

CITY OF
HAYWARD
HEART OF THE BAY

**Update on Permit Center and
Development Review Process
Improvements**

January 25, 2011

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Update on Permit Center and Development Review Process Improvements

- 1. Summary of Accomplishments**
- 2. High Priority Items During Next
Several Months**



Summary of Accomplishments

- **Organization**
- **Staffing**
- **Physical Environment**
- **Tools/Operational Process**
- **Measurements and Performance Objectives**
- **Best Practices**



Summary of Accomplishments – Organization

- **Continue to stress importance throughout organization of development review process efficiency**
- **Established process involving City Manager's Office, Economic Development Manager, and various staff for early communication with potential applicants**
- **Hold regular interdepartmental meetings with various staff regarding processing and project issues**



Summary of Accomplishments – Staffing

- **New Building Official in December of 2009**
- **New Senior Plan Checker in September of 2009 to oversee functions and operations of the Permit Center**
- **Replaced Two Administrative Clerks with Two Building Permit Technicians**
- **One Additional Fire Permit Technician**
- **One New Fire Department Fire Protection Engineer**
- **Developed Process Whereby Staff From All Relevant Departments is Available for Permit Center Support**



Summary of Accomplishments – Physical Environment

- **Removed “clutter” in the Permit Center**
- **Installed new, uniform signage**
- **Permit Center Receptionist to be converted from an Administrative Clerk to a Building Permit Technician**



Summary of Accomplishments – Tools/Operational Process

- **Created reports from the existing *Eden* permit tracking system**
- **Plan is to replace *Eden* as part of the City's Enterprise Resource Planning (ERP) system implementation**
- **New Interactive Voice Response (IVR) phone system for Building Inspections**
- **Development Review FOCUS Group has met every other month since December 2009**



Summary of Accomplishments – Measurements and Performance Objectives

- **Reduced Processing Times**
 - **Within 20 business days** for initial submittals on large projects and **within 10 business days** for resubmittals and medium-sized projects for Building Permit plan checks
 - **100%** of simple projects and **90%** of all permits processed as over-the-counter building permits;
 - **Within 30 calendar days** for initial submittals and **within 15 calendar days** for resubmittals for Planning Application reviews
 - **Within 6 weeks** to staff decision and **within 12 weeks** to Planning Commission hearing after determination of complete application
- **Established Performance Tracking Reports -
How are we doing?**



Summary of Accomplishments – How are We Doing at the Permit Center?

- **97%** overall rating of Good or Excellent from Permit Center Visitors for last fiscal year
- **95%** overall rating of Good or Excellent through the first half of this fiscal year



Summary of Accomplishments – How are We Doing in Building?

Over-The-Counter Permits

	Percent of Total Permits Issued	Goal
2nd Qtr. Fiscal Year 2011 (10/1/2010 - 12/31/2010)		
All Permits	80.44%	90%
Simple Projects*	90.18%	100%
Fiscal Year 2010		
All Permits	83.86%	90%
Simple Projects*	95.13%	100%

*includes demolitions, electrical permits, mechanical permits, plumbing permits, reroofs, sign permits, etc.



Summary of Accomplishments – How are We Doing in Building?

Plan Check Reviews

Process Summary Report for FY 11

Number of Plan Check Reviews		Percentage of Reviews that met time frame
1 st <u>Punchlist</u>	266	61.65%
2 nd <u>Punchlist</u>	78	71.79%
3 rd <u>Punchlist</u>	13	84.62%
Total # of Reviews	357	64.71%

Process Summary Report for FY 10

Number of Plan Check Reviews		Percentage of Reviews that met time frame
1 st <u>Punchlist</u>	495	71.72%
2 nd <u>Punchlist</u>	234	76.92%
3 rd <u>Punchlist</u>	93	92.47%
Total # of Reviews	822	75.55%



Summary of Accomplishments – How are We Doing in Planning?

Applications Processed Table For FY10

Type (Expected processing time)	No. of applications processed	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)	10	10	100%	10	9	90%	3	3	100%
Administrative Use Permit Modification (6 weeks)	1	0	0%	1	1	100%	0	0	N/A
Certificate of Merger (6 weeks)	2	2	100%	2	2	100%	1	1	100%
Conditional Use Permit (6 to 12 weeks)	3	3	100%	3	2	67%	2	0	0%
Food Vendor Permit (6 weeks)	5	5	100%	5	5	100%	0	0	N/A
Lot Line Adjustment (6 weeks)	1	1	100%	1	1	100%	0	0	N/A
Site Plan Review (6 weeks)	17	13	76%	17	14	82%	3	3	100%
Site Plan Review Extension (6 weeks)	1	1	100%	1	1	100%	0	0	N/A
Planned Development Modification (6 to 12 weeks)	2	1	50%	2	1	50%	1	1	100%
Parcel Map (6 to 12 weeks)	1	1	100%	1	1	100%	1	1	100%
Tentative Parcel Map (10 weeks)	1	1	100%	1	1	100%	1	1	N/A
Variance (6 weeks)	1	0	0%	1	1	100%	1	1	100%
TOTAL	45	38	84%	45	39	87%	13	11	85%



Summary of Accomplishments – How are We Doing in Planning?

Planning Applications Processed to Completion for Fiscal Year 2011 (2nd quarter)

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)	11	9	82%	10	10	100%	6	5	83%
Conditional Use Permit (6 to 12 weeks)	2	2	100%	2	2	100%	1	1	100%
Development Agreement Modification (6 to 12 weeks)	1	1	100%	1	1	100%			N/A
Food Vendor Permit (6 weeks)	2	2	100%	2	2	100%	1	1	100%
Lot Line Adjustment	2	2	100%	2	2	100%	1	1	100%
Planned Development Modification (6 to 12 weeks)	3	3	100%	3	3	100%	1	1	100%
Site Plan Review (6 weeks)	14	11	79%	14	12	86%	4	4	100%
Utility Service Agreement (6 to 12 weeks)	1	1	100%	1	1	100%			N/A
TOTAL	36	31	86%	35	33	94%	14	13	93%



Summary of Accomplishments – Best Practices

- **Revised Handouts for Planning and Building Divisions**
- **Implemented Permit Application Review Times that are in Line with Best Practices**



High Priority Items During Next Several Months

- **Revise Portions of Fee Schedule for FY12 Schedule**
- **Expedite Process for Simple Permits**
- **Update Website Content and Layout as Part of Citywide effort**
- **Continue to Enhance Interdepartmental Coordination and Communication**
- **Scan Remaining Backlog of Paper Drawings/Files**
- **On-Line Permitting**



Fee Schedule Challenges – Various Ways to Calculate Fees

1. Based on Total Square Footage of Building (982 sq. ft.)

Plan Check Fee: \$1,903.28

Inspection Fee: \$1,770.88

Total: \$3,674.16 (18.3% of project valuation)

2. Based on Square Footage of Improvement Areas (486 sq. ft.)

Plan Check Fee: \$1,759.59

Inspection Fee: \$1,726.28

Total: \$3,485.87 (17.4% of project valuation)

3. Miscellaneous Items Permits Associated with Sub M/E/P Permits

Miscellaneous building permit for below grid walls with 5 new spaces created:

\$502.00 + 174.00 for each space: \$1372.00

Mechanical Permit for scope of work: \$335.00

Electrical Permit for scope of work: \$421.00

Plumbing Permit for scope of work: \$507.00

Total: \$2,635.00 (13.2% of project valuation)



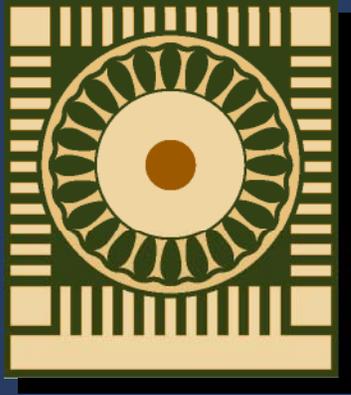
Fee Schedule Challenges – Valuation Based Calculation

Former valuation method (factors in a plan check and permit fee):

	\$697.48*
Mechanical Permit:	\$335.00
Electrical Permit:	\$421.00
Plumbing Permit:	<u>\$507.00</u>
Total:	\$1,960.48 (9.8% of project valuation)

*much quicker and consistent calculation





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