

Draft Values in Action Plan

Value / Definition	How It Is Seen	How It Is Measured	Stage		
			Development	Implementation	Achieved
Accountability Own the outcome: We individually follow through on commitments, make data-informed decisions, and proactively step in to get things done. Disc Agreement Maintain accountability and professional respect across divisions.	Permit Services: Inspections are scheduled promptly at the requested time when the permit holder provides at least one business days' notice. Code Enforcement: Complaints are processed in a timely matter once received. Permit Techs: Permit intakes are processed in compliance with state law. Current Planning: Projects are processed in compliance with state law.	Permit Services: 90% percent of building permit inspections scheduled within one business day. Code Enforcement: Complaints are inputted into TRAKIT and scheduled for inspection within a week of input. Permit Techs: Meets or exceeds state timelines for completeness. Current Planning: Meets or exceeds state timelines for completeness.	☐	☒	☐
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Service Excellence Anticipate, respond and deliver: We commit to provide high quality effective service to all. Disc Agreement Provide consistent, empathetic service to the public.	Permit Services: ADU permits are plan reviewed in-house rather than sent out to consultants. Code Enforcement: Staff responds to phone calls and email inquiries in a timely matter. Permit Clerks: Staff guide applicants through processes. Current Planning: Planning services are timely and responsive.	Permit Services: 95% of ADU permit applications received are reviewed in-house. Code Enforcement: Response time is typically one business day. Permit Clerks: Response time and effective guidance. Current Planning: Email response time is within one business day.	☐ ☒ ☐ ☒ ☐	☒ ☐ ☐ ☐	☐ ☐ ☐ ☐
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Collaboration Better together: We unite ideas, resources and efforts with internal and external partners to deliver exceptional services. Disc Agreement Collaborate with a solution-oriented mindset.	Permit Services: Cross-train to align plan review with inspection field practices and ensure compliance regulations are being applied consistently.	Permit Services: Each plan checker participates in cross-training with inspectors once a month.	☒	☐	☐
	Code Enforcement: Working closely with the Salinas Police Department to collaborate on cases.	Code Enforcement: Attend trainings and stay in communication about active cases.	☐	☒	☐
	Permit Techs: Staff coordinate internally to ensure compliance.	Permit Techs: Procedure development, routing, and PRA turnaround times.	☒	☐	☐
	Current Planning: Planning staff coordinate through meetings and shared resources.	Current Planning: 80% of DRC applicant meetings filled for the calendar year.	☒	☐	☐
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