution

This section is applicable to public hearings conducted by the Planning Commission and Board of Zoning Adjustment. In accordance with the Land Development Code (LDC), final or revised materials must be submitted no less than fourteen (14) calendar days prior to an original or continued Planning Commission, or Board of Zoning Adjustment public hearing date.

Special Circumstances

Staff Approvable Cases

Cases which meet the criteria of the Land Development Code and Planning Commission or Board of Zoning Adjustment bylaws and policies (as applicable) to be approved at the staff level may be approved after an initial review by all necessary reviewing agencies as well as a review of revised plans/materials if they were required. These cases will not be noticed or docketed for a public meeting. After staff approval, plans will be transmitted to the appropriate permitting agencies.

Expedited Cases

Cases may be expedited at the discretion of the case manager. Cases which do not require revisions, or which require only minor modifications, may be noticed and docketed after the initial multi-agency review. An example of cases which will typically

be expedited includes; variances, minor plats, parking waivers, LDC waivers, etc. These are generally stand alone actions not related to a revised development plan, change in zoning or conditional use permit. Combined cases with several different requests cannot be expedited.

Cell Towers

Because there is a statutory time limit on consideration of applications for cell towers, staff will ensure that these requests are placed on a docket for consideration by either DRC or LD&T in a timely manner. It is necessary for one of these committees to determine whether a full public hearing should be held in order for the commission to decide the case. This may require either expediting the case, or taking the case to a committee for the determination regarding a public hearing prior to completing the full review process. Even in this situation, the review process can be completed before final action is taken on the request. The review process for cell tower cases will have to be tailored for the particular situation and the case manager must ensure an adequate and full review prior to final action whether that occurs at the committee level or whether the case is forwarded to a full public hearing.

Legislative Body Approval

Cases requiring legislative body approval will be transmitted to that body by staff of Planning & Design Services. Legislative action is outside the purview of this case management system.