



AGENDA MEMORANDUM
for the City Council Meeting of November 27, 2018

DATE: November 9, 2018

TO: Keith Selman, Interim City Manager

FROM: Nina Nixon-Mendez, FAICP, Director, Development Services Department
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Development Services Strategic Action Plan

STAFF PRESENTER(S):

<u>Name</u>	<u>Title/Position</u>	<u>Department</u>
1. Nina Nixon-Mendez	Director	Development Services
2. Gene Delauro	Assistant Director/ Building Official	Development Services
3. Bill Green	Assistant Director	Development Services

BACKGROUND:

In May 2018, a series of Stakeholder Focus Groups representing a range of diverse interests such as builders, business associations, engineers, architects, planners, trades, designers, restaurants, community associations, military, and environmental advocacy, were conducted by the Leadership Institute in coordination with the Department of Development Services. The following questions were asked at each focus group session:

- 1) Tell me about the positive or satisfactory experiences you have had with the Development Services Department.
- 2) Tell me about the disappointments you have had with the Development Services Department.
- 3) Based on your experience can you list three changes that would improve the operations of the department and explain why?
- 4) Based on your experience, can you list three policy changes that would improve development in Corpus Christi and explain why?
- 5) How can the Development Services Department improve communications with its community partners?
- 6) Is there anything else you would like to share about your experience with Development

Services? Are there any other recommendations or suggestions you would like to make?

The Focus Group dialogue has provided an assessment of improvements that are warranted to enhance service delivery. Based on this input, the strategic action plan provides a blueprint to improve business services and address policy issues. The strategic action plan consists of four areas of emphasis: customer service, proficiency, innovation and communication. Under each area of emphasis, core themes and strategic actions are identified to improve the efficiency and effectiveness of the Department's business functions.

LIST OF SUPPORTING DOCUMENTS:

Presentation
Strategic Action Plan