



REPORT TO DEVELOPMENT OVERSIGHT COMMISSION City of Sacramento

7

300 Richards Boulevard, Sacramento, CA 95811

STAFF REPORT
July 7, 2008

Honorable Members of the Development Oversight Commission:

Subject: Development Services - Ombudsman Program

Location/Council District: Citywide

Recommendation: The report is for information only. No recommendation is requested.

Contact: William A. Thomas, Director of Development Services, (916) 808-3535;
Bridgette Williams, Senior Development Project Manager, (916) 808-8053

Presenters: Bridgette Williams, Senior Development Project Manager

Department: Development Services

Division: Administration

Organization Number: 4311

Description/ Analysis:

As part of Development Services Department (DSD) dedication to providing excellent customer service, the Ombudsman Program is offered to assist the customer with issue resolution. The program is managed by the Project Management team whose primary role is to: 1) respond to customer complaints in a timely manner; 2) be an impartial party to assist with issue resolution; 3) research and track complaints; 3) facilitate solutions; and 4) coordinate and facilitate inter-departmental relations throughout the City, as necessary for issue resolution. Complaints are primarily development related and are received from customers, residents and other City departments. The goal of the program is to ensure that complaints are addressed with the cooperation and understanding of all City departments including, City Council members, City Managers Office, Development Oversight Commission, Development Services, Neighborhood Services, Utilities, Fire, Housing and Dangerous Building, and Code Enforcement.

Ombudsman complaints are tracked to ensure customer success, measure performance and identify lessons learned. Each complaint received is prioritized based on its level of importance and given a benchmark date to track performance measures. Attached for your information is a sample page of an ombudsman tracking sheet. For the 2007 year, a total of 31 ombudsman cases were tracked. The table below reflects tracking results for each complaint category.

OMBUDSMAN COMPLAINT TRACKING		
Year 2007	# Complaints Received (Total 31)	Performance Measures
Priority 1- Red (high priority)	11	45% met benchmark (14 day benchmark – 5 of 11)
Priority 2- Blue (medium priority)	10	10% met benchmark (30 day benchmark – 1 of 10)
Priority 3- Black (low priority)	10	90% met benchmark (60 day benchmark – 9 of 10)

Tracking complaints assist staff in determining performance measures to further refine actual time needed in each category to resolve issues.

The Ombudsman staff assists with many complaints and concerns, including:

- Differing interpretations of regulations, requirements, and conditions between the customer, City staff and outside agencies;
- Finding alternative solutions to meet City regulations, requirements, and conditions
- Correcting errors that may have occurred during the development review process; and
- Assisting customers with a timely, seamless, and predictable development review process.

Policy Considerations: Not Applicable.

Recommendation: DSD will provide an update of the Ombudsman Program and the performance measures bi-annually and/or as requested to the Development Oversight Commission (DOC).

Financial Considerations: Not applicable at this time.

The Ombudsman Program is consistent with the Matrix model, DSD's operating principles and the mission, vision and goals adopted in the DOC 2006-2007 Annual Report.

Respectfully submitted by: 
Bridgette Williams
Senior Development Project Manager

Recommendation Approved:

for 
Bill Thomas
Director of Development Services

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Attachments:

1 Sample Tracking Sheet Pg 4

DEVELOPMENT SERVICES DEPARTMENT - OMBUDSMAN TRACKING LOG

PRIORITY: 1-RED									
File # / Status	Staff	Caller	Issue	Lesson Learned	Status	Date	Due Date	Benchmark	
OMB07-034 CLOSED	Bridgette Williams	Ken Le 916-821-2977	2071 NATOMAS CROSSING DR Fugu Lounge - North Natomas Owner of Oshima Sushi, Ken Le, is opening Fugu Lounge. Called on 11/19/07 to complain of his treatment from Pat O'neil, who denied him a third sign.	Team Effort necessary to ensure success and consistency	Received In Progress Resolved	11/27/2007 11/19/2007 01/17/2008	12/11/2007	51	
Planning Issue Resolved 01/17/2008 BRIDGETTE WILLIAMS Code requirements reiterated by additional staff and no sign permit issued for a 3rd sign Per Planning Manager (12/20/07)									
PRIORITY: 2-BLUE									
File # / Status	Staff	Caller	Issue	Lesson Learned	Status	Date	Due Date	Benchmark	
OMB07-023 CLOSED	Ryan DeVore	Dale Kooyman dkdale@comcast.net	926 J ST Customer concerned about maintaining historic preservation of building if replacing wood windows with aluminum windows. Concerned that the city managers are caving to developers demands in the name of speeding up the permit process.	None Provided	Received In Progress Resolved	08/10/2007 10/02/2007 11/01/2007	09/09/2007	83	
Planning Issue Resolved 11/01/2007 BRIDGETTE WILLIAMS									
PRIORITY: 3-BLACK									
File # / Status	Staff	Caller	Issue	Lesson Learned	Status	Date	Due Date	Benchmark	
OMB07-033 CLOSED	Tim Green	Jim Mack (209)577-5232 jmack@modestogov.com	Looking for a comprehensive list of items required prior to issuance of a grading permit for/residential subdivision. For example, Subdivision Agreements, Bonds/Securities, planning conditions of approval etc. Can you help me out	None Required	Received In Progress Resolved	11/20/2007 11/20/2007 01/17/2008	01/19/2008	58	
Building Issue Resolved 01/17/2008 BRIDGETTE WILLIAMS Staff member from Modesto informed and forwarded all pertinent information for Grading, Subdivision Improvements etc. DE staff emailed all requested information for customer's information 11/30/07 per Team Lead - Tim Green									

Jun 26, 2008