

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



ITEM: 3.2
(ID # 25927)

MEETING DATE:
Tuesday, September 10, 2024

FROM : SUPERVISOR KEVIN JEFFRIES AND SUPERVISOR YXSTIAN GUTIERREZ

SUBJECT: SUPERVISOR KEVIN JEFFRIES AND SUPERVISOR YXSTIAN GUTIERREZ:
Creation of an Ad Hoc Committee for the Continuous Improvement of the Transportation and Land Management Agency's Planning Department. All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Create an Ad Hoc Committee to oversee the continuous improvement of the Transportation and Land Use Management Agency's Planning Department;
2. Appoint Supervisor Kevin Jeffries and Supervisor Yxstian Gutierrez to serve on the committee; and
3. Direct the Executive Office, the Transportation and Land Management Agency, the Planning Department, Human Resources, County Counsel, and others to support the Ad Hoc Committee.

ACTION:Policy


Supervisor Kevin Jeffries 9/4/2024


Supervisor Yxstian Gutierrez 9/4/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez

Nays: None

Absent: None

Date: September 10, 2024

xc: BOS-Dist. 1, BOS-Dist. 5, E.O., TMLA, Planning, HR, CO.CO.

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment:	No
			For Fiscal Year:	24/25

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Riverside County, like a quilt, is a composite of differing lifestyles connected through common strands. The County's General Plan is designed to ensure that the quilt retains its core identity by guiding future growth that respects the diversity of the region, shapes, and configures development in relation to the land it occupies and ensures that its various parts relate to its whole.

It is the goal of the Planning Department to provide timely, responsive, and helpful service to all members of the public and promote innovative development that effectively accommodates a balance of housing, employment, and service opportunities. The Planning Department is tasked with developing, recommending and implementing policies in our General Plan, Zoning Ordinance, and other County policies, as well as a host of State Laws that govern land use throughout California. This includes both current planning functions for processing development applications as well as long-range planning for our unincorporated communities.

Riverside County has experienced significant growth in recent years, placing increased demand on land use services, particularly within the Planning Department. This growth has resulted in some challenges, including:

- **Recruitment and Retention:** The Planning Department faces challenges in attracting and retaining skilled professionals. The competitive job market, coupled with the specialized nature of planning roles, has made it difficult to maintain a full and experienced staff. This has contributed to service delays and reduced the department's overall effectiveness. The heavy load of planning case work adds to the challenges of keeping staff, pointing to the need to stabilize our workforce to achieve and maintain manageable caseloads.
- **System Inefficiencies:** Current systems and processes can become outdated over time if not continuously reviewed and updated, leading to delays and inefficiencies in service delivery. The County's ability to effectively manage land use projects is hampered when our systems are not efficient. Reviewing and mapping our development process from start to finish would identify opportunities to enhance system efficiencies.
- **Timeliness of Processing:** There have been concerns raised from various constituents and stakeholders regarding the timeliness of case processing from the Planning Department. Delays in processing permits, reviewing plans, and addressing inquiries are

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problematic and add to the cost of development. Exploring opportunities to reduce processing times would make the County a more attractive place for development.

- Staff development and Training: The Planning Department's high-turnover rate creates challenges in developing staff expertise and experience that comes with time. Given the complexities of the planning process that is affected by some many state and county regulations, it is critically important that we have a solid program to train staff and enhance their expertise. This will also lead to increased job satisfaction and help with our retention efforts.

To address these challenges, it is recommended that the Board of Supervisors create an ad hoc committee to address the staffing, efficiency, and responsiveness of the Planning Department. The work of the ad hoc committee with focus on the following:

1. Assessment of Current Systems:

- Conduct a thorough review of the current systems and processes used within the Planning Department.
- Identify specific areas where inefficiencies exist and where improvements can be made.
- Evaluate the potential for new technologies or process reengineering to enhance system performance.

2. Enhancement of Timely Response:

- Determine the timeliness of service delivery within the department.
- Develop strategies to improve the timeliness of responses, including potential policy changes, resource allocation, and process improvements.
- Consider the establishment of performance metrics to monitor and improve response times.

3. Recruitment and Retention Strategies:

- Assess the current recruitment and retention challenges faced by the Planning Department.
- Identify opportunities to enhance the attractiveness of Planning Department roles, including salary competitiveness, career development opportunities, and workplace culture.
- Explore partnerships with educational institutions to create pipelines for future planning professionals.

4. Stakeholder Engagement:

- Engage with key stakeholders, including developers, community groups, and other relevant parties, to gather input on the challenges and opportunities facing the Planning Department.

5. Consideration of an Outside Consultant:

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- Review the potential benefits and costs of hiring an outside consultant to conduct a thorough and objective review of the Planning Department's operations, with recommendations on improvement strategies.
- Provide a clear recommendation on whether to proceed with a consultant and, if so, outline the scope of work and selection process.

6. Reporting and Accountability:

- Establish clear timelines for the completion of key milestones within the action plan.
- Ensure that there is accountability for the implementation of the recommended improvements.
- Report progress to the Board of Supervisors on annually or semi-annually.

The ad hoc committee, working with the Executive Office, the Transportation Land Management Agency (TLMA), the Planning Department, and others, would be expected to deliver several positive outcomes, including:

- Improve Efficiency: The Planning Department will benefit from streamlined processes and systems, leading to more efficient service delivery.
- Enhanced Responsiveness: Residents, businesses, and other stakeholders will experience more timely responses to their requests and inquiries, improving overall satisfaction with county services.
- Strengthened Workforce: By addressing recruitment and retention challenges, the Planning Department will be better equipped to attract and retain the talent necessary to meet the county's growing needs.
- Greater Accountability: The committee's oversight will ensure that progress is regularly monitored and reported.

The establishment of an ad hoc committee for the Planning Department is a necessary and proactive step toward addressing the challenges currently facing land use services in Riverside County. This initiative aligns with the county's commitment to providing high-quality services to its residents and ensuring sustainable growth and development.

Impact on Residents and Businesses

The proposed ad hoc committee represents a proactive step towards ensuring that County remains responsive to community needs.

Additional Fiscal Information

The fiscal impact of this proposal will primarily involve staff time and potential consultant fees for expert input to assist the ad hoc committee.

Online

Riverside County Board of Supervisors
Request to Speak

Submit request to Clerk of Board (right of podium), Speakers are entitled to three (3) minutes, subject to Board Rules listed on the reverse side of this form. The Board may limit the public input on any item, based on the number of people requesting to speak and the business of the Board.

SPEAKER'S NAME: Ivanna Uriate

Address: _____
(Only if follow-up mail response requested)

City: _____ Zip: _____

Phone #: _____

Date: _____ Agenda # 3.2

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

_____ Support _____ Oppose _____ Neutral

Note: If you are here for an agenda item that is filed for "Appeal", please state separately your position on the appeal below:

_____ Support _____ Oppose _____ Neutral

I give my 3 minutes to: _____

Parking validations available for speakers only – see Clerk of the Board.

(Revised: 06/13/2024)

Fernandez, Cindy

From: Aquia Mail
Sent: Monday, September 9, 2024 4:03 PM
To: iuriarte@leadershipcounsel.org
Cc: Clerk of the Board
Subject: Request to Speak Web Submission



Thank you for submitting your request to speak. The Clerk of the Board office has received your request and will be prepared to allow you to speak when your item is called. To attend the meeting, please call (669) 900-6833 and use **Meeting ID # 864 4411 6015 . Password is 20240910**. You will be muted until your item is pulled and your name is called. Please dial in at 9:00 am with the phone number you provided in the form so you can be identified during the meeting.

Submitted on September 9, 2024

Submitted values are:

First Name

Ivanna

Last Name

Uriarte

Address (Street, City and Zip)

2813 Stardust Ave

Phone

7067995418

Email

iuriarte@leadershipcounsel.org

Agenda Date

09/10/2024

Agenda Item # or Public Comment

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Do you need a Spanish translator?

No