

From: mreicher@championsgate.com
To: [Reynolds, Jason R \(BCC\)](mailto:Reynolds, Jason R (BCC))
Cc: lriviera@championsgate.com
Subject: Re: Customer Service and Business Development Committee
Date: Monday, November 5, 2018 8:30:46 AM

Jason

Wanted to send my thoughts

Training

Create comprehensive customer service training from top down. Engage Disney Institute or similar to develop and institute customer service plan(see OIA model)

Outreach

Create an omnibudsman program to assist large scale and technically complex projects. Projects in excess of 20m shall be eligible for specialize expedited pre con services, permitting and inspection similar to EDC projects. Note these projects do not have to targeting industries

Encourage senior level staffers to volunteer in the community as a form of engagement.

Structural

Develop better utilization of online permitting thru training,outreach and an appropriate level in investment in hardware and software.

Develop an "express permit (one stop) process for simple approvals such as fence,signs interior Reno below a dollar about etc. These programs exist nationally and can also be electronic.

Encourage the use of "qualified" third party to better manage the fluctuations in demand and create a more efficient construction process.

Consider assigning specialized reviews on specific type of project. Such projects may include multi family, large warehouse, amusements and resort/ convention hotels in excess of 500 rooms.

Thanks

Sent from my iPad

On Nov 3, 2018, at 6:52 PM, "Jason.Reynolds@ocfl.net" <Jason.Reynolds@ocfl.net> wrote:

Hello everyone,

I apologize for not being with you at Friday's meeting. However, I was listening to the meeting and taking notes. Over the last 6 weeks you have done a great job parsing through the development review process and how people do business with Orange County Government. These discussions yielded 50+ recommendations. The recommendations were grouped and duplicates were removed, which left 19

recommendations.

We have one more subcommittee meeting left (Monday, 11/5) and I'm happy with the progress that has been made. It's time to land the plane. My hope for Monday's meeting is for the group to reach consensus about the recommendations so I can start drafting the committee's section of the report. Attached is the format Mayor Chapin decided for the individual subcommittees (task forces). This committee's broad topics/themes are training and research, outreach and engagement, structural changes to the organization, and economic development and innovation. The recommendations speak to addressing those broad topics/themes.

Also attached are-

- <!--[if !supportLists]-->• <!--[endif]-->The draft recommendations
- <!--[if !supportLists]-->• <!--[endif]-->Eight Steps to Great Customer Experiences for Government Agencies (document from Jay Leonard)
- <!--[if !supportLists]-->• <!--[endif]-->Presentation about development relationships and draft organizational chart (given by Scott Skraban)

Please feel free to contact me if you need anything. My office number is below and my mobile number is (407) 616-6325.

Regards,

Jason Reynolds, AICP
Neighborhood Preservation and Revitalization Office
(407) 836-5547
Jason.Reynolds@ocfl.net

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<DRAFT Recommendations.doc>

<8-steps-cust-exp-gov-wp-1560471 (2).pdf>

<Development Organizational Structure.pdf>

<Proposed Recommendations Format.pdf>