Saint Paul Department of Safety and Inspection Implementation Action Plan

		= Off track
A = Analyze		= Off track
P = Planning		= Caution
I = Implement		= On Track
E = Evaluate		= Completed
NA= Not Assigned		

Number		Recommendation	Implementation Steps	Priority	Phase	Status	Assigned To:	Target Date
MP	SWOT							
47		Develop a schedule for Amanda web training, videos and guidance documents	∗ Determine appropriate training, videos and guidance necessary for documentation; * Develop training schedule; * Distribute schedule to staff	A	E		Carrie Grengs, Procedures Coordinator	Evaluate as necessary
41		Monitor cash handling procedures among administrative staff, inspectors, plan reviewers to ensure the new procedures are followed.	* Monitor use of the new procedures; * Revise or retrain staff, if necessary; * Report results to Director after three months	A	E		Elizabeth Muenich, Office Manager; Vicki Plaistow, Accountant Manager	Evaluation in June 2014
8	6,15,16	Review and revise applications for ease of understanding from a customer's perspective. The application form should guide the applicant through it and make successful completion clear.	* Identify all DSI permit and license applications for which no checklist exists; * Review existing checklists or develop new checklists, as appropriate; * Post checklists to the website and provide print copies at the DSI intake counter/one-stop shop	A	A		Larry Zangs, Project Facilitator; Jeff Fischbach, Project Facilitator; Steve Ubl, BO	
9		Review and revise applications for ease of understanding from a customer's perspective. The application form should guide the applicant through it and make successful completion clear.	* Survey applicants to understand which aspects of applications are confusing; * Work with clerical staff and plans reviewers to determine top 10 items missing from applications; * Determine necessary changes to make applications easier to understand; *Revise applications, as necessary	A	A		Lead: Larry Zangz, Project Facilitator; Jeff Fischbach, Project Facilitator; Team (Counter Staff, Trade Inspectors, Licensing)	
12		Clarify the role of a project facilitator including when and how the facilitator is assigned	* Review existing and potential project facilitator roles and assignments; * Clarify project roles and assignments and make changes as necessary; * Develop documentation about the role of a project facilitator, including when and how facilitator is assigned; * Communicate decisions to staff about when facilitator should be assigned to projects	A	A		Dan Niziolek Deputy Director	
13		Expand the use of project facilitators to serve a wider variety of customers and provide customer assistance throughout the process. Assign them at the pre-application or application intake phase	* Identify the areas where additional project facilitator support is needed; * Communicate the new roles to DSI staff; * Monitor and assess customer satisfaction and effectiveness of project facilitators	A	A		Dan Niziolek, Deputy Director	

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15		Develop an on-line system and phone call-in system for requesting inspections. This will provide efficiencies and better customer service	* Research scheduling systems for inspections that can accommodate both phone and web-based scheduling; * Work with procurement to purchase the best system for DSI; * Pilot test system and make adjustments as necessary; * Advertise availability of new system	A	P	(green)	Greg Schroeder, Deputy Director; Rapid Improvement Event Team	
24		Add a licensing manager to the DSI table of organization under the Licensing, Permits and Customer Service Program	* Develop position description for licensing manager; * Work with Finance Department to add to DSI table of organization; * Advertise for position; * Hire new staff; * Train new staff	A	A	(green)	Ricardo Cervantes, Director; Management Team	
25	7	Ensure project workflow continues when staff members are absent.	* Identify backup staffing for each DSI employee; * Communicate decisions to staff members; * Cross-train staff as necessary	A	A	(green)	Each Manager	
32	9	Develop a succession plan to anticipate possible staffing changes from 2014 to 2018	* Capture vital information for each position to ensure important job-related information is documented; * Coordinate retirements; * Create an organizational development program to prepare internal successors; * Work with HR to plan timely recruitments	A	A	(green)	Management Team	
36		Develop and issue site plan review committee meeting notes within three days of the site plan review meeting. All follow up issues should have a specific timeline designated	* Articulate to site plan reviews the policy to have comments meeting notes within three days of the meeting; * Update SOPs to reflect new timeframe	A	P	(green)	Tom Beach, Site Plan Review	
37		Work with DSI Site Plan Review Committee representative to develop timeframes for completing comments associated with site plan revisions.	* Meet with committee representatives to determine appropriate response timeframes for comments; * Inform staff of agreed upon response timeframes; * Update SOPs to reflect new timeframes	A	A	(green)	Tom Beach, Site Plan Review	
38		Inform the applicant during the site plan review committee meeting about the importance of getting on the District Council's meeting agenda about the proposed project, as applicable	* Develop a process to inform applicant about usefulness of getting on District Council Meeting Agenda; * Document the process in SOPs	A	A	(green)	Tom Beach, Site Plan Review	

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43		Require all plans reviewers to use the Amanda System for logging review comments and project status.	* Communicate to all plans reviewers the decision to use Amanda for logging review comments and project status; * Document new procedures in SOPs; * Monitor the use of Amanda for six months to ensure its utilization; * Report utilization to the director and follow up, as needed	A	NA			
46		Develop a communication plan that documents key milestones for each phase of the Amanda System update and ECLIPS phase out.	* Identify key Milestones of AMANDA update and ECLIPS phase out; * Documents milestones; * Distribute milestones to appropriate staff	A	P			