



COUNTY OF SANTA BARBARA

Planning and Development

www.sbcountyplanning.org

Planning and Development

January 24, 2006



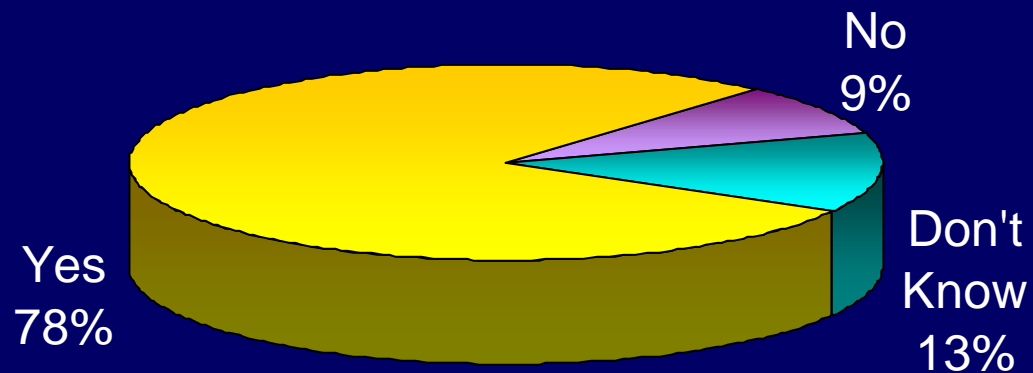
Goals

1. Customer Service/Public Service
2. Process Improvement
3. Management Systems



Customer Survey October 2005

Overall, Customer Service in the Planning & Development Department has improved in the last six months.





Process Improvement

TASK		TIMEFRAME	STATUS
MINISTERIAL PERMITS & APPEALS			
•New homes in tracts—Simplified review for new homes proposed in an approved tract		Develop Standards (Jun-Sept '05)	Completed
		BOS Adoption (Jan-Mar '06)	Completed
•Ordinance amendment changes to appeals process	Article III	BOS Adoption (Jan-Mar '06)	Completed
	Article II & IV	BOS Adoption (Jan-Mar '06)	Completed (1/24/06)
•Orcutt Pilot Program		Jan-Mar '06	Completed (1/24/06)
•Earlier noticing and changes to appeals process		Jan 2006	Completed (1/24/06)
•Monitoring Report		Apr-Jun '06	Pending



Process Improvements

AGRICULTURAL PERMITS & PROCESS

•Finalize NRCS exemption language (Exempt NRCS federal cost-sharing projects from requiring P&D approval)	Jun-Sept '05	Completed
•Adopt Agricultural Standards to allow streamlined process for family farm projects that require ministerial permits	Develop standards (Oct-Dec '05)	In Process
	BOS adoption (Jan-Mar '06)	In Process



Process Improvement

CUSTOMER RELATIONS		
•Provide cost and time estimate forms for ministerial permits	Jun-Sept '05	Completed
•Info on web about status of projects & automatic emails	Jun-Sept '05	Completed
•Suggestion & feedback forms and process	Jun-Sept '05	Completed
•Staff hiring & training to promote collaboration	Jun-Sept '05	Completed

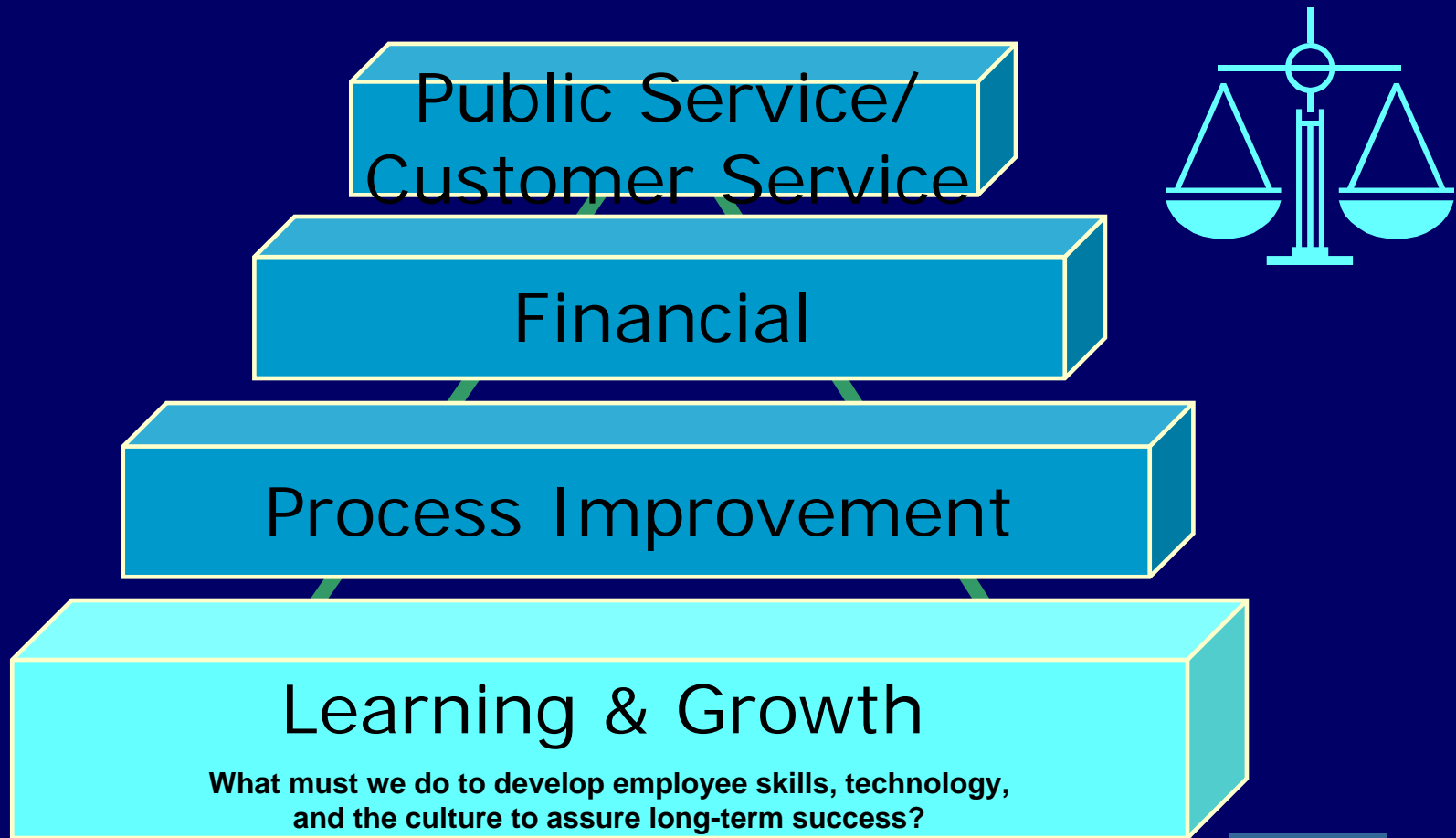


Process Improvement

ZORP			
•Complete Zoning Ordinance Reformatting Project	July 2006	In Process	Schedule: <ul style="list-style-type: none">•Release 2/06•PC workshop 3/06•Pilot through 3/31/06•PC Recommendation 5/10/06•Board consideration 6/26/06



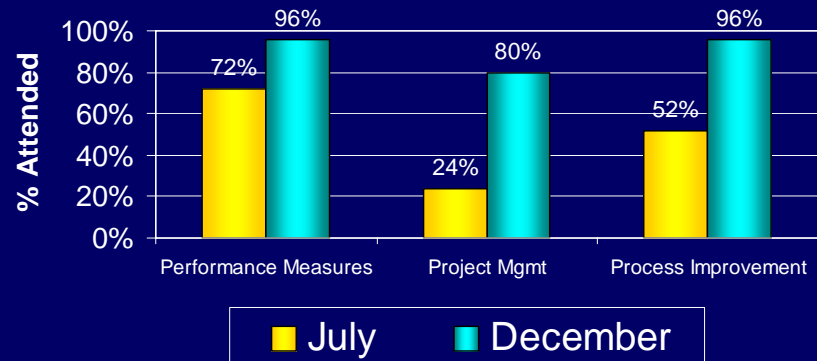
Balanced Scorecard Management System



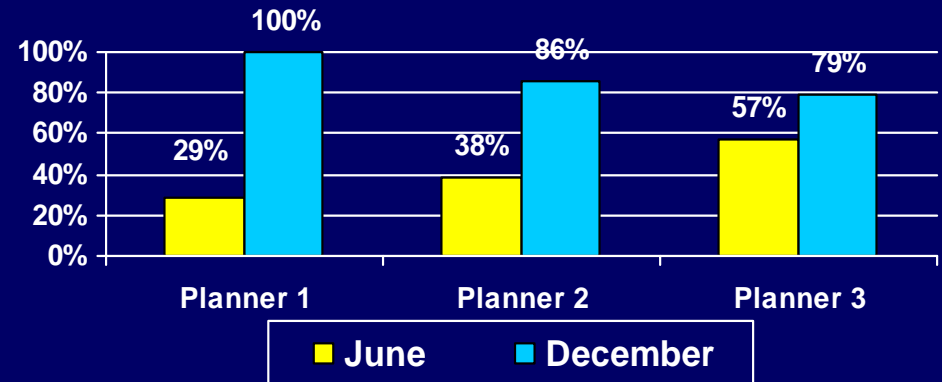


Core Training

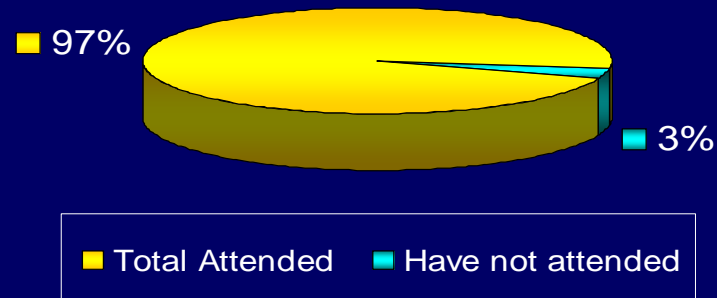
EU Management Classes



Planner Trainings



Customer Service Training





Three Phases of Transition

Phase 1: Ending

- Letting go of the old ways and the old identity people had.
- It's the time when you need to help people to deal with their losses

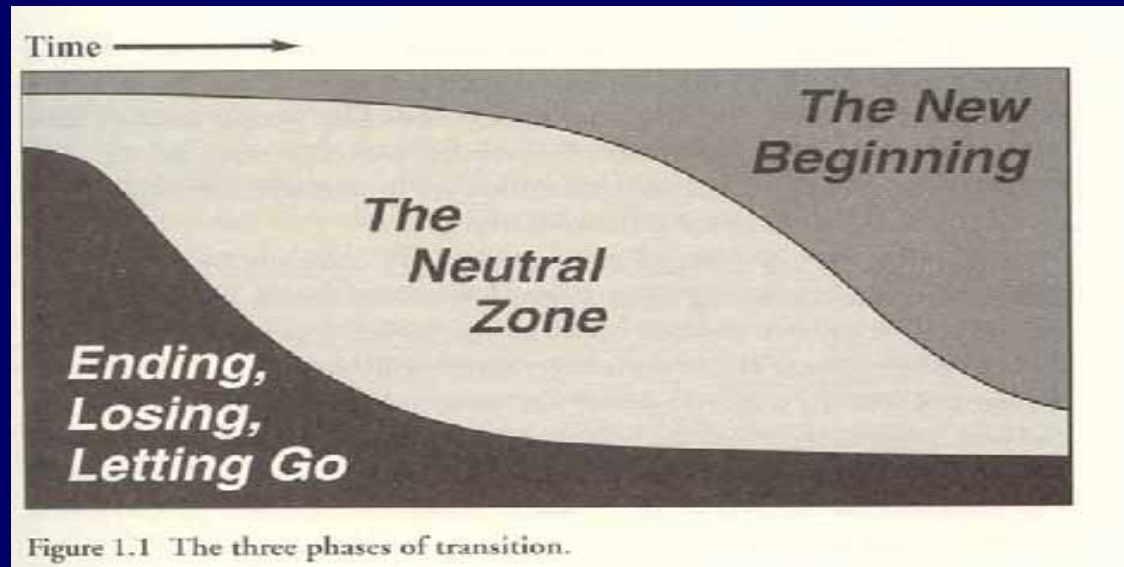
Phase 2: Neutral Zone

- Going through an in-between time when the old is gone but the new isn't fully operational
- It's when the critical psychological realignments and repatternings take place

Phase 3: New Beginning

- Coming out of the transition
- This is when people develop the new identity, experience a new energy, and discover a new sense of purpose that make the change begin to work

1/24/2006





Efforts for Third Quarterly Report

- Zoning Enforcement
- Agricultural Development Zoning Clearances
- Development Plan Requirements for Agricultural Properties
- Historic Landmarks Advisory Commission
- Comprehensive Fee Review
- Virtual One Stop Implementation
- Zoning Ordinance Reformatting Project



Public Notification System Registration Page

INSTRUCTIONS ON REGISTERING:

Permit Registration Page - Microsoft Internet Explorer provided by County of...

File Edit View Favorites Tools Help

Address <http://applications.sbcountyplanning.org/padpublicemail/EmailNotificationRegistration.aspx> Go

Santa Barbara County
PLANNING & DEVELOPMENT
WWW.SBCOUNTYPLANNING.ORG

DEVELOPMENT REVIEW ZONING & PERMITS COMMUNITY PLANNING ENERGY BUILDING & SAFETY

FEATURED AREAS

[Zoning Ordinances](#)
[Planning Commission](#)
[Board of Supervisors](#)
[Board of Architectural Review](#)
[Comp Public Workshops & Hearings](#)

Permit Registration

Please enter your email address and zip code to receive email updates regarding new permits in the specified zip code.

E-Mail:

Zip Code:

Done Internet

- Visit www.countyofsb.org/plandev/
- Click on "Permit Email Notification" on left hand side
- Type in the email address where you want to receive notifications
- Type in the zip code for your area of interest
- Registration is complete! You will begin receiving monthly notifications on projects in your desired area of interest.



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