

From: [D. Muirhead](#)
To: [Angie Gonzalez](#); [Michelle Wilson](#)
Subject: City Council Meeting August 24, 2016 Item #19: Development Services audit
Date: Monday, August 22, 2016 11:38:26 AM

Dear Morgan Hill City Council,

Comments for the Public Record submitted by
Doug Muirhead, a resident of Morgan Hill, for:
Morgan Hill City Council
Meeting August 24, 2016
Item #19: Development Services audit

I am pleased that you are sunshining this Development Services audit.
An earlier, smaller effort (Information Systems Business Alignment
Report, February 25, 2016, obtained with a Public Records Request)
did not receive this sunshining and the implementation plan for the
30 recommendations is unknown.

The Development Services audit includes 160 recommendations,
grouped into six key areas, that need the highest priority.
There are 53 priority number one recommendations, 82 priority number
two recommendations and 25 priority number three recommendations.

The report says the #1 Opportunities for Improvement is
Agree on an implementation plan
Unfortunately, Next Steps lacks any specificity
Implementation of the multiple service enhancements described above
will continue.

The report says best practice communities use performance standards
to meet customer expectations and to assist in staff management.
The department entries in the Budget document for 2013-14 and 2014-15
had Performance Measures. These were removed for 2015-16 and 2016-18.

With several employees in the 26-30 years of experience range,
it is imperative that a plan be created that will preserve and
organize for retrieval the Division's institutional knowledge.

Thank you for your consideration,
Doug Muirhead, Morgan Hill