



**City of Hayward
Development Review Process
Focus Group Meeting**

**Wednesday, August 7, 2013
Hayward City Hall, Room 2A
10:00 am – Noon**

Meeting Agenda

- I. Welcome and Introductions (5 minutes)
David Rizk, Development Services Director

- II. Old Business/Questions (10 minutes)
*David Rizk, Development Services Director
Gary Lepori, Building Official*

- III. Development Review Performance Standards – How is City doing? (20 minutes)
David Rizk, Development Services Director

- IV. Status of General Plan Update (30 minutes)
*Ned Thomas, Planning Manager
Sara Buizer, Senior Planner*

- V. Announcements and Referrals (5 minutes)

- VI. Next Meeting Date and Topic(s) (10 minutes)
October 2, 2013 – 10:00 am – Noon
 - Industrial Sector - Meeting #2

Planning Permit Activity by Type for Current and Past Fiscal Years

TYPE OF APPLICATION	FY07	FY08	FY09	FY10	FY11	FY12	FY13
General Plan Amendment (GPA)	4	3	3		2		2
Zone Change (ZC)	8	4	3	2	6		2
ZC modification							4
Planned Development (PD)	2	1	1	1			1
PD modification	1			3	1	1	
Development Agreement (DA)		1	2		1		
DA extension		1					1
DA modification					1		1
Conditional Use Permit (CUP)	9	14	8	6	5	8	10
CUP extension			2		2		
CUP modification	2		2			1	
Administrative Use Permit (AUP)	15	16	22	25	26	25	20
AUP modification				1		2	
AUP extension	1	1					1
Text Amendment (TA)	4	2	2	1	2		5
Site Plan Review (SPR)	16	18	24	20	23	11	21
SPR Security Gate		2	1				
SPR extension			1	1	1		4
Variance - PC	3			1			
Minor Modification/Exception	6	4	2	1	1	3	
Food Vendor Permit (FVP)	5	5	6	4	4	5	3
Subtotal for Planning Applications	76	72	79	66	75	56	75

DEVELOPMENT REVIEW SERVICES (DRS) APPLICATIONS:							
Encroachment Permits	4	11	1	3	1	3	1
Encroachment Permits (over counter)	382	401	430	352	295	258	283
Tentative Parcel Map (TPM)	6	7	2	1	3		2
TPM extension				1			
Parcel Map (PM)	4	1	3	3	2	1	3
Tentative Tract Map (TTM)	9	4	4	1	5		2
Tract Extension	1	2					
Final Map (FM)	2	1			2		3
Final Map Amendment			1	1	1		
Certificate of Compliance (CC)	1		1	1		3	
Certificate of Merger (CM)	2	1	1	4	2	1	4
Lot Line Adjustment (LLA)	8	3	4	3	3	5	4
Benefit District (BD)	1						
Annex to BD							
Landscape and Lighting District (LLD)	1	1					
Utility Service Agreement (USA)	4	2	1	1	4		1
Grading	10	9	8	6	7	5	7
Subtotal for DRS Applications	425	434	448	371	318	271	303

Annual Total: All Applications	501	506	527	437	393	327	378
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Annual Total: All Public Hearing Applications	45	32	24	13	25	8	23
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Public Hearing is required.
Public Hearing may be required.
Public Hearing not required.

PLANNING APPLICATIONS PROCESSED TO COMPLETION FOR FISCAL YEAR 2013 (FOURTH QUARTER)

ADMINISTRATIVE APPROVALS

Type (Expected processing time)	Applications Processed to Completion			Initial Reviews			Second and Subsequent Reviews		
	No. of applications processed to completion	No. of applications processed on time	% of applications processed on time	No. of 30 day letters processed	No of 30 day letters sent on time	% of 30 day letters sent on time	No. of 15 day letters processed	No. of 15 day letters sent on time	% of 15 day letters sent on time
Administrative Use Permit (6 weeks)	14	9	64%	14	11	79%	2	1	50%
Certificate of Merger (6 weeks)	1	1	100%	1	1	100%			N/A
Conditional Use Permit Extension (6 weeks)			N/A			N/A			N/A
Development Agreement Modification (6 weeks)			N/A			N/A			N/A
Food Vendor Permit (6 weeks)	3	2	67%	3	1	33%			N/A
Lot Line Adjustment (6 weeks)	1	1	100%	1	1	100%	1	0	0%
Planned Development Modification (6 weeks)			N/A			N/A			N/A
Site Plan Review (6 weeks)	10	3	30%	9	7	78%	2	0	0%
Parcel Map (6 to 12 weeks)	2	2	100%	2	2	100%	1	0	0%
Tentative Parcel Map (6 to 12 weeks)			N/A			N/A			N/A
Minor Modification/Exception (6 weeks)			N/A			N/A			N/A
TOTAL	31	18	58%	30	23	77%	6	1	17%

PLANNING COMMISSION/CITY COUNCIL HEARINGS

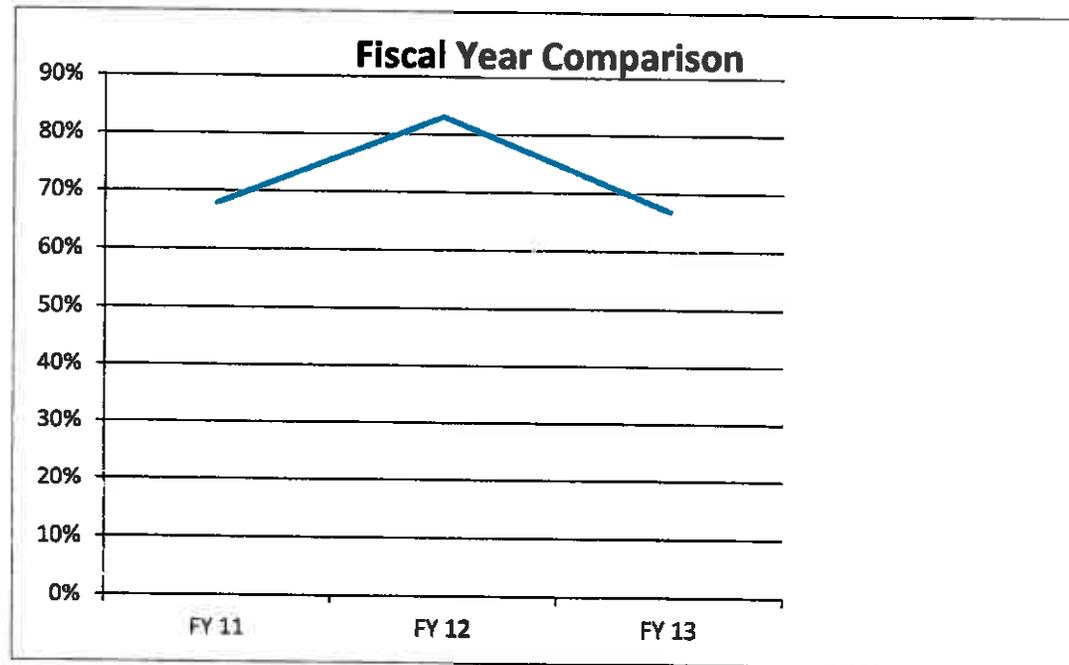
Type (Expected processing time)	No. of applications processed to completion	No. of applications processed on time	% of applications processed on time	No. of 30 day letters processed	No of 30 day letters sent on time	% of 30 day letters sent on time	No. of 15 day letters processed	No. of 15 day letters sent on time	% of 15 day letters sent on time
Administrative Use Permit (6 weeks)			N/A			N/A			N/A
Conditional Use Permit (6 to 12 weeks)	1	0	0%	1	0	0%			N/A
Development Agreement Modification (12 to 18 weeks)	1	1	100%	1	1	100%			N/A
Final Map (12 to 18 weeks)	2	1	50%	1	1	100%			N/A
General Plan Amendment (12 to 18 weeks)			N/A			N/A			N/A
Planned Development Modification (12 to 18 weeks)			N/A			N/A			N/A
Site Plan Review (6 weeks)			N/A			N/A			N/A
Tentative Tract Map (12 to 18 weeks)			N/A			N/A			N/A
Text Amendment (12 to 18 weeks)			N/A			N/A			N/A
Utility Service Agreement (6 to 12 weeks)			N/A			N/A			N/A
Variance (6 to 12 weeks)			N/A			N/A			NA
Zone Change (12 to 18 weeks)	3	2	67%	3	3	100%	2	2	100%
TOTAL	7	4	57%	6	5	83%	2	2	100%
GRAND TOTAL	38	22	58%	36	28	78%	8	3	N/A

Note: The Planning Division has established review timelines for planning applications as follows: within 30 calendar days after application submittal for initial reviews, and within 15 calendar days for additional submittals for subsequent reviews.

Updated: 07/31/13

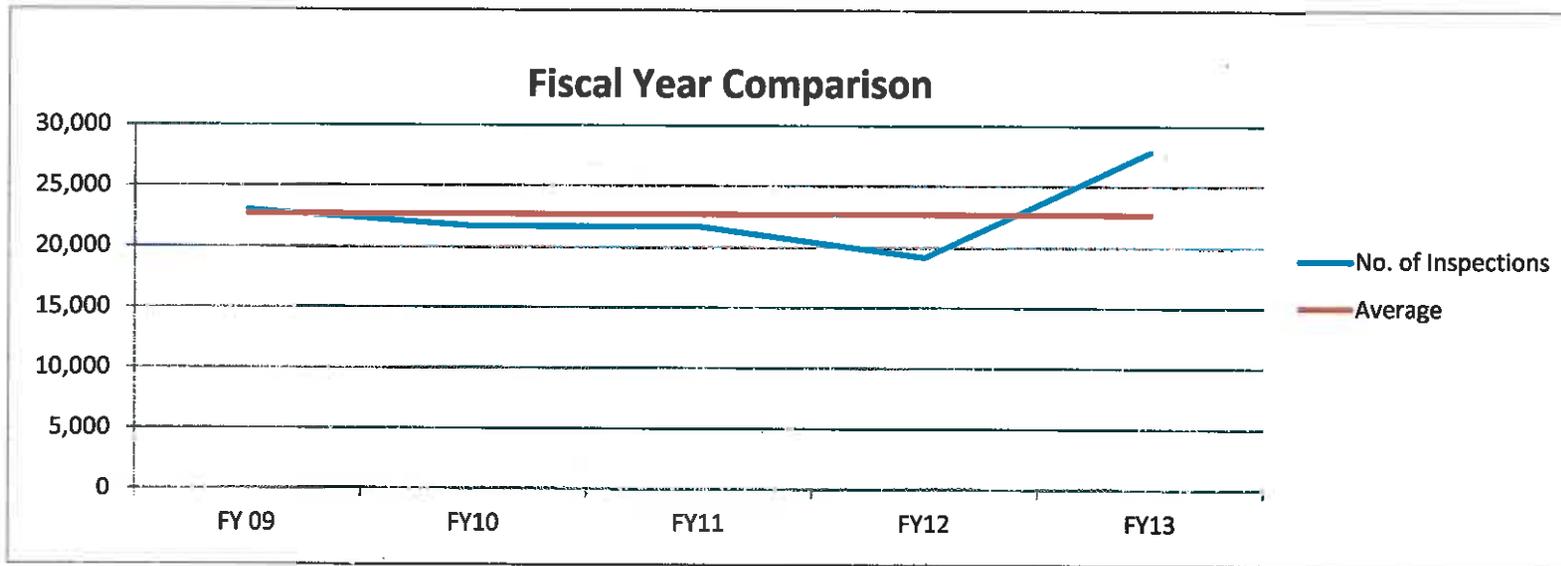
Plan Check Review Performance Summary

<u>Fiscal Year</u>	<u>Percent of Projects that met time frame</u>	<u>Number of Reviews</u>
FY 11	68%	881
FY 12	83%	814
FY 13	67%	935



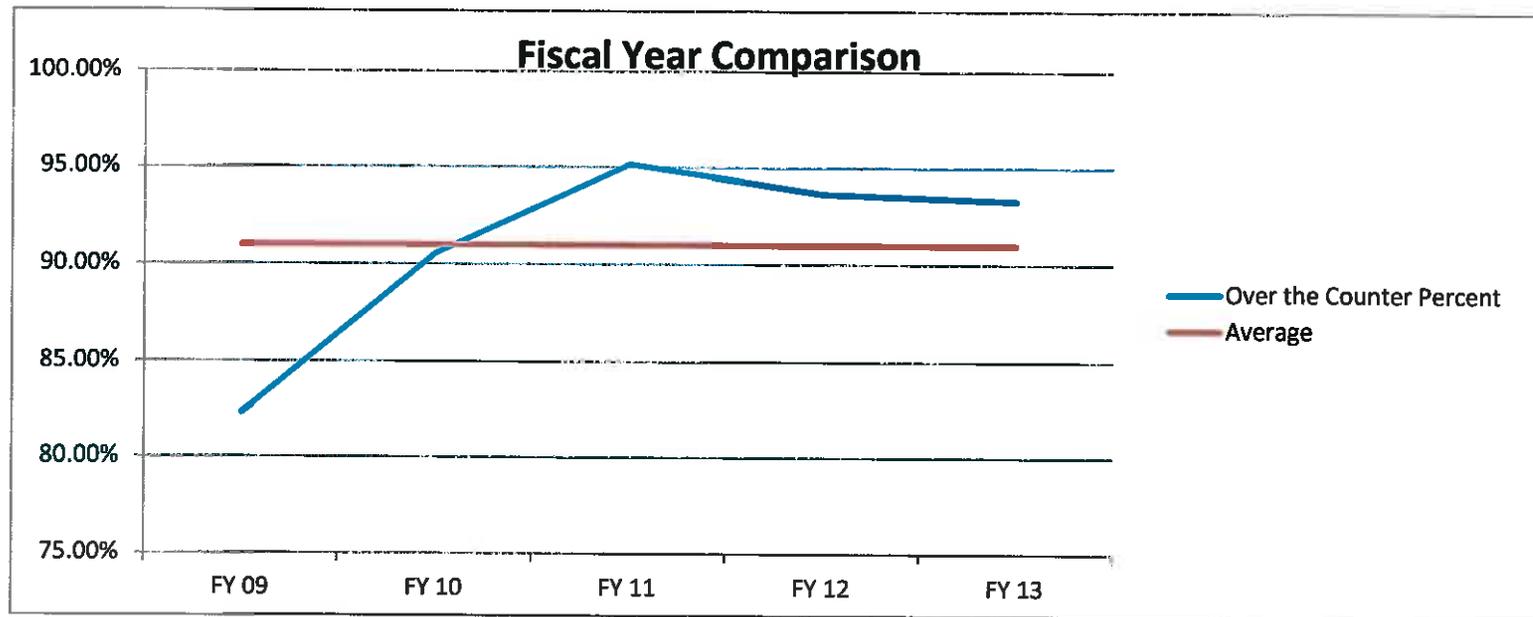
Total Number of Building Inspections Fiscal Year Comparison

FY 09	22,963
FY10	21,655
FY11	21,655
FY12	19,155
FY13	27,794
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Average	22,644



Percent of Simple Permits Issued Over The Counter

<u>Fiscal Year</u>	<u>Percent Over the Counter</u>
FY 09	82.31%
FY 10	90.53%
FY 11	95.15%
FY 12	93.66%
FY 13	93.32%
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Average	90.99%

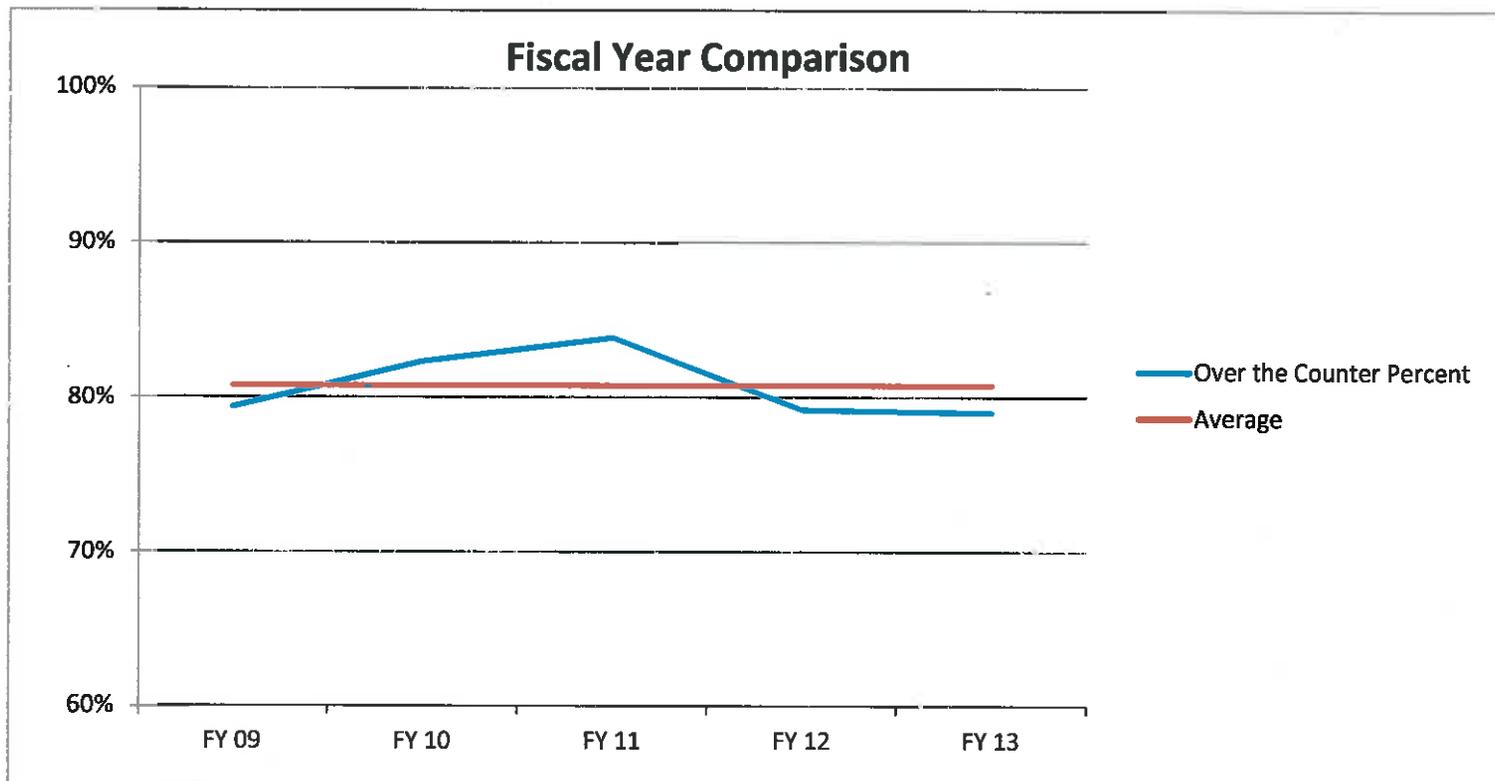


Permit Types Included in Graph

Commercial Demolition, Change of Contractor, Commercial Over the Counter, Commercial Reroof, Commercial OTC w/ Subs
 Electrical Permit, Foundation Only Permit, Mechanical Permit, Plumbing Permit, Residential Demolition, Residential Reroof
 Revision Over the Counter, Residential Over the Counter 2, Residential OTC w/ Subs, Sign Permit and Water Heaters

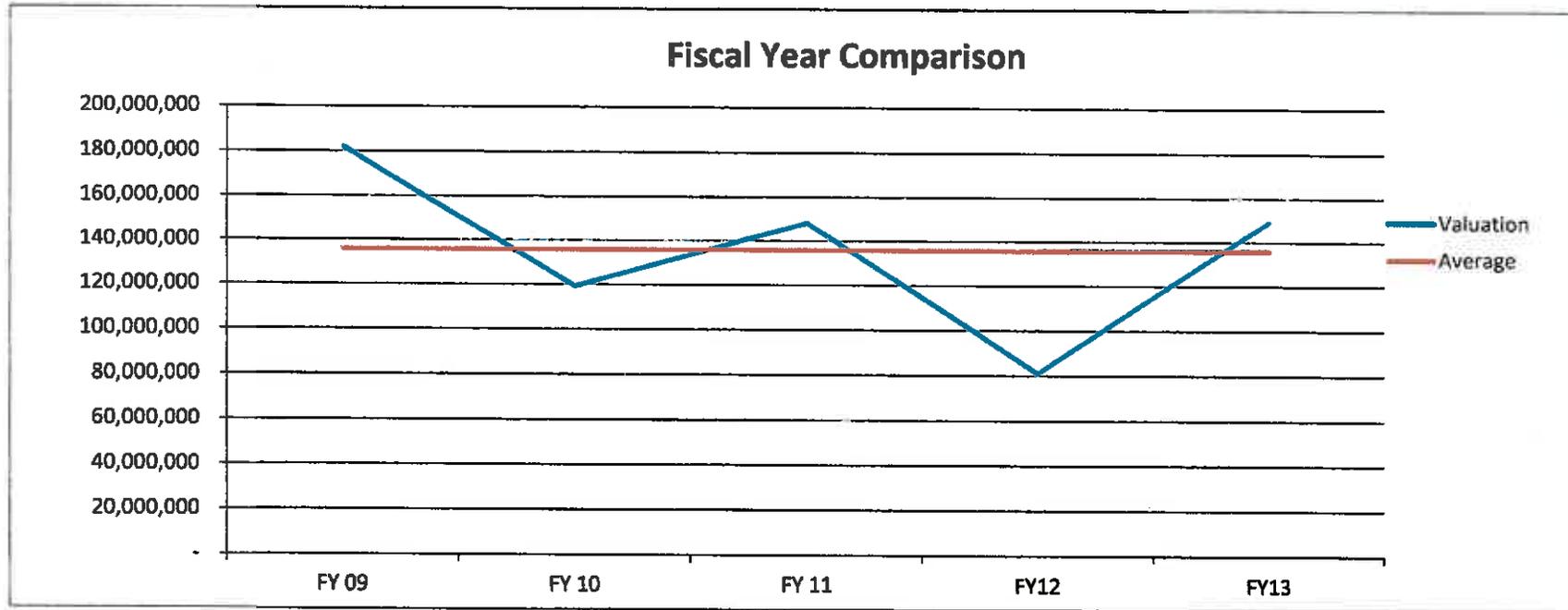
Percent of All Permits Issued Over The Counter

<u>Fiscal Year</u>	<u>Percent Over the Counter</u>
FY 09	79.37%
FY 10	82.31%
FY 11	83.85%
FY 12	79.18%
FY 13	79.00%
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Average	80.74%



Annual Construction Valuation Chart

<u>Fiscal Year</u>	<u>Valuation</u>
FY 09	181,913,058
FY 10	119,254,924
FY 11	148,108,362
FY12	81,223,161
FY13	149,152,002
Average	\$ 135,930,301



Building Division Employee Ratio Report

	FY13	FY12	FY11	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04
# of Permits Issued	3616	3393	3673	3431	4226	5083	5836	5483	5738	6448
# of Plan Checkers	4	4	4	4	5	5	5	4	4	4
Ratio	904.00	848.3	918.3	857.8	845.2	1016.6	1167.2	1370.8	1434.5	1612.0

	FY13	FY12	FY11	FY 10	FY 09	FY 08	FY 07	FY 06	FY 05	FY 04
# of Building Inspections	27794	20464	20096	21891	22425	29334	32556	26281	36244	37390
# of Building Inspectors	6	6	7	7	7	8	8	9	9	10
Ratio	4632.33	3410.7	2870.9	3127.3	3203.6	3666.8	4069.5	2920.1	4027.1	3739.0

PERMIT CENTER
CUSTOMER SURVEY CARD RESPONSES
FY13
July 1, 2012 - June 30, 2013

Below is a summary of the overall ratings of the Permit Center based on 222 survey cards received from the public for the period of July 1, 2012 - June 30, 2013:

	<i>Excellent or Good</i>	<i>Fair or Poor</i>	
Overall Service:	97%	3%	
Courtesy of Receptionist:	98%	2%	
Courtesy of Professional Staff:	98%	2%	
Knowledge of Professional Staff:	98%	2%	
Initially assisted within 15 minutes?	97%	3%	
How long was visit in total?	<i>30 Minutes</i>	<i>30-60 Minutes</i>	<i>More than 1 hour</i>
	68%	21%	11%
Did you get adequate information and were all your questions answered?	<i>Yes</i>	<i>No</i>	
	96%	4%	

CITY OF HAYWARD
Development Services Department
Summary of Customer Survey Card Responses

FY13	Based on 222 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	97%	3%	
Courtesy of Receptionist	98%	2%	
Courtesy of Professional Staff	98%	2%	
Knowledge of Professional Staff	98%	2%	
	YES	NO	
Were you initially assisted within 15 minutes?	97%	3%	
Did you get adequate information and were all your questions answered?	96%	4%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	68%	21%	11%
	Total		
Who assisted you?			
Building Division	127		
Planning Division	75		
Fire Department	25		
Community Preservation	4		
Rental Housing	3		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	5087		
Planning Division	2305		
Building & Planning Divisions	247		
Development Engineering	170		
Encroachment	76		
Fire Department	1019		
General Inquiries	584		
Total Number of Visitors	9488		
% of customers who completed a survey card	2.34%		

FY12	Based on 197 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	92%	8%	
Courtesy of Receptionist	96%	4%	
Courtesy of Professional Staff	96%	4%	
Knowledge of Professional Staff	96%	4%	
	YES	NO	
Were you initially assisted within 15 minutes?	95%	5%	
Did you get adequate information and were all your questions answered?	93%	7%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	55%	29%	16%
	Total		
Who assisted you?			
Building Division	114		
Planning Division	81		
Fire Department	32		
Community Preservation	3		
Rental Housing	0		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	4140		
Planning Division	1884		
Building & Planning Divisions	231		
Development Engineering	96		
Encroachment	117		
Fire Department	826		
General Inquiries	653		
Total Number of Visitors	7947		
% of customers who completed a survey card	2.48%		

FY11	Based on 188 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	94%	6%	
Courtesy of Receptionist	99%	1%	
Courtesy of Professional Staff	95%	5%	
Knowledge of Professional Staff	94%	6%	
		NO	
Were you initially assisted within 15 minutes?	93%	7%	
Did you get adequate information and were all your questions answered?	98%	2%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	63%	27%	10%
	Total		
Who assisted you?			
Building Division	115		
Planning Division	74		
Fire Department	30		
Community Preservation	0		
Rental Housing	1		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	5720		
Planning Division	2996		
Building & Planning Divisions	578		
Development Engineering	126		
Encroachment	203		
Fire Department	1561		
General Inquiries	1333		
Total Number of Visitors	12517		
% of customers who completed a survey card	1.50%		

FY10	Based on 786 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	97%	3%	
Courtesy of Receptionist	98%	2%	
Courtesy of Professional Staff	97%	3%	
Knowledge of Professional Staff	97%	3%	
	YES	NO	
Were you initially assisted within 15 minutes?	97%	3%	
Did you get adequate information and were all your questions answered?	97%	3%	
	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	77%	19%	4%
	Total		
Who assisted you?			
Building Division	333		
Planning Division	331		
Fire Department	104		
Community Preservation	3		
Rental Housing	5		
Other	0		
	Total		
Number of Visitors to the Permit Center			
Building Division	5842		
Planning Division	3693		
Building & Planning Divisions	888		
Development Engineering	175		
Encroachment	262		
Fire Department	1541		
General Inquiries	1646		
Total Number of Visitors	14047		
% of customers who completed a survey card	5.60%		

CITY OF HAYWARD DEVELOPMENT REVIEW FOCUS GROUP

MEETING TOPICS FOR 2013

Lead Members for Presentation/Discussion	Date	Topic
Erik Pearson and David Rizk	February 6	General Plan Project Update Economic Development Strategic Plan Update
David Rizk and Group	April 3	Case Studies— Post Project Assessments (and interviews?)
David Rizk Steve Osborne, Andrew Westfield	June 5	Update on 238 Bypass Properties Disposition Update on Green Building Code Standards, Fire Sprinkler Requirements, and 2013 Codes
David Rizk	August 7	Development Review Performance Standards – How is City doing? General Plan Update
Economic Development Staff	October 2	Industrial Sector - Meeting #2
David Rizk	December 4	Retail and Commercial – Land Use and Zoning

Unscheduled meeting topics:

- Downtown Focus
- Update on Utilities Master Plans



Development Review Process Focus Group

CITY STAFF:

City of Hayward
777 B Street
Hayward, CA 94541-5007

David Rizk, AICP
Development Services Director
Telephone: (510) 583-4004
Fax: (510) 583-3650
Email: David.Rizk@hayward-ca.gov

Gary Lepori
Building Official
Telephone: (510) 583-4137
Fax: (510) 583-3642
Email: Gary.Lepori@hayward-ca.gov

Ned Thomas, AICP
Planning Manager
Telephone: (510) 583-4212
Fax: (510) 583-3649
Email: Ned.Thomas@hayward-ca.gov

Nathaniel Armstrong
Deputy Fire Chief
Telephone: (510) 583-4950
Fax: (510) 583-6416
Email: Nathaniel.Armstrong@hayward-ca.gov

Andrew Westfield
Fire Marshal
Telephone: (510) 583-4914
Fax: (510) 583-3641
Email: Andrew.Westfield@hayward-ca.gov

Lori Taylor
Economic Development Manager
Telephone: (510) 583-4304
Fax: (510) 583-3650
Email: Lori.Taylor@hayward-ca.gov

MEMBERS:

Jesús Armas
22561 Main Street, #200
Hayward, CA 94541
Telephone: (510) 690-0410
Email: Armascg@sbcglobal.net

Steven Bull
Senior Director Forward Planning
KB HOME of Northern California
Telephone: (925) 750-1743
Email: sbull@kbhome.com

David E. Doyle
Doyle Construction, Inc.
48521 Warm Springs Boulevard, Suite 307C
Fremont, CA. 94539
Telephone: (510) 687-1771 ext 106
E-Fax: (866) 227-5482
Email: didoyle@doyleconstruction.com

Richard Holden
Regional Vice President
Woodmont Real Estate Services
2001 Winward Way, Suite 100
San Mateo, CA 94404
Telephone: (650) 802-1630
Fax: (650) 591-4033
Email: rholden@wres.com

Kim Huggett
President & CEO
Hayward Chamber of Commerce
22561 Main Street
Hayward, California 94541
Telephone: (510) 247-2041
Fax: (510) 537-2730
Cell: (510) 258-8996
Email: kimh@hayward.org

Woody Karp
Senior Project Developer
Eden Housing, Inc.
22645 Grand Street
Hayward, CA 94541
Telephone: (510) 247-8119
Email: WKarp@edenhousing.org

Adan A. Martinez
Associate Vice President
Cassidy Turley Commercial Real Estate
555 12th Street, Suite 1400
Oakland, CA 94607
Telephone: (510) 267-6044
Fax: (510) 465-1350
Cell: (925) 352-9482
Email: AMartinez@ctbt.com

Jacob Nguyen, PE
Project Manager
BKF Engineers
1650 Technology Drive, Suite 650
San Jose, CA 95110
Telephone: (408) 467-9143
Cell: (408) 315-9550
Email: jnguyen@bkf.com

Bob Perry
26876 Pelham Place
Hayward, CA. 94542
Telephone: (510) 886-8855
Cell: (510) 381-2473
Email: *(forthcoming)*

Lee Rosenblatt, P.E.
Principal
Carlson, Barbee & Gibson, Inc.
Civil Engineers, Surveyors, Planners
6111 Bollinger Canyon Road, Suite 150
San Ramon, CA 94583
Telephone: (925) 866-0322 x257
Fax: (925) 866-8575
Email: lrosenblatt@cbandg.com
Website: www.cbandg.com

Donald J. Ruthroff, AIA
Associate / Senior Architect
Dahlin Group Architecture Planning
5865 Owens Drive
Pleasanton, CA 94588
Telephone: (925) 251-7200
Fax: (925) 251-7201
Email: DRuthroff@dahlingroup.com
Website: www.dahlingroup.com

Anthony B. Varni
Varni, Fraser, Hartwell & Rodgers
Attorneys at Law
650 A Street
Hayward, CA 94543-0570
Telephone: (510) 886-5000
Fax: (510) 538-8797
Email: avarni@varnifraser.com
cc Ann Lew: alew@varnifraser.com

Gary L. Wimp
Saratoga Management Company
901 Campisi Way, Suite 300
Campbell, CA 95008
Telephone: (408) 249-1595
Cell: (650) 575-1247
Fax: (408) 249-8139
Email: garywimp@saratogamgmt.com

Wil Wong, AIA
KTGY
Telephone: (949) 221-6212
Email: wwong@ktgy.com