

March 20, 2024

## Planning and Building Services Department

### Golden Gate Bridge Initiative Recommendations Update

#### Structure

##### Objective 1.) PBS Organizational Restructuring (In Progress)

- With the support of Human Resources, the Department has modified the organizational chart to provide a streamlined reporting structure.
- The Department is in the process of implementing an enhanced performance management system.

##### Objective 2.) Training Program (In Progress)

- The Department has identified advanced training opportunities in each Division. The Divisions have begun scheduling these trainings for staff as time and resources allow.

#### Process

##### Objective 3.) Front Counter workflow revamp (In Progress)

- The Department has requested support from the Executive Office in the form of a process management expert to assist the Department in analyzing and improving workflows.

##### Objective 4.) Monthly Reporting (Completed - Ongoing)

- The Department reports monthly metrics that are available on the website.

#### Expenses

##### Objective 6.) Scanning and Digitization (In Progress)

- The Department has a contract for scanning services of existing records and a new system is being designed to accommodate digital submissions from the community.

##### Objective 7.) Fiscal Transparency (Complete)

- The Department reports monthly metrics that are available on the website, that include relevant fiscal details.

#### Customer Experience

##### Objective 8.) Cultural Improvement (In Progress)

- The Department is offering new customer service feedback mechanisms to community members, including an online survey available on the website and a QR code at the front counter.

##### Objective 9.) F.B. Front Office Acoustic Problem (Complete)

- Installed sound absorbing tiles in Fort Bragg Office for a better customer and staff experience.

Objective 10.) Ukiah Front Office improvements **(In Progress)**

- In coordination with the General Service agency, the Department is working on getting the roof leaks repaired that currently require the use of water collection bladders, and modifying the front Counter area to accommodate more Department staff to improve customer service and a new dedicated document scanning space for the Department's digitization efforts.