



## **Case Management System for Development Review**

Policies & Procedures for Improved Customer Service

**The Mission of the Planning & Design Services Department 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  
Louisville Metro Planning & Design Services Department

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## **Introduction**

The Case Management System has been developed over that past 18 months with the input of many individuals and agencies. The consensus gained, through feedback from stakeholder groups and staff, (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. 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.

Once necessary templates and system changes have been developed for the Neighborhood Notification system, a notice of each new application/project will be sent to interested parties that 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 registered neighborhood groups 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 adjoiners 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 – A basic outline will be generated; however participants will generally determine the order of each meeting based upon the cases being reviewed. The general agenda will be 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 (1<sup>st</sup>)**

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.

### **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.

Indicating revisions with graphic symbols or colors will assist staff of all reviewing agencies in completing a thorough comparison of the revised plans/materials with the comments that they provided.

Cases for which revised plans and/or materials are not submitted within 6 months 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 14 days (10 working days).

### **Coordinated Agency Comments (2<sup>nd</sup>)**

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 entering information for cases that are ready to be placed on a docket, at the appropriate location within the agenda document. Staff reports will be pasted into the appropriate document preceding the scheduled public meeting.

### **Notification**

Current notification requirements will be adhered to. Notice for DRC and LD&T meetings shall be a minimum of 10 days prior to the date of the meeting. Staff will ensure adequate time to allow notice to be in the possession of recipients 10 days prior to the scheduled meeting. Likewise, notice timeframes for BOZA and Planning Commission indicated in current regulations or bylaws will be adhered to in the same manner.

### **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 the Land Development Code and bylaws of the Planning Commission and Board of Zoning Adjustment. 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.

### **Boards and Committees Conducting Public Meetings**

Development Review Committee (DRC)

Land Development & Transportation Committee (LD&T)

Landmarks Commission (or appropriate Architectural Review Committee)

Overlay Review Board (Bardstown Road, Downtown)

### **Public Hearings – Final Materials for Review & Distribution**

Some cases will be heard by a committee or board and forwarded to the full Planning Commission for a public hearing. It is expected that through the committee review, additional information or modifications to a plan will be requested. In accordance with LDC 11.4.5B, final materials which have been updated or revised after the LD&T meeting must be submitted no less than fourteen (14) calendar days prior to an original or continued hearing date.

The Board of Zoning Adjustment conducts public hearings for the consideration of cases assigned to that board. In accordance with LDC 11.5B.3, final materials which have been updated or revised after the LD&T meeting must be submitted no less than fourteen (14) calendar days prior to an original or continued hearing date.

## **Special Circumstances**

### **Pre-Application Submittals**

Cases requiring pre-application filing will also be processed through the Case Management System. Intake through Customer Service of all materials required on the pre-application form/checklist will be followed by distribution to necessary agency reviewers. The review time for pre-applications is 30 days (this is not a change from current practice). Once a pre-application review has been completed, the case manager will contact the applicant or their representative to set a time to review the comments together. Neighborhood meetings are conducted after pre-application reviews and prior to formal filing of an application. Once an application is filed for formal review, it will follow the standard Case Management System process with a 14 day review of initial materials.

### **Staff Approvable Cases**

Cases which meet the criteria of the LDC and PC or BOZA bylaws (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.