

# Community Development PROCESS IMPROVEMENT ACTION PLAN

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## UPDATE # 1

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### Background | Setting

- The Management Partners report findings and recommendations are a significant step in the journey to reopen city services to the community post the Great Recession.
- Community Development is coming through a period of change as budgetary limitations have forced significant reductions in staff.
- Community Development staff recognized the need to help identify and recommend process improvements. Staff embraced the opportunity to work with Management Partners to understand and implement these recommendations.
- Community Development has an educated and dedicated workforce committed to seeking joint efficiencies in the planning and building process.

### Report Overview

- The report has 33 recommended tactics (see attached)
- These tactics fall under 3 broad concept categories:
  - Customer Service (outreach + communication)
  - Process + Technology
  - Partnerships (internal + external)
- Staff is prioritizing these tactics with an eye toward what is current underway, what can be easily addressed, and what tactics will take longer and are more complex, needing to be further dissected to achieve sustainable success.
- Many of the tactics will rely on developing and/or expanding cross-departmental and private sector partnerships to accomplish.
  - This will be a course of educating, communicating, and humanizing the process to share the goal of joint efficiencies.

## **End Goal + Vision**

- This is a community oriented department, with the bulk of the report having the greatest effect on those seeking over the counter reviews (vs. larger development projects).
- The end goal is to improve the customer experience at every touch point with Community Development, saving people time and money through a modern and efficient process. It is important that:
  - Working with the department is a comprehensive process in which the community trusts, feels supported and is given certainty of process;
  - Working for the department is an positive experience that empowers employees to help our customers;
- The City will be reporting regularly on process improvements going forward.
- Staff is currently creating working groups to address the implementation steps, stakeholders, and opportunities around each of the 33 tactics.