

## Customer Service Improvement Action Plan

(Updated May 2017)

	<b>Improvement</b>	<b>Due Date</b>	<b>Lead Staff</b>	<b>Status</b>
1	Open Permit Center 8- 5 Monday – Thursday	1/5/2015	Joey	Completed
2	Allow Friday building, PW inspections with contract inspectors	1/5/2015	Joey	Completed
3	Expand hours of Contract Building Official to 4x week - focus on counter service, application review, training for new Building Plan Checker I staff	1/5/2015	Joey	Completed
4	Free up Permit Center Manager time for focus on staff performance, budget, inter-departmental coordination, key permits	1/5/2015	Joey	Completed
5	Launch Open Counter for online permit/planning info – additionally, put kiosk or desktop computer for use in Lobby	1/15/2015	Joey	Completed
6	Modify phone answering protocol, process, priority	1/15/2015	Joey	Completed
7	Have coffee/tea in lobby and fix vending machines	1/15/2015	Kristy	Completed
8	Implement customer feedback survey program/software – send to BDC of Chamber first for compilation	1/24/2015	Joey	Completed
9	Review/modify Permit Application Checklist including processing time estimates	1/31/2015	Joey	Completed
10	Customer Service staff training program – conduct initial training	1/31/2015	Director	Completed
11	Review Spanish language capabilities/capacity	1/31/2015	Joey/ Courtney	Completed
12	Develop/start customer appreciation program - given at end of permit issuance process	1/31/2015	Joey	Completed
13	Have Counter staff wear City ID/name tags	1/31/2015	Kristy	Completed
14	Put “movie posters” on CEDD building announcing “now playing” and “coming soon” for key projects	1/31/2015	Denise	Re-evaluating this proposal
15	Institute initial revised building permit and planning site review back check and applicant plan review meeting process	1/31/2015	Joey/ Courtney	Completed
16	Hold community workshops on how to get a permit/open a business in Salinas: in English at Permit Center conf. room; in Spanish at Cesar Chavez library	1/31/2015	Maria	Completed/Ongoing
17	Add full time greeter, fluent in Spanish	1/31/2015	Joey	Completed
18	Add permit clerk	3/1/2015	Joey	Completed
19	Managers and lead staff attend Supervisory Training	3/1/2015	Director	Completed
20	Create monthly activity/performance report linked to performance metrics – distribute to Council, BDC, public	Jan 9	Joey/Courtney	Working on monthly dashboard for 17/18 Fiscal Year