

**Land Use & Housing Technical Advisory Committee
Subcommittee Action Plan Ongoing Recommendations**

December 2001

Projects to be Completed

Item No.	TAC Recommendation	Status	Responsible Party	Original Schedule	Current Schedule
E-PERMITTING					
1.a	Enhance the Planning & Development Review website so that it is more user friendly and includes more on-line information such as information bulletins and fee schedules. Highlight newly added items.	Staff has retained an outside consultant and is working with IT&C to redesign the website to be more user friendly and include more information currently available in paper format.	Jack Brandais	Complete design by November 2000; implement design within three to six months.	Have met with consultant. Currently are creating, selecting, gathering, and packaging the content.
1.c	Provide access to real-time project processing information on-line.	Currently the Plan Finder function allows the public to receive a plan check status by entering a Plan File Number. New project tracking software will include modifications for additional functionality to view project review status, comments, and schedule.	Jim Myers	August 2001.	July 2002.
1.f	Provide enhanced geographic information, such as zoning, on the website.	Currently the department utilizes over 100 data layers on its own internal local area network. This data is currently published on the Internet through SanGIS. A fair share funding proposal to accelerate land base conversion and zoning information will be prepared for LU&H consideration in January 2001. Staff is evaluating the publishing of an interim zoning layer.	Stephen Haase/Jim Myers	Four years or less, depending on available funding.	Four years or less, depending on available funding.

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1.g	Pilot electronic review of building plans.	Staff has reviewed two plan documents using third party software available to the private sector. The City needs to procure enhanced software to increase the functionality of viewing online documents. A status meeting between staff and the subcommittee is scheduled for late October.	Stephen Haase	January 2001.	Staff has piloted has not demonstrated an increase of productivity. Has been moved to long term goal (more than 1 year.)
1.h.	Electronic Record Storage	Look into imaging of current documents for storage. See County Recorder as an example.	Stephen Haase/ Terry Marshall	June 2002.	
3	Self Certification of Certain Project Plan Checks				
3.	Architectural Self-Certification	The AIA is working with TAC and staff to develop standards.	Stephen Haase	June 2002.	
3.	Landscape Self-Certification	TAC is working with the landscape design community to develop standards.	Kelly Broughton	June 2002.	
4	Inspection Services				
4.c	Implement Combination Inspection for Simple Projects.	Currently, the City utilizes combination inspection for single family and duplex structures. Expanding combination inspection three and four family units, or simple commercial projects, such as tenant improvements, would streamline the inspection process. Management will evaluate the technical and training requirements to implement this proposal.	Art DeBolt	May 2001.	Process has been piloted for three and four family dwellings with good results. Implementation will require hiring, training, and process changes over the next 12 months.
4.c.	Customized Inspection Cards	Staff is working with the new tracking system to tailor the inspection cards to individual projects.	Art DeBolt	June 2002.	

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5	Department Customer Service				
5.b.	Customer Bill of Rights	TAC will work with staff to develop.	TAC	June 2002.	
5.c.	Single Discipline Preliminary Review	Provide an Information Bulletin on the website and encourage staff to promote to customers.	Marcela Escobar-Eck	Feb 2002.	
5.d.	Customer Parking in City Concourse	Provide off-site parking for staff or customers that do business with Development Services Department.	P. Lamont Ewell/ Stephen Haase	June 2002.	
6	Regulatory				
6.a.	Urban Design Relief for Infill	Create coherent and consistent design manual regarding infill in older built up neighborhoods.	Beth Murray/ Code Monitoring Team	June 2002.	
7	Miscellaneous				

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1	E-PERMITTING				
1.b	Improve website functionality by providing search by word.	The existing website has search capability by keywords. Staff will investigate improving the search engine capability as part of the website redesign (see 1.a).	IT&C	November 2000.	Completed. Improved functionality. Currently IT&C is reviewing title tags to insure they meet the description of page.
1.e	Provide ability to process no plan permits on-line.	Certain no plan permits are currently offered by Fax. Staff will coordinate with IT&C to implement the ability to offer the same permits on the website.	IT&C	January 2001.	Completed. August 2001.
1.h	Investigate best practices of other cities in the area of E-permitting.	Staff has visited several other cities, including Los Angeles, San Francisco, and San Jose, as well as the County of Los Angeles to review their current e-permitting capabilities. The most common practice is the use of a third party web service to connect to the city's permit system for the issuance of "no plan" permits. The Department will begin development of a "no plan" permitting service on its website.	Stephen Haase	Begin design in November 2000 with implementation with six months.	Completed. See 1.e for electronic "no plan" permitting.

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2	Plan Submittal Templates				
2.a	Create an enhanced standardized submittal template for building projects in order to streamline the review process.	Staff and the subcommittee have completed the design for three standardized templates for the submittal of projects for building permits, in .pdf, .dwg, and .dxf formats. This will be piloted as a voluntary program which will offer reduced review time for those projects that fully comply with the enhanced submittal requirements.	Pete Lopez	Develop and implement pilot preferred plan check program in Nov/Dec 2000. Finalize and publicize program for all customers in January 2001.	Finalized and publicized for all customers in April 2001. Templates are available on website. Template Quick Check Program completed.
2.b	Provide complete submittal requirements on-line.	As part of the implementation of the Land Development Code in January 2000, draft project submittal requirements were created. This draft was revised in February 2001, and will be brought forward for council adoption in April. As part of the public review process, the current draft will be made available on the City's website. Once adopted, the final version will also be made available. (see 1.a).	Stephen Haase	Complete public review draft by February 2001 and distribute for public comment. Take final version to City Council in March 2001.	Completed.
2.c	Increase over-the-counter (OTC) plan check services to include more project types which require two to three hour plan check appointments.	Staff will pilot an expanded OTC service program to an expanded list of residential and commercial projects. This service will be offered by appointment only and will allow design professionals to work face-to face with City staff to finalize plans and issue permits.	Terry Marshall/ Pete Lopez	January 2001.	This program will be offered as templates. See 2.a.

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2.d	Expand Homeowners Night.	Staff will look to expand Homeowners Night by adding additional staff, offering additional nights for the service, and providing the service to Community Service Centers.	Terry Marshall	January 2001.	Completed. Staff increased by 33%.

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3	Self Certification of Certain Project Plan Checks				
3.a	Identify project types for self-certifying plan check for licensed professionals, such as Title 24 Energy plan check.	The department has implemented self certification in three arenas; Master Plan Projects, minor civil engineering projects, and Landscape Plan Check. Staff will review other project types requiring building plan check for opportunities to allow self certification.	Pete Lopez/ Terry Marshall/ Kelly Broughton	Completed first phase; under on-going evaluation.	Completed and currently evaluating for Architectural and Landscape programs.
3.b	Outsource the plan check function for building code compliance to handle increases in workload.	Since May 2000, the department has outsourced plan check for minor projects to local area firms. This will be enable the department to manage workload spikes and maintain service levels.	Pete Lopez	May 2000. Completed.	Completed. May 2000.
3.c	Outsource discipline specific review, such as structural review, for large projects.	Staff will develop an "as needed" list to allow certain projects to retain outside firms for a component of the plan check process. The first phase of this recommendation will target structural plan check requirements. Staff is working with the Citywide architectural and engineering consultant program to develop a list of qualified consultants.	Pete Lopez	January 2001.	Completed. Projects are referred on an ongoing basis.

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3.d	Improve training to increase consistency of code interpretation.	Outreach programs have been developed for staff and design professionals to discuss code issues and formulate agreed upon interpretations which can then be published. Each department division will establish on-going customer training programs to assist customers with complying with code requirements. Several workshops have already been conducted (Special Inspection, Sign Regulations, and Self-Certification for Engineering Permits).	Pete Lopez	On-going.	Completed. Spring workshops were offered and a Fall workshops are scheduled. Classes include how to find submittals, special inspections, Simplepermits, stormwater, templates, and information.
3.e	Expand Express Plan Check to all review disciplines.	A revised Express Plan Check Program to require additional plan sets in order to expand review to all disciplines has been implementation. Overall fees will be based upon the existing Express Plan Check fees approved by City Council in November 1999.	Pete Lopez/ Kelly Broughton	Completed.	Completed.
4	Inspection Services				

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Item No.	TAC Recommendation	Status	Responsible Party	Original Schedule	Current Schedule
4.a	Provide inspectors greater access to communication devices, such as voice mail, e-mail, and Internet access.	Management is evaluating the technical requirements to provide individual telephone numbers and voice mail accounts for all inspectors. Inspectors are provided access to computers, however, they are currently limited in their ability to access these devices to the first 45 minutes in the morning of their shift. Community Service Centers may provide an opportunity in some areas to access e-mail and the Internet on a more frequent basis.	Art DeBolt	November 2000.	Completed. Inspectors provided cellular phones in Jan 2001.
4.b	Provide inspectors the ability to immediately update inspection results.	Procedures have been developed to provide more timely feedback to the Field Office for inspection results. Inspectors have been provided cellular phones and can provide updated inspection result information from the job site for those projects where timeliness is known to be an issue. We anticipate inspectors having a laptop and a wireless connection to provide immediate and automatic inspection results to the automated system. The new automated system will provide for automatic updating of a web page linked to our website, where customers can review inspection results in near real time. (see 1.a).	Art DeBolt	Inspectors have cellular phones November 2000.	Completed.
4.c.	Final Clearance screen on the Internet	Customers will be able to see if there permit has received final inspection clearance.	Art DeBolt	June 2002.	Completed. Jan 2002.
5	Department Customer Service				

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Item No.	TAC Recommendation	Status	Responsible Party	Original Schedule	Current Schedule
5.a	Increase Customer Service Focus	<p>A department employee committee has finalized a Customer Service Statement: "We value and respect our customers. We are dedicated to providing you professional, caring, and timely service." The roll-out to employees is scheduled for November 2000. This will be measured by increasing customer surveys, including survey results for individual employees, and implementing a previous TAC recommendation to recognize and reward employees who provide excellent customer service.</p>	All DD's	November 2000.	<p>Completed. Customer service training started Nov 2000. Employee recognition program rolled out Jan 2001. Workshops with employees to develop customer service behaviors was completed May 1.</p>