

What

Santa Rosa County Development Services Fact Sheet



WHAT

- The Development Services Center (DSC) is Santa Rosa County's newly-created location for all County services related to development.
- Employees from the Building Inspections, Planning & Zoning and Engineering Departments involved with the development process are now co-located within the DSC.
- Employees have been physically grouped into functional areas based on their role in the development process.
- Procedures have been established for improved and consistent customer service.

WHY

- The DSC was created in response to a recognized need for a more collaborative and comprehensive approach to customer service.
- The DSC enables residents and property owners to take care of their development-related County business at one location, with the help of well-trained and organized County employees.
- By grouping employees according to function, rather than by departments, they are better positioned to work together in meeting customer needs.

WHERE & HOW

- The DSC is located within the previous Building Inspections facility, maximizing space made available as a result of recent employee layoffs.
- Improvements included:
 - Improved reception area and telephone system;
 - Improved customer service area for permitting and zoning assistance;
 - Co-location of site plan and building plan review staff;
 - Side-by-side location of Planning Director and Building Official;
 - Re-use of cabinets and furniture from other county offices; and
 - Correction of a pre-existing air conditioning problem (which accounted for approximately fifty percent of the \$20,000 total project cost).
- Staff pitched in by painting their own offices, purchasing paint, and purchasing artwork to provide customers and employees with a pleasant and professional environment for conducting business.

WHAT ELSE?

- A Commercial Project Management system is now in place to track projects through all phases of development which enables staff to anticipate and respond to customer needs.
- Key employees have been designated to serve as primary commercial customer contacts.
- A Commercial Contact Information brochure has been developed and includes contact information for all of the most commonly needed review agencies.
- County staff facilitates communication between other review agencies and customers.
- An "owner-developer" program has been initiated to guide property owners who are undertaking a development on their own.

Why

Where

How