

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

273



**SUBMITTAL DATE:**  
November 8, 2008

**FROM:** Transportation and Land Management Agency

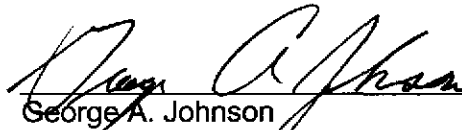
**SUBJECT:** BIA/Riverside County Streamlining Strike Force Interim Report

**RECOMMENDED MOTION:** Receive and File.

**BACKGROUND:**

The Board of Supervisors has demonstrated their leadership and commitment to improve the land development process and coordination among County land development departments through the establishment of the BIA/Riverside County Streamlining Strike Force. On November 19, 2007, the Board established an ad hoc committee comprised of BIA members and County departments with the objective of achieving improved case management to reduce case processing time, provide greater clarity and predictability during the development process, and improve interdepartmental coordination and cooperation, resulting in improved customer

Departmental Concurrence

  
George A. Johnson  
Agency Director


GAJ.pg  
(Continued On Attached Page)

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ N/A	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	N/A

<b>SOURCE OF FUNDS:</b>	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

APPROVE

BY:   
Tina Grande

**County Executive Office Signature**

Policy  Policy

Consent  Consent

Dept's Recomm.:  
Per Exec. Ofc.:

Prev. Agn. Ref. 11/19/07, 3.0  
07/01/08, 15.3

District: 1<sup>st</sup>, 2<sup>nd</sup>,  
3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup>

Agenda Number:

3.60

The Honorable Board of Supervisors

RE: BIA/Riverside County Streamlining Strike Force Interim Report

November 8, 2008

Page 2 of 2

service. On July 1, 2008, the Board held a workshop and received the BIA/Riverside County Streamlining Strike Force report, which included a Case Processing Action Plan. The Board directed the TLMA Director to report back on the effectiveness of the implementation plan in six months. I intend to provide the Board a full report in February 2009, on the implementation plan efforts, but wanted to provide an interim status update in advance of the full report.

One of the key directions we received from the Board was to improve the integration of services between all County land development departments and provide exceptional, seamless customer service, especially as it relates to the smaller, less experienced developers, sometimes referred to as the "Moms and Pops". In response, we initiated our Counter Streamlining Program training with the goal of providing a fully integrated, one stop shop at the Second Floor Counter, where customers will not be bounced from one department to another. While fully training our staff in the program will take time, we want to share our efforts as we work toward a one stop shop. A primary element in providing the one stop shop is counter presence from all the main land development departments, including those outside of TLMA. Currently, the following TLMA departments are represented at the counter; Planning, Building and Safety, Transportation and TLMA Administrative Services. Environmental Health will continue to have a staff presence at the second floor counter and will participate in the Counter Streamlining training. Understanding the need to provide the improved integrated customer service associated with the one stop shop, both Fire and Flood Control have agreed to provide staff at the second floor consolidated counter in order to participate in the cross training program. The counter presence of these non-TLMA departments will improve our counter operations by providing an integrated and seamless service to our customers.

We are also including staff from our Desert Permit Assistance Center in the Counter Streamlining training effort. Due to the smaller size of our Desert Counter operations, our counter staff has become cross trained through on the job training. We want to utilize that experience and incorporate the successes into our larger Counter Streamlining Program.

In addition to our Counter Streamlining efforts, the County land development departments have taken many other steps to improve the overall entitlement process. For example, the County Regional Park and Open Space District has prepared a Trail Development Standards Manual and is updating their trail maps to be incorporated into the County's General Plan update.

The County land development departments have demonstrated their commitment to implementing the BIA/Riverside County Strike Force objectives. A follow-up meeting has been scheduled with the BIA representatives on Monday, November 17, 2008, to review and discuss our progress. A more complete and comprehensive report will be submitted to the Board in February 2009, summarizing the effectiveness of the implementation plan.