

**RES 014-2024 - PB Improvements**

**El Dorado County**

| TASK  | PARTICIPATING PARTIES                                     | PROGRESS | START   | END     | April-24                                    | May-24 | June-24 | July-24 | August-24 | September-24 | October-24 | November-24 | December-24 | January-25 | February-25 | March-25 |
|---|---|----------|---------|---------|---|--------|---------|---------|-----------|--------------|------------|-------------|-------------|------------|-------------|----------|
| <b>Applications</b>   |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| Conduct a review of application information requirements                            | PBD Division Managers with staff support                  | 10%      | 4/1/24  | 12/1/24 | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Streamline all application forms for a more efficient process                       | PBD Division Managers, staff support, and IT              | 0%       | 10/1/24 | 3/31/25 | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| <b>Working Group Meetings</b>   |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| Identifying working groups  | PBD Deputy Directors and other key County Representatives | 50%      | 7/1/24  | 10/1/24 | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Scheduling monthly meetings   | Kyle, Rhiannon & Jennifer                                 | 25%      | 8/1/24  | 10/1/24 | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| <b>Public Information Strategy</b>  |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| Project Information Map   | Ande, Andrew, Rhiannon                                    | 90%      | 4/1/24  | ongoing | Development process for project maintenance |        |         |         |           |              |            |             |             |            |             |          |
| Permit / project timelines  | Rob Peters, Janice Poirier, TRAKIT staff and Liaison      | 0%       | 10/1/24 | 3/31/25 | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Customer service survey   | Liaison, Andrew   | 33%      | 7/15/24 | ongoing | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Partner agency meetings   | Kyle, Liaison, Fire, Water, CSD, Schools                  | 50%      | 5/1/24  | ongoing | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Permit / application status for public  | Kyle, IT  | 0%       | 8/1/24  | ongoing | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Internal newsletters  | Kyle, Liaison   | 10%      | 9/1/24  | ongoing | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Social media  | Rhiannon, Kyle, Carla Haas                                | 25%      | 9/1/24  | ongoing | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| <b>TRAKIT Improvements</b>  |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| Consulting to identify needs  | Michael White, PBD staff                                  | 30%      | 6/1/24  | 8/30/24 | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Staff training (dependent on consulting)  | Michael White, PBD staff                                  | 0%       | tbd     | tbd     | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Evaluate modules / needs (dependent on consulting)                                  | Michael White, PBD staff                                  | 0%       | tbd     | tbd     | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| <b>Department Culture</b>   |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| 1 on 1 interviews   | Kyle, Rhiannon  | 40%      | 7/1/24  | 1/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Exit interview development and implementation                                       | Kyle, Managers, Supervisors                               | 0%       | 6/1/24  | ongoing | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| <b>Performance Management / Employee Development</b>                                |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| Department-specific performance evaluation program                                  | HR and PBD Management Staff                               | 0%       | 1/1/25  | 6/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Customer service objectives in all managers' annual performance evaluations         | HR and PBD Management Staff                               | 0%       | 1/1/25  | 6/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Training / professional development   | HR and PBD Management Staff                               | 0%       | 1/1/25  | 6/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Career advancement  | HR and PBD Management Staff                               | 0%       | 1/1/25  | 6/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| <b>Department Standards / Performance Measures</b>                                  |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| Phone calls and email response times  | Karen, Kyle   | 20%      | 4/1/24  | 2/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Statutory deadlines for applications  | Division Managers   | 0%       | 10/1/24 | 3/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| TRAKIT data input   | TRAKIT SMEs, Jennifer and Aurora                          | 0%       | 10/1/24 | 3/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| Code interpretation   | Division Managers   | 0%       | 10/1/24 | 3/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |
| <b>Management Meetings</b>  |   |          |         |         |   |        |         |         |           |              |            |             |             |            |             |          |
| Incorporate process improvement objectives in manager meetings and update regularly | Kyle and staff  | 10%      | 7/1/24  | 7/1/25  | [Active]                                    |        |         |         |           |              |            |             |             |            |             |          |

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