

PCD Strategic Plan

Vision	The El Paso County Department of Planning and Community will be trusted to provide reliable, consistent, and excellent customer service to our stakeholders.											
Purpose	We provide excellent customer service during the development application and enforcement process through clear and consistent department standards and expectations of service.											
Values	Accountability	Transparency	Employee Morale	Customer Service	Education	Collaboration						
Strategic Objectives	Adhere to the PCD Project Management and Customer Service Best Practices and Teleworking Plan			Listen to and act on the feedback provided in the Employee Survey			Strengthen community trust through productive and open communication with our stakeholders					
Key Result(s)	Project review times		Code Enforcement response time		Create training guides for all divisions and department Procedures Manual		Manager/Supervisor sets clear expectations		Customer/public education		Customer and stakeholder feedback	
KPIs	Edarp timelines	Statistical data	Due dates	Reduced case backlog	Employee retention	Work quality	One on one meetings between Employees and Leadership	Director and employee check-ins	PCD Quick Tips handouts	Website and Edarp updates	Customer comment cards	Community and HBA meetings