



Project Management

PINELLAS COUNTY'S DEVELOPMENT PROJECT MANAGEMENT SYSTEM

Pinellas County has developed new customer service approach aimed at assisting residents and businesses with processing their proposed development projects in a more coordinated and timely fashion. Two key elements:

1. It's a Project Not a Permit
2. Partnership

It's a Project Not a Permit

Residents and businesses envision a project that they desire to build within the County. In most cases their project will require multiple permits or approvals depending on the complexity of the proposal. This new system centers on understanding the customer's "immediate project objective" and then ensures that communications, processes, approvals, and actions are coordinated for the entirety of the project.

Partnership

We are committed to a partnership, between a customer and staff, working together to process development proposals in a more timely and predictable way.

Central to the partnership culture is the assignment of a project manager to oversee a customer's project progress. The project liaison serves as a single point-of-contact to answer any questions, resolve issues that affect the project flow, evaluate performance of staff and consultants, and keep the project on established timelines. The project manager acts as a guide to keep the reviews and decisions on track.

Some key ideas and practices are established to support the partnership culture:

- Both the County and the customer will appoint a **single point-of-contact** for project communications and coordination.
- The County will assign **multi-disciplinary team** (MDT) members as required by the project complexity and scope. MDT members remain constant throughout the entire project to improve review consistency, where feasible.
- Staff and customer representatives use proactive and supportive communications with each other. The County and customer points-of-contacts **communicate regularly** on the project progress.
- The **process will be structured** to create time for appropriate team members and customer representatives to meet, confer on issues and solve issues.
- Staff and customer are **open to be creative** in ways to resolve issues within the regulatory framework. Collaboration, open-mindedness, flexibility, and communication are all essential in this process.
- If the team is unable to solve the problem for any reason, the project manager and appropriate staff members will **elevate the issue**. We guarantee a second opinion. We will work with the customer to determine the most appropriate path to together to a final decision and then get you there.

We promise to keep things moving for our customers!