



Development Services Goals & Objectives for 2024

Development Service Department Wide:

- Provide good lines of communication and coordination between all sections of Development Services and Administration.
- Successfully complete all required continuing education requirements, obtain and maintain relevant certifications, and remain current on local, state and national Building, Code Enforcement, GIS, and Planning trends through state, regional, and national educational and training opportunities.

Building:

- Complete the conversion of the permit and inspection software into the Cityworks platform.
- Transition the Residential Rental program process into the Cityworks platform.
- Ensure all structures are compliant with their respective building codes and minimum safety standards.
- Continue cross training staff to ensure both short-term spikes in demand can be handled and long-term consistency in the level of service provided is maintained.

Code Enforcement:

- Respond to all legitimate code enforcement concerns within two business days.
- Document and inventory the existing permanent signs throughout Town.
- Coordinate golf cart inspections with the applicant by the end of business no later than the first business day following the day the inspection was requested.
- Develop a system to reliably report Code Enforcement statistics.

GIS:

- Develop and implement a comprehensive GIS data hub site to increase the accessibility of GIS data, maps, dashboards, GIS web apps, etc. for all town staff.
- Continue to foster a GIS data sharing program with Boone County, to increase collaboration and data accessibility.
- Develop a GIS training program for town staff that can utilize GIS data to improve their workflows.
- Develop and implement a GIS request system for tracking and delivering GIS maps, data and other deliverables.



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Planning:

- Go live the Land Use Case viewer to increase the accessibility of information related to both active Plan Commission and BZA cases and house historical case information on previously developed projects.
- Go live with the implementation of the Planning portions of Cityworks to maximize efficiency in the Plan Commission and BZA cases review process.
- Publish Plan Commission and BZA agendas a minimum of seven days prior to their respective meetings.
- Complete an annual review of the Comprehensive Plan, UDO, and WPC & BZA Rules of Procedure to ensure our development standards and procedures are user friendly, produce the types of develop Whitestown desires and remains current with development trends.