

**FAIRFAX COUNTY PLANNING COMMISSION
LAND USE PROCESS COMMITTEE
WEDNESDAY, OCTOBER 26, 2016**

PRESENT: Peter F. Murphy, Springfield District, Chairman
James R. Hart, Commissioner At-Large
Ellen J. Hurley, Braddock District
Earl L. Flanagan, Mount Vernon District

ABSENT: Janyce N. Hedetniemi, Commissioner At-Large
Timothy J. Sargeant, Commissioner At-Large
Kenneth A. Lawrence, Providence District

OTHERS: John Ulfelder, Dranesville District
James T. Migliaccio, Lee District
Karen A. Keys-Gamarra, Sully District
Kimberly Bassarab, Assistant Director, Planning Commission
Inna Kangarloo, Senior Deputy Clerk, Planning Commission
Regina Coyle, Department of Planning and Zoning (DPZ)
Bill Edwards, IT Services, Department of Public Work and Environmental
Services (DPWES)
Regina Coyle, Administration, Department of Planning and Zoning (DPZ)
Jill Huff, IT Services, DPWES

ATTACHMENT:

A. Planning Land Use System (PLUS) the Technology Modernization Effort.

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Chairman Peter F. Murphy called the meeting to order at 7:00 p.m. in the Board Conference Room, 12000 Government Center Parkway, Fairfax, Virginia, 22035.

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Chairman Murphy MOVED THAT THE FOLLOWING LAND USE PROCESS REVIEW COMMITTEE MINUTES BE APPROVED:

- MARCH 10, 2016
- APRIL 14, 2016
- MAY 18, 2016
- JULY 21, 2016
- SEPTEMBER 15, 2016
- SEPTEMBER 22, 2016

Commissioner Hurley seconded the motion which carried by a vote of 4-0.

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Regina Coyle, Zoning Evaluation Division, Department of Planning and Zoning, gave a PowerPoint presentation on the Planning Land Use System (PLUS) the Technology Modernization Effort document, which is included in the date file. She focused her presentation on the integrated technology, the sixth vision element of the assessment conducted by Gartner Inc. Ms. Coyle said that the presentation was intended to familiarize the Committee with the County web modernization efforts as well as to engage the Committee members and obtain their feedback and guidance as the project progresses.

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Bill Edwards, IT Services, Department of Public Work and Environmental Services (DPWES) highlighted the Land Use Web Content Modernization Strategy, which included the goals, timeline, and stakeholders' participation.

Discussion continued among Committee members, Ms. Coyle, Mr. Edwards, and Jill Huff, IT Services, DPWES, regarding further implementation of the web modernization project.

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The meeting was adjourned at 8:08 p.m.
Peter F. Murphy, Chairman

An audio recording of this meeting is available in the Planning Commission Office, 12000 Government Center Parkway, Suite 330, Fairfax, Virginia 22035.

Minutes by: Inna Kangarloo

Approved: December 7, 2017



John W. Cooper, Clerk to the
Fairfax County Planning Commission



Planning Land Use System (PLUS) The Technology Modernization Effort



Fairfax County Development Services

DCC | DPWES | DPZ | FCDOT | FCPA | FMO | HD | LDS | OCR

FAIRFAX FIRST



Strategic Plan to Facilitate the Economic Success of Fairfax County

Economic Success Vision



Overarching Vision

“... Prosperity can only be achieved and sustained when a community's citizens, businesses and government work in concert for everyone's benefit... Our vision is a community where businesses, residents, and employees of a variety of ages, abilities, and experiences want to live, work, play, learn, and thrive...”

Adopted by the BOS on March 3, 2015.

January 27, 2015





Improve the Speed, Consistency, and Predictability of the Development Review Process

Economic Success Equation



Board of Supervisors'
Economic Success Strategic Plan

People Places Employment Governance

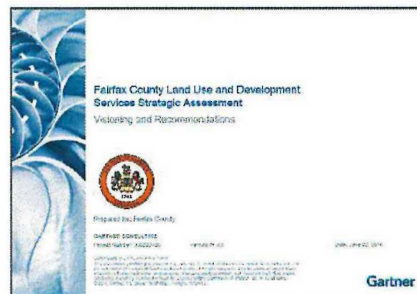
Read the Full Plan

Six Goals:

- Further Diversify Our Economy
- Create Places Where People Want To Be
- Improve the Speed, Consistency and Predictability of the Development Review Process
- Invest in Natural and Physical Infrastructure
- Achieve Economic Success Through Education and Social Equity
- Increase Agility of County Government



Joint Training Academy
Planning and Development Customer Information Center
Project Management Pilot
Proffer Initiative
Small Business/Retail Strategy
Parking Management
Restaurants



Continuous Improvement

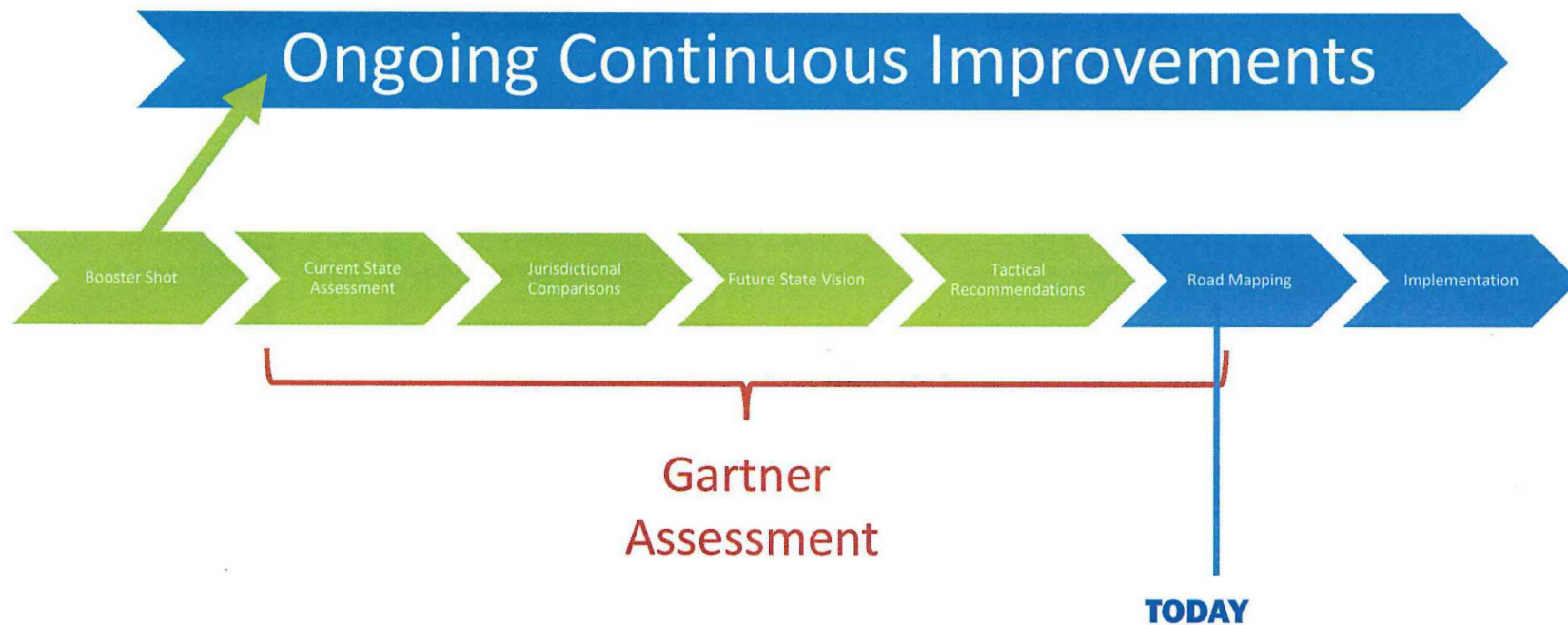


Fairfax County Development Services

DCC | DPWES | DPZ | FCDOT | FCPA | FMO | HD | LDS | OCR



Our Approach





Improve the Speed, Consistency, and Predictability of the Development Review Process

Fairfax County Vision Statement and Elements



Vision Elements: "In the future, Fairfax County will have..."

"Improve the Speed, Consistency and Predictability of the Development Review Process while

- 1) Maintaining a meaningful participatory role for county residents
- 2) Recognizing that time-to-market is crucial
- 3) Understanding the importance of agility in responding to market demand
- 4) Providing high-quality services that ensure public safety and create desirable places to live, work, and play"



1. A customer-centric, culturally integrated development services function
2. A problem-solving culture based on collaboration and accountability
3. A clear, predictable, and measurable land development process
4. The agility to respond to market demand and meet defined service levels
5. Codes and ordinances that are agile, easy to use, consistent, and support modern development patterns
6. Integrated technology that enables seamless customer and staff interactions, and supports land use and development operations
7. Engaged staff that have the knowledge, resources, support and morale to effectively perform the work





Improve the Speed, Consistency, and Predictability of the Development Review Process



Fairfax County Vision Elements

Vision Element 6

Integrated technology that enables seamless customer and staff interactions, and supports land use and development operations

Strategic Recommendation

Identify, prioritize, implement, and manage technologies to support industry, community, and staff needs in an integrated manner.

Tactical Recommendation

Next Step

6-1 Develop integrated IT governance and management for land development services

Underway

6-2 Develop an integrated strategic IT plan for land development services

Underway

6-3 Develop a single modernized land use and development system

Underway

6-4 Create unified, customer-oriented informational land development services web sites

Roadmapping

6-5 Leverage social media technology to communicate with customers and citizens

Underway

Opportunity to Address Current State Challenges

3 – Fairfax County operates in silos, which limits the ability to effectively communicate and coordinate with one another

6 – Aging, non-integrated technology systems exacerbate process and customer service issues

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Planning Land Use System (PLUS) Technology Modernization Effort

- **Replace:**
 - Land Development Systems-LDS
 - Zoning Applications (ZAPs),
 - Permitting and Waivers (PAWS)
 - Inspections Data Online (FIDO)
 - Customer/Citizen Land Development Information Web Portal (LDSnet)
 - 14+ Complementary Systems
- **With:**
 - A consolidated modern enterprise solution that is integrated with other critical systems and is adaptable to changing business needs.
 - A single portal to execute transactions, obtain status and gather information.



System and Vendor Capabilities



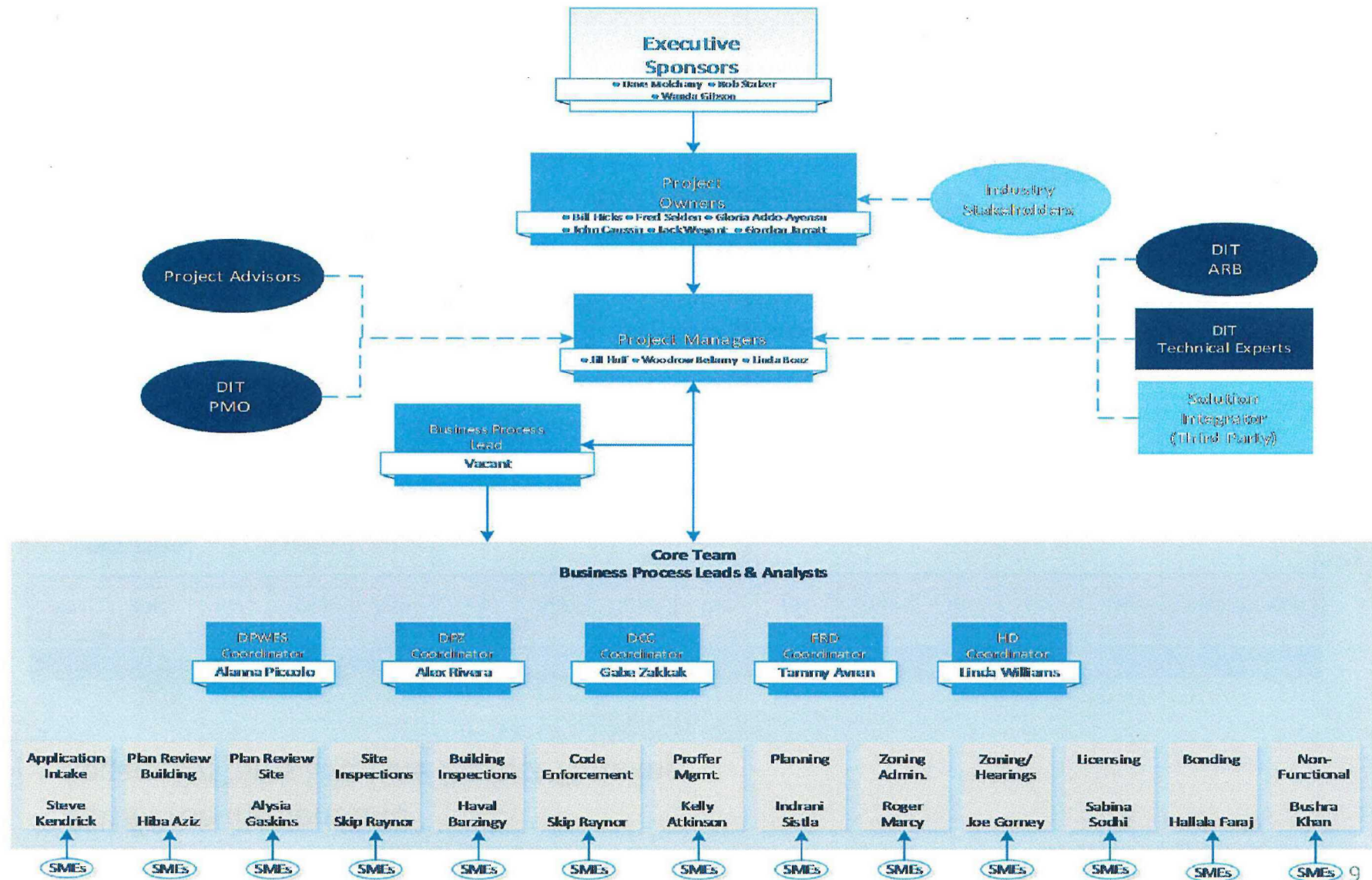
Comprehensive Solution

- Single vendor as prime contractor
- Provide COTS solution and implementation services
- Proven record implementing the solution for local governments > 1 million population

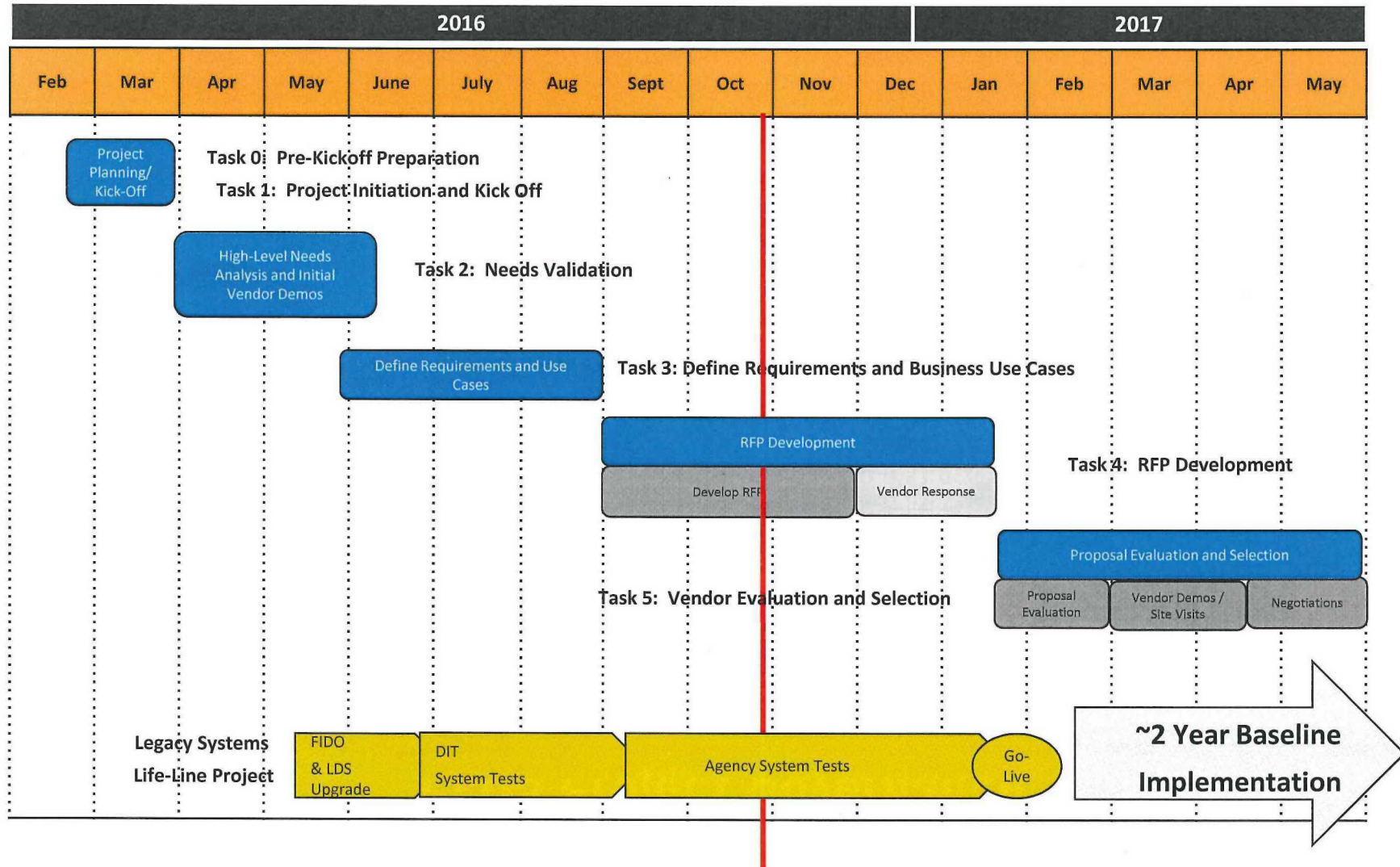


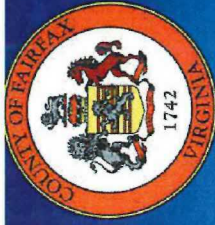
Improve the Speed, Consistency, and Predictability of the Development Review Process

PLUS Project Governance



PLUS Procurement and Legacy Systems Life-Line Project Timeline



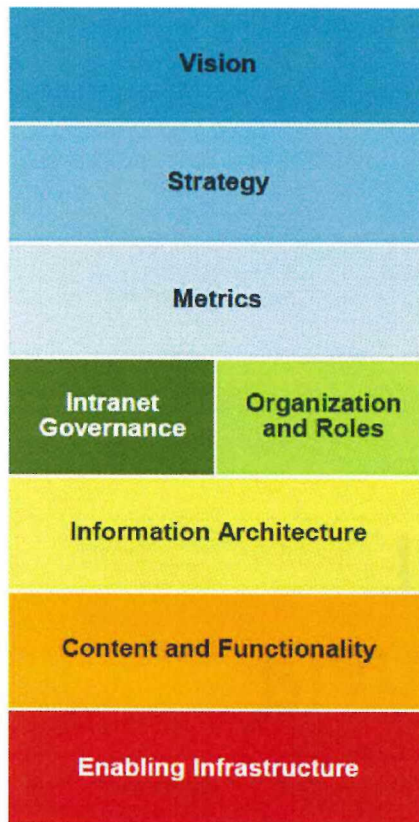


Planning Land Use System (PLUS) Technology Modernization

Questions?

Land Use Web Content Modernization Strategy

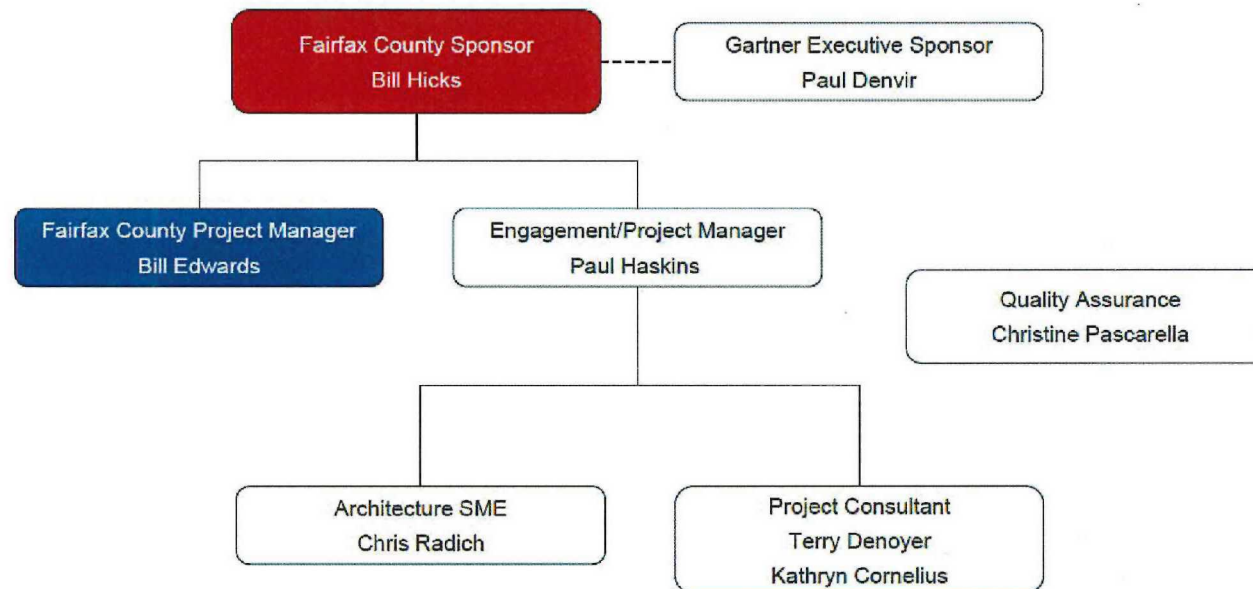
Modernization success is dependent on citizen centricity, business process design, together with engaged leadership, appropriate governance and the authority to simplify and consolidate web architecture.



- An effective web content and user experience strategy requires an integrated approach. The framework balances technology choices with equally important organizational, governance, and process dimensions.

Land Use Web Content Modernization Strategy

Gartner has created an organization structure that ensures high-level sponsorship and quality assurance, strong day-to-day project management and deep subject matter expertise.



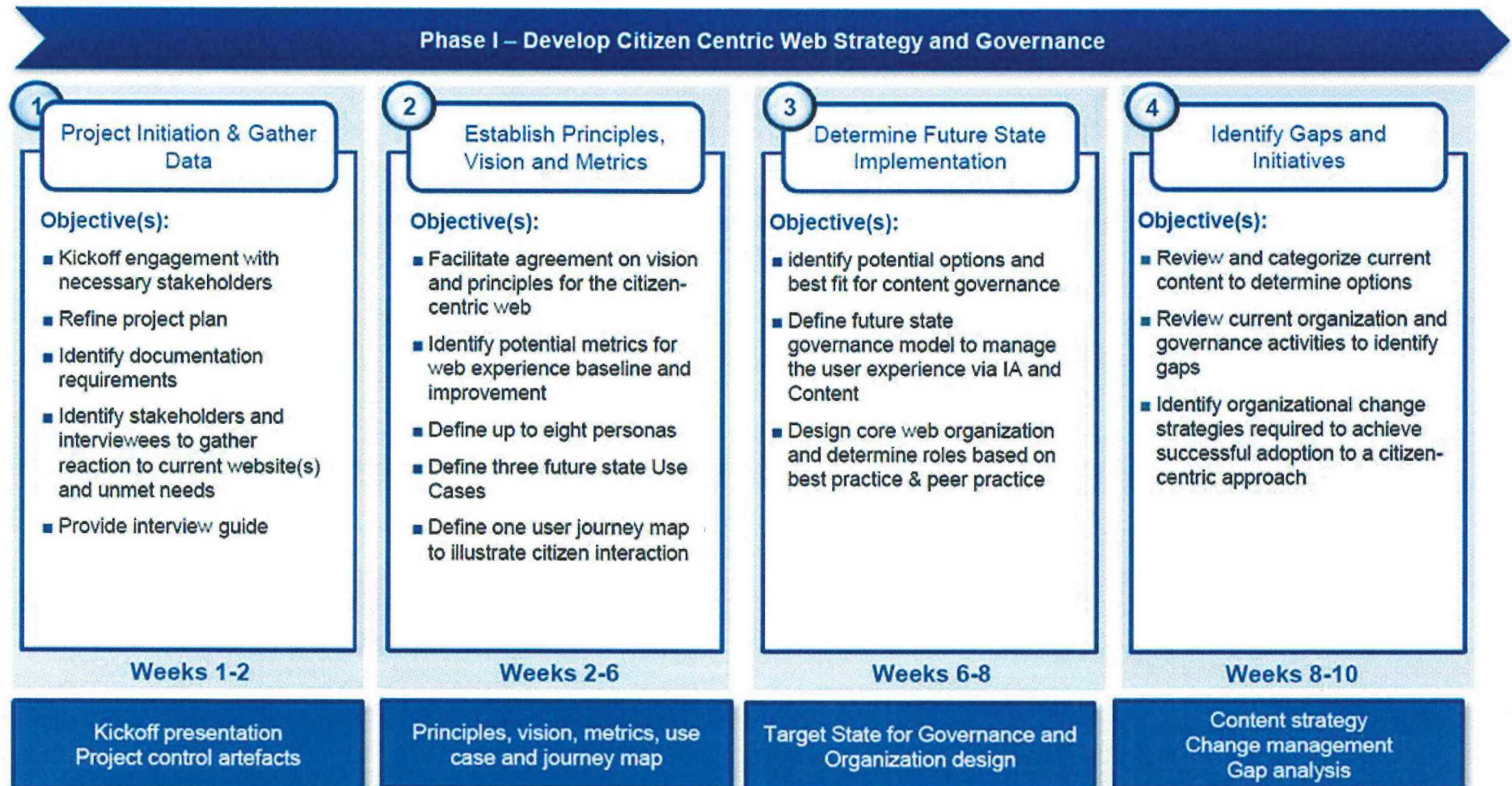
Stakeholder Stats

- 12 agencies & business units have contributed or taken part in the discussion so far
- 7 agencies have representation on the core project team

Agencies Involved

LDS, DPZ, HD, FMO, DOT, DPWES, PA, DCC, CEX/BOS, OPA, PC, DIT

Land Use Web Content Modernization Strategy



Land Use Web Content Modernization Strategy

DRAFT

Shelly



"Can I build an in-law suite onto my home?"

Gender Female

Age 54

Language English

Occupation HS Teacher

Education College

Income

Lifestyle

Location

Homeowner who is looking to build out additional space, and would like to learn the steps and follow the correct procedures to build

Shelly is a married mother of two kids in their twenties, and a homeowner in Reston who is interested in her options with adding space to her home. Shelly's father recently passed away, and the family is planning to have her mother come live with them in Reston. Shelly and her husband are envisioning an in-law suite built onto the back of her house, but is currently exploring various options.

Challenges

- Shelly imagines it will be a complicated process, given what she's seen on HGTV, but she does not know the specifics or where to begin.
- Shelly will lean on her Architect and Contractors to file paperwork, but is worried there may be other requirements outside their purview.

Goals

- To build a moderately sized addition ("in-law suite") onto the existing home
- To build within Fairfax County ordinance, regulations and safety requirements
- To complete her project on time so her mother can move in reasonably soon

Persona: Prospective Business Owner

Goal: Opening a new yoga studio / juice bar

- Painful Experience
- Neutral Experience
- Positive Experience

Preferred Devices



"We want to get in on the Silver Line development."

DRAFT

Patrick

Project Manager specialized in transit-related mixed-use commercial development, overseeing a major project along a future Silver Line Metro stop

Patrick is a Project & Construction Manager with Tillman Parker, a large commercial real estate company developing on the Silver Line. He's responsible for mixed-use development properties at the future Herndon-Monroe Metro station; 32 acres were acquired in 2005, and a 1.5mill square feet build-out adjacent to the Dulles Toll Road is anticipated.

Challenges

- This is the first time Patrick has personally overseen development in Fairfax the former Manager responsible for VA development left the company dental units (townhomes, two-over-two units, & multifamily in mid-rise) over 5 blocks are planned, land is currently zoned for office buildings

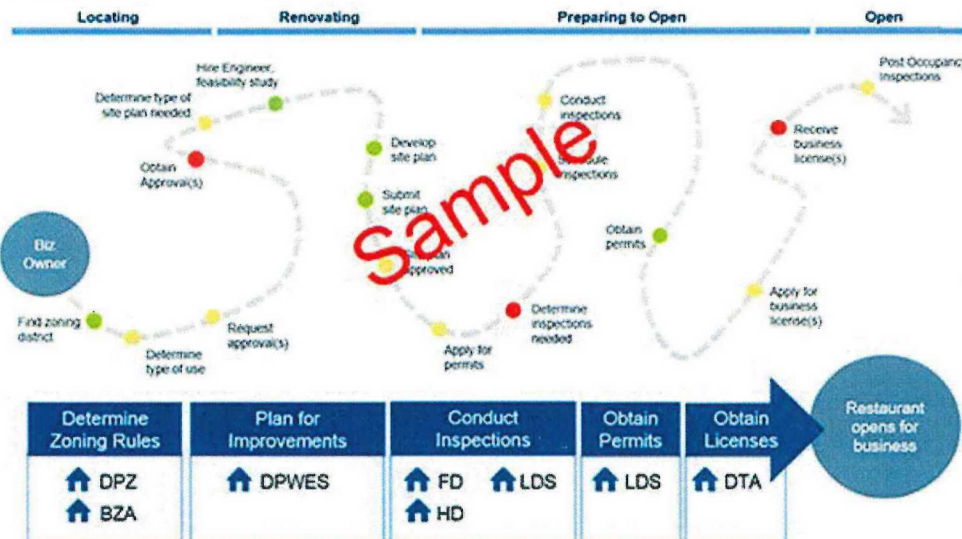
Preferred Devices



- Uses company mobile phone for email; just got an iPad for field work
- Uses email / desktop computer for sending large files

Information Channels

- Facebook to view family photos
- Reads Financial Times, Wall Street Journal, WBJ



ne the property for residential and commercial use; leverage proffers within Fairfax County ordinance, regulations and safety requirements. Complete development within budget by Phase 2 Silver Line completion

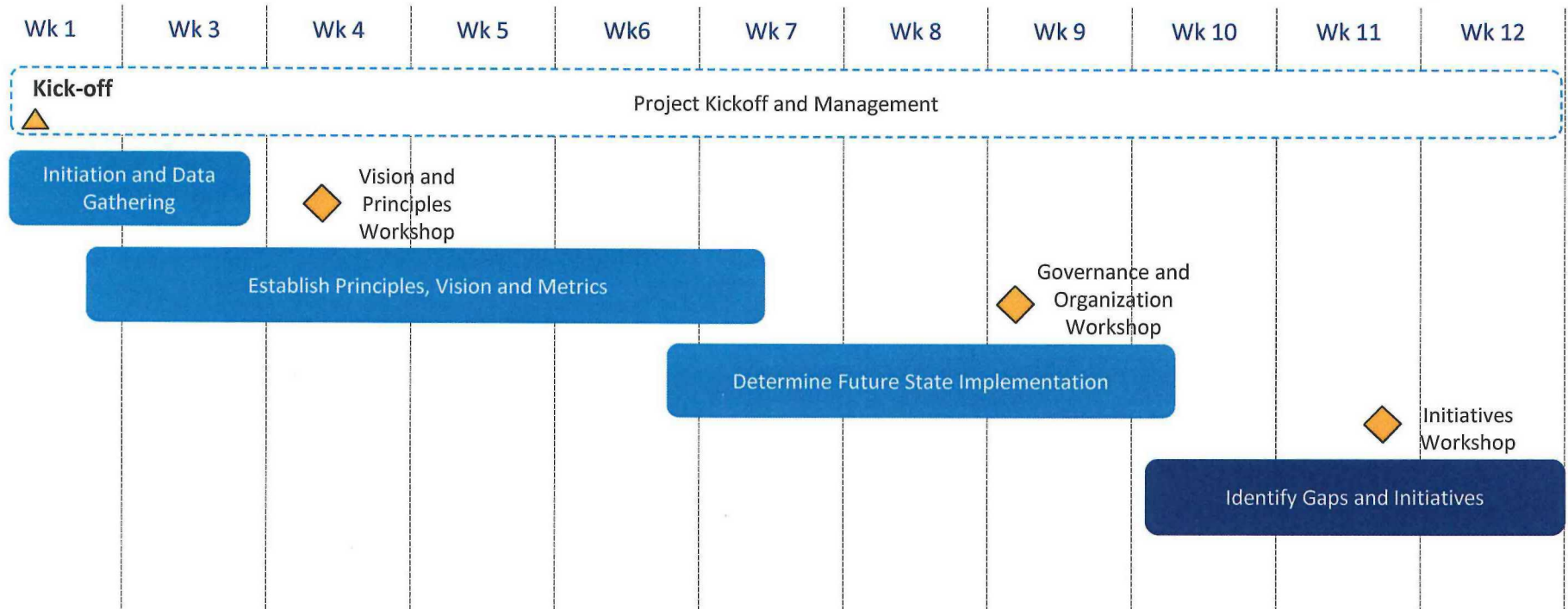
Information Needs / Expectations

get the land re-zoned and what proffers are possible. Assess all relevant regulations and requirements for Fairfax County and contact directly to move things forward into the status of applications for site approvals, permits, etc.

DPWES	DOT	FMO	HD	DTA	DCC	CEX	NCS
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Land Use Web Content Modernization Strategy

Gartner anticipates the Fairfax County Web Modernization project to have a total duration of 12 weeks with value delivered at each of the four anticipated workshop sessions.





Land Use Web Content Modernization Strategy

Questions?



Improve the Speed, Consistency, and Predictability of the Development Review Process



CONTACT INFORMATION

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10/26/2016

