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City of Santa Rosa Community Development Department: Process Improvement Report Findings

SANTA ROSA, CA: July 15, 2015---The report findings and recommendations on process improvements for the City's Community Development Department has been completed and is ready for implementation. Instigated by the City, the report is a significant step in the journey to reopen city services to the community post the *Great Recession*.

The effects of the downturn have taken a toll on the organization resulting in decreased customer service and process efficiencies. To improve service to the community, the City needed to fully understand the entire customer experience and all its process touch points.

The 33 recommendations highlighted in the report provide insight on how to:

- Increase access to information before entering the development process.
- Seek efficiencies during the process to save applicants time and money.
- Develop a feedback system to continually fine-tune the process.

These findings and recommendations create immediate and long-term opportunities for the City to calibrate its development process to meet the needs of the community. The City will be reporting regularly on process improvements going forward.

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