Planning & Building Process Improvements

Strategies for Efficiency and Transparency

Review of Application Information Requirements

Objectives

▶ Conduct a review of application forms and requirements

▶ Analyze appropriateness of information requested for different development stages

Goals

▶ Eliminate superfluous requirements and create a universal form that is adaptive and fillable online

▶ Amend County code and regulations where necessary for more efficient processes

Creation of a Working Group

Objectives

- Identify working groups for regular meetings with key County departments

Goals

- Improve application processing for better efficiency across County departments

Public Information Strategy

Objectives

▶ Continuously update "Projects in Your Area" on Planning homepage

▶ Audit recent projects to understand timelines: Pull and analyze TRAKiT reports

▶ Create workflow charts / infographics for increased transparency

▶ Solicit and receive customer feedback via new customer service survey

▶ Increase communication with partner agencies via an assigned staff member

▶ Partner with other organizations and agencies to attend key meetings for collaboration

▶ Review TRAKiT for a more efficient user-prompted information status of permit or application

Public Information Strategy
Continued

Goals

▶ Become more transparent with the application process and timeline

▶ Incorporate customer service feedback to initiate service improvements

▶ Create quarterly department newsletter, both internally and public facing

▶ Initiate outside partner agency training on TRAKiT functions

TRAKiT System Improvements

Objectives

▶ Identify and implement improvements through continued work with IT department

▶ Continue to attend Subject Matter Expert meetings and bi-weekly working group meetings

▶ Outreach to other jurisdictions for TRAKiT improvement collaboration

Goals

▶ Allow greater availability of application submittals online

▶ Research plan check software which integrates with TRAKiT for future implementation

▶ Determine ideal document management system needed for digital plan check

▶ Schedule biannual meetings with other TRAKiT jurisdictions

Engaging with Staff

Objectives

▶ Conduct 1-on-1 interviews for insight on workload, accountability, and culture

▶ Develop and conduct exit interviews with departing employees

Goals

▶ Gain better understanding of department culture and staff retention

▶ Recommend and implement employee retention and morale initiatives

Performance Management & Employee Development

Objectives

► Work with HR to develop department-specific performance evaluations to help promote positive employee-manager relationships

► Develop and update Customer Service Standards to enhance employee's expertise and improve service

► Provide steps for career advancement within department

Goals

► All employees provided opportunity for County-sponsored training and other professional development opportunities

► Create an environment of succession planning

Standards and Performance Measures

Objectives

▶ Phone calls and emails responded to within two business days

▶ Meet statutory deadlines for application completeness and permit issuance

▶ Create process for inputting all data into TRAKiT

▶ Develop standardized responses to ensure consistent communication on code interpretations

Goals

▶ Evaluate call log responsiveness monthly

▶ Update retention policy for permit and project files

▶ Training and cross training within division and departments to streamline interpretation of code

Regular Meetings with Managers

Objectives

- Schedule monthly managers meetings

Goals

- Incorporate process, policy, organizational, leadership, and cultural improvements

- Discuss upcoming projects, departmental issues, and progress updates

- Conduct postmortems on problematic projects