CITY OF
HAYWARD
HEART OF THE BAY

Update on Permit Center and Development Review Process Improvements
June 1, 2010 City Council Work Session

David Rizk, Development Services Director
Glen Martinez, Building Official

Development Services Department

Overview of Presentation

- Purpose of Update
- Summary of Recommendations
- Performance
- Next Steps

Purpose of Work Session

- Inform Council of progress of implementation of recommendations to enhance development review process
- Get feedback from Council

Summary of Recommendations

Structech's Recommendations

- Action 1: Establish strong commitment throughout organization
- Action 2: Conduct regular interdepartmental meetings
- ✓ Action 3: Fill vacant Building Official position
- ✓ Action 4: Create a new Permit Center Coordinator position
- Action 5: Establish procedures to allow support of all staff at Permit Center
- Action 6: Reclassify two Adm. Clerks to Permit Techs
- ✓ Action 7: Involve Building Inspectors in initial meetings
- ✓ Action 8: Remove visibility of clutter behind counter
- Action 9: Permit Center Receptionist should be knowledgeable about the process

Summary of Recommendations

Structech's Recommendations, cont…

- ✓ Action 10: Update the permit tracking computer system
- • Action 11: Install an Interactive Voice Response System (IVR) for inspections
- ✓ Action 12: Establish a FOCUS development review group
- ✓ Action 13: Eliminate cumbersome application processes and application forms *(see Attachments II to report)*
- • Action 14: Reduce plan review times and establish performance measures
- ✓ Action 15: Create and maintain charts for process review indicators
- ✓ Action 16: Update and clarify all handouts

  (see samples, Attachments III through IX to report)

Summary of Recommendations

Staff Recommendations

- ✓ Action 17: Provide an additional microfilm reader machine in the Permit Center
- ✓ Action 18: Remove old signage from the Permit Center
- Action 19: Clarify and edit the fee schedule
- Action 20: Scan backlogged and current permit files into the *Laserfiche* system

DEVELOPMENT SERVICES
PERMIT CENTER
PLEASE
CHECK IN
WITH RECEPTION
DEVELOPMENT SERVICES
RECEPTION
WELCOME
PERMIT CENTER HOURS
MONDAY - THURSDAY
8AM TO 5PM
FRIDAY
8AM TO NOON

HAYWARD

How Do We Know We're Doing a Good Job?

Performance Measures

- Seek to issue at least 90% of all permits as over-the-counter permits
  - 85% this fiscal year
- Reduce review times of building permit application submittals
  - Within 20 business days for new large projects (previously 25 days)
  - Within 10 business days for new medium projects (previously 15 days)
  - Within 10 business days for resubmittals (previously 15 days)
- Seek to provide good or excellent service to all visitors to the Permit Center
  - ✓ 96% of those surveyed this fiscal year indicate satisfaction

Next Steps

- Continue to implement recommendations
- Continue to track performance measures
- Return to Council in approximately six months for further update

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