



**City of Tacoma
Site and Building Division
Site Review Group
Room 608**

Memorandum

TO: Tacoma Permit Advisory Task Force

FROM: Frank Marescalco, PE

SUBJECT: Task Force Recommendations for Off-Site Process Improvements

DATE: March 8, 2019

CC: Terry Forslund, PE, Chris Johnson, PE, Corey Newton, PE

The purpose of this memorandum is to memorialize off-site improvement process recommendations that came from the conversations that members of Tacoma's Planning and Development Services Department (PDS) had with the Tacoma Permit Advisory Task Force (PATF) at meetings on December 13, 2018 and February 14, 2019.

The PATF examined City codes, case law, and policies related to improvements to public infrastructure in the context of development projects. With input from City staff familiar with the subject matter, the PATF has arrived at a list of potential process improvements that PDS could seek to undertake as a way to improve customer experience relative to the off-site improvement process. The City has memorialized these recommendations as follows:

1. Formalize existing undocumented processes for escalation, waiver requests, and dispute resolution regarding off-site improvements.
2. Offer a pre-development "walk-through" process in which a member of the Site Review Group staff meets on-site with the applicant or applicant's representatives to go over scope and identify improvements.
3. Document off-site improvement determinations using a formal letter.
4. Formalize prioritization of off-site improvement scope when the scope of necessary work under TMC 2.19 exceeds the available amount per the same code.
5. Improve the website experience by making it easier to find and understand the potential off-site improvements. This could include the addition of educational information such as links and tip sheets.
6. Screen submittals early in process and communicate significant deficiencies that will impede approval within the City's defined levels of service.