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.	**Permit Services:** 90% percent of building permit inspections scheduled within one business day.	☐	☑	☐
	Code Enforcement: Complaints are processed in a timely matter once received.	**Code Enforcement:** Complaints are inputted into TRAKIT and scheduled for inspection within a week of input.	☑	☐	☐
	Permit Techs: Permit intakes are processed in compliance with state law.	**Permit Techs:** Meets or exceeds state timelines for completeness.	☑	☐	☐
	Current Planning: Projects are processed in compliance with state law.	**Current Planning:** Meets or exceeds state timelines for completeness.	☑	☐	☐
Value / Definition	**How It Is Seen**	**How It Is Measured**	**Stage**		

			Development	Implementation	Achieved
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.	**Permit Services:** 95% of ADU permit applications received are reviewed in-house.	☐	☑	☐
	Code Enforcement: Staff responds to phone calls and email inquiries in a timely matter.	**Code Enforcement:** Response time is typically one business day.	☑	☐	☐
	Permit Clerks: Staff guide applicants through processes.	**Permit Clerks:** Response time and effective guidance.	☑	☐	☐
	Current Planning: Planning services are timely and responsive.	**Current Planning:** Email response time is within one business day.	☑	☐	☐
Value / Definition	**How It Is Seen**	**How It Is Measured**	**Stage**		

Value / Definition	How It Is Seen	How It Is Measured	Development	Implementation	Achieved
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. **Code Enforcement:** Working closely with the Salinas Police Department to collaborate on cases. **Permit Techs:** Staff coordinate internally to ensure compliance. **Current Planning:** Planning staff coordinate through meetings and shared resources.	**Permit Services:** Each plan checker participates in cross-training with inspectors once a month. **Code Enforcement:** Attend trainings and stay in communication about active cases. **Permit Techs:** Procedure development, routing, and PRA turnaround times. **Current Planning:** 80% of DRC applicant meetings filled for the calendar year.	☑ ☐ ☑ ☑	☐ ☑ ☐ ☐	☐ ☐ ☐ ☐
Value / Definition	**How It Is Seen**	**How It Is Measured**	**Stage**		
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Value / Definition	How It Is Seen	How It Is Measured	Stage		
			Development	**Implementation**	**Achieved**
Innovation Seek, create, explore: We embrace bold ideas and new technology that improve public service, efficiency and effectiveness. **Disc Agreement** Adapt communication style to audience and context	**Permit Services:** Provide applicants with clear online guidance for virtual inspections and limitations. **Code Enforcement:** Mobile devices updated for new software needs and for easier program use. **Permit Clerks:** Improved digital platforms for easier use. **Current Planning:** Planning uses technology to improve efficiency.	**Permit Services:** Creation of guides to be provided online and a correlation to the number of virtual inspections completed. **Code Enforcement:** Percent of field devices supporting current software and allow for work to be done on the field. **Permit Clerks:** Website completed and tested. **Current Planning:** Create two GIS layers to help staff with decision making.	☑ ☑ ☑ ☑	☐ ☐ ☐ ☐	☐ ☐ ☐ ☐

Trust Earned through action: We foster strong lasting community partnerships with integrity, transparency, and consistent results. **Disc Agreement** Communicate clearly, respectfully, and in a timely manner.	**Permit Services:** Promptly respond when there is an accident damaging a structure or reports of work without a permit.	**Permit Services:** Provide a site visit within one business day of an accident damaging buildings or a report of unpermitted work when notified.	☐	☑	☐
	Code Enforcement: Complaints are received and the case remains open until it is in compliance.	**Code Enforcement:** Percent of compliance from the day the case is opened to when it is cleared.	☑	☐	☐
	Permit Clerks: Transparent permit information.	**Permit Clerks:** Number of reports published and ProjectDox access provided.	☑	☐	☐
	Current Planning: Consistent and transparent policies.	**Current Planning:** Add three new guides related to planning processes to the website.	☑	☐	☐