

2023 Red Carpet REPORT

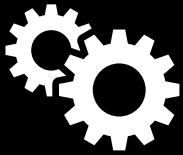


UPDATE



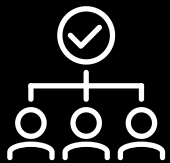
STAFFING:

- As promised, **three special Project Liaisons were hired** to assist with customer support, each one dedicated to their area of expertise, Residential, Non-Residential, and Downtown.
- Our **evolving curriculum continues to prepare** our Planning & Building staff with pertinent information to enhance their professional development, customer service and to "Get to Yes" for our customers.



SYSTEM:

- The anonymous **customer satisfaction survey** questions were revised to capture more detailed information to enable us to analyze, better understand, and adjust to the needs of our customers.
- **We have heard our customers loud and clear!** Planning & Building Divisions are focusing on pro-active communication with our customers to keep them informed of changes, enhancements to processes, and "How To" information, to assist with ease of use when submitting for plans and permits.



STRUCTURE:

- In an effort to remove 'red tape,' **mandatory** pre-planning Development Review Committee (DRC) meetings are now **optional**.
- Over the next year, Accela Citizen Access (ACA) will be **upgraded** to the latest version which is intended to provide our customers with an easier application process and lead to significant permitting time reductions.
- Coming in Summer 2023, new and improved City of Fresno website!

