



Office of Innovation & Reform

City of San Antonio

Human Resources Department



Background

- ❑ Formed October 1, 2006
- ❑ Responsible for improving the efficiency and effectiveness of operations City-wide
- ❑ Provides consulting services to City departments
- ❑ Staff includes 3 analysts, 1 manager



Consulting Services Provided

- Business Process Analysis
 - Trained in Zoom Process Improvement Methodology in Fall 2007
- Best Practices Research
- Benchmarking
- Staffing Studies
- Alternative Service Delivery Studies
- Organizational Transition



Client Departments

October 2006 - Present

- Aviation
- City Attorney's Office
- City Manager's Office
- Customer Service / 311
- Downtown Operations
- Fire
- Human Resources
- ITSD
- Municipal Courts
- Parks & Recreation
- SAPD
- Purchasing
- Public Works
- San Antonio Metropolitan Health District
- Solid Waste Management



Business Process Analysis

Example: SAMHD Environmental Health Division

- Assisted in preparation for automated licensing/inspection system
- Mapped 30 business processes: inspections, licensing, clerical
- Results
 - Improved Customer Service
 - Simplified fee structure/eliminated redundant inspections and fees (FY 2008)
 - Standardized inspection practices (in progress)
 - Improved internal/external customer inquiry response practices (in progress)
 - Implemented Best Practices
 - FDA Voluntary National Standards (in progress)
 - Adoption of 2006 Texas Food Establishment Rules (FY 2008)
 - Added a Food Handler Training Course (FY 2009)



Business Process Analysis

Example: SAMHD Environmental Health Division

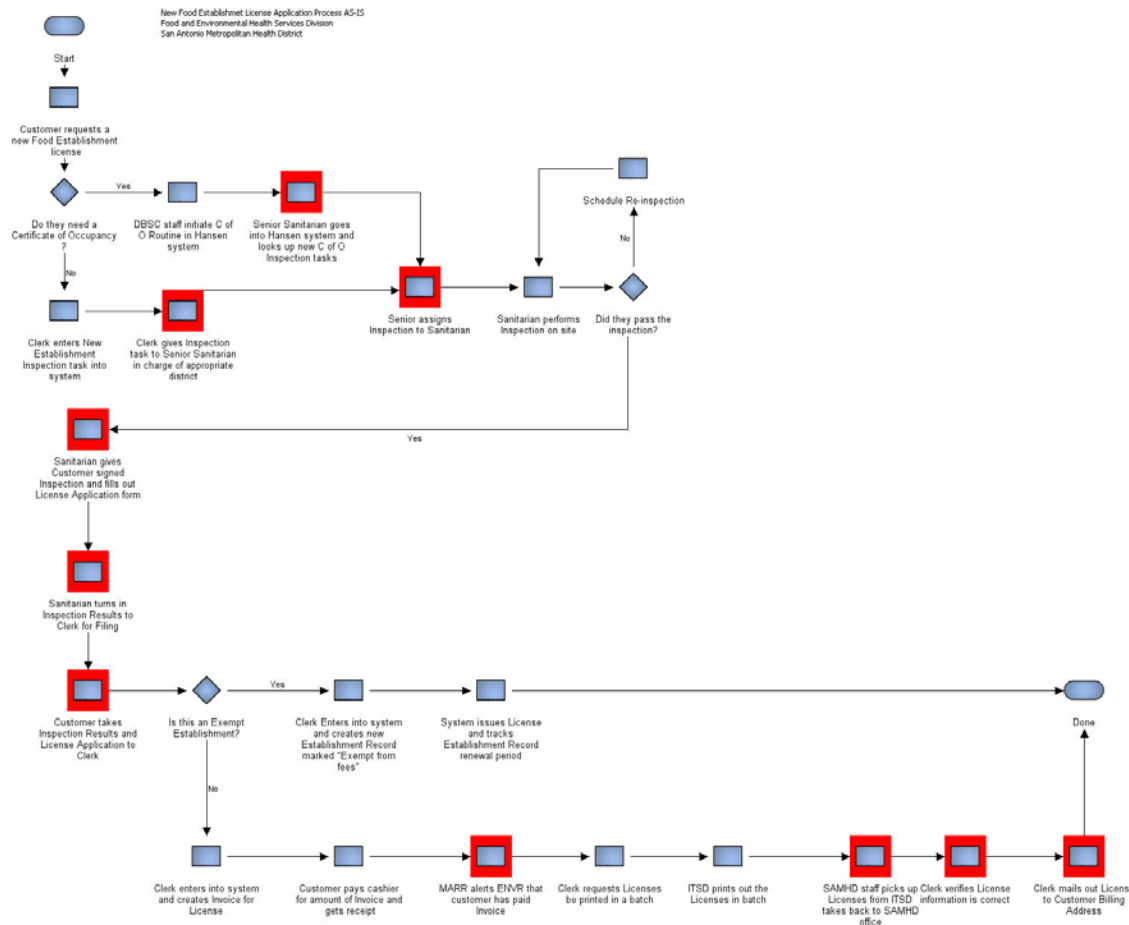
Results Continued:

- Increased Revenue
 - Eliminated loopholes in fee structure, enabling capture of lost revenue (FY 2008)
 - Food Handler Training Course (FY 2009)

- Improved Employee Safety and Accountability
 - Purchased City vehicles and GPS tracking for Sanitarians

Sample Process Diagrams

Existing Process

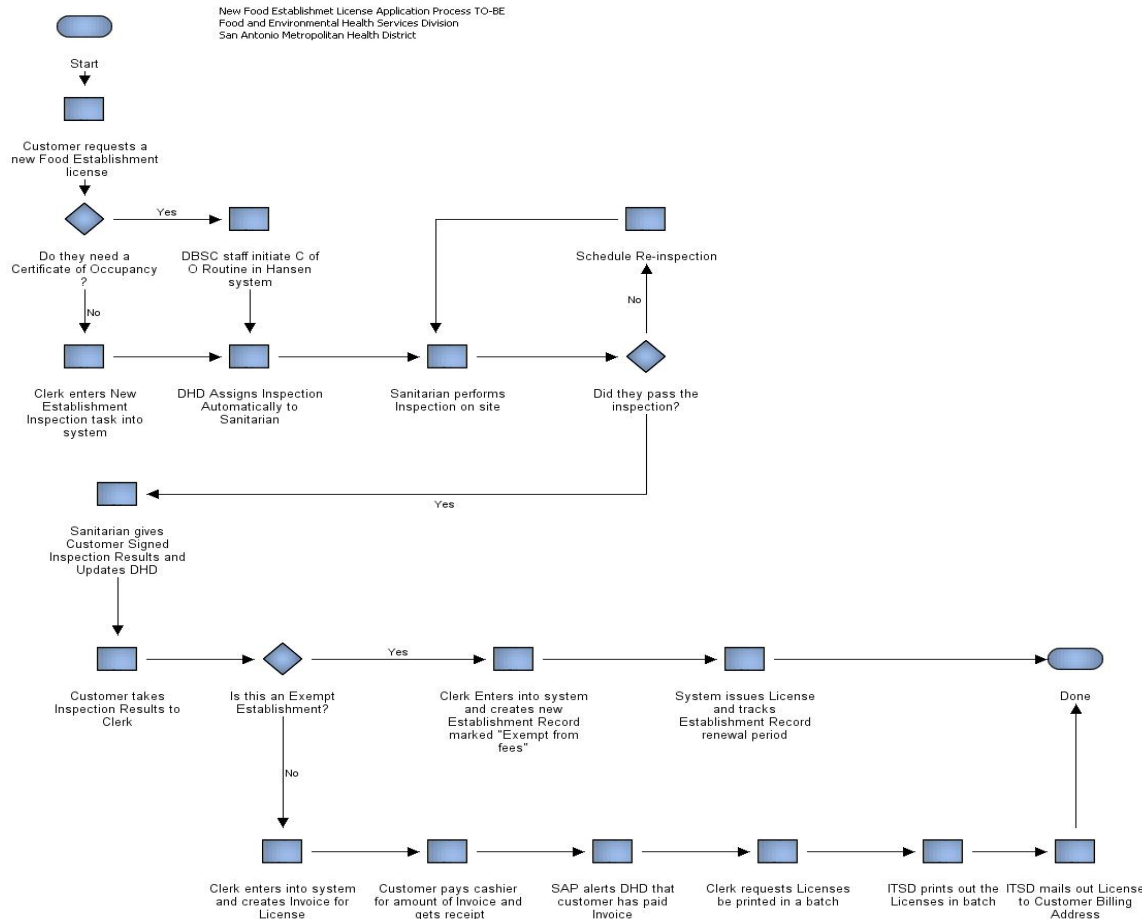


Food Establishment License Application Process - Existing

- Identified 10 problematic steps.
- Flagged steps for closer examination.

Sample Process Diagrams

To-Be Process



Food Establishment License Application Process – To Be

- Eliminated 8 steps and improved 2, saving time for customers and staff
- Eliminated necessity for staff to use multiple databases and systems to assign inspections



Questions?

- For Internship Information Contact:
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