


# OC Public Works/OC Planning

## *A Commitment to Shaping the County's Future*



**Board of Supervisors Presentation  
Performance Audit Progress Update  
September 15, 2009**

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# Key Audit Areas

## 35 Recommendations for 6 Improvement Areas:

- I. Staff Development
- II. Customer Service
- III. Business Processes
- IV. Information Systems
- V. Management
- VI. Operations



# OC Planning Response

- On July 31, 2009, the County Executive Officer provided your Board with a copy of OC Public Works/OC Planning comprehensive action plan
- 46 action items identified by OC Planning that correlate with and address issues raised in the Performance Management Audit
- 25% of the items have been completed



# Actions

## I. Staff Development

- Expanded mandatory training for all OC Planning staff
- Cross-training inspectors to develop knowledge base in canyon and coastal areas
- Aligning new curriculums and education with Balanced Scorecard performance measures

## II. Customer Service

- Launched new OC Planning website August 31, 2009
- Established New Customer Care Unit  
[OCPCustomerCare@ocpw.ocgov.com](mailto:OCPCustomerCare@ocpw.ocgov.com)
- Implemented Customer Satisfaction Evaluation process



# Actions

## III. Business Processes

- Formed workgroup to review options for developing Hybrid Flat Fee/Time & Materials Model
- Conducting research to align fee structure with local jurisdictions
- Confirming financial impact of proposed model and formulating recommendations for your Board

## IV. Information Systems

- Completed scope for easy access **no fee** online “Quick Start” permit application
- Undertaking performance and functionality assessment of the Automated Permit and Planning System (APPS)



# Actions

## V. Management

- Formed workgroup to develop long-term recommendations for improving organizational structure and instituting best management practices
- Assigned inspectors to four regions and implemented rotational program to ensure consistency and coverage
- Designed and developed new corporate branding and communications protocol for OC Planning staff

## VI. Operations

- Expanded Inspectors' hours to provide extended coverage and improve response
- Conducting routine audits to monitor performance



# Critical Milestone Targets

## **I. Staff Development**

- Complete development of a comprehensive curriculum and training plan - November 2009

## **II. Customer Service**

- Complete redesign of information flyers, applications, and brochures - December 2009

## **III. Business Processes**

- Complete development and implementation of a Balanced Scorecard - July 2010
- Complete development of Hybrid Flat Fee/Time & Materials Model - July 2010



# Critical Milestone Targets

## **IV. Information Systems**

- Complete functionality assessment of all modules of information system - January 2010

## **V. Management**

- Complete implementation plan for aligning key positions, tasks, and funding needed to address operational inconsistencies - July 2010

## **VI. Operations**

- Complete creation and dissemination of policies and procedures in support of OC Planning's goals, objectives, and performance outcomes - December 2009



# Results

## **Performance in the last six months:**

- 88 percent of customers rated counter service as excellent to very good
- Several letters of commendation received regarding the professional, knowledgeable, courteous, polite, and helpfulness of staff
- 75 percent of customers with closed permits received their remaining deposit back within 6 weeks
- 1,810 new permit applications received
- 11,882 building inspections performed
- 3,120 permits closed/completed in the last six months



# OC Public Works/OC Planning

- Questions

***A Commitment to Shaping the County's Future***