

## CD Department Work Plan – Goals and Discussion Points for 2019

- Better assistance at the Front Counter/Coverage
  - Maintain customer service coverage and cross training
- Business Licensing Transition
  - Transition
  - eLicense
  - Streamline process
- Focus # of planning projects
- Feedback from residents
  - Social media strategy
- Evening Meeting Commitments
  - Community Development Director – Planning Commission, City Council, Public Workshops, Environmental Policy Board (as-needed), Parks and Recreation Commission (as-needed)
  - City Planner – Planning Commission, Environmental Policy Board, Public Workshops, City Council (as-needed)
- Missed Opportunities
  - Water Quality Grants
  - CDBG Grants
- Is the code enforcement the best use of community development staff for future growth?
  - Even at such time growth slows or is complete, the need for ensuring on-going maintenance will continue into the future. This position is likely one of the most sustainable within the department. Perhaps it is better phrased as a Neighborhood Liaison. Primarily, it should be a visible resource where residents know where they can turn to if they have a concern with their neighborhood.
- Meet the Team
  - Pre-Development/Policy
    - Market Relevant Standards
    - Clear Vision
  - Development
    - Site Plan Review
    - Building Inspections
  - Post-Development
    - Neighborhood Advocate (point of contact to direct residents in the correct direction)
    - What resources are available to improve my home?
    - Where do I go for housing assistance and resources?
    - What can I do to improve my neighborhood?
    - Code Enforcement