



## Legislation Text

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**File #:** 24-0333, **Version:** 1

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Consider and take action on a resolution adopting the Development Services Strategic Plan (Assistant City Manager)

Approval of this resolution will adopt the Development Services Strategic Plan.

Development Services has undertaken a comprehensive initiative to enhance its service delivery through the development of a Customer Based Strategic Plan. This report outlines the efforts and progress made in this endeavor, aiming to improve efficiency, transparency, and customer satisfaction within the department and among our customers and stakeholders.

Under the direction of the City Manager, the Assistant City Manager assembled a strategic planning advisory committee (SPAC) representing policy makers, builders and developers, and key internal staff. The SPAC's responsibilities included serving as representatives of the strategic planning process, engaging stakeholders and customers in conversations, and identifying plan strategic directives, initiatives, and critical outcomes.

As part of the "listening phase" of the plan, the SPAC engaged customers through a variety of ways including numerous workshops and surveys. The audience that participated included:

- League City citizens
- League City business owners and operators
- Policy makers (City Council and Planning/Zoning Commission)
- City staff
- Commercial real estate professionals
- Developers, Builders, Engineers, and Contractors
- Trades professionals
- Patrons of Development Services

In all, approximately 60 developers, builders, engineers, and contractors participated in three workshops, while nearly 40 participated in smaller focus groups (six focus groups). Surveys were sent to numerous professional and trade membership organizations and were also made available on the City's website and on the League City Listens platform. More than 120 customers responded to surveys. In all, the Committee heard from 228 total participants who produced over one thousand responses.

As a result of these outreach efforts, the following strategic directives were developed:

- Culture of Caring
- Communication and Inclusion
- Process, Policies, and Practices
- Empower to Excellence
- Encourage Investment

Each directive has several strategic initiatives, which the staff will be charged with carrying out and reporting on. Upon adoption of the plan, the plan facilitators will work with department directors and managers to develop an Implementation Plan. This implementation exercise will be repeated every year for the three-to-five-year duration of the plan.

To monitor progress transparently, Development Services will utilize Envisio software to create a community scorecard, enabling stakeholders, policymakers, and citizens to track the implementation of the plan and its impact on the community.

**Attachments:**

1. Proposed Resolution
2. Development Services Strategic Plan

**FUNDING**

{X} NOT APPLICABLE

**STRATEGIC PLANNING**

{X} Addresses Strategic Planning Critical Success Factor #5 Trained, Committed, and Valued Workforce