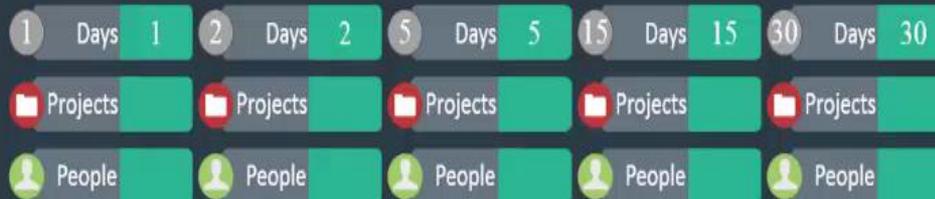




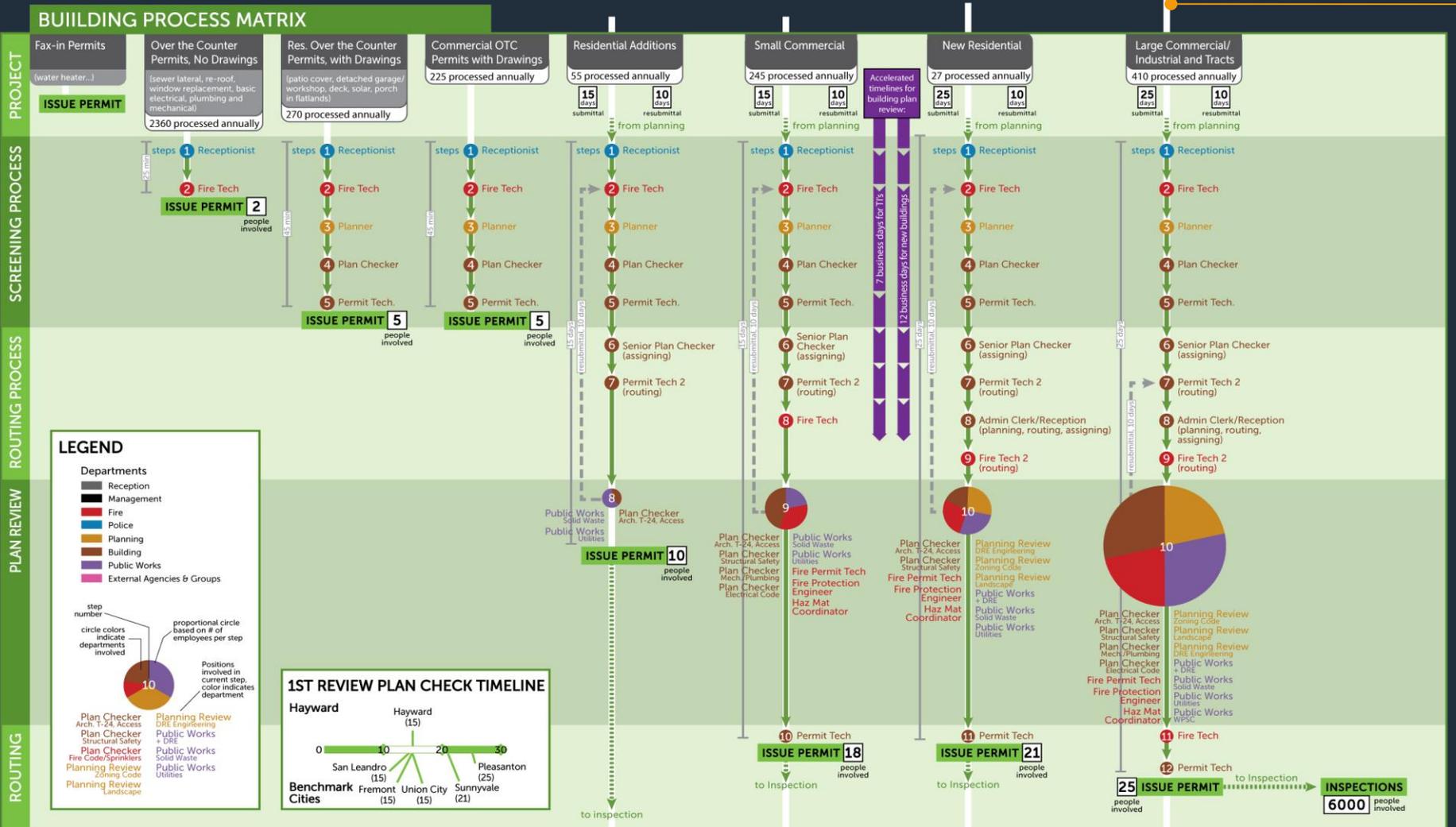
DEVELOPMENT REVIEW IMPROVEMENTS

30 days in the Permit Center



BUILDING PLAN CHECK MATRIX COMPLETED

Phase II - Assessment & Efficiencies Implemented by 6/2015



PERMIT PROCESS MATRIX

Large Commercial/Industrial and Tracts

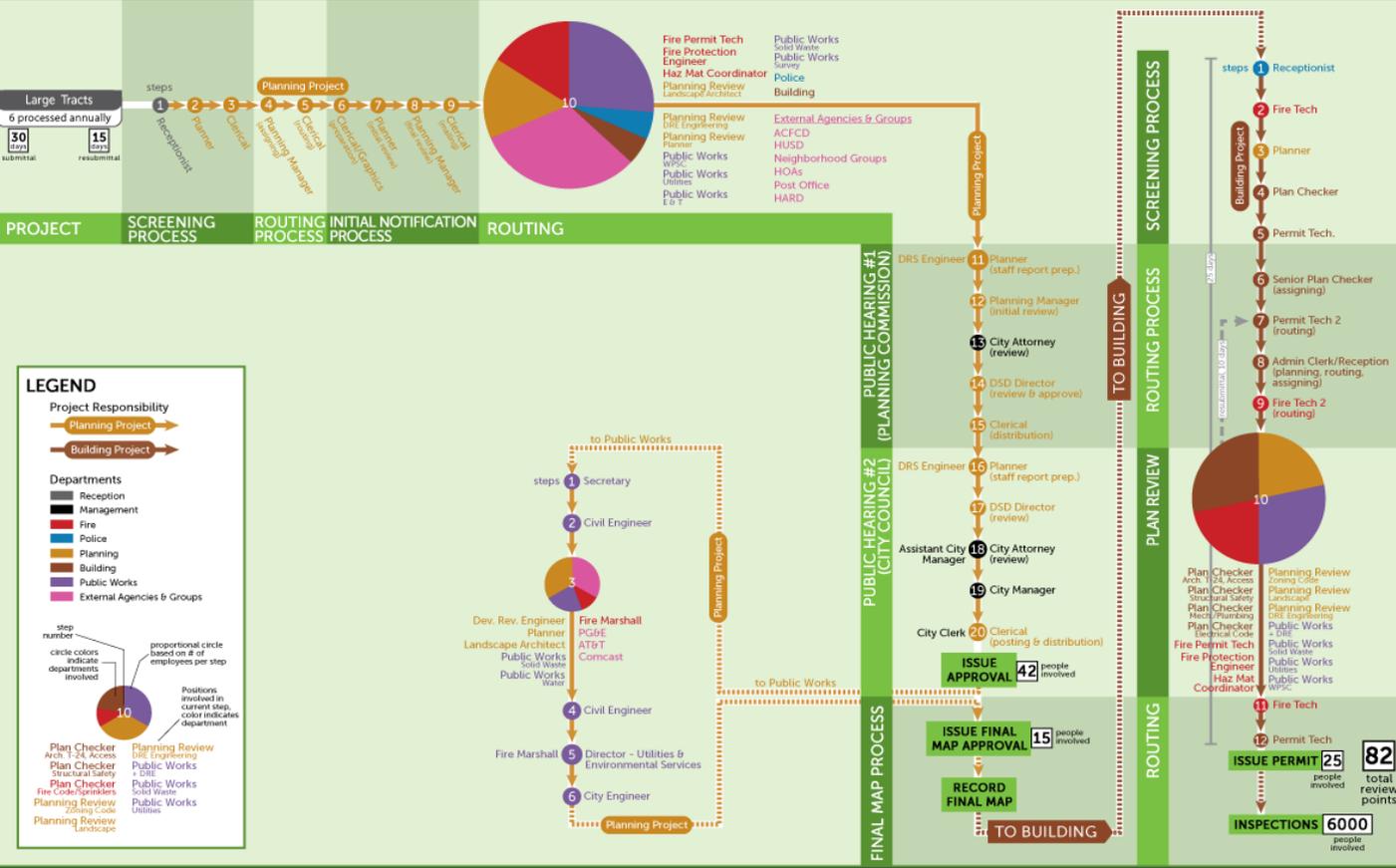
Eden Point Tract



Cannery Tract



PERMIT PROCESS MATRIX



LEGEND

Project Responsibility
 - Planning Project (orange arrow)
 - Building Project (green arrow)

Departments
 - Reception (grey)
 - Management (black)
 - Fire (red)
 - Police (blue)
 - Planning (yellow)
 - Building (green)
 - Public Works (purple)
 - External Agencies & Groups (pink)

Step Indicators:
 - step number: circle color
 - circle colors indicate departments involved
 - proportional circle based on # of employees per step
 - positions involved in current step, color indicates department

Step 10 Detail:
 - Planning Review (orange)
 - Bill Engineering (yellow)
 - Public Works (purple)
 - Solid Waste (pink)
 - Public Works (purple)
 - Utilities (green)
 - Public Works (purple)
 - E.T. (grey)

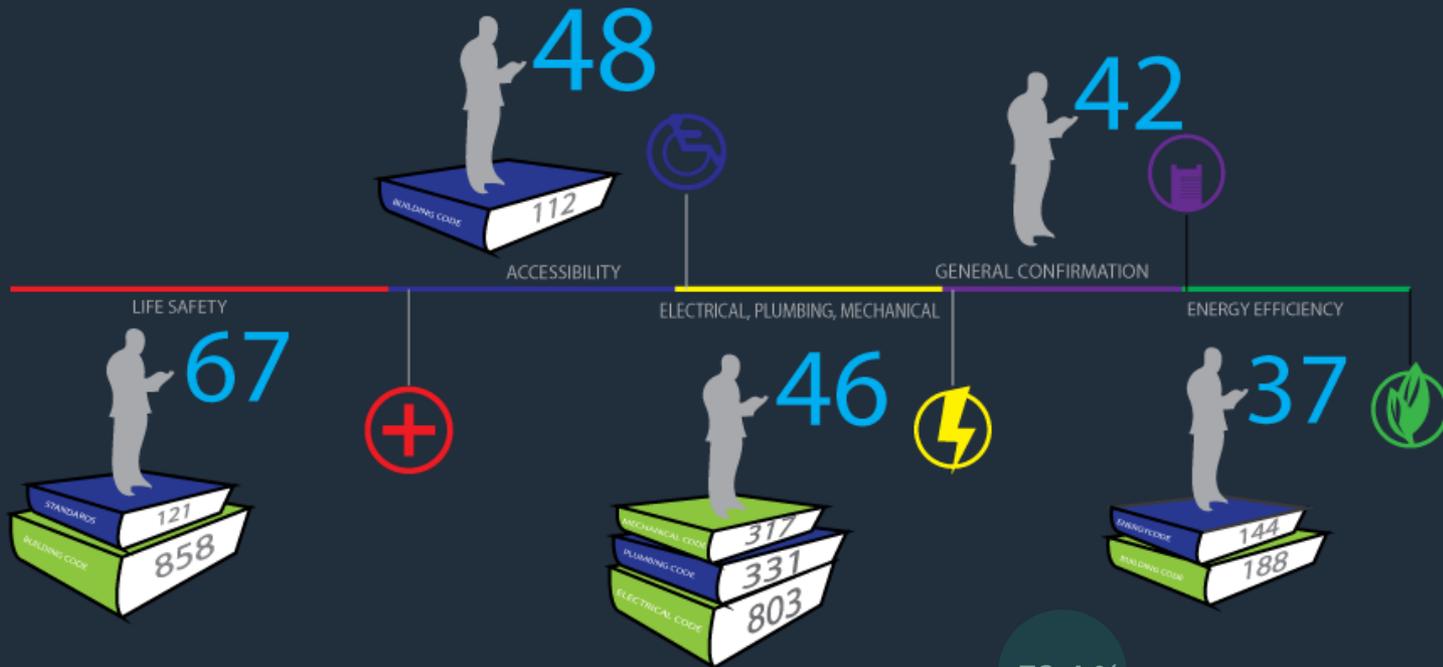
BUILDING PLAN CHECK REVIEW

New Tenant Improvements

Construction Valuation: \$30,000

Plan Check Fee: \$1,424.76

Pages in plan set: 26



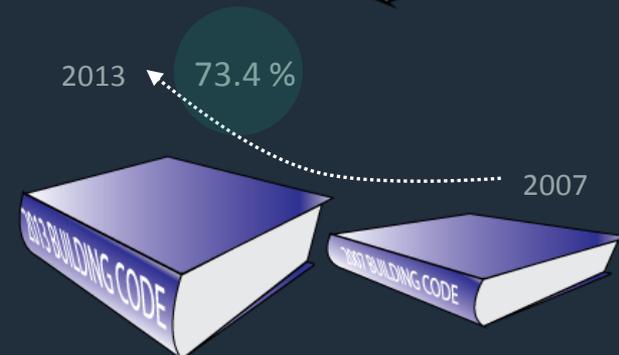
Approximate Hours of Staff Review Time: 51 Hours

Code Review: 5 Subject Areas / 240 Code Items

Pages of Code: 2,874

Total Review Timeline: 15 days

Plan Check Timeline: 6 days



A BALANCED HEALTHY SYSTEM

WORK FORCE



▶ Core Staffing

Annual application to staff ratio

- 6/2002 – 6/2014 35 FTE @ 269 applications
- 2015 ^10 % 32.5 FTEs @ 296 Applications

▶ Recruitment & Retention

▶ Team Building & Morale

▶ DSD Reorganization

WORK PRODUCT



▶ Service Level

- Outreach (Focus Group, ED, BAP)
- Training & Certifications
- Policies & Procedures
- Process Assessments & Improvements
- Surveys
- Document Updates

▶ Technology

- New Permitting Software
- Web Site Overhaul
- Online Application Submittal



WORK FORCE

Example

“Good leaders must first become good servants”



Team Building & Morale

- Serving the community
- S.W.A.T. Analysis
- Mission and Vision Statements
- Communications- clean, consistent message
- Dealing with difficult customers
- Cross Educational Project

POLICY & PROCEDURES

Development Services Department

Administrative

- Employee Discipline
- Employee Evaluations
- Out of Office Notification
- Overtime
- Recruitments
- Time Off
- Work Schedule/Flex Policy
- Work Station
- Closing Electronic Files
- PPAR Processing
- Requests for Information
- Time Card Entry

Permit Center

- Pre-Application flier
- Commercial Tenant Improvement
- Current Codes & Guidelines
- New Commercial Multi-Family
- New Single Family Home Checklist
- What Permits are Needed
- Permit Center Protocol

Building

- Temporary Certificate of Occupancy
- Accelerated Permits
- Temporary Certificate of Occupancy
- Commercial Inspections
- Daily Run
- OTC – Solar
- Strong Motion Fee Return
- Exit Sign/Lighting

Planning

- Administrative Use Permit
- Public Hearing Permit
- Tentative Parcel Maps

Purchasing

- Contracts & Agreements
- Equipment Purchases
- Requests for Proposal

Special Events

- Special Events
- Food Vendor Application
- Fee Waiver Policy
- Rules & Regulations
- Application
- Organizer & Vendor Checklist

Inspection

- Inspection Types
- Egress Lighting
- Accessibility

WORK PRODUCT



CITY OF HAYWARD

TEMPORARY CERTIFICATE OF OCCUPANCY

DEVELOPMENT SERVICES DEPARTMENT
BUILDING DIVISION

PERMIT NUMBER: _____ ADDRESS: _____

Additional Location Information: _____

This building has not received all of the necessary final inspection approvals nor has a Certificate of Occupancy been issued in accordance with California Building Code (CBC) as adopted by City of Hayward Building Code Ordinance 13-21 Section 1.00. The California Building Code requires that no building or structure shall be used or occupied until the Building Official has issued a Certificate of Occupancy. The Certificate of Occupancy will be issued after all final inspections have been approved. (2013 CBC: Section 111.1). The building official is authorized to issue a temporary certificate of occupancy before the completion of the entire work covered by the permit, provided that such portion or portions shall be occupied safely. (2013 CBC: Section 111.3)

This notice, when signed by the Building Official, and Fire Marshal, shall serve as a "Temporary Certificate of Occupancy" and will expire on _____. Occupancy of this building, after the expiration date without required final inspection approvals and formal Certificate of Occupancy is a violation of California Building Codes. (CBC 111.1 – Use and Occupancy/CBC 114.1-Unlawful Acts) and shall be subject to daily Code Violation Illegal Project Fees in accordance with the City of Hayward Master Fee Schedule from the date of expiration until the Certificate of Occupancy is issued. See reverse side of this document for conditions. This permit may be revoked at any time by the City Building Official for any violation of City ordinances, or if issued in error or on the basis of incorrect information supplied.

BUILDING OFFICIAL _____ DATE _____ FIRE MARSHAL _____ DATE _____



CITY OF HAYWARD

PERMIT NUMBER: _____ ADDRESS: _____

Occupancy Group _____ Type of Building Const. _____

Use Approved _____

Tract _____ Lot _____

Owner of Record _____

Owner's Address _____

Conditions:

- Temporary Certificate of Occupancy shall expire within 60 days of issuance.
- All fees are paid in full prior to final issuance of permit.
- _____
- _____
- _____
- _____
- _____
- _____

OWNER ACKNOWLEDGMENT: _____ DATE _____

OWNER SIGNATURE

DATE

Example

FUTURE

WORK-FORCE

- Staffing Level
- Recruitment & Retention
- Team Building

WORK-PRODUCT

- On-Line Permitting by 1/2016
- Revise MFS by 1/2016



DEPARTMENT REORGANIZATION

Improved Efficiency Through Streamlined Direct Reporting Ratios

