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5/9/2018	1	City Council Work Session	presented	

Development Services Center Briefing

PURPOSE/BACKGROUND:

Beginning in 2010-2011, the City Manager initiated an extensive reengineering effort to improve and modernize the operations of the City's development review and permitting process. This has been a multi-year effort primarily involving the departments of Community Development and Public Works with assistance from the City Attorney's Office and Information Technology. In 2015, the City Manager undertook an "external review" of the Development Services Department utilizing an outside consultant to evaluate the changes implement. This report provided additional suggestions for changes that have since been implemented.

It's been approximately 18 months since our last briefing/work session with City Council on this topic. This briefing will share with City Council the most recent information relative to the performance of the Development Services Center.

Recommendation:

No action required, briefing to provide information to Council.