

**RESOLUTION NO. \_\_\_\_\_**

**ADOPT A RESOLUTION AFFIRMING THE BOARD OF SUPERVISORS’  
DIRECTION TO STAFF REGARDING IMPROVEMENTS TO THE COUNTY’S  
DEVELOPMENT REVIEW PROCESS**

**WHEREAS**, the County of Sacramento (“County”) is facing an unprecedented housing supply and affordability crisis, and the Board Of Supervisors desires to positively affect new housing production to address these crises, meet the County’s Regional Housing Needs Allocation (RHNA) obligations, and accommodate anticipated regional growth closer to the urban core; and

**WHEREAS**, the Board of Supervisors also desires to encourage and facilitate equitable investment in and economic development of existing communities, particularly within aging commercial corridors and Environmental Justice communities, through reinvestment in the existing building stock, high quality and context-appropriate infill development, and public improvements to help catalyze such investments; and

**WHEREAS**, the Board of Supervisors also desires to facilitate responsible development of new, complete communities with a mix of housing types and price points, jobs, retail, recreational and other amenities to help provide enough housing and related amenities to meet the needs of current and future generations; and

**WHEREAS**, the Board of Supervisors is confident that Sacramento County can attract, plan and foster housing production and other beneficial uses in both existing and new communities in a manner that will help achieve State and local goals and regulations to address climate change and air quality; is resilient to a changing climate; provides for unparalleled environmental protection; and encourages public participation; and

**WHEREAS**, the Board of Supervisors believes that to achieve these goals, the County must provide exceptional customer service; have processes in place that are efficient and easy to navigate; and be a trusted and helpful partner to all of our customers, which include residents, home owners, business owners, architects, engineers, contractors, builders, developers,

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County departments, external agencies, and others that engage with the County's development review process.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Supervisors, ON BEHALF OF THE COUNTY OF SACRAMENTO, a political subdivision of the State of California, affirms as follows:

- 1) The Board of Supervisors wants Sacramento County to be known as the best place to build in the region and strongly supports development review process improvements to better serve all of our customers; and
- 2) The Board of Supervisors directs the County Executive and Deputy County Executive of Community Services to expedite the full array of process, policy, organizational, leadership, and cultural improvements necessary to meet these goals; and
- 3) The Board of Supervisors directs County staff to implement development review process improvements to help achieve the goals herein, and to do so with a sense of urgency and creativity befitting the acute housing crisis affecting both current and future County residents; and
- 4) The Board of Supervisors defines beneficial development review process improvements as those which lead to processes that:
  - A. Are predictable, consistent, and easy to understand; and
  - B. Are timely, efficient and carried out in a manner that recognizes "time is money" for our customers; and
  - C. Reduce complexity and eliminate superfluous requirements; and
  - D. Are consistent with industry best practices and comparable agencies' processes viewed by our customers as exemplary; and

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- E. Include customers in the problem solving and decision making process; and
  - F. Ensure the level of detail requested is appropriate for any given stage of development; and
  - G. Allow for parallel review and processing whenever feasible; and
  - H. Offer clear timelines and transparency for customers regarding the status of their permit or application; and
  - I. Reduce silos and increase communication across County functions and with partner agencies and organizations involved in the development process; and
  - J. Provide routine opportunities to solicit and receive customer feedback and address complaints; and
- 5) The Board of Supervisors wants the County to provide unparalleled customer service, which the Board defines as the County and staff:
- A. Being known for interacting with customers in a friendly, helpful, communicative and collaborative manner; and
  - B. Embracing our roles as facilitators and proactively helping customers navigate the process and meet applicable requirements; and
  - C. Being creative, solution oriented, and having a problem-solving mindset; and
  - D. Being viewed by customers as a trusted partner who understands and cares about their goals, point of view, and success; and
  - E. Coming prepared to meetings with customers to provide detailed and useful information, responsive feedback, and clear guidance regarding process and requirements; and

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- F. Offering options to achieve the customer's goals if their initial proposal is not viable; and
  - G. Being accountable to our customers and having a sense of ownership over the work done on their behalf; and
  - H. Responding to all phone calls and emails within one business day; and
- 6) The Board of Supervisors expects staff to seek and support continuous improvement and embrace changes intended to accomplish the goals herein; and
  - 7) The Board of Supervisors supports empowering staff to make decisions appropriate for their position, be innovative and creative to help solve problems, take appropriate risks to facilitate desirable development, and acknowledges that in doing so, reasonable mistakes may be made and that the Board will support staff when this happens and expects supervisors and managers to do the same; and
  - 8) The Board of Supervisors supports investment in staff through County-sponsored training and other professional development opportunities and celebrating the staff successes as a means to both grow our workforce's expertise and improve service to our customers; and
  - 9) The Board of Supervisors will strive to provide adequate staffing and resources to accomplish the goals herein; and
  - 10) The Board of Supervisors encourages staff to leverage external assistance and expertise as necessary, along with grant funding opportunities, to accomplish the goals herein; and
  - 11) The Board of Supervisors generally supports amendments to County codes and regulations that allow for more ministerial/by right development, more approvals at the staff level or lower hearing bodies, and other changes that make it easier to do business with the County and build within the unincorporated area; and

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12) The Board of Supervisors directs staff to establish and routinely track meaningful metrics to measure progress and to report back to the Board regarding process improvement accomplishments on a semi-annual basis for at least the next two years.

On a motion by Supervisor \_\_\_\_\_, seconded by Supervisor \_\_\_\_\_, the foregoing Resolution was passed and adopted by the Board of Supervisors of the County of Sacramento this 7<sup>th</sup> day of February, 2023, by the following vote, to wit:

AYES: Supervisors,

NOES: Supervisors,

ABSENT: Supervisors,

ABSTAIN: Supervisors,

RECUSAL: Supervisors,  
(PER POLITICAL REFORM ACT (§ 18702.5.))

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Chair of the Board of Supervisors  
of Sacramento County, California

(SEAL)

ATTEST: \_\_\_\_\_  
Clerk, Board of Supervisors