



PUTTING PEOPLE FIRST

MAYOR RANDALL L. WOODFIN

Woodfin Transition: Transparency and Efficient Government Committee Report

January 2018

Committee Co-Chairs – *Annie Allen and Daniel Coleman*
Administrative Assistant – *Tiffanie Thompson*

City of Birmingham Departments Under Committee

IMS/Technology, Department of Equipment Management, Law Department, Clerk's Office, Human Resources, Finance Department, Office of Public Information

- Co-Chairs organized meetings with each Department Head to discuss expectations, status of transition readiness, current project and initiatives within the departments, as well as to identify any improvements and best practices.

Citizen Committee Meeting

December 5, 8:00 am

Attendance: 17 citizens

- Purpose of transition citizen committee meetings is to solicit information, concerns, and suggestions from interested and engaged members of the public regarding education and workforce development in the City of Birmingham. Through social media posts, informational emails, and a signup link at randallwoodfin.com, members of the Birmingham community could sign up to participate in the committee as well as receive updates from the Co-Chairs and the Woodfin Transition Team.
- The Government Efficiency and Transparency Committee has the following mission: to lead the implementation of "Operation Restore Trust" to increase transparency and accountability at City Hall. It will also lead the effort to reform our city regulations and process to make sure Birmingham is open for business expansion, both large and small.
- The Efficient Government and Transparency Committee Meeting discussed the following topics: mission of the committee, Co-Chair activities, high-level review of department head meeting notes and major themes, open discussion on issues of concern to citizens, participation in the survey to gain feedback on the public's interactions with an/or services received from the city

- The Public Feedback Survey contained the following questions: *How are you affiliated with the City of Birmingham? How many times have you interacted with the City of Birmingham? What was the reason for your interaction? How satisfied were you with the performance of the City employees you interacted with? Were you satisfied with the results or the outcome of the interaction? How much time did it take for the issue to be resolved or for you to receive a final decision? As a citizen how well does the Birmingham City Government meet your overall expectation as a city government? As a business owner how well does the Birmingham City Government meet your overall expectation as a city government?*

Immediate Takeaways

- Making processes and interactions with City Hall innovative as soon as possible:
 - Example: January is business license renewal month and it is a fact that Birmingham lacks innovation in this area. The city could implement business license renewal online (as many other cities do).
- An equally significant problem is the lack of customer service by business office staff
- There is a need to utilize data gathered by the Public Affairs Research Council of Alabama (PARCA) to contrast and compare City of Birmingham departments

Next Steps

- A meeting will be held with the additional four transition committees- Social Justice, Neighborhood Revitalization & Public Safety, Entrepreneurship & Economic Development, and Education and Workforce Development- as well as the Mayor's Executive Team in January to begin creating a master transition document to publish in 2018, around the 100-day mark of Mayor Woodfin's Administration.
- Please direct all transition and committee questions to emily.poole@birminghamal.gov