

**Customer Service and Business Development Committee  
Mayor-elect Jerry Demings' Transition Team**

The committee is focused on reviewing the structures which provide assistance to citizens/customers seeking services from Orange County Government. Improving citizens/customers' interactions with Orange County Government is being addressed through the lenses of training and research, outreach and engagement, structural changes to the organization, and economic development and innovation. OR

OUR GOAL IS TO HAVE ORANGE COUNTY RECOGNIZED AS A WORLD CLASS CUSTOMER SERVICE LEADER (OR LOCAL GOVERNMENT) WITH STREAMLINED BUSINESS DEVELOPMENT REVIEW. THIS CAN BE ACHIEVED THROUGH: 1) TRAINING AND RESEARCH; 2) OUTREACH AND ENGAGEMENT; 3) STRUCTURAL CHANGES TO COUNTY ORGANIZATION; AND 4) ECONOMIC DEVELOPMENT AND INNOVATION.

- Training and Research:
  - Enhance training and understanding of the systems to develop the reviewers' technical skills and to ensure the online permitting system is a success
  - Study customer service and development review processes from similar size governments with comparable growth/development
  - Analyze hiring third party reviewers to alleviate some of the load from staff and implement systems to account for shifting development volume
  
- Outreach and Engagement
  - Create an advisory board (6 TO 12 MONTH TERM) to make ongoing recommendations regarding the development review process
  - Host meetings with the directors/managers, commissioners, mayor, developers, and homebuilders to discuss working together to streamline development
  - SHORT TERM AND ON-GOING Develop surveys and customer service metrics for customers going through the development review process. The responses (and related data) will then be provided to staff and senior administration
  - ~~Create a Public Information Officer for the~~ S/T & ON-GOING: Community Environmental and Development Department to conduct outreach to the development community about available resources, encourage companies with the capacity to apply for electronic permitting, etc.
  - S/T: Craft a rally cry (short and catchy) for each department to be the mission/goal
  
- Structural Changes to the Organization
  - ~~Create a position in the mayor's office~~ IDENTIFY DEPUTY ADMINISTRATOR to whom the development community can go to address and discuss development related issues
  - Establish stronger communication and coordination between the divisions and departments in the development review process
  - Realign the organizational chart so that all development related divisions are under one department (and director) and place other development related departments under the same assistant/deputy county administrator
  - ~~Create a centralized Customer Service oriented Division/Department to oversee and monitor interactions with citizens~~
  - S/T: Make division names more customer service friendly and intuitive

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- Economic Development and Innovation
  - Enhance the economic development functions to make them more robust to attract development to OC, host larger events, work with startups, and provide more opportunities to meet with businesses to discuss available programs
  - Develop metrics to determine Orange County's return on investment on economic development incentives
  - ~~Ensure the Convention Center's new executive director is focused on regional partnerships and fully leverages the facility~~
  - Continue Invest in existing assets to help tell the region's story
  - ~~Reconvene a citizen group to review Orange County's webpage~~
  - Elevate the Chief Information Officer to work more county wide
  
- ~~From the perspective of residents, Orange County want to provide top notch customer service~~
  - ~~Utilities Department ranked second in the nation in overall customer satisfaction by J.D. Power~~
  - ~~311 3 million residents have contacted Orange County for services~~
  - ~~Neighborhoods Office provides grants and resources to neighborhoods, nonprofit organizations, small business~~
  - ~~Community Action Division 28,000-30,000 residents per month visit the community centers~~