



## Interdivision Staff (IDS) Team Charter Action Plan

### Our Priorities

- **Processes:** Review processes and increase coordination for more efficiency, who needs to be at which meetings, when are developers present, software use or other options AND document process for future use and training, update check lists, update and review applications, external partner requirements process created, less smaller meetings with better prep on who needs to be in the room.
- **Training:** New members, cross training roles, coaching, update or create manual or guide (internal & external), FAQs, roles & responsibilities, process, on boarding, purpose of IDS, how to be prepared for meetings, formatting of comments, what is a site plan for external, facilitating meetings for best outcomes, training on enterprise, email alerts, supervisors and political figures for purpose and process.
- **Communication:** Internally to better meet deadlines for comments, ASK when unclear & knowing who to ask, the why of decisions made and in system, requirements communicated to applicants & IDS, history & context of new projects clearly communicated internally from beginning, with partners-communicating process, external-SPOC.
- **Commitment:** To prioritizing reviews-identifying what's in the way and problem solving around it to meet deadlines, prepared for meetings, consider giving more time since every 3 weeks, top-down support.
- **Capacity:** How might we increase capacity or reduce workload? Can we use those who are at the table better?

### Questions that guided our action steps:

- **Processes:** What is each step of the process? How might we improve coordination between departments? Who needs to be at which meetings? When should developers be present? What ideas do you have for process improvement? Who will document processes for future use? Who will update check lists and applications? Who will create a process for external partner requirements? What can we do to be more efficient? What are the goals for each step in the project process?
- **Training:** What action steps do we need to take to ensure all IDS members are clear on roles, responsibilities, process, and purpose? What are the FAQs that need answered? How might we on board new members? What do new members need to know? What do external partners need to know and how can we better inform them? How can we creatively inform supervisors and political figures of the purpose and process of IDS?
- **Communication:** What needs to be communicated and how will it be communicated to improve clarity on projects? Who needs this communication? What are our common goals?
- **Commitment:** How might we solicit more top-down support? How can we make it easier for IDS members to be prepared for meetings and meet deadlines?
- **Capacity:** How might we increase capacity or reduce workload? How might we better utilize those who are at the table? Is it possible to set deadlines further out to accommodate for high workloads? How might we use technology to reduce workloads?



## Communication Action Steps:

- Communicate the goal of each step in the process to developers and IDS members.
- Consider reviewing check lists and who is responsible for what on lists.
- Communicate IDS needs for effective review: brainstorm how to accommodate for outliers.
- Consider making pre-application meetings required and provide check lists and tailor check lists for each project.
- Ensure communication flows through the SPOC. Develop communication workflow for IDS with SPOC at center and share.
- Create a training video for best practices, tips for success, and process for applicants.
- Identify who is the core team for clarity on who to communicate what to on which issue.

### **Our 6 Communication Principles:**

- Clarity for the applicant and the SPOC.
- Courtesy and honesty for the team.
- Communicate large obstacles/rocks in the road early to help the team stay on track, even if you are not scheduled to review. Adjusting the timeline when needed and communicate it to the developer.
- Make sure your reviews are comprehensive and figure out issues WITH partners.
- When there is an obstacle, focus on next steps.
- Timeliness is more than “on time.”

## Commitment Action Steps:

- Communicate IDS purpose, process, and benefits to City leadership for support.
- Inform leadership (division directors, city manager, etc.) of the importance of SPOC involvement in all communications of the project and that leadership is aware of who the SPOCs are.
- Identify what resources are needed to meet workloads and deadlines and communicate resource needs to leadership.
- Add email notifications for COMDEV assignments.
- Identify opportunities for more automation in the process.

## Process Action Steps:

- Document the process and share
- Identify what about the process needs to be updated-current planners will take the lead
- Update applications
- Review check lists and color code for which reviewer is responsible for which item
- Ensure reviewers needs are on check lists
- Notify repeat developers as needed
- Have each department review their process and applications
- Document their process and train staff on it
- Develop a process diagram that informs communication process
- Create an internal training video on dedications and exactions



- Come to consensus on when the developer should be present

## Training Action Steps:

- Consider creating a written guide on process and procedures and goals of each step
- Create an FAQ for internal and external and post to a website
- Create an IDS leadership team and create a strategic plan to improve efficiency and clarity of process
- Communicate charter and listening tour to council and IDS and share the recording
- Add projects to Citizen Access Portal for information and train on it
- Identify most pressing needs for cross training for roles and begin process
- Identify training needs for external partners
- Inform the why behind the process
- Review website and create a place for training materials as needed

## Capacity Action Steps:

- Create time to work on action steps by identifying where we may need to re-prioritize workload so we can move forward.
- Trust SPOCs to loop reviewers into the process at the right time for more efficiency on staff time.
- Consider lengthening or extending statutory timelines and communicate why to developers.
- Ensure there is support from leadership.
- Consider capping the number of applications accepted to be in alignment with current capacity limits due to low staff.
- Check with legal on the process of this.
- Build in time for emergency projects set by council or ask them to prioritize.
- Make sure city manager is informed of what the realistic timelines are and communicating it to council.
- Consider changing order requests for alignment on needed resources and time.
- Identify how we can increase offers to fill positions to increase capacity.
- Develop a resource schedule to communicate back to leadership with better data to make decisions from.