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## Accessory Dwelling Unit Certificate of Use

- APPLICANT submits application and application fee
  - Application
  - Floor Plan
  - Architectural Rendering
  - Restrictive Covenant (in draft form)
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR reviews the application
  - May have questions for BUILDING OFFICIAL; BUILDING OFFICIAL review is not required
- ZONING ADMINISTRATOR issues **conditional approval** of Certificate of Use
- ADMIN creates invoice for impact fee. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN scans the materials, application and permit into Treeno and archives the file
- ADMIN sends PDF of conditionally approved Certificate to APPLICANT
- ADMIN or ZONING ADMINISTRATOR sends PDF file to 'PROPERTY INFORMATION UPDATES' Email List
- APPLICANT submits copy of recorded restrictive covenant and post-construction photos to ADMIN/ZONING ADMINISTRATOR
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK and signs the Certificate of Occupancy
- **Conditions of approval are satisfied** – BUILDING OFFICIAL/INSPECTIONS SECRETARY notified

## Accessory Dwelling Unit Certificate of Use - Renewal

- ZONING ADMINISTRATOR by November 25
- ADMIN mails out letters by December 1
- If renewal is sought:
  - APPLICANT submits application and fee by January 1
  - ADMIN enters the application into Workbook, Treeno and updates file
  - ADMIN posts payment in Revenue Sense to create a TR for deposit
  - ADMIN makes 2 copies of TR with payment attached and sends to CITY CLERK for deposit
  - CITY CLERK returns a copy to ADMIN to update file
  - ZONING ADMINISTRATOR reviews the application
  - ZONING ADMINISTRATOR issues renewal of Certificate of Use
  - ADMIN scans the materials, application, and permit into Treeno and archives the file
  - ADMIN sends PDF of approved Certificate to APPLICANT
- If no renewal is submitted by January 8
  - ZONING ADMINISTRATOR reaches out to applicant for update
  - Code enforcement process if renewal is required
  - Letter noting the use is no longer permitted and a new permit is needed in the future.

## Amendment to approved Plan

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Include original minutes and notice of decision
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of waiver
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN mails the Notice of Decision letter to applicant
- ADMIN posts draft and final minutes
- APPLICANT submits final plans within 90 days
  - If Extension is needed, follow that process
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set

- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds, if applicable
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List

## Appeal of Administrative Decision

- APPLICANT submits application 21 days prior to ZONING BOARD OF ADJUSTMENT meeting
  - Application
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application
- ADMIN calculates abutter fee, invoices APPLICANT 14 days prior to meeting
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ZONING ADMINISTRATOR places the item on ZONING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 5 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ADMIN creates packets and web materials, uploads to website
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Send link to ZONING BOARD OF ADJUSTMENT
- APPLICANT submits abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of Appeal
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treeno and archives the file

## Community Development Block Grant

- Applications for annual funding are created by COMMUNITY DEVELOPMENT PLANNER
- COMMUNITY DEVELOPMENT PLANNER creates application public notice.
- ADMIN places application public notice in local paper, City Hall, Library and DHA
- Applications for annual funding are released
- COMMUNITY DEVELOPMENT PLANNER holds application workshops held for those interested in learning more about the CDBG program and the application process
- APPLICANT submits application by a specific deadline and includes Application documents & Financial Statements.
- COMMUNITY DEVELOPMENT PLANNER reviews the application for completeness and for compliance with applicable HUD qualifications
  - May have question of applicant
  - May need additional information from the applicant.
- If Application is deemed complete and eligible for HUD funding, COMMUNITY DEVELOPMENT PLANNER places public hearing on PLANNING BOARD Agenda
- Public Notice for Planning Board Public Hearing developed by COMMUNITY DEVELOPMENT PLANNER
- ADMIN places Public Notice for Planning Board Public Hearing in local paper, City Hall, Library and DHA 17 days before the Planning Board meeting
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN post agenda 13 days ahead of meeting
- COMMUNITY DEVELOPMENT PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD that contains recommendations for approval, approval with conditions or denial.
- ADMIN conveys memo to PLANNING BOARD and applicant 5 days ahead of meeting
- ADMIN creates packets and web material
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application and allocation
- PLANNING BOARD Votes to recommend approval, approval with conditions or denial of the application
- Public Notice for City Council Public Hearing developed by COMMUNITY DEVELOPMENT PLANNER
- COMMUNITY DEVELOPMENT PLANNER works with the Finance Department to develop a Resolution to be presented to the City Council
- City Council votes to hold a public hearing
- ADMIN places Public Notice for City Council Public Hearing in local paper, City Hall, Library and DHA 17 days before the City Council public hearing
- CITY COUNCIL holds public hearing on applications
- CITY COUNCIL Discusses and votes on funding
- COMMUNITY DEVELOPMENT PLANNER develops 30-Day Public Comment Notice
- ADMIN places 30-Day public comment Notice in local paper, City Hall, Library and DHA
- Thirty-two (32) days after the 30-Day Public Comment Notice first appeared in the local paper, COMMUNITY DEVELOPMENT PLANNER forwards Action Plan to HUD for 45-day review and approval period
- COMMUNITY DEVELOPMENT PLANNER creates two original sub recipient agreements and forwards to sub recipient to sign and return for City Manager's signature.
- City Manager signs both original sub recipient agreements

- One original sub recipient agreement returned to subrecipient.
- HUD approves Action Plan
- HUD sends two contracts to City of Dover for City Manager's Signature
- City Manager signs both originals with one returned to Feds.
- ADMIN creates folder for approved activity
- COMMUNITY DEVELOPMENT PLANNER completes Environmental Review
- ADMIN creates requisitions for sub recipients and COMMUNITY DEVELOPMENT PLANNER reviews allocations and account numbers
- COMMUNITY DEVELOPMENT PLANNER notifies sub recipient that funds authorized in the sub recipient agreement are now available.
- ADMIN prints Purchase Orders for sub recipients file and updates file
- Payment requests are sent to COMMUNITY DEVELOPMENT PLANNER for review.
- ADMIN processes approved payment requests through Revenue Sense and forwards to FINANCE AP for payment.

## Conditional Use – Environmental

- APPLICANT submits application
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- If part of a Site or Subdivision Plan, goes to TECHNICAL REVIEW COMMITTEE first
  - TECHNICAL REVIEW COMMITTEE reviews the plan
  - Comments may change the plan/permit request
- ADMIN calculates abutter fee and invoices APPLICANT
- CITY PLANNER Places the item on CONSERVATION COMMISSION agenda that is at least three weeks from the PLANNING BOARD meeting
- CONSERVATION COMMISSION holds meeting
- CONSERVATION COMMISSION votes on endorsement
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notice
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Contains CONSERVATION COMMISSION minutes
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT submits abutter fee payment
  - No later than 1 day prior to meeting
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of permit
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter



- CITY PLANNER issues Notice of Decision
- ADMIN posts draft and final minutes
- APPLICANT submits final plan within 90 days
  - If extension is needed, follow that process
- ADMIN date stamps the plan and attached Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN creates CONDITIONAL USE PERMIT
- ASSISTANT CITY MANAGER signs CONDITIONAL USE PERMIT
- ADMIN mails CONDITIONAL USE PERMIT to applicant, updates the materials and permit into Treeno, archives the file and notifies 'Property Information Updates' Email List

## Conditional Use – Non-Environmental

- APPLICANT submits application
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- If part of a Site or Subdivision Plan, goes to TECHNICAL REVIEW COMMITTEE first
  - TECHNICAL REVIEW COMMITTEE reviews the plan
  - Comments may change the plan/permit request
- ADMIN calculates and invoices the abutter fee
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of permit
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- CITY PLANNER issues Notice of Decision
- APPLICANT submits final plans within 90 days
  - If extension is needed, follow that process
- ADMIN date stamps the plan and attached Notice of Decision for review
- ADMIN posts draft and final minutes

- CITY PLANNER does final review of submission
- ADMIN creates CONDITIONAL USE PERMIT
- ASSISTANT CITY MANAGER signs CONDITIONAL USE PERMIT
- ADMIN mails CONDITIONAL USE PERMIT to applicant, updates the materials and permit into Treeno, archives the file and notifies 'Property Information Updates' Email List

## Customary Home Occupation Certificate of Use

- APPLICANT submits application
  - Application
  - Plan
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR reviews the application
  - May have question for BUILDING OFFICIAL, but BUILDING OFFICIAL review is not required
- ZONING ADMINISTRATOR Issues Certificate of Use
- ADMIN updates the materials, application and permit into Treeno and archives the file
- ADMIN or ZONING ADMINISTRATOR sends PDF file to 'PROPERTY INFORMATION UPDATES' Email List
- ADMIN sends PDF of approved Certificate to APPLICANT

## Customary Home Occupation Certificate of Use - Renewal

- ZONING ADMINISTRATOR by November 25
- ADMIN mails out letters by December 1
- If renewal is sought:
  - APPLICANT submits application and fee by January 1
  - ADMIN enters the application into Workbook and updates file
  - ADMIN posts payment in Revenue Sense to create a TR for deposit
  - ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
  - ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
  - CITY CLERK returns a copy to ADMIN to update file
  - ZONING ADMINISTRATOR reviews the application
  - ZONING ADMINISTRATOR issues renewal of Certificate of Use
  - ADMIN scans the materials, application, and permit into Treeno and archives the file
  - ADMIN sends PDF of approved Certificate to APPLICANT
- If no renewal is submitted by January 8
  - ZONING ADMINISTRATOR reaches out to applicant for update
    - Code enforcement process if renewal is required
    - Letter noting the use is no longer permitted and a new permit is needed in the future.

## Dover Economic Loan Program (DELP) Application

- Application for DELP loan received.
- COMMUNITY DEVELOPMENT PLANNER reviews the application for completeness and for compliance with applicable HUD qualifications
- If incomplete, COMMUNITY DEVELOPMENT PLANNER contacts applicant for additional information
- If not eligible for DELP funding, COMMUNITY DEVELOPMENT PLANNER applicant
- If complete, City undertakes underwriting process for the proposal.
- COMMUNITY DEVELOPMENT PLANNER completes environmental review process.
- When underwriting and environmental review process has been completed and application is ready for review by the DELP LOAN COMMITTEE, the COMMUNITY DEVELOPMENT PLANNER schedules the application for review by the DELP LOAN COMMITTEE.
- COMMUNITY DEVELOPMENT PLANNER prepares agenda and packet for DELP LOAN COMMITTEE
- ADMIN provides agenda and packet to DELP LOAN COMMITTEE and applicant for meeting
- ADMIN posts Agenda in City Hall at least 24 hours prior to DELP Loan Committee meeting
- DELP LOAN COMMITTEE votes to approve, approve with conditions or deny the application
- COMMUNITY DEVELOPMENT PLANNER prepares letter of decision and, as appropriate, conditions of approval
- LEGAL DEPARTMENT prepares closing documents
- COMMUNITY DEVELOPMENT PLANNER provides closing documents to the applicant for review
- COMMUNITY DEVELOPMENT PLANNER schedules date and time for closing.
- LEGAL DEPARTMENT conducts closing.
- LEGAL DEPARTMENT records applicable documents with the registry of deeds
- COMMUNITY DEVELOPMENT PLANNER works with Loan recipient to begin job creation/retention process.
- After closing documents have been recorded, ADMIN processes request to have loan check cut for loan recipient.
- COMMUNITY DEVELOPMENT PLANNER provides check to loan recipient.
- COMMUNITY DEVELOPMENT PLANNER enters activity into IDIS
- COMMUNITY DEVELOPMENT PLANNER updates IDIS when job creation/retention obligation has been met.
- COMMUNITY DEVELOPMENT PLANNER closes activity in IDIS
- ADMIN creates requisitions for recipient and COMMUNITY DEVELOPMENT PLANNER reviews allocations and account number
- ADMIN sends Purchase Order to COMMUNITY DEVELOPMENT PLANNER and prints for file
- COMMUNITY DEVELOPMENT PLANNER notifies recipient that funds are available.
- ADMIN creates monthly invoice, collects payment, sends Principal and Interest data to COMMUNITY DEVELOPMENT PLANNER and FINANCE
- ADMIN updates file and processes checks through REVENUE SENSE to create a Transaction Report (TR) for deposit
- COMMUNITY DEVELOPMENT PLANNER and ASSISTANT CITY MANAGER sign off on deposit
- ADMIN makes two copies of TR and brings it to the CITY CLERK to process
- CITY CLERK returns a copy to ADMIN for our records
- ADMIN gives copy of TR to COMMUNITY DEVELOPMENT PLANNER and updates file

## Equitable Waiver

- APPLICANT submits application 21 days prior to ZONING BOARD OF ADJUSTMENT meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ZONING ADMINISTRATOR places the item on ZONING BOARD OF ADJUSTMENT Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 5 days ahead of meeting
- ADMIN post agenda in City Hall and newspaper 13 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
- ADMIN create packets and web materials
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Sends link to ZONING BOARD OF ADJUSTMENT MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of Equitable Waiver
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONNING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treeno and archives the file

## Excavation Permit: New Permit

- APPLICANT submits application by April 1 every odd year
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application by April 15
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee and invoices APPLICANT
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN creates labels and certified mail for Abutter Notice 20 days prior to the 1<sup>st</sup> meeting in May, so they are received by abutters 14 days prior
- CITY PLANNER places the item on PLANNING BOARD Agenda for 1<sup>st</sup> meeting in May
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT submits abutter fee payment
  - No later than 1 day prior to meeting
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of permit
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ZONING ADMINISTRATOR issues Notice of Decision
- ADMIN posts draft and final minutes and sends copy to APPLICANT
- APPLICANT submits final plan within 90 days
  - If extension is needed, follow that process
- ADMIN date stamps the plan and attached Notice of Decision for review
- ZONING ADMINISTRATOR does final review of submission

## Excavation Permit: Renewal of Permit

- APPLICANT submits application by April 1 every even year
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application by April 15
  - May have question
  - Resubmittal?
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR issues Notice of Decision



## Floodplain Development Review

- If submitted as part of Building Permit, see “Zoning Approval of Building Permit”
- If Pre Building Permit submission:
  - Property owner provides the ZONING ADMINISTRATOR with a proposed building location
- ZONING ADMINISTRATOR reviews FIRM Maps to review location of Flood Zone
  - May request additional information
- ZONING ADMINISTRATOR provides email or letter confirming if Floodplain development regulations apply.

## Impact Fee Waiver

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN post agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN create packets and web materials
  - Includes minutes from original approval and Notice of Decision if previous approval
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of waiver
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN mails Notice of Decision to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN updates the materials into Treeno and archives the file

## Lot Line Adjustment

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN mails letter to APPLICANT
- APPLICANT submits final plans, PDF and CAD file within 90 days
  - If Extension is needed, follow that process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN posts draft and final minutes
- ADMIN date stamps the plan and attaches Notice of Decision
- CITY PLANNER does final review of submission

- ADMIN stamps the plan set for signature
- PLANNING BOARD signs and dates plan set for signature
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- APPLICANT records final plat at Registry of Deeds and contacts ADMIN with recording information
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List

## Lot Restoration

- APPLICANT submits application
  - Application
  - Plan(s)
  - As-built survey, in paper and CAD
  - Deed Materials
  - Letter of authorization
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application and tracks deed history
  - May have question
- ZONING ADMINISTRATOR signs in approval
- CITY ASSESSOR reviews the application
  - May have question
- CITY ASSESSOR signs in approval
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to CITY COUNCIL
- CITY ATTORNEY places the item on CITY COUNCIL Agenda with memo as background
- CITY COUNCIL votes on lot restoration
- CITY CLERK issues Certificate of Restoration
- APPLICANT submits Certificate to Registry of Deeds
- APPLICANT submits recording number to ADMIN
- ADMIN scans the materials, application and Certificate into Treeno and archives the file
- ZONING ADMINISTRATOR notifies 'Property Information Updates' Email List
- CITY ASSESSOR assigns Parcel ID to restored lot(s)
- ASSET MANAGEMENT updates Parcels/Property Information GIS data using CAD submission

## Plan Extension

- If administrative extension
- APPLICANT can request in writing a 90-day extension from the ASSISTANT CITY MANAGER OR CITY PLANNER why they are unable to meet the conditions of approval within 90 days.
  - CITY PLANNER reviews request
  - ADMIN drafts 90-day administrative extension letter
  - ASSISTANT CITY MANAGER issues extension
  - ADMIN mails letter to applicant and updates workbook, Treeno and archives the file
- If first PLANNING BOARD extension
  - APPLICANT submits application
  - ADMIN collects application and public notice fee
  - ADMIN posts payment in Revenue Sense to create a TR for deposit
  - ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
  - ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
  - CITY CLERK returns a copy to ADMIN to update file
  - CITY PLANNER confirms with ADMIN that all fees have been collected
  - CITY PLANNER places the item on PLANNING BOARD Agenda
  - ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
  - ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
  - ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
  - CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
    - Contains recommendations for conditions of approval
  - ADMIN creates packets and web materials
    - Includes minutes from original approval and Notice of Decision if previous approval
  - ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
    - Sends copy to applicant
    - Sends link to PLANNING BOARD MEMBERS
  - PLANNING BOARD Holds PUBLIC HEARING
  - PLANNING BOARD Discusses application
  - PLANNING BOARD Votes on approval of extension request
  - PLANNING BOARD Votes on approval of plan
  - CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
  - ADMIN creates Notice of Decision letter
  - ASSISTANT CITY MANAGER issues Notice of Decision
  - ADMIN posts draft and final minutes
  - ADMIN date stamps the plan and attaches Notice of Decision
  - ADMIN mails the Notice of Decision letter and updates the material into Treeno and archives the file
- If second or more PLANNING BOARD extension
  - CITY PLANNER places the item on PLANNING BOARD Agenda
  - ADMIN collects application fee
  - ADMIN calculates abutter fee, invoices APPLICANT
  - ADMIN posts payment in Revenue Sense to create a TR for deposit

- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Includes minutes from previous approvals
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of extension request
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN posts draft and final minutes
- ADMIN date stamps the plan and attaches Notice of Decision
- ADMIN mails the Notice of Decision letter and updates the material into Treeno and archives the file

## Plan Waiver

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- If part of a Site or Subdivision Plan, goes to TECHNICAL REVIEW COMMITTEE first
  - TECHNICAL REVIEW COMMITTEE reviews the plan
  - Comments may change the plan/permit request
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of waiver
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN mails the Notice of Decision letter to applicant
- ADMIN posts draft and final minutes
- APPLICANT submits final plans within 90 days
  - If Extension is needed, follow that process
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission



- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds, if applicable
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List

## Rezoning (Citizen Petition)

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ASSISTANT CITY MANAGER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN post agenda in City Hall and newspaper 13 days ahead of meeting
- PLANNING BOARD holds initial discussion and determines if it wants to post the amendment
- ASSISTANT CITY MANAGER generates property owner letter
- ADMIN mails property owner letter 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of amendment refers to City Council
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- City Council holds first reading forwards to PUBLIC HEARING
- ASSISTANT CITY MANAGER updates property owner letter
- ADMIN mails property owner letter 12 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to CITY COUNCIL
- CITY ATTORNEY conveys memo to CITY COUNCIL 7 days ahead of meeting
- CITY COUNCIL Holds PUBLIC HEARING
- CITY COUNCIL Discusses application
- CITY COUNCIL Votes on approval of amendment
- CITY ATTORNEY provides materials to General Code, if approved.

- ADMIN updates the materials into Treeno and archives the file

## Sign Permit – Permanent

- APPLICANT submits application
  - Application
  - Color illustrations of sign(s) including dimensions
  - Description of sign materials
  - Mounting/installation specifications
- APPLICANT pays application fee
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ZONING ADMINISTRATOR Issues Permit
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ADMIN scans the materials, application and permit into Treeno and archives the file
- ADMIN emails APPLICANT approved sign permit PDF
- ZONING ADMINISTRATOR emails FIRE CHIEF approved sign permit PDF

## Sign Permit – Temporary

- APPLICANT submits application
  - Application
  - Hold Harmless Certification Letter
  - Certificate of Insurance
- APPLICANT pays application fee
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR Issues Permit
- ADMIN scans the materials, application and permit into Treeno and archives the file
- Permit **expires** on a certain date

## Sign Permit – Community

- APPLICANT submits application
  - Application
  - Hold Harmless Certification Letter
  - Certificate of Insurance
- APPLICANT pays application fee
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ZONING ADMINISTRATOR Issues Permit
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ADMIN scans the materials, application and permit into Treeno and archives the file
- ZONING ADMINISTRATOR notifies PARKING BUREAU
- Permit(s) **expire** on a certain date

## Site Review

- Concept review with ASSISTANT CITY MANAGER or CITY PLANNER
- Application is submitted 21 days prior to TECHNICAL REVIEW COMMITTEE meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN creates packets and web materials and sends link to the TECHNICAL REVIEW COMMITTEE
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- TECHNICAL REVIEW COMMITTEE Reviews the application
  - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - Traffic always
    - Parking, if downtown
- Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
- TECHNICAL REVIEW COMMITTEE occurs
  - TECHNICAL REVIEW COMMITTEE determines if PLANNING BOARD review is needed
    - If no:
      - Applicant resubmits
      - CITY PLANNER does final review of submission
      - ADMIN stamps the plan set for signature
      - ASSISTANT CITY MANAGER signs and dates plan set for signature
      - ADMIN invoices for Impact Fees
      - Applicant records final plat at Registry of Deeds, if there are easements
      - ADMIN scans the materials, application and permit into Treeno and archives the file
    - TECHNICAL REVIEW COMMITTEE determines if second full TECHNICAL REVIEW COMMITTEE is needed
      - If full review, applicant submits plans 1 week ahead
        - TECHNICAL REVIEW COMMITTEE Reviews the application
          - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
          - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE

- BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
      - Traffic always
      - Parking, if downtown
  - Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
    - CITY PLANNER provides updated COMMENTS
  - Comments revised/updated and resubmitted to applicant
  - Final TECHNICAL REVIEW COMMITTEE review before PLANNING BOARD
    - Applicant provides advanced PDF copy of plans 1 week ahead
    - TECHNICAL REVIEW COMMITTEE meets with applicant
    - Applicant reviews progress.
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web material
  - Includes TRC minutes and response letter from APPLICANT
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on **conditional** approval of site plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days

- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for Impact Fees and TDR fees, if applicable. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN posts draft and final minutes
- APPLICANT submits final plan set, PDF and CAD within 90 days
  - If extension is need, follow extension process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set
- Applicant records final plat at Registry of Deeds, if there are easements
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List
- Transition to Inspection Services/Engineering Site Construction process
  - APPLICANT has 5 years to complete project
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit and signs the Certificate of Occupancy



## Special Exception

- Application is submitted 21 days prior to ZONING BOARD OF ADJUSTMENT
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- ZONING ADMINISTRATOR places the item on ZONING BOARD OF ADJUSTMENT Agenda
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates labels and certified mail for Abutter Notices
- ADMIN post agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 5 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Sends link to ZONING BOARD OF ADJUSTMENT
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of issuance of permit
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter, copies
  - ASSISTANT CITY MANAGER
  - BUILDING OFFICIAL/INSPECTIONS SECRETARY
  - CITY ASSESSOR
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treeno and archives the file
- Special Exception **expires** four years from date of approval

## Subdivision - Major

- Concept review with ASSISTANT CITY MANAGER or CITY PLANNER
- Application is submitted 21 days prior to TECHNICAL REVIEW COMMITTEE meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN creates packets and web materials and sends link to the TECHNICAL REVIEW COMMITTEE
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- TECHNICAL REVIEW COMMITTEE Reviews the application
  - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
- Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
- TECHNICAL REVIEW COMMITTEE occurs
  - TECHNICAL REVIEW COMMITTEE determines if second full TECHNICAL REVIEW COMMITTEE is needed
    - If full review, applicant submits plans 1 week ahead
      - TECHNICAL REVIEW COMMITTEE Reviews the application
        - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
      - Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
        - CITY PLANNER provides updated comments
  - Comments revised/updated and resubmitted to applicant
  - Final TECHNICAL REVIEW COMMITTEE review before PLANNING BOARD
    - Applicant provides advanced PDF copy of plans 1 week ahead
    - TECHNICAL REVIEW COMMITTEE meets with applicant
    - Applicant reviews progress.

- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Includes TRC minutes and APPLICANT response letter
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on **conditional** approval of site plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for Impact Fees and TDR fees, if applicable. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN mails the Notice of Decision letter to applicant
- ADMIN posts draft and final minutes
- APPLICANT submits final plan set, PDF and CAD within 90 days
  - If extension is need, follow extension process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set
- Applicant records final plat at Registry of Deeds, if there are easements
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds
- ADMIN updates the materials into Treeno and archives the file

- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List
- Transition to Inspection Services/Engineering Site Construction process
  - APPLICANT has 5 years to complete project
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit and signs the Certificate of Occupancy

## Subdivision - Minor

- Application is submitted 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on **conditional** approval of site plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for Impact Fees and TDR fees, if applicable. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN posts draft and final minutes
- APPLICANT submits final plan set, PDF and CAD within 90 days
  - If extension is need, follow extension process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR

- PLANNING BOARD CHAIR signs and dates plan set
- Applicant records final plat at Registry of Deeds, if there are easements
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List
- Transition to Inspection Services/Engineering Site Construction process
  - APPLICANT has 5 years to complete project
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit and signs the Certificate of Occupancy

## Transfer of Development Rights

- Concept Review with CITY PLANNER or ASSISTANT CITY MANAGER
- Application is submitted 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ASSISTANT CITY MANAGER determines if Concept approval is needed
- ASSISTANT CITY MANAGER creates TDR memo
- If Concept review
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of plan
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for TDR fees. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN updates the materials into Treeno and archives the file
- Applicant follows Subdivision or Site Review process
- No Concept Review
- Applicant follows Subdivision or Site Review process
- ADMIN Invoices for TDR Fees
- ADMIN updates the materials into Treeno and archives the file
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit

## Variance

- Application is submitted 21 days prior to ZONING BOARD OF ADJUSTMENT
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ZONING ADMINISTRATOR places the item on ZONING BOARD OF ADJUSTMENT Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
  - Contains recommendations for conditions of approval
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Sends link to ZONING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of issuance of permit
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter, copies
  - ASSISTANT CITY MANAGER
  - BUILDING OFFICIAL/INSPECTIONS SECRETARY
  - CITY ASSESSOR
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treeno and archives the file
- Variance **expires** four years from date of approval



## Zoning Administration – Code Enforcement

- COMPLAINT submits application
  - Application
  - Background/Evidence
- ADMIN enters the application into Workbook and creates a file
- ADMIN scans the application with background/evidence and enters into Treeno
- ZONING ADMINISTRATOR reviews the complaint
  - May have question
- ZONING ADMINISTRATOR Visits the site
  - Documents any visible evidence
    - If property owner is available, may interact with the owner
- ZONING ADMINISTRATOR notifies property owner of complaint
  - If phone number is available, call
    - Follow up in writing with template letter
      - Seeking communication in 10 business days
  - No, phone number reach out in writing with template letter
    - Seeking communication in 10 business days
- ADMIN creates labels/envelopes for certified mail/first class mail
- ADMIN updates the file, Workbook and Treeno
- ADMIN receives signed certified mail receipt and attaches to letter for ZA
- ZONING ADMINISTRATOR follows up with COMPLAINT with status
- ZONING ADMINISTRATOR follows up with property owner to bring property into compliance
  - Through cooperation
  - Through public board process for relief
- ZONING ADMINISTRATOR follows up with COMPLAINT with status
- When compliance ZONING ADMINISTRATOR closes out complaint in file
  - ADMIN updates the file, Workbook and Treeno
- When not in compliance ZONING ADMINISTRATOR compiles legal file and case referred to City Attorney

## Zoning Administration – Property Certification

- APPLICANT submits application
  - Application
- ADMIN enters the application into Workbook and creates a file
- If Zoning Violation Certification
  - ZONING ADMINISTRATOR reviews the application
    - May have question
  - ZONING ADMINISTRATOR reviews the file folder
    - May visit site
  - ZONING ADMINISTRATOR notifies property owner of finding
    - Letter to applicant within 5 business days
- If Planning Board Approval Certification
  - CITY PLANNER reviews the application
    - May have question
  - CITY PLANNER reviews the file folder
    - May visit site
  - CITY PLANNER notifies property owner of finding
    - Letter to applicant within 5 business days
- ADMIN updates the file and Treeno

## Zoning Administration – Property Verification

- APPLICANT submits application
  - Application
- ADMIN enters the application into Workbook and creates a file
- If Zoning or Zoning Board Verification
  - ZONING ADMINISTRATOR reviews the application
    - May have question
  - ZONING ADMINISTRATOR notifies property owner of finding
    - Letter to applicant within 5 business days
- If Planning Board Verification
  - CITY PLANNER reviews the application
    - May have question
  - CITY PLANNER notifies property owner of finding
    - Letter to applicant within 5 business days
- ADMIN updates the file and Treeno

## Zoning Administration – Review of Building Permit

- INSPECTION SERVICES emails building permit application materials indicating location of the proposed structure
- ZONING ADMINISTRATOR reviews building permits for compliance
  - May request additional information
- ZONING ADMINISTRATOR provides email confirming Zoning Compliance
- If Non-compliance, ZONING ADMINISTRATOR provides email recommending path to compliance
  - Adjust building location
  - Public board process for relief is outlined

## Zoning Administration – Zoning Determination

- APPLICANT submits application
  - Application
  - Background/Evidence
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ZONING ADMINISTRATOR reviews the file folder
- ZONING ADMINISTRATOR reviews interpretation with CITY PLANNER or ASSISTANT CITY MANAGER
  - May visit site
- ZONING ADMINISTRATOR notifies property owner of finding
  - Letter to applicant within 10 business days
    - Letter includes path through public board process for relief
- ADMIN updates the file and Treno