

## Permit Reform Advisory Committee

### Meeting Minutes

Wednesday February 21, 2018

Location: Fletcher Free Library, Fletcher room

Committee Members: Tiki-Jon Archambeau, Celia Daly, Steve Lipkin, Steve Offenhartz , Bob Duncan , Jeremy O'Neill (absent) , Bruce Baker

Staff Present: Beth Anderson, Norm Baldwin, David White (absent), Bill Ward, Kimberlee Sturtevant, Pat Schmitz, Chapin Spencer

Meeting called to order 12:09 p.m.

Motion to approve agenda - approved

Motion to approve minutes from January 26, 2018, approved

### Public comments

Solveig Overby – Public Works commission member, Burlington homeowner – there are 3 types of customers, home owners have different needs than big developers. Urge the board to consider all customers in the process. Has used the property data and finds it very useful and more should be made aware of it.

### Discussion:

Items identified in the Permit Implementation plan where process change will have the greatest impact on permitting

- Customer service – cut sheet handed out at P & Z that will go through the whole process
- Keeping records – prior to '80's not all are available, records control – what is available where is it located and how is it accessed.
- Burlington Code of ordinances vs National Code – eliminate old an unnecessary outdated code.
- Process simplification, one place one person
- Make it easier to understand
- Single permit – possible windows replacement as an example, want to encourage reinvestment. Starting at Zoning could be intimidating for a homeowner
- Carrots work better than stick, example carrot – explain life safety or historic preservation, stick – fine
- Know your audience
- Reduce past permits

Which items identified in the Permit Reform Implementation Plan will benefit most from the Advisory Committee's engagement at monthly meetings.

- Customer service surveys – user perspective, when to send out survey's when permit is closed, annually.  
Intended audience
- Exploring parameters of one stop – input regards location of one stop, City Hall, 645 Pine Street.
- Continuing digging into building permits that could be considered replacing in-kind self certification.
- Expiration of building permits
- Technology issue – will be replacing system will be a long process currently correcting process prior to finding a system that would handle the process.

DPW will circulate their preliminary list of possible non-life safety issues that could be considered low risk and therefore possible for self-certification.

Next meeting scheduled for Thursday, March 23, 2018 at noon, City Hall conference room 12.

Meeting adjourned 1:13 pm