



OFFICE OF INNOVATION AND EFFICIENCY

PLAN REVIEW PROCESS MAPPING

PROJECT **REPORT**

COMMERCIAL DEVELOPMENT

ENVISION. ELEVATE. IMPACT.



Executive Summary

1

Assessment of Current State

- Extensive effort to understand what is happening NOW and not how it is “supposed” to be
- Allows a deeper dive for better findings & recommendations

2

Comprehensive Process

- 84 staff & stakeholders
- 15 departments & 1 partner organization
- 32 process mapping sessions
- frontline staff AND management
- 70% of participants frontline who do day-to-day work

3

Active Engagement through OIE Facilitation

- Participants documented roles
- Freely spoke with concerns AND innovations
- Leveraged experience & expertise to capture:
 - inefficiencies
 - bottlenecks
 - redundancies
 - technology issues & limitations
 - gaps in processes & role clarity





Enhancing Mesa as THE Welcoming Place To Do Business

Through a Development Review
Process that:





Speed to Market

- Reduced cycle times



Predictable & Quality-Assured

- High quality & helpful reviews



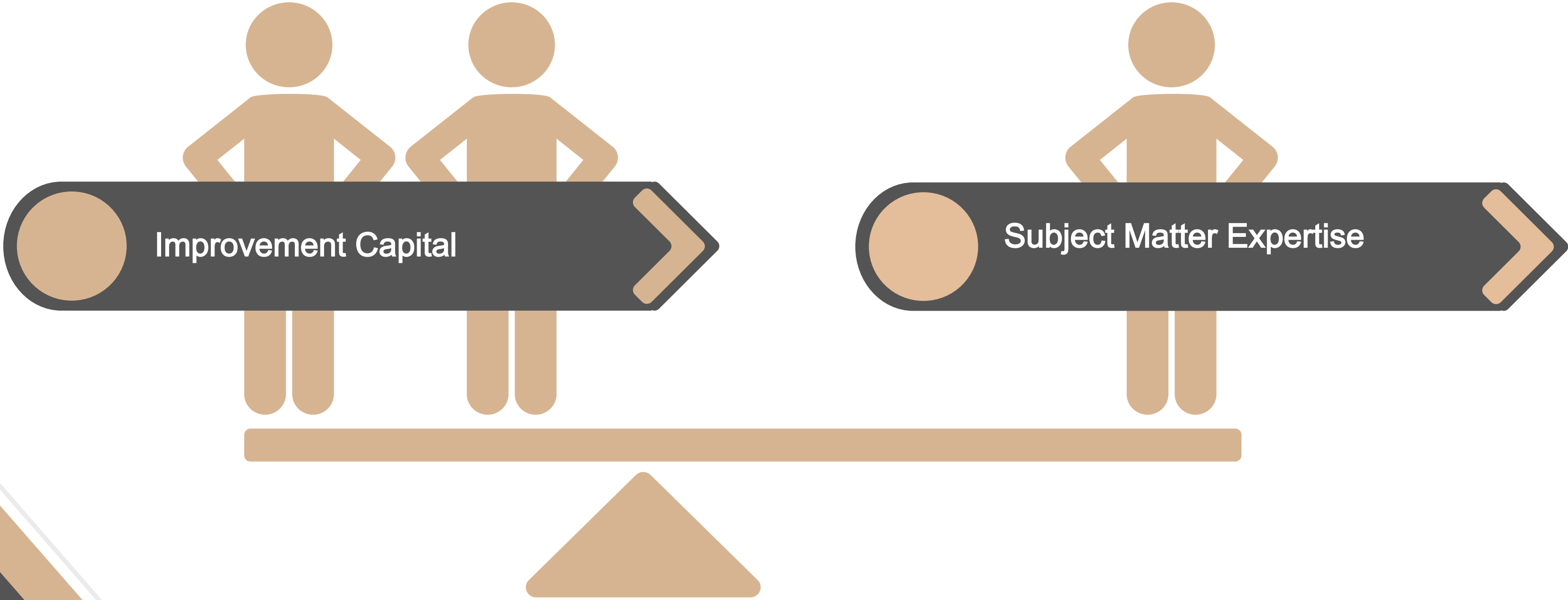
Positive, Responsive Customer Service

- Warm & responsive interactions with clear & intentional communication



Organizational Strengths





Improvement Capital

Subject Matter Expertise

5 Areas of Recommendations

1

Foundational Changes to Strengthen Organizational Culture

2

Deep Dive Assessments Required to Inform Total Improvement

3

Process Innovations to Address Unmet Customer Needs and Improve Outcomes

4

Workflow Optimizations & Standardizations for Streamlined & Consistent Processes

5

Articulate and Comprehensive Customer Guidance to Enhance Customer Experience

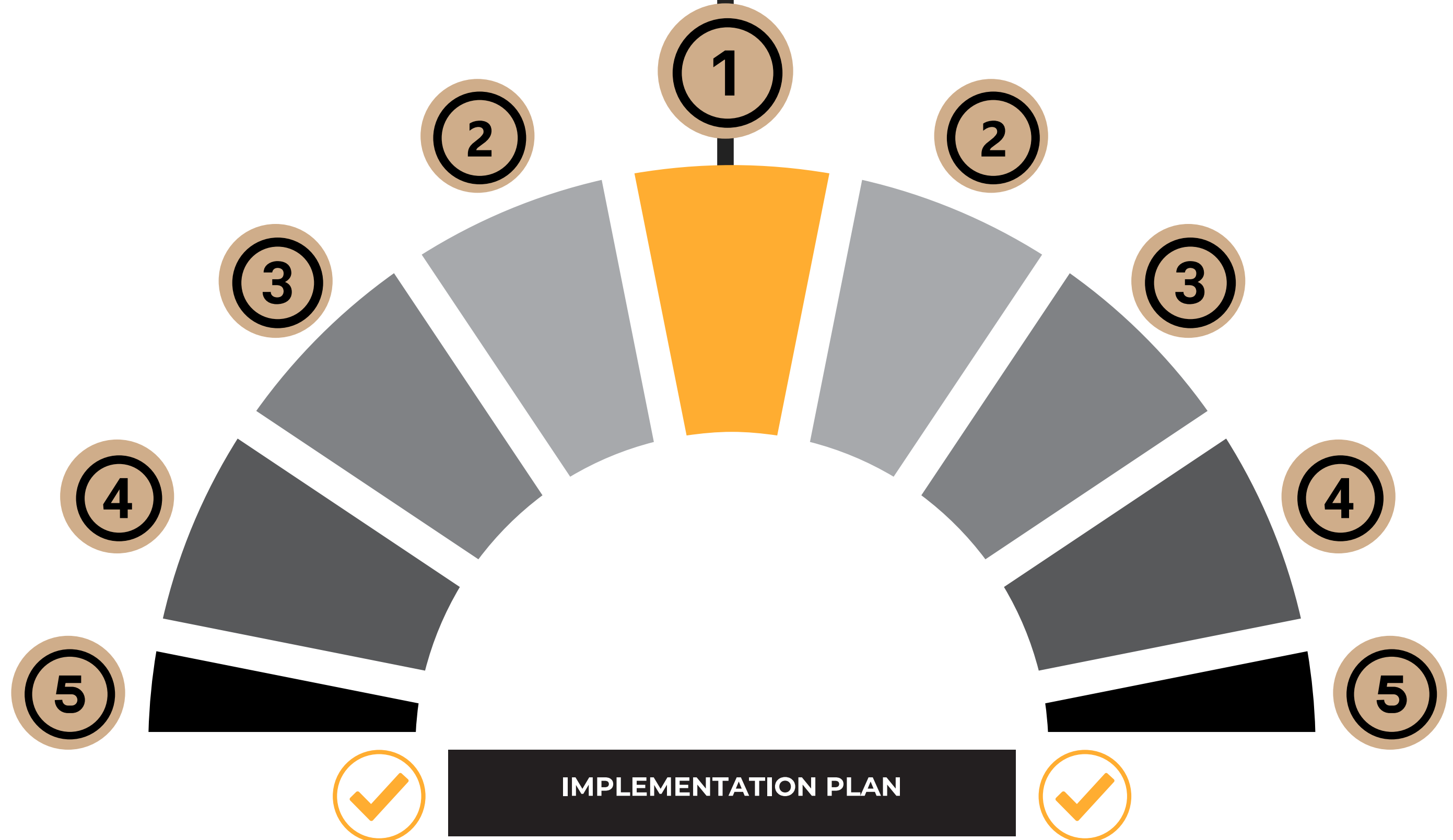
1

Foundational Changes to Strengthen Organizational Culture

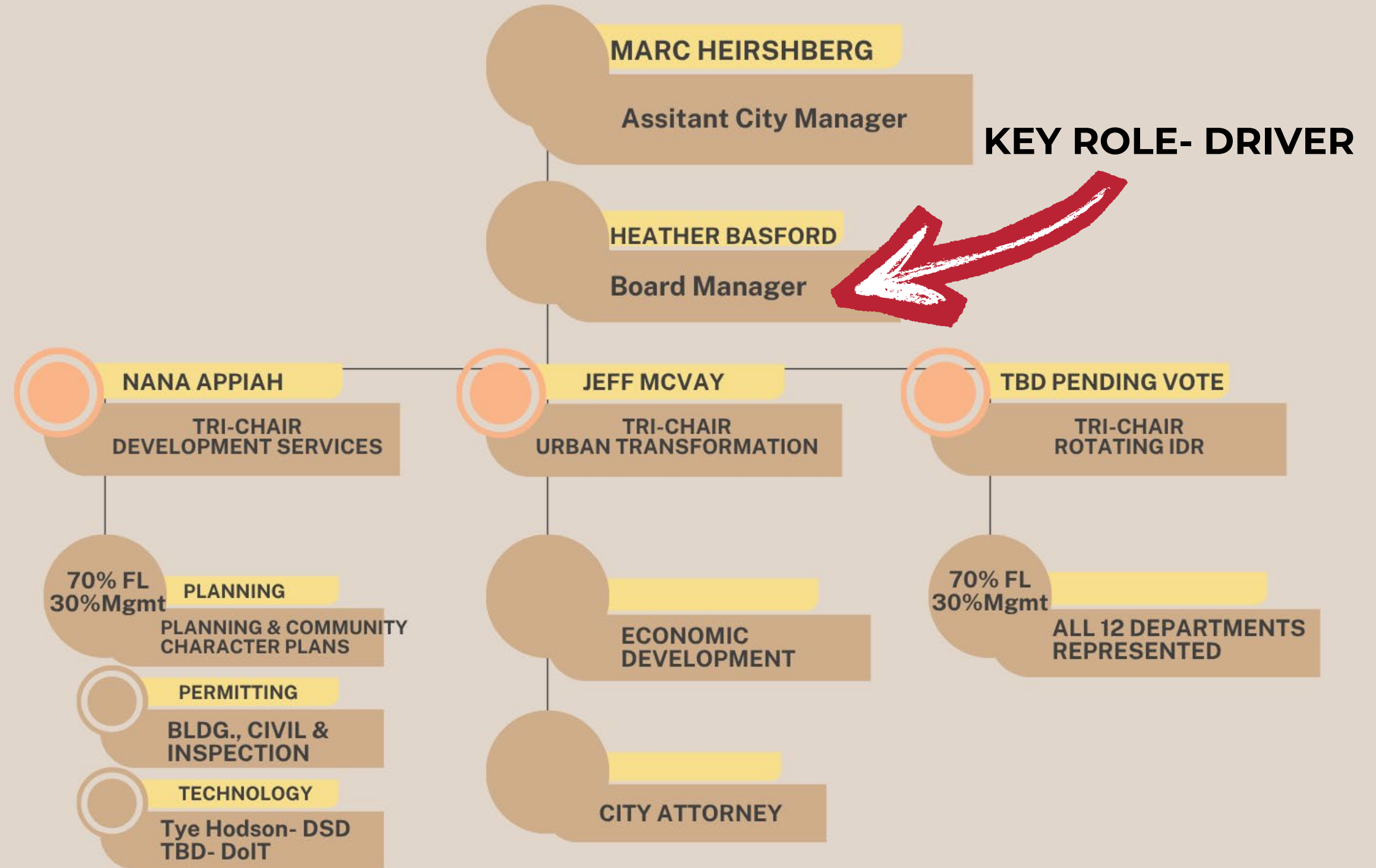


1.1 - EXECUTIVE COMMITMENT

1.2 - Dev. Rev. Collective Advisory Board



COLLECTIVE ADVISORY STRUCTURE



2

Deep Dive Assessments Required to Inform Total Improvement



Customers

- **VALUE MAPPING**



**Development -Related
Processes**

- **DEVELOPMENT AGREEMENTS**
- **ECONOMIC DEVELOPMENT &
URBAN TRANSFORMATION**
- **UTILITY SERVICE COORDINATION**




Technology

- **DIMES GOVERNANCE PROCESS**
- **INITIAL ACCELA OPTMIZATION
ASSESSMENT**

3

Process Innovations to Address Unmet Customer Needs and Improve Outcomes



Pre-submittal and Site
Discovery Options



Redesigned Submission
Processes



Internal Development
Review Group Practices



Community Character
Plans

4

Workflow Optimizations & Standardization & Consistent Processes

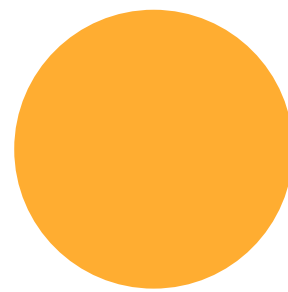




Workflow Optimizations



TECHNOLOGY/ ACCELA

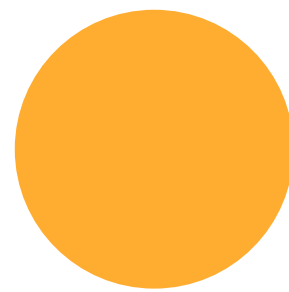


PROCESS FLOW

Standardization



OPERATING PROCEDURES



TRAINING PLANS



5

Articulate and Comprehensive Customer Guidance to Enhance Customer Experience



Comprehensive Customer Guidance Framework



GUIDANCE, CHECKLISTS, AND RESOURCES



CONSISTENT & CLEAR COMMUNICATION



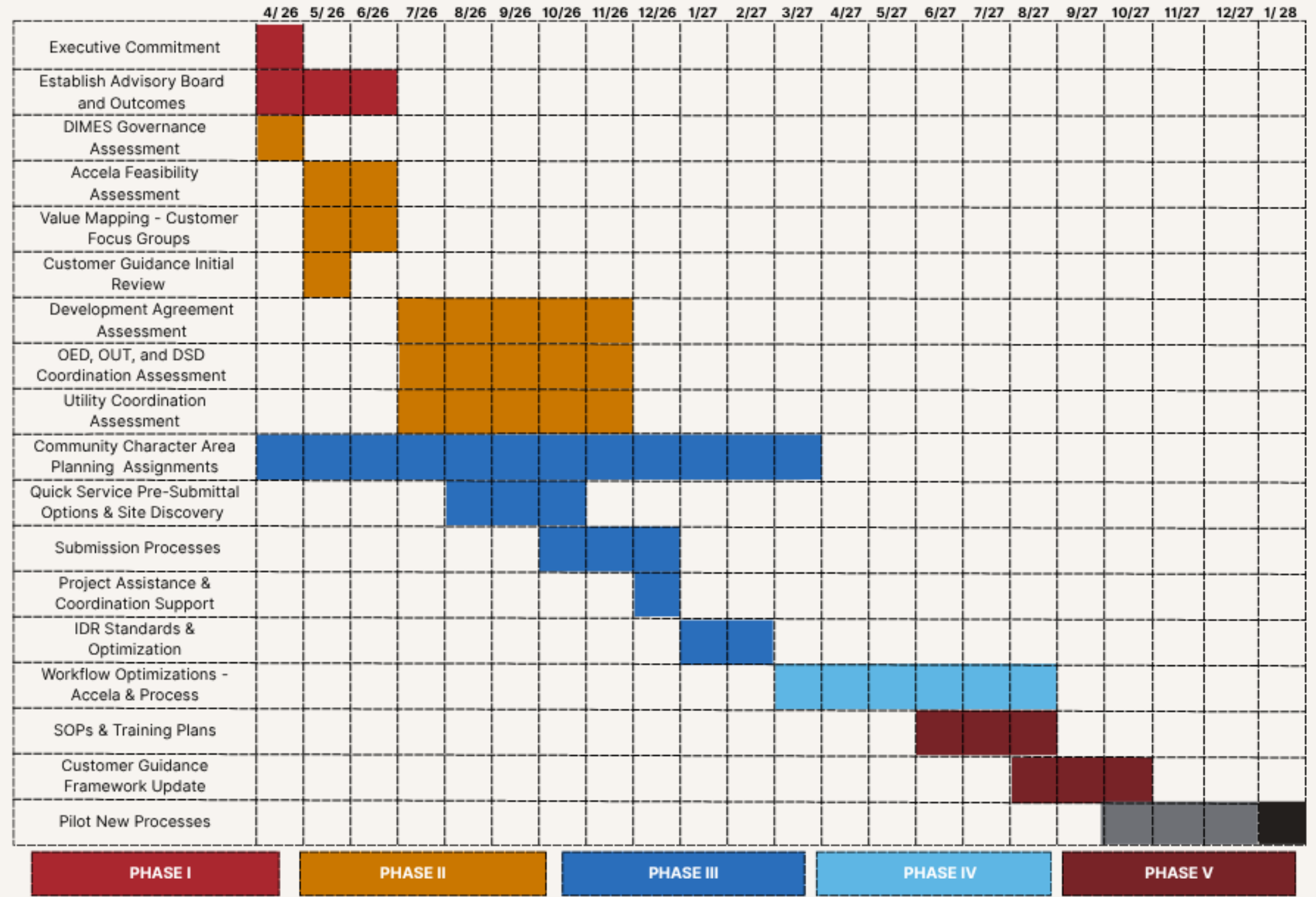
COHESIVE ACROSS CITY PROCESSES



The Next Steps



Dev. Review Process Improvement Initiative





Enhancing Mesa as **THE**
Welcoming Place
To Do Business

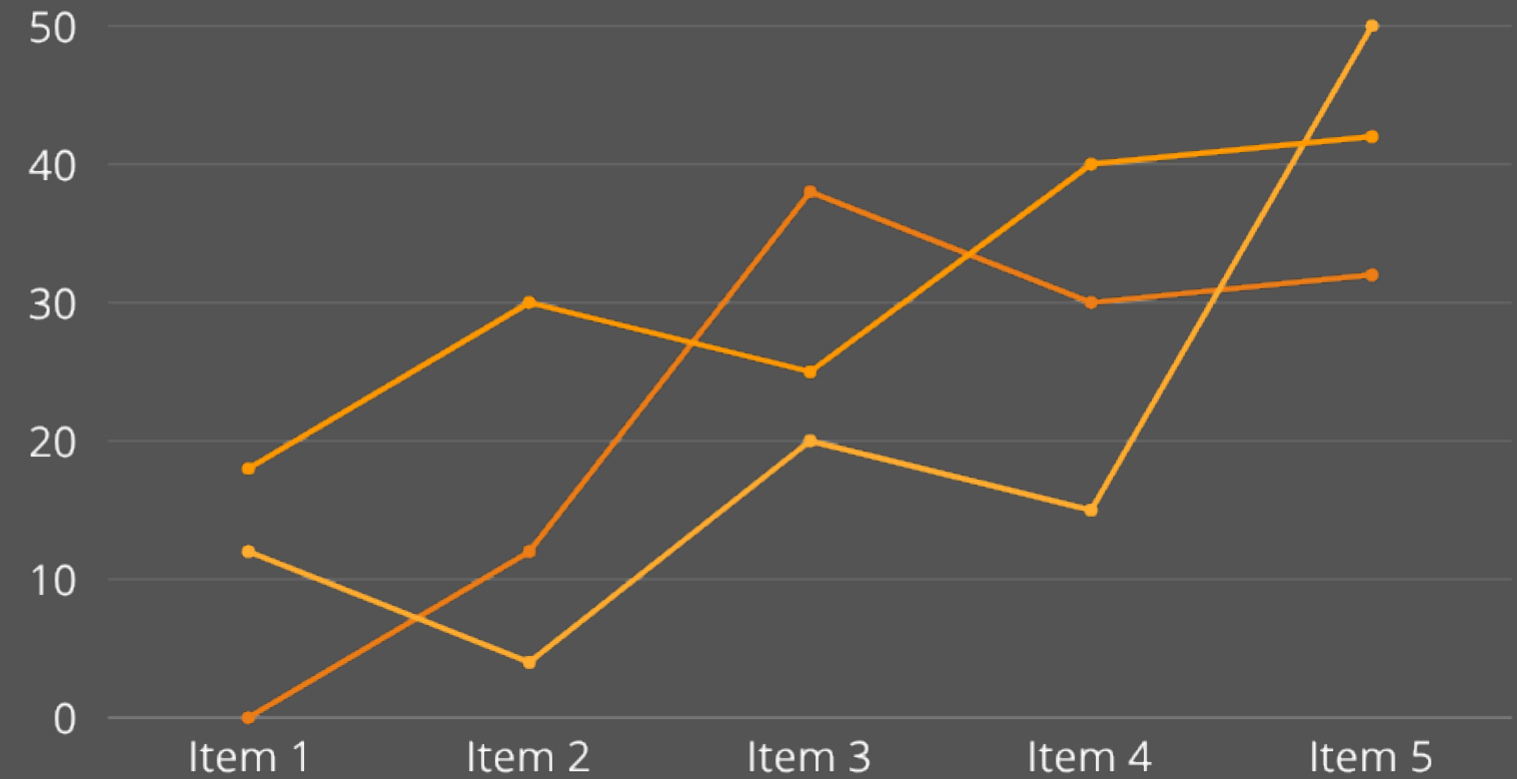




Thank
You



OFFICE OF INNOVATION AND EFFICIENCY



PERFORMANCE **PLUS**

ENVISION. ELEVATE. IMPACT.

