

DCM Performance Review – Planning Development Services

Meeting Date: 12/09/20
Meeting Notes Sent: 12/09/20

Who's Invited

Angela Montano; Miriam Y. Aguilar; Enrico Gradi; Lucas Tafoya; Catherine VerEecke; Nick Hamm; Martin Lewis; Giovanna Jaramillo (ZN); Maria Zuniga; Victoria Organick; Laurel Johnson

Planning Development Services 1:30-3:00 pm

Measuring What Measures (MWM)
Tell us about the measure. Are we measuring what matters? Is this helping you do your job?

Trending
How are actuals trending? If not on target, what are the steps to get back on track?

Analyst Questions
Other question about the measure

Are there any updates?
Mission Statement:
Services:
OpenGov Reports (add links):

O140

MWM

- Still on step number 1
- Policy document with public input

Trending

- Won't be able to update until they can meet with public
- Defer because of COVID restrictions

No recent data? Lack of staff? Defer?

O184

MWM

- Started the draft, need public input

Trending

- Defer because of COVID restrictions

New measure? No data?

O209

MWM

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Trending

- Complete

Complete. Move to prior?

O210

MWM

- Staff creating the code
- Add'l info: Might be delayed because of COVID-19

Trending

- Still on step 1
- Draft of code to be complete by end of FY21 – may not be approved

Status? Will it stretch into FY22?

Department Action Items
What needs to be done following the meeting? By who? By when?

- P35: Provide updated results
- P36: Provide updated results
- P234: Update target for FY21/22
- Fill out new objective

OEO Action Items
What needs to be checked-in on following the meeting, or deferred to a future meeting?

- O140: Defer measure
- O184: Defer measure
- O210: Update Add'l info
- P30: Update Add'l info
- P31: Update Add'l info
- P32: Update Add'l info
- P36: Update Add'l info
- P38: remove Add'l info
- P235: Update Add'l info

P30

MWM

- Majority of payments in person, but can take payments over the phone

Trending

- Add'l info: COVID-19 affects this, starting online permits – at the moment only have in-person to issue permits (restrictions: limit capacity and work hours)

Seasonal issues? COVID-19 been a problem? Add'l info – what is the mandate? Should we list it?

P31

MWM

- Business licenses Fewer depts and less technical than business permits
- Over the phone payments

Trending

- Mail and inspections that need to be completed and might cause delays
- Limited hours and weeks building closed

Seasonal issues? Process flow issue? COVID-19 a factor? Add info into add'l info?

P32

MWM

- Waiting for customers to make corrections

Trending

- Required more public interactions and the covid-19 restrictions will impact this

How is this measured? What's the process? Do you need to look at your target?

P33

MWM

- Have digital and paper permits
- Don't need inspections can handle internally

Trending

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Great job- why is this process on target- others not? Any delays with COVID-19?

P34

MWM

- Inspectors are in the fields and enter complaints with an iPad while in the field

Trending

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Looking good. COVID-19 adjustments?

P35

MWM

- Inspections are being done, but while the business is closed the permit is frozen

Trending

- If a business is closed the inspections are not completed, but it is not counted against the business
- The number of inspections will change because of Public Health order

How are you handling COVID-19? Additional info- should we put note about restaurant closures?

P36

MWM

- The pools that were open did have inspections completed

Trending

- The number of pool that were open will change because of Public Health order

Recent data due to COVID-19? Add info in additional info section.

P37

MWM

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Trending

- No change because of COVID, working with staff

Very close to your target- staffing issues? COVID-19?

P38

MWM

- Not fully staffed
- Reached out to HR – need to reclassify

Trending

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Online issues with COVID-19? Recent data? Do we want the info in the additional info section?

P232

MWM

- Need to get training to do it more efficiently, some request take more time
- Created an internal map request – more efficient

Trending

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Recent data available? Any issues working online?

P233

MWM

- Request are through emails and phone calls to help with the maps (how to use maps)

Trending

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Any recent data available? Online request available during COVID-19?

P234

MWM

- Counting how many feature classes/ layers that were updated, maintain 800 different layers

Trending

- Provide updates to the targets

Any recent data available? Online request available during COVID-19?

P235

MWM

- Have virtual trainings with Zoom

Trending

- Will be on track for the fiscal year
- Did not have trainings during March-May because of COVID-19

How are you doing this during COVID-19? Any information you want to put in additional information?

New OBJ?

Online permit process