



Vacaville Community Development Department

Customer Service Plan

January 2018

A plan to provide excellent customer service

Vacaville Community Development Department
Barton Brierley, AICP, Director
650 Merchant Street
Vacaville, CA 95688
707-449-5140
CommunityDevelopment@cityofvacaville.com
www.cityofvacaville.com/CommunityDevelopment



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Introduction

The City of Vacaville's mission is to understand and balance our citizens' needs, desires, and resources to achieve the highest possible quality of life for the overall community through the services we provide. The Community Development Department works directly with the community to achieve our shared goals and vision. The department provides customer service in Building Inspection and in Current and Advanced Planning.

Our customers include homeowners, residents, property owners, land developers, businesses, non-profit organizations, contractors, design professionals, other governmental agencies, and visitors. Our customers rely on the services provided by the Community Development Department to implement their development projects, enhance their property and way of life, and to achieve their visions.

The purpose of this customer service plan is to provide our customers with standards of service that they can rely on to achieve their visions. We strive to provide convenient, reliable, and clear service to all our customers.

Goals

City Mission, Vision, and Core Values

The City's mission, vision, and core values are as follows:

MISSION

Our mission is to understand and balance our citizens' needs, desires, and resources to achieve the highest possible quality of life for the overall community through the services we provide.

VISION

As members of the City of Vacaville organization, we pride ourselves on providing EXCELLENCE IN CUSTOMER SERVICE and a "hometown" SENSE OF COMMUNITY through our commitment to our **core values** of:

RESPONSIVENESS

INCLUSIVENESS

INNOVATION

ACCOUNTABILITY

Community Development Department Motto and Mission

The Community Development Department's Motto and Mission are as follows:

MOTTO

COMMUNITY . DESIGN . LIVABILITY

MISSION

- We serve the citizens of Vacaville.
- We serve so the citizens have good experiences at every level.
 - We help design and shape the physical environment and preserve the natural environment to enhance Vacaville's livability.
 - We engage and interact with citizens and seek to make those experiences kind and responsive.
 - We believe small experiences are as important as big ones.
- We seek to achieve the Community's vision for Vacaville as established by the Vacaville City Council through the adopted General Plan and other land use plans, codes, vision statements, and strategies.
- We provide community development and design guidance, expertise, imagination, flexibility and vision to achieve the Community's vision for Vacaville.

Staffing Plan

The customer service we provide is done with qualified, professional staff who are well trained in all their duties. The current organization is shown in Attachment 1. It includes 17 FTE. More than a number, the people provide over 225 years of municipal Community Development experience, over 175 of which with the City of Vacaville, and over 40 years of private development experience. We have 6 Master's degrees, 13 Bachelor's Degrees, and many advanced professional certifications.

Staffing Level Plan

Building Inspection

- Provide a certified full time building official on staff.
- Provide adequate building inspectors to complete an average of 15 inspection stops per day.
- Provide adequate building plan check staff to complete plan checks within the performance standards detailed below.
- Maintain a contract with a private inspection firm to provide supplemental inspection, plan check, and counter services.
- Maintain permit technicians adequate to provide the counter service and permit issuance performance standards.

Planning

- Maintain adequate staffing to process current planning applications within the performance standards listed below.
- Maintain staffing to provide an administrative assistant available at the counter during business hours.
- Maintains staffing sufficient to provide an on-duty planner during the hours noted below.
- Maintain staffing to ensure the community remains compliant with all State planning obligations required of cities in California.
- Maintain staffing to implement the adopted General Plan.

Staff Training

- Provide training to all employees appropriate to their job classifications. A target is an average of 8 hours per month per employee.
- Provide customer service training to every department employee at least annually.

Performance Standards

General

- Provide counter and telephone service 8:30 a.m. to 5:00 p.m. for Planning each business day. Provide telephone service from 8:00 a.m. to 4:00 p.m. and counter service from 8:30 a.m. to 4:00 p.m. for Building each business day.
- Return phone calls and e-mails within one business day. If the inquiry cannot be answered at that time, respond with a time frame for an answer.
- Provide an on-line permit program with the ability to apply for simple permits, look up permits issued, and look up status of projects and inspections.
- Provide a robust website with information on permits, standards, processes, contacts, zoning and projects. Update the website with new information weekly.

- Provide a 24-hour call in inspection line.

Building

- Provide online permitting for simple permits that don't require plan review.
- Provide "TI Tuesday" service each Tuesday, morning and afternoon, to allow over-the-counter permits for simple tenant improvements and specified simple permits.
- Review building plans within three weeks of a first submittal and within two weeks of subsequent submittals.
- Provide building inspections within one business day of the request.

Planning

- Provide a counter planner with ability to answer basic planning questions 8:30-12:00 and 1:00-5:00 each business day.
- Provide planning review in accordance with the process shown in Attachment 2.
- Provide pre-application conferences within two weeks of the request.
- Provide preliminary review reports within four weeks of submittal.
- Review applications for completeness within 30 days of application submittal. Provide a verbal response to all applicants prior to issuing a completeness letter.
- Submit complete applications for Project Review Committee (PRC) review, and allow most applications two weeks for PRC comments.
- Prepare draft conditions with two weeks of receipt of PRC comments to share with the applicant for projects that are recommended for approval.
- Provide an accelerated review for projects involving exterior modifications to buildings and no or only minor site improvements that would not require PRC review. Provide a written report within four weeks of complete submittal.
- Review building and engineering plan checks with three weeks of a first submittal and within two weeks of subsequent submittals.

Code Compliance Complaints

- For items that are referred to the Code Enforcement division, refer complaints when received.
- For requests to investigate housing issues related to tenant-landlord relations, complete an investigation within 60 days of when the complaint is received.
- For other complaints that require an investigation by the Community Development Department, conduct an investigation within 30 days of receipt of the complaint. If the complaint is of imminent threat to persons or property, complete the investigation within two business days.

What we need from customers to best serve you

To best serve our customers, we need the following:

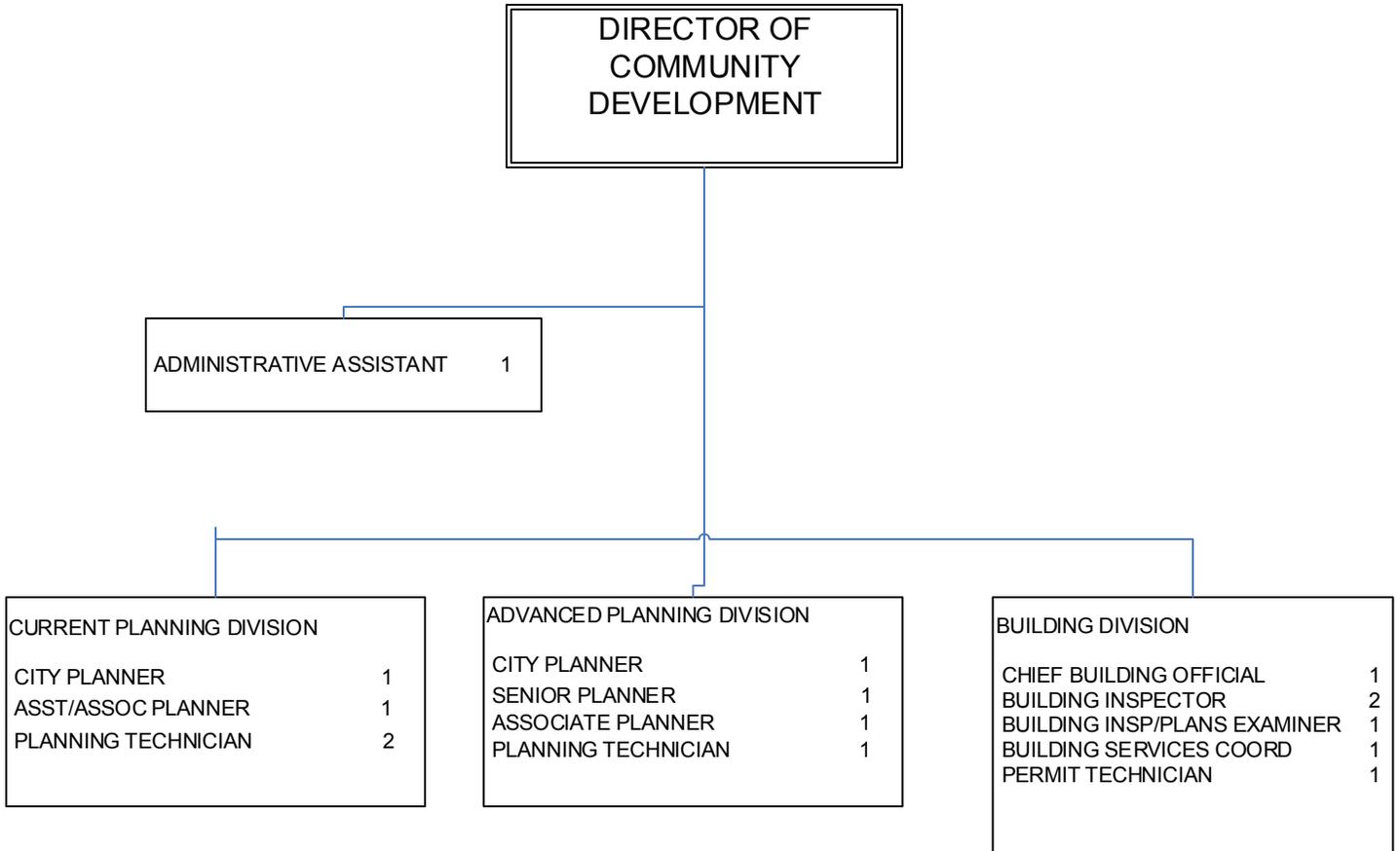
- Honesty. We need those things you tell us and share with us to be true.
- Respect. We expect that the words and actions you share show respect that we are working hard to serve you. Personal attacks and vulgar language do not help us serve you.
- Preparation. Serving you is a collaborative effort, and we need you to do your part as we strive to do ours.

List of Attachments

1. Community Development Department Organization Chart
2. Community Development Application Process Chart

ATTACHMENT 1

COMMUNITY DEVELOPMENT DEPARTMENT



TOTAL FULLTIME POSITIONS 16

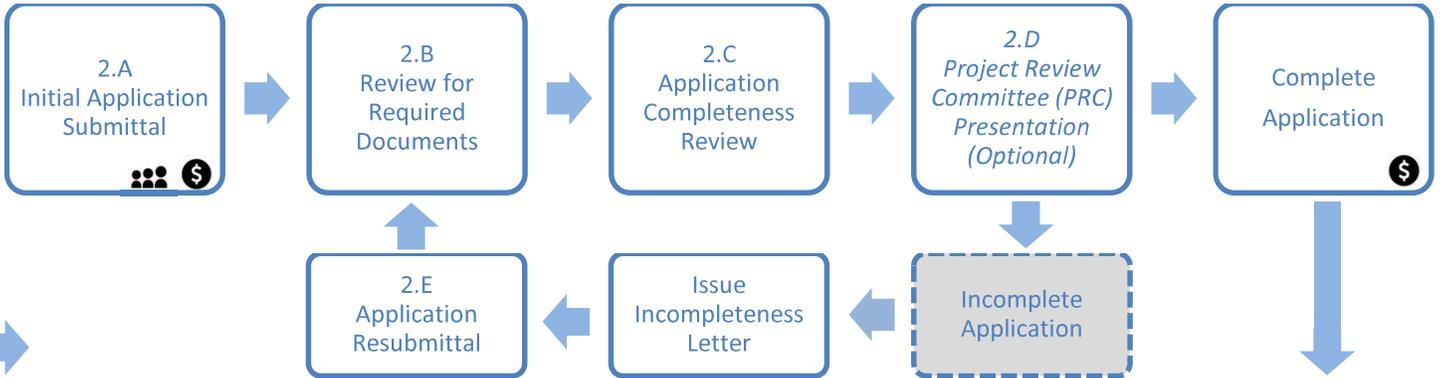
ATTACHMENT 2

Vacaville Planning Division Development Application Review Process

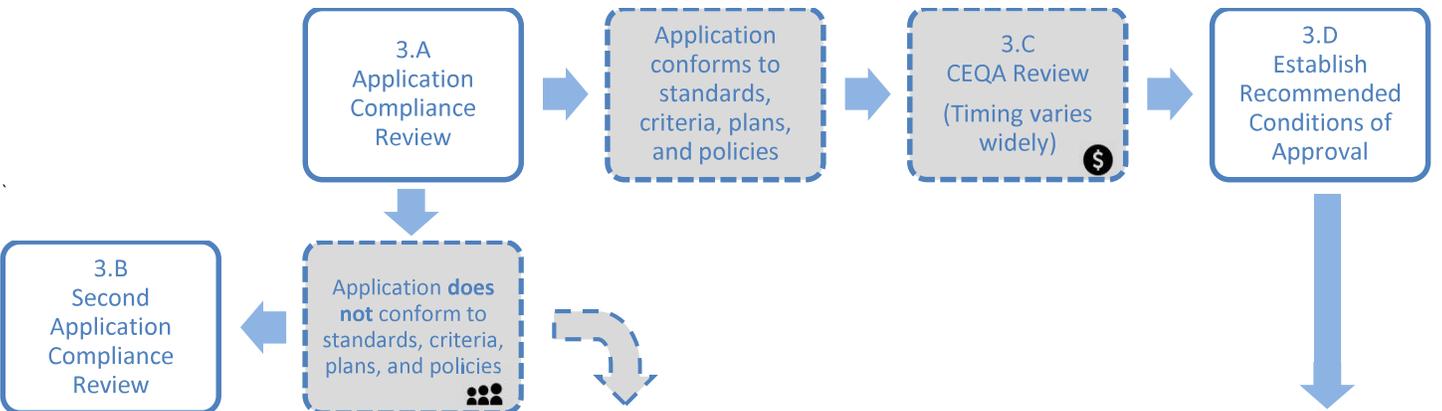
Phase 1: Pre-Application Process (Information on timeframes, fees, submittal requirements, etc.)



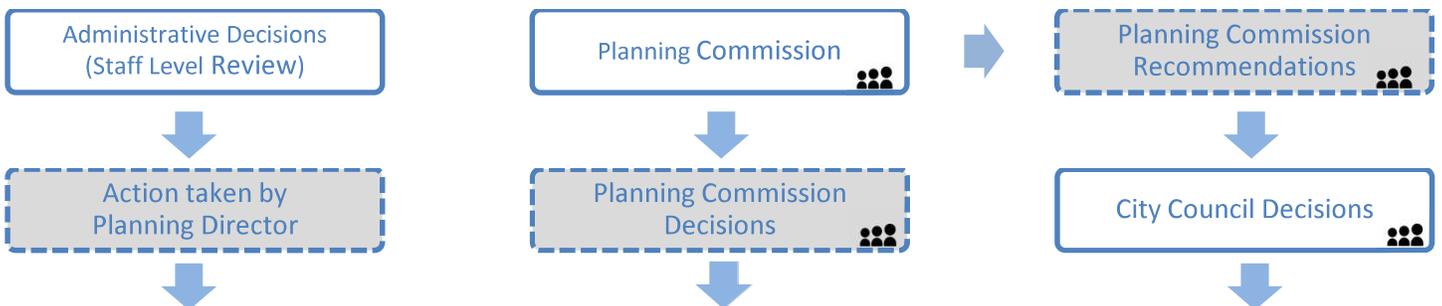
Phase 2: Application Submittal (Does your application contain all required information?)



Phase 3: Staff Level Compliance Reviews (Does application meet standards, policies, etc.?)



Phase 4: Public Review and Decision Process (Public Hearings and Outcomes)



Phase 5: Post Decision Processes (Next steps and items that occur before project completion)



– This step requires a meeting.
 – This step requires a fee. Refer to current Community Development Fee Schedule.