

Appendix J

Sample MOU

MEMORANDUM OF UNDERSTANDING 9/9/08

The purpose of this memorandum is to formalize an arrangement between the Departments of Development, Public Services, and Public Utilities to establish and memorialize an agreement of the parties related to the operations of the Engineering Plans Review Section (One-Stop Shop). The parties agree to the following:

1. The One-Stop Shop is a joint venture between the Departments of Development, Public Services, and Public Utilities. The One-Stop Shop will be located at 757 Carolyn Avenue and organizationally housed within the Department of Development. The One-Stop Shop will be staffed by employees from all three departments. The reporting location for employees from the Departments of Public Services and Public Utilities selected to staff the One-Stop Shop Service Center shall be 757 Carolyn Avenue.
2. The employees of the Departments of Public Service and Public Utilities selected to staff and be co-located in the One-Stop Shop shall at all times remain employees of the Departments of Public Services and Public Utilities respectively.
3. Leave requests for employees of different departments located in the One-Stop Shop shall be routed through the Chief Plans Official for review prior to routing through the home department. The appropriate supervisor in each department shall take into consideration the Chief Plans official's recommendation as to approval or disapproval of leave request.
4. The Chief Plans Official shall provide comments to the respective department on employee performance on at least an annual basis. The departments will take into consideration the Chief Plans Officials' comments when completing an employee's annual evaluation.
5. The Development Department's Building Services Division's Chief Plans Official will provide overall planning, coordination, oversight and management of the activities of the One-Stop Shop and participate directly in the production of service deliverables.
6. The selection process for placement or replacement of personnel from the Departments of Public Services and Public. Utilities shall be a joint decision by the Chief Plans Official and the Departments of Public Services and Public Utilities. Each employee placement must be acceptable to each party.
7. The Chief Plans Official in cooperation with the Directors of Public Service and Utilities shall determine the appropriate staffing level for the One-Stop Shop so long as it can be accommodated within the Development Services Fund. Staffing levels at the date of this agreement shall be:
 - 3 from the Department of Development

- A minimum of 2 and a maximum of 4 from the Department of Public Services
 - 5 from the Department of Public Utilities
8. The Directors of Development, Public Services, and Public Utilities shall provide written guidelines to their respective employees co-located at the One-Stop Shop regarding the limits of such employees' authority to approve plans on behalf of their respective departments. Should the Assistant Director of Building Regulations and Compliance determine that this authority is too restrictive he/she shall attempt to resolve it with the respective Department Director and may appeal such decision to the Mayor's Office for resolution.
 9. It is understood that the intent of the One-Stop Shop is to move to a Project Manager system. The Project Manager will be the key contact with the applicant and will integrate comments from all reviewers, attempt to resolve any conflicts, and will have final project authority, subject to an over-ride by the Chief Plans Official. It is anticipated that Project Managers will be either Planners or Engineers and may be selected from any of the participating departments.
 10. Within the context of Items 8 and 9 above, employees in the One-Stop Shop shall be empowered and encouraged to make decisions on projects related to their functions, subject to an override by the Project Manager or Chief Plans Official. Any such override shall be immediately emailed to the respective Department Director who may have up to three business days to amend the decision.
 11. When the request for approval of any plan exceeds the authority of the staff, as established under item #8 above, or would be contrary to the established policies and procedures of either the Department of Public Services or Public Utilities, then such plan will be immediately forwarded to the Chief Plans Official, who will immediately forward the plan to the Director of the department having original jurisdiction over the matter for review and final determination. This determination shall be rendered not later than three business days after being received.
 12. Should the Assistant Director of Building Regulations and Compliance determine that authority exercised in 11 above is too restrictive he/she shall attempt to resolve it with the respective Department Director and may appeal such decision to the Mayor's Office for resolution.
 13. A standing monthly meeting, immediately following the BSRC meeting, will be held to keep all parties involved in the One-Stop Shop updated on the activities. The meeting attendees shall include the Directors of the Departments of Development, Public Services, Public Utilities, the Assistant Director of

Building Regulations, and Compliance or their designees, and the Chief Plans Official.

14. The terms of this memorandum of Agreement shall be reviewed annually by the Directors of the Departments of Development, Public Services, and Public Utilities in conjunction with representatives from the Office of the Mayor and may be modified as necessary. Should any Directors change before the annual review, the new Director shall be asked to sign and execute this same agreement.

APPROVED:

Department of Development

By: _____
Boyce Safford III, Director

Date: _____

Department of Public Services

By: _____
Mark Kelsey, Director

Date: _____

Department of Public Utilities

By: _____
Tatyana Arsh, Director

Date: _____