MANAGEMENT PARTNERS
INCORPORATED

City of Glendora
Development Review
Implementation Action Plan
April 1, 2011 (Updated 9/7/11)

The purpose of this implementation action plan is to assist the City in completing the steps necessary to implement the recommendations in the Management Partners development review report.

Our recommendations are included in this document. We suggest that staff review this document and include the appropriate tasks, lead person(s), funding needed, and due dates. By indicating the individuals responsible for specific tasks there is clarity about assignments and responsibility. Once this document is finalized, the action plan should be updated on a regular basis to indicate the completion of tasks and changes needed in the action plan.

Management Partners Recommendation	***Key Implementation Steps***	***Responsibility Assigned***	***Resource Needs (Funding and Staff)***	***Other Departments Involved***	***Timeline***
1. Modify existing planning, engineering, and building development services resource information to avoid the use of highly technical language, particularly for applicants not familiar with development services processes or procedures.	Committee: Judi H; Diane H; Doug C; Jerry B; David C(Planning Dept.) Integrate all development requirements from each division into the submittal checklists (i.e., patios, pools, signs, demolition, dwelling additions) Reformat; Simplify language	Judi H. David C. Noel Z/Jerry B	Staff	Planning	120 Days **Completed – 100%**

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2. Share the process maps created by management partners with customers to help explain the development review process and develop additional maps for other types of applications.	Revise & expand process maps to integrate all applicable division procedures, and put on City letterhead format. Place at public counter & on website. Integrate with revised plan check submittal checklists.	Diane H David C Noel Z	Staff	Planning	120 Days Matrix created **Completed – 100%**
3. Improve the format and appearance of information being provided so that it is easier and less expensive to produce and update.	Same as #1 Recommendation	Judi H David C Noel Z/Jerry B	Staff	Planning	120 Days All handouts have been revised into a standard 8 ½" x 11" form. **Completed – 100%**
4. Provide general information about the development process in a variety of locations, including public counters, the City's website, libraries and home improvement stores.	Place revised and reformatted development process information at public counters, website, Library, Ace Hardware and Home Depot. *Integrate all development information from Building, Engineering & Planning Department with a new "Development Process" website. *(This was an added staff recommendation to increase communication & customer service)	Judi H David C	 Diane H Noel Z	Planning	120 Days **Completed – 100%** 180 Days *(Develop combined website) **Revised anticipated start date 10/1/11**

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5. Improve the content of each project submittal checklist to ensure sufficient explanatory information is provided. Add check-off boxes to each checklist to help customers track the information required for their particular project.	Revise checklists by adding general pc submittal requirements for all applicable divisions/departments on one hand-out sheet (Building Division; Engineering Division; Planning Department). Add check-off boxes for clarity of tracking project requirements	Judi H David C Noel Z	Building & Engineering Division Staff & Planning Dept. Staff	Planning	120 Days General info from all Departments integrated into handouts with check-boxes added **Completed – 100%**
6. Develop standardized plans for the simplest, most commonly requested projects not requiring engineering review such as patio covers and retaining walls.	Develop standard patio plan Develop standard retaining wall plan Develop standard site plan	Dave D David C		Planning	120 Days **Completed - 100%** 120 Days **Completed – 100%**
7. Improve the placement of website content associated with development processes to maximize ease of access by customers and applicants.	Place most relevant information at top of website page	Judi H	Diane H		**Completed – 100%**

Management Partners Recommendation	*Key Implementation Steps*	*Responsibility Assigned*	*Resource Needs (Funding and Staff)*	*Other Departments Involved*	*Timeline*
8. Provide interdepartmental cross-training to counter staff in both Public Works and Planning and Redevelopment Departments to expand staff capacity to provide information about the development review process as a whole. Continue to provide training for all Engineering Division staff to ensure they can be successful in their new assignments.	Schedule 3 interdepartmental training sessions: Building Division - Completed Planning Department - Completed Engineering Division – Completed All Building, Engineering & Planning staff to attend. They will be one hour meetings designed to give an overview of each division's responsibilities; development processes and "go to" persons within the departments.	Judi H	Staff	Planning	90 Days **Completed – 100%**
9. Communicate performance standards for turnaround times to staff and the public on the City's website and documents in addition to the City budget.	This information will be included on the process maps that will be made available to the public at the counters and on the website The turnaround times will be uniform amongst all divisions/departments	Judi H	Diane H	Planning	120 Days **Completed – 100%**
10. Measure process performance against established timelines and use measurements as the basis for further improvements.	Establish additional performance standard measurements relating to inspections, plan checks and customer service that will measure efficiency and effectiveness. Analyze on a quarterly basis and make adjustments as required to meet timelines.	Judi H	Building Staff		60 Days **Completed – 100% & will be on-going**

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11. Develop a complete list of zoning code sections that need to be revised, review them with the City Manager and City Attorney, and develop an action plan and timeline for revision.	Planning Department	David C	Planning Staff	Planning	Timeline TBD by Planning Dept.
12. Research the purchasing of new permitting software system	Committee: Dave D, Judi H, Diane H, David C, Jeff K, Matt J, Ana D, Eve T, Chuck O, Loraine, Josh B, Kathleen S, Noel Z, David C (See Below for implementation steps)	Judi H/Dave D	Committee & Funding Source	Planning	120 Days

12. Research purchasing of new permitting software system	IT Department to research compatible systems.	Completed	
	Demos and/or site visits to be scheduled	Completed	3 Demos Observed 5 Site Visits
	RFQ's to be sent out	Completed	5 RFQ's were received & were reviewed by the committee, & a matrix summary created.
	Selection and Recommendation	On Target	Top 2 companies are being contacted by IT Dept. to discuss proposals & total costs. Recommendation will then be made to City Manager & City Council.
	Overall Progress: 90% Complete - 9/1/11		