

# **CRIO: Jacob Jones**

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## **Problem Statement**

Cumbersome compliance process created by issues with submission of information and confirming the information. Long delay between receiving responses and publishing report. Lack of communication with the Neighborhood Advisory Council.

## **Improvement Objective**

Receive information from Developers and City departments quickly without sacrificing quality of report.

## **Accomplishments & Impact**

- Streamlined process that creates a high level of engagement and accountability
- Reduced variation in response time from Developers & City Data Departments
- Reduced tracking effort by 50% (CBP Questionnaires automatically populate Implementation Trackers) - reduced duplicate work



# Improvements

- Developers
  - Targeted Questionnaire response time from three weeks to one.
- City Departments
  - Able to view and verify higher quality Developer responses.
- CRIO
  - Timely and accurate reporting to public about Developer and City commitments.



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**To:** Honorable Detroit City Council  
Neighborhood Advisory Councils  
**From:** Kimberly Rustem, Director, Civil Rights, Inclusion and Opportunity Department  
**Date:** August 6, 2021  
**Re:** Community Benefits Ordinance Biannual Report for Hudson's

The Civil Rights, Inclusion, and Opportunity (CRIO) Department has been given the responsibility of monitoring the Community Benefits Ordinance. The report details the developer's compliance with each Community Benefits Provision (CBP) commitment.

Hudson's project currently has 0 of their commitments "Off Track" and 3 of their commitments are considered "Not Started"

Below, you will find a key to reference when reviewing "Status Update" and the total number of CBP commitments in each specific status

Status Update	Explanation	Commitments
	On Track- Actions taken towards satisfying commitment	10
	Off Track-Commitment not fulfilled	0
	Off Track but Compliance Plan Submitted	0
	Compliance Impacted by Covid-19	0
	Not Started- No action taken	3
	Additional information requested	2
	Completed	4
<b>Total Commitments</b>		<b>19</b>

If you have any questions, do not hesitate to contact my office at 313-224-4950  
Respectfully,

Kimberly Rustem  
Director  
Civil Rights, Inclusion and Opportunity

Lawrence Garcia, Esq.  
Corporation Counsel  
City of Detroit Law Department

## [August 2021 CBO Biannual Reports](#)



**Mayor's Lean Team**

# Continued Effort

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- Deeper community engagement
- CRIO meetings with NAC
- Real-time CBO information available to CRIO
- Leveraging process towards Executive Order (EO) improvements
- Improving compliance
- Improving NAC Complaint Investigation process

**Next project will be: Improving Executive Order 2014-5 (51% Detroit Based/Headquartered Businesses) & Executive Order 2021-2 (51% Detroit Workers on Publicly Funded Construction Compliance) Compliance Monitoring.**



# Team Members

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This project couldn't have been possible without the support and resources given by:

## CRIO

- Kimberly Rustem – Director CRIO
- Erica Hill – Deputy Director CRIO
- Charity Dean – Former Director CRIO
- Arielle Johnson – Former Deputy Director CRIO
- Tenika Griggs – Associate Director of Compliance
- Martin DeNicolo – Associate Director of Policy & Performance
- Matthew Heller – Policy Coordinator

## Planning & Development

- Antoine Bryant, Planning Director
- Katy Trudeau, Deputy Director
- Aaron Goodman – Manager CBO
- Karen Gage – Design & Development Innovation Director

## Lean Team

- Cindy Noe, Director of Continuous Improvement
- Mollika Biernat, Lean Project Manager



**Mayor's Lean Team**