

INSPECTIONS ACTION PLAN

DELIVERABLE	ACTION STEP	RESPONSIBILITY	ROOT CAUSE CHAIN	TARGET DEADLINE	DATE COMPLETED
Mayor and City Manager met with Contractor and Builder to discuss concerns with Inspections	Investigate concerns and provide follow up as needed	Mayor, City Staff & Contractor/Developer			November 2014
	Schedule meeting with outside facilitators to explore conducting Community Conversations	City Staff & Facilitators			November 2014
Visit Local Cities to Explore Best Practices	Contact City of Kalamazoo, Jackson, and Grand Rapids to schedule a site visit to discuss Inspections and Code Compliance Operations (CM, ACM, Inspections Supervisor, Code Supervisor)	City Staff & Mayor Student Intern	<p>Not all Battle Creek residents and business owners feel inspections and inspectors are consistent and reasonable</p> <p>Some policies, practices, and procedures are inefficient</p> <p>The lack of department resources and capacity negatively impacts customer services</p>		March 2015
	Prepare overview & comparison of best practices	City Staff			March 2015
1st Inspections Community Conversation	Reserve Burnham Brook	City Staff			January 2015
	Prepare and send invitations	City Staff			January 2015
	Meeting with Facilitators to establish roles and process	City Staff & Facilitators			January 2015
	Schedule CS Managers to attend as note takers	City Staff			January 2015
	Gather materials / supplies for event (sign in sheets, handouts, flip charts & markers, name tags, refreshments)	City Staff			January 2015
	Facilitation of Community Conversation	Facilitators			January 2015
	Compile meeting notes	City Staff & Facilitators			January 2015

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2nd Inspections Community Conversation	Reserve Burnham Brook	City Staff			February 2015
	Prepare and send invitations	City Staff			February 2015
	Meet with Facilitators to establish process	City Staff & Facilitators			February 2015
	Gather materials / supplies for event (sign in sheets, handouts, flip charts & markers, name tags, refreshments)	City Staff			February 2015
	Facilitation of Community Conversation	Facilitators			February 2015
	Compile meeting notes	Facilitators			February 2015
Inspectors and CSR Staff Conversations	Schedule & conduct two meetings with staff and arrange for office coverage	Facilitators & City Staff			March 2015
	Compile meeting notes	Facilitators			March 2015
Initial Inspections Small Group Meeting	Establish small group members	City Staff & Volunteers			April 2015
	Send meeting invite	City Staff			April 2015
	Meeting preparation (agenda, sign in, schedule room)	Facilitators & City Staff			April 2015
	Provided an overview of the differences between Inspections and Code Compliance among small group members	City Staff			April 2015
	Established Small Group shared commitments	Small Group Members			April 2015
Data Theming of Community Conversations & Root Cause Chain	Compile notes / data from all conversations	Facilitators			July 2015
	Reserve meeting space & arrange for office coverage	City Staff			July 2015
	Meeting Preparation (type and cut each statement, group the statement into themes)	Facilitators & City Staff			July 2015
	Group Data Theming	City Staff, Facilitators, & Small Group			July 2015

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	Compile theming data and create Root Cause Chain	Facilitators			July 2015
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Create Written Departmental Processes / Procedures	Create Vacant & Abandoned Building FAQ	City Staff	Some policies, practices and procedures and inefficient		May 2015
	Create Written Vacant and Abandoned Process	City Staff	There is a lack of awareness and understanding of codes and the inspections process		May 2015
	Create Written Trade Permit Process	City Staff			May 2015
	Create Written Building Permit Process	City Staff	There is a lack of trusting relationships between the Inspections Department and the community		May 2015
	Create "What Every Property Owner Should Know or Ask" Form	City Staff			April 2015
	Review and feedback of processes and handouts	Small Group			July & Aug 2015
	Process revisions following feedback	City Staff			September 2015
Increase Awareness and Understanding of AMSA Construction Board of Appeals	Create AMSA Construction Board of Appeals application	City Staff	Some policies, practices and procedures and inefficient		September 2015
	Create written AMSA appeals process	City Staff	There is a lack of awareness and understanding of codes and the inspections process	December 2015	
	Review and feedback of application	Small Group			October 2015
	Review and feedback of appeals process	Small Group	Not all Battle Creek residents and business owners feel inspections and inspectors are consistent and reasonable	January 2016	
	Process revisions following feedback	City Staff	There is a lack of trusting relationships between the Inspections Department and the community	January 2016	

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Restructuring the Inspections Department (Reactivation of CBO)			Some attitudes, mindsets and perceptions get in the way of supporting growth		
	Provide org chart to small group	City Staff			May 2015
	Discussion of the benefits & what is desired of a CBO	City Staff & Small Group	There is a lack of trusting relationships between the Inspections Department and the community		May 2015
	Budget analysis to determine feasibility	City Staff			July 2015
	Revision of CBO job description	City Staff			August 2015
	Interview Process (Job posting, mass mailing to all State Licensed persons, interviews, selection / hiring)	City Staff & Small Group Representative	Not all Battle Creek residents and business owners feel inspections and inspectors are consistent and reasonable	December 2015	January 2016
Improve Plan Review Dept Process	Create a written building plan review process	City Staff	Some attitudes, mindsets and perceptions get in the way of supporting growth		August 2015
	Design & implement a new plan review and storage area	City Staff			September 2015
	Implement a new system for scanning plans in-house at DPW	City Staff	Some policies, practices and procedures are inefficient	November 2015	
	Review and feedback of plan review process	Small Group			October 2015
	Process revisions following feedback	City Staff			November 2015
	Speak with other communities regarding sealed drawings are required	City Staff			January 2016
	Develop a list defining when architectural drawings are required	City Staff			January 2016
Improve Inspection Consistency Between City and Contracted Inspectors	Meet with Inspectors & Contract Inspectors to discuss & establish inspection & process improvements (Orders, inspection results to include code section, Required review of previous Inspection findings)	City Staff	There is a lack of trusting relationships between the Inspections Department and the community		October 2015
				The lack of department resources and capacity	

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	Review of current BID contracts and implement changes to the next contract	City Staff	negatively impacts customer service Some policies, practices and procedures and inefficient Not all Battle Creek residents and business owners feel inspections and inspectors are consistent and reasonable	December 2015	February 2016
Replacement of Inspector Field Devices	Research and demo devices that meet the needs and functionality	City Staff	The lack of department resources and capacity negatively impacts customer service	October 2015	December 2016
	Implement use of new devices	City Staff		April 2016	
Data Changes on Permit Invoices	Explore possibilities for including permit information on invoices	City Staff & Small Group Member	Some policies, practices and procedures and inefficient		October 2015
	Changing the permit process to reflect no payment for invoiced permits	City Staff			October 2015
Revisions to the Vacant & Abandoned Ordinance	Comparison analysis of Minimum Housing Codes and International Property Maintenance Code	City Staff	Some policies, practices and procedures and inefficient There is a lack of awareness and understanding of codes and the inspections process Not all Battle Creek residents and business owners feel inspections and inspectors are consistent and reasonable	November 2015	December 2015
	Review and feedback on original ordinance draft	Small Group			August 2015
	Rewrite of the ordinance	City Staff			September 2015
	Review and feedback on the rewritten ordinance	Small Group		November 2015	December 2015
	Legal review of the ordinance	City Staff		Dec 15 / Jan 16	
	Ordinance revisions following Small Group feedback	City Staff		December 2015	February 2016
	Community forum to discuss ordinance changes	City Staff & Small Group		March 2016	
	Ordinance revisions following community forum	City Staff		March 2016	

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	Commission Workshop and ordinance adoption	City Staff & Small Group		March 2016	
Customer Satisfaction	Create customer satisfaction survey	City Staff	Some attitudes, mindsets and perceptions get in the way of supporting growth	February 2016	
	Review and Feedback on Survey	Small Group		March 2016	
	Survey revisions following feedback	City Staff	There is a lack of trusting relationships between the Inspections Department and the community	March 2016	
	Create process for implementing and analyzing survey	City Staff		March 2016	
	Revision of violation notification letters	City Staff		February 2016	
	Inspections staff to participate in org wide customer service training	City Staff	Not all Battle Creek residents and business owners feel inspections and inspectors are consistent and reasonable	FY 16 / 17	
Rewrite the Demolition Ordinance and Corresponding Organizational Processes	Review local ordinance and state codes for inconsistencies	City Staff	Some policies, practices, and procedures are inefficient	January 2016	
	Meet with Attorney and Risk Management Staff to Discuss City Liabilities	City Staff		January 2016	
	Rewrite local ordinance	City Staff	There is a lack of awareness and understanding of codes and the inspections process	February 2016	
	Review and feedback of ordinance	Small Group		February 2016	
	Process revisions following feedback	City Staff		February 2016	
	Resolution to City Commission	City Staff		March 2016	
Community Workshops and Notification on Updated and New Code Requirements	Review of updated and new codes	City Staff	There is a lack of awareness and understanding of codes and the inspections process	February 2016	
	Scheduling and notification of workshop	City Staff		February 2016	
	Meeting with staff to establish roles and process	City Staff	Not all Battle Creek residents and business owners feel	February 2016	

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	Presentation and handout preparation	City Staff	inspections and inspectors are consistent and reasonable	February 2016	
	Gather material / supplies for event (sign in sheets, handouts, flip charts & markers, name tags, refreshments)	City Staff		March 2016	
	Facilitation of the workshop (All Trade Inspectors)	City Staff		March 2016	
	Communicate overview of Code changes to contractors and the community (letters, email, social media)	City Staff		March 2016	
Small Group Meetings	Regularly scheduled meetings	Small Group Members		Ongoing (4/29, 5/28, 6/16, 7/14, 8/12, 10/7, 11/4, 12/2, 1/6)	