

FOR IMMEDIATE RELEASE

Tanaka & Lythcott-Haims' Bold Blueprint for Palo Alto: Will City Council Approve?

PALO ALTO, CA – Councilmembers Tanaka and Lythcott-Haims have introduced a series of immediate and long-term actions aimed at improving the Palo Alto Development Center. The proposed actions strive towards creating a system of accountability, streamlined processes, and heightened customer service standards. These actions, pending approval by the City Council, are designed to foster an environment of efficiency and satisfaction for residents, business owners, contractors, and project managers who work with the Development Center.

Key Highlights of the Proposed Plan:

- **Improving Internal Communication and Employee Engagement:** The proposal includes seeking ideas for improvement from staff, establishing an 'employee of the month' system, and bringing in external experts to revamp the Development Center's processes.
- **Enhancing Customer Service Quality:** A customer service charter will be introduced to hold employees accountable for providing excellent service. Helpdesk software will be implemented to manage customer inquiries and support requests more efficiently.
- **Leveraging Technology for Improved Efficiency and Accessibility:** Online tracking and digital platforms will allow residents to schedule appointments, track permit application status, and submit required documents electronically.
- **Improving Efficiency and Streamlining Processes:** Performance metrics and goal setting will be used to monitor and evaluate the Center's customer service, aiming to reduce wait times to levels closer to the state median by 2025.
- **Enhancing Clarity and Communication:** The City will review its regulations and inspection guidelines to ensure they are up-to-date and clearly communicated, and an in-depth assessment of the Development Center will be conducted.
- **Addressing Residents' Concerns:** The proposal takes into consideration the frustrating experiences of homeowners and residents, such as the Wu family and Juergen and Mariana, and aims to eliminate inconsistencies, delays, and miscommunications.

Call to Action:

In order for the City Council to vote YES on this proposal, your voice must be heard and accounted for. Residents are encouraged to review the proposal and share their thoughts with their local representatives. Public support is vital in ensuring that these much-needed improvements are implemented.

For more information on the proposal and how to get involved, please contact Councilmember Tanaka's legislative aide, Audrey Ke.

Contact:

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Help Shape the Future of Palo Alto City Development Center! 🌟

Hey neighbors,

We've drafted a proposal for some exciting improvements at the Development Center, and we need your support!

- ◆ Streamlined Permit Process: Making permits easier and faster for everyone, benefiting both customers and employees.
- ◆ Valuing Community Input: Share your ideas and suggestions.
- ◆ Celebrating Excellence: Monthly recognition for outstanding staff.
- ◆ Prompt Support: A proposed Helpdesk for faster responses.
- ◆ Stay in the Loop: An online system to track requests.

Your support can make these changes a reality! Let's enhance our city together. If you want to see these improvements come to life, please show your support when the proposal makes its way onto the agenda.