



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

**October 1, 2014
Hayward City Hall, Room 2A
10:00 am – Noon**

Meeting Agenda

- I. Welcome and Introductions
 - David Rizk, Development Services Director

- II. Follow-Up to June 4 Meeting: Update on Process Revisions re Industrial Sector
 - David Rizk, Development Services Director
 - Steve Osborne, Acting Building Official

- III. Discussion/Sharing of Ideas

- IV. Next Meeting Date
 - Wednesday, December 3, 2014 – 10:00 am – Noon
 - Update on Utilities Master Plans
 - New Permitting Software for Hayward
 - Overview of Downtown Plan Update
 - Overview of Development Regulations Revisions

DEVELOPMENT REVIEW PROCESS FOCUS GROUP MEETING

Hayward City Hall – Conference Room 2A
777 B Street, Hayward, CA 94541-5007

June 4, 2014
10:00 a.m.

SUMMARY NOTES

WELCOME AND INTRODUCTIONS: Meeting called to order at 10:04 a.m. by Fran David, City Manager.

City Manager David welcomed everyone and said that she wants to take this opportunity to sit in on the meeting and listen to comments, and to also encourage folks to work with the City as we try and improve our processes. City Manager David noted that Measure C passed, which is the sales tax measure, and these funds will assist with building the new library downtown, repairing City streets and the Fire stations, and will provide additional public safety services in town.

City Manager David asked if everyone would take a minute and introduce themselves.

ROLL CALL:

Members:

- David Doyle, Doyle Construction Inc.
- Adan Martinez, Cassidy Turley Commercial Real Estate
- Bob Perry, Perry Builders
- Steven Bull, KB Home of Northern California (Absent)
- Richard Holden, Woodmont Real Estate Services (Absent)
- Kim Huggett, Hayward Chamber of Commerce (Absent)
- Woody Karp, Eden Housing, Inc. (Absent)
- Jacob Nguyen, BKF Engineers (Absent)
- Lee Rosenblatt, Carlson, Barbee & Gibson, Inc. (Absent)
- Donald J. Ruthroff, Dahlin Group Architecture Planning (Absent)
- Anthony Varni, Varni, Fraser, Hartwell & Rodgers (Absent)
- Gary L. Wimp, California Partners, Inc. (Absent)
- Wil Wong, KTG Y (Absent)

Staff:

- Fran David, City Manager
- Stacey Bristow, Interim Deputy Director of Development Services
- Gary Lepori, Building Official
- Sara Buizer, Interim Planning Manager
- Julie Barnard, Economic Development Specialist
- Andrew Westfield, Fire Marshal
- Katy Ramirez, Administrative Secretary (Recorder)

Others:

- Bob Ferraro, CBRE
- Roger Wilson, Roger Wilson Architect
- Susan Gitlin, PS Business Parks, LP
- David Daane, PS Business Parks, LP
- Fred Ehlers, CBRE
- Elizabeth Kauchar, Prologis
- Bog Bisnette, Prologis
- Jeff Starkovich, Cassidy Turley Commercial Real Estate
- Mike Schonenberg, WP Investments
- Jay Hagglund, Cassidy Turley Commercial Real Estate
- Jenny Stack, DCT Industrial
- Rachael Hickenbottom, DCT Industrial
- Mark Maguire, Colliers International

City Manager David thanked everyone for their introduction and continued by saying that she would like to encourage the Focus Group members to assist the City over the next couple of months with digging into the permit process by asking a lot of questions; observe what the City is trying to do, advise the City if we are on the right track, and to encourage others to participate in the Focus Group by attending meetings and getting involved. City Manager David said that the City has received bad comments about the processes – too expensive, that we are the worst place to go for permits and do business in the Bay Area; and she said that staff also hears positive comments, such as we are the best place to do business. City Manager David said that generally, these two comments span for different reasons, different circumstances, and from different kinds of customers.

City Manager David said that the Industrial Sector is a hugely important area for City Council, and that the City is dedicated to protecting the Industrial Sector. She said that they want to continue to be, as they have always been over the years, a job creator, which means that Hayward creates more jobs internally, than we export people going out to jobs. The City Manager said that the City wants to continue to build on this and build on the Industrial Sector in the west and south parts of town.

City Manager David thanked the Focus Group members for their time and efforts that they have dedicated to the Focus Group, and encourage the members to ask more people to join in and participate, that it's important for the City to hear feedback from our customers in a constructive way, so that the City can improve its processes.

Stacey Bristow, Interim Deputy Director of Development Services Department, reminded everyone to sign the sign-in sheet, and then introduced Julie Barnard, Economic Development Specialist.

INDUSTRIAL SECTOR SUMMIT: Ms. Barnard provided a PowerPoint presentation titled “The Industrial Economic Development Overview,” which included statistical information

about the City of Hayward (i.e., population, household income, employment sectors, workforce, key industrial sector businesses, vacancy rates, taxable sales trends, etc.). The presentation also included an overview on the Economic Development Strategic Plan, which contains information about Hayward's vision and goals, industrial opportunity sites, economic development efforts underway, business retention, etc.

In conclusion of the presentation, Ms. Barnard asked if there were any questions; thanked everyone and encouraged folks to provide feedback as we move forward in development services. She also asked folks to complete a broker satisfaction survey that is available online, and Ms. Bristow reminded everyone to print their email address on the sign-in sheet, and the survey link will be emailed to all meeting attendees.

Ms. Bristow asked the group if anyone has any questions. Jay Haaglund, Cassidy Turley Commercial Real Estate, said that he will be happy to provide feedback on the process.

Mr. Haaglund said that he reached out to a number of contractors who are very active in the City, whom have at least 30 plus years in the business who have worked with a lot of different cities, to request specific examples of their thoughts on the City of Hayward's process. Some of the comments are as follows:

- More over the counter permits - processes needs to be made easier and cover more types of projects;
- Red-mark drawings and comments are simple and straight-forward;
- Don't take out plans for a re-submittal. Staff to plan check now is two to three weeks with two weeks for re-submittal, both should be one week each;
- Read the plans more completely, many times comments are not necessary, as the info is there;
- Make process deadlines by plan check more well-known and available;
- Many of the comments are notes that the Plan Checkers wants on the plans, i.e., plug height, switch height;
- Have electronic files available for standard things; always ask for it could be downloaded on the plans;
- For TI work, have a clear checklist of items that we could go through during design.
- If the plans are better known by what the City wants, the plan check process would be simpler and faster.
- Open up Fridays again and don't close down two weeks for the holidays and make us pay additional for inspection and overtime fees, when permit fees have already been paid.
- Better accountability on plan checks too often, the target date isn't met or even close to being met.
- Train Inspectors for CALBO inspections as opposed to having electrical, plumbing, and mechanical – have four inspections done in one inspection.
- Have better accountability from Inspectors, for example, better window time inspections, nobody has four hours to sit and wait for half a day. Have their people call and say that

the Inspector will be there in one hour, so we can move on to something else and come back.

- Hayward could be a food hub, but the City's cost on a discharge is outrageous compared to other cities. The food users stay away from Hayward if they can. Hayward needs to figure it out, do research, and become more cost competitive.

Mr. Haaglund said that on the positive side, the City has been incredible working with developers so there are things that the City is doing great; however, the bureaucracy and some of the inspectors have a chip on their shoulders, and that the inspectors should be thinking of the owners and the contractors as their customers and clients, that they need to do a better job with not throwing road blocks, but finding solutions and working with the customers/clients.

Jeff Starkovich, Cassidy Turley Commercial Real Estate, added that part of the frustration sometimes boils down to minor modifications, and it seems that the timeline process has become so stressful. Mr. Starkovich said that what is not being recognized is that the tenants need to be out of their current building and into the new building, and all of the delays are added costs to the tenants and owners. He said they are getting contractors that don't even want to bid on projects because of the time delays; that they are getting chewed out by the owners because these folks need to put tenants in, and they are committed to moving them in. Mr. Starkovich said that the goodwill that everyone is trying to do from the front office needs to translate all the way down to when the inspector goes out to the field. He said they work real hard to sell the City of Hayward, that they are ambassadors to bringing business here. He recognizes that Hayward is a phenomenal location, has great projects, and great owners that are heavily invested in Hayward and they want to keep capitalizing. However, there is that gray film that happens at the end that is frustrating to the owners, contractors, and project managers that are trying to move projects along, and this is where he sees the biggest breakdown. He said the process needs to be streamlined and more user friendly, or perhaps if the inspectors can streamline, the City wouldn't need to hire as many inspectors.

There was additional discussion and concerns about the City's processes, such as possibly changing the policy for voluntarily seismic ADA upgrades to be included with plan check review, along with all other required items so that the owner and contractors are not hit later on during inspections; resubmittals should not take 2-3 weeks; be given the opportunity to sit down with the plan checkers and go over all comments, with a follow-up appointment to review changes; projects with pre-application meetings and TI projects, especially with older buildings, for the City and client to meet on-site to address any accessibility and fire sprinklers issues; establish more online permits to be processed electronically; Building Division should be open 6-7 days per week like some other cities.

Mr. Haaglund asked why the City of Hayward policies are more stringent than California's Codes.

Gary Lepori, Building Official, explained that Hayward has a Green Building Standards Ordinance that was more restrictive than the State Code, it was roughly 15 percent more based on the 2010 California Energy Code, which is based on the 2008 California Energy Standards

for Residential and Non-Residential Commercial. They came out with a new Green Building Standards Code and a new Energy Code with the 2013 Code that was going to be even more restrictive than our Code in our City Ordinance, by about 15 percent. So we repealed the City Ordinance and adopted the 2013 Codes, and then we heard from the State the next day after the adoption, that the State was going to postpone their Code until July 1, so we reinstated the portions of the Hayward Ordinance to 15 percent more than the 2008 standards. Generally, where you find that is with commercial lighting, and what we are finding is people are submitting stuff that is incorrect, and City staff is really knowledgeable, so things are being kicked back.

There was additional discussion, scenarios about projects and developments presented, suggestions and frustration expressed about City of Hayward inspectors, such as items being red-flagged on a third inspection that was not addressed on previous visits, which cause delays and additional money to the owners and tenants; the disconnect seems to be with timing and efficiency and with plan check and field inspections; there should be plan check/pre-approval with an inspector present so to avoid problems down the road; the inspectors should be multi-trained; codes should be interpreted across the board, not by each inspector's interpretation (my way or take the highway attitude); inspectors don't want to give in on minor items;

Ms. Bristow said that part of the assessment that staff has conducted is looking at other city processes and how we can fit those processes into our City. She said that she is working on culture and training, that we are working with the staff that we have, and the City is looking at possibly doing some reorganizing within the department, and getting new key positions will be helpful. She further explained that Development Services Department has had many staff turnovers, retirements and unfortunate deaths within the department, and that we are about 35-40 percent down on staffing per caseload. Ms. Bristow said that these are not excuses and recognizes that many improvements need to be made, and indicated that it will get better, and asked that everyone bear with staff just a while longer. She said that staff is accountable to the Focus Group and to City Council and that we will be reporting back to City Council within 60 day with the changes made; she indicated that City Council is supportive of staff's effort.

Ms. Bristow thanked everyone for attending the meeting today and said that she appreciates everyone's comments.

ADJOURNMENT: 11:36 a.m.

CITY OF HAYWARD DEVELOPMENT REVIEW FOCUS GROUP

MEETING TOPICS FOR 2014

Lead Members for Presentation/Discussion	Date	Topics
David Rizk, Gary Lepori, Pat Siefers, Lori Taylor	February 5	Group Purpose; Updates from Various Staff; 2014 Meeting Topics
Hayward Economic Development Specialist Abiud Amaro Diaz with Downtown Owners and Sector Brokers	April 4*	Downtown Focus <ul style="list-style-type: none"> ● Downtown Businesses & Vacancies ● Demographics/Trade Area Info ● Opportunities & Challenges
Julie Barnard, Hayward Economic Development Specialist, with Sector Brokers and interested parties	June 4	Industrial Sector Summit <ul style="list-style-type: none"> ● Trends ● Opportunities & Challenges
<i>MEETING CANCELLED</i>	August 6	
David Rizk, Dev Services Director Steve Osborne, Acting Building Official	October 1	Follow up to June 4 Meeting – Process Improvements Related to the Industrial Sector
Alex Ameri, PW Director for Utilities and Environmental Services David Rizk, Steve Osborne, Sara Buizer	December 3	Update on Utilities Master Plans New MUNIS Permitting Software

Unscheduled meeting topics:

- Update on Planned Revisions to Development Regulations
- Downtown Plan Update