

1 **BILL NO. S-11-05-09**

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ORDINANCE NO. - 8 109-11

AN ORDINANCE approving the purchase of software and services to streamline the land-use permitting process for large-scale developments and projects at a total cost of \$1.4 M to be shared equally between the City and the County, making the city's share \$700,000.

Whereas, the City of Fort Wayne and Allen County currently share the responsibility for the planning and implementation of economic development projects; and

Whereas, the Mayor and County Commissioners have created a multifaceted plan and new approach for land-use permitting that simplifies and speeds up processes, jumpstarts the use of technology, streamlines approvals, provides hands-on support and quicker answers, and strives to clarify and align the complicated rules and regulations of both jurisdiction; and

Whereas, the changes are targeted toward projects that represent large investments or a high-level of complexity. Based upon numbers spanning 2008 through 2010, the new plan will affect about 8 percent of all permits issued, accounting for almost \$300 million of annual investment or approximately 65 percent of local, yearly development spending; and

Whereas, The proposed land-use permitting plan includes the following components, in four key areas:

1. Process Innovation and Technology Improvements:
  - A comprehensive, online Development Portal, putting all essential information in one, easy-access location and reflecting best practices;

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- Capabilities to transact nearly all development-related business online, such as submitting information, checking project status, coordinating inspections, securing and printing permits and forms, and paying for services;
- Multiple interactive options to allow rapid response to development questions, conversations amongst users and ease of contact;
- Ability to work on steps concurrently and monitor all steps in the development process at the portal in real time; and
- A searchable storehouse of all relevant statutes, ordinances, resolutions, plans and documents.

2. Customer Service Enhancements:

- The new function of Development Expeditor, assigned to the largest and most complex projects;
- An internal team available to facilitate projects designated as midrange investments;
- Promotion of a culture of customer service throughout all City and County departments;
- Formal feedback methods with the development community on an ongoing basis; and
- Extensive customer service training.

3. Legislative Streamlining:

- Mechanism to clarify, clean up and reconcile relevant City, County and State statutes, ordinances, resolutions, plans and documents; and execute recommended changes, taking into account items no longer applicable,

1 City-County permit matching and integration of planning  
2 documents.

3 4. "Best Place to Start & Grow a Business" Assurance  
4 Program:

- 5 • Formal teams to collaborate with the development  
6 community and ensure expectations are met,  
7 consistency of action, continuous process improvements  
8 and delivery on plan; and

9 Whereas, the City of Fort Wayne and Allen County have are seeking the  
10 support of the Fort Wayne and Allen County Councils  
11 respectively to each approved \$700,000 in funding for the  
12 changes. When approved, the plan will be fully implemented in  
13 12-18 months.

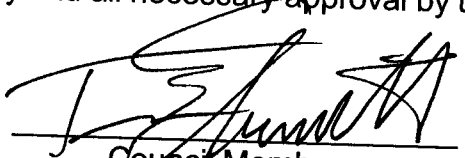
14 **NOW, THEREFORE, BE IT ORDAINED BY THE COMMON**  
15 **COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:**

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18 **SECTION 1.** That the purchase of software and services for the  
19 streamlining of the land-use permitting process for large-scale developments  
20 and projects at a total costs of \$700,000. is hereby approved in all respects.  
21 That said purchase will be used to bring seven County departments and 12  
22 city departments under the new permitting umbrella.

23 **SECTION 2.** That the City is authorized and directed to take all  
24 action necessary for the purchase of these software and services.


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**SECTION 3.** That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.



Council Member

APPROVED AS TO FORM AND LEGALITY



Carol Helton, City Attorney

County - 16th Mlg.

Date of Bill # 5-11-05-09

Permit process - final passage

Read the first time in full and on motion by Smith and duly adopted, read the second time by title and referred to the Committee on Finance (and the City Plan Commission for recommendation) and Public Hearing to be held after due legal notice, at the Common Council Conference Room 128, City-County Building, Fort Wayne, Indiana, on the 5-10-11 day of May, 2011, at 5:00 o'clock P. M., E.S.T.

DATED: 5-10-11

Sandra E. Kennedy  
SANDRA E. KENNEDY, CITY CLERK

Read the third time in full and on motion by Smith and duly adopted, placed on its passage. PASSED JUST by the following vote:

	<u>AYES</u>	<u>NAYS</u>	<u>ABSTAINED</u>	<u>ABSENT</u>
<u>TOTAL VOTES</u>	<u>9</u>	<u>0</u>		
<u>BENDER</u>	<u>✓</u>			
<u>BROWN</u>	<u>✓</u>			
<u>DIDIER</u>	<u>✓</u>			
<u>GOLDNER</u>	<u>✓</u>			
<u>HARPER</u>	<u>✓</u>			
<u>HINES</u>	<u>✓</u>			
<u>PAPE</u>	<u>✓</u>			
<u>SHOAF</u>	<u>✓</u>			
<u>SMITH</u>	<u>✓</u>			

DATED: 5-31-11

Sandra E. Kennedy  
SANDRA E. KENNEDY, CITY CLERK

Passed and adopted by the Common Council of the City of Fort Wayne, Indiana, as (ANNEXATION) (APPROPRIATION) (GENERAL) (SPECIAL) (ZONING) ORDINANCE (RESOLUTION) NO. 5-109-11 on the 31st day of May, 2011

ATTEST:  
Sandra E. Kennedy  
SANDRA E. KENNEDY, CITY CLERK

SEAL  
Matthew Henry  
PRESIDING OFFICER

Presented by me to the Mayor of the City of Fort Wayne, Indiana, on the 6th day of June, 2011, at the hour of 8:45 o'clock A. M., E.S.T.

Sandra E. Kennedy  
SANDRA E. KENNEDY, CITY CLERK

Approved and signed by me this 6<sup>TH</sup> day of June, 2011, at the hour of 5:00 o'clock P. M., E.S.T.

Thomas C. Henry  
THOMAS C. HENRY, MAYOR

**Joint meeting between Fort Wayne City Council and Allen County Council**

Tuesday, May 31, 2011

5:30 p.m.

Downtown Allen County Library Rooms A and B

Meeting was opened by a power point presentation by Beth Malloy, Deputy Mayor and Nelson Peters, Allen County Commissioner.

Open mike was held for citizens wishing to make comments.

Discussion was held between the two councils in regards to presentation and public comments.

After this discussion was held, City Council conducted a "Special Meeting" that had been approved on Tuesday, May 24<sup>th</sup> City Council meeting where a motion was made and passed to do a final vote on Bill #S-11-05-09 at this joint meeting.

Councilman John Shoaff, Chairman of Regulations Committee, conducted the special meeting. Discussion was held and a roll call vote taken of 9 – 0 in favor of ordinance. Vote sheet attached.

Prepared by:

Sandra E. Kennedy  
City Clerk  
May 31, 2011

**Fort Wayne Common Council  
Allen County Council**

**NOTICE OF A SPECIAL JOINT MEETING OF THE  
FORT WAYNE COMMON COUNCIL AND  
ALLEN COUNTY COUNCIL**

**Tuesday, May 31, 2011**

**At 5:30 p.m.**

**ALLEN COUNTY DOWNTOWN LIBRARY  
Rooms A and B**

**You are hereby notified that the Common Council of Fort Wayne and Allen County Council will hold a Special Joint Meeting on Tuesday, May 31, 2011, at 5:30 p.m. in Rooms A and B of the Allen County Downtown Library.**

**Said Special Joint Meeting shall be held for discussion and possible passage of the following ordinance:**

**Ordinance #S-11-05-09:**

**An ordinance approving the purchase of software and services to streamline the land-use permitting process for large-scale developments to be shared equally between City and County Governments.**

**There will be an open mike if you wish to express your personal opinion regarding this ordinance. Please call the office of the City Clerk, 427-1221.**

**DATED: 5-27-2011**

**Sandra E. Kennedy  
City Clerk**

Fort Wayne City Council  
c/o City Clerk' Office  
1 East Main Street  
Fort Wayne, IN 46802

Elizabeth Malloy  
Deputy Mayor  
City of Fort Wayne  
(260) 427-2668

Subject: Streamlining of Land - use Permitting

Members of City Council:

This ordinance is to authorize the purchase of software and services for the streamlining of land-sue permitting for the City of Fort Wayne. This total cost of this project is \$700,000.

The City will partner with Allen County in the implementation of new processes, functions, and software.

These changes will allow the development community to receive more timely information regarding code and ordinance changes, allow them to do more of their business online, measure satisfaction and act on its improvement, provide an avenue for escalation and mitigation of issues through the added function of development expeditor, and provide city and county agencies and departments with the ability to work together seamlessly and with more transparency.

If you have any questions, please call me at 427-2668.

Elizabeth Malloy  
Deputy Mayor  
City of Fort Wayne

**DIGEST SHEET**

**TITLE OF ORDINANCE** Land Use Permitting Streamlining

**DEPARTMENT REQUESTING ORDINANCE** Mayor's Office

**SYNOPSIS OF ORDINANCE** Appropriates money for software and services.

**EFFECT OF PASSAGE** The City, with Allen County, will implement a multi-faceted plan that will have the effect of providing better service to the economic development community.

**EFFECT OF NON-PASSAGE** The City, along with Allen County, will risk that future development will be lost to surrounding counties which are viewed as easier to do business with.

**MONEY INVOLVED (DIRECT COSTS, EXPENDITURES, SAVINGS)**

\$700,000 (Not budgeted, will need to be appropriated from cash reserves.)

**ASSIGNED TO COMMITTEE (PRESIDENT)** \_\_\_\_\_