

Development Services Process Improvements and Dashboard Update

Community and Economic Development Committee

May 23, 2022

Item (d)3

Presenter: Chris Burton, Director, Planning, Building and Code Enforcement

PBCE Development Services Dashboard



Intake

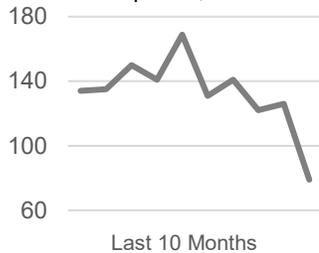
Plan Review

Issuance/Inspection

(1) Intake Backlog

79

As of April 30, 2022



(2) Email Inquiries

822

Mar 2022



(3) 30 Day Letter

52%

Apr 2022

Target: 85%



(4) Conformance Reviews Complete

341

Mar 2022

Target: 400



(5) Total Applications Completed

88

Apr 2022

17

(Discretionary)

(6) Days to Permit Issuance

327

Apr 2022

25

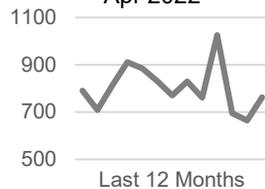


Planning

(7) Submittal Appts Held

763

Apr 2022



(8) Submittal Appts Booked

846

Apr 2022



(11) Plans Received

1,140

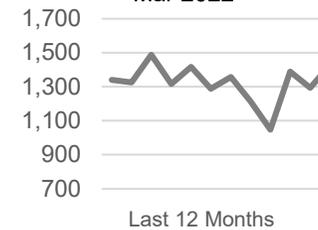
Mar 2022



(12) Plan Check Completed

1,428

Mar 2022



(15) Permits Issued Online

1,800

Apr 2022



(16) Permits Issued Manually

487

Apr 2022



(9) Email Inquiries

447

Apr 2022



(10) Days Until Next Appt Available

41

Apr 2022



(13) Plan Review on Time

61%

Mar 2022

Target: 90%



(14) Plan Review Backlog

988

As of Mar 31, 2022



(17) Inspections Conducted

8,118

Mar 2022



(18) Inspection Available w/in 48 Hours

77%

Mar 2022

Target 80%



Building

PBCE Development Services Dashboard

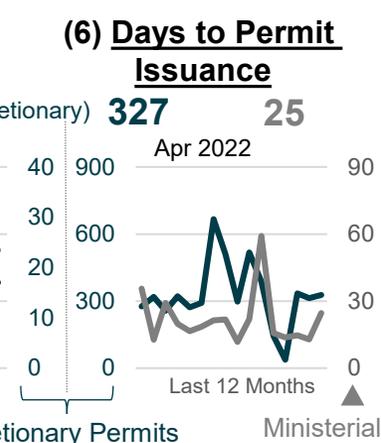
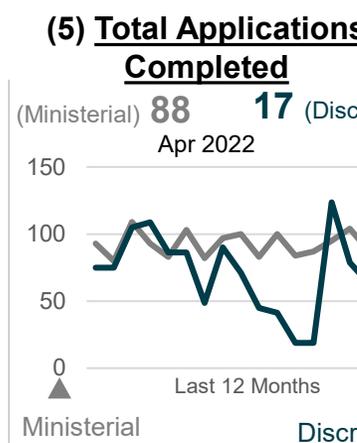
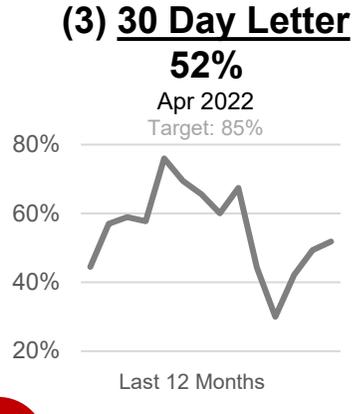
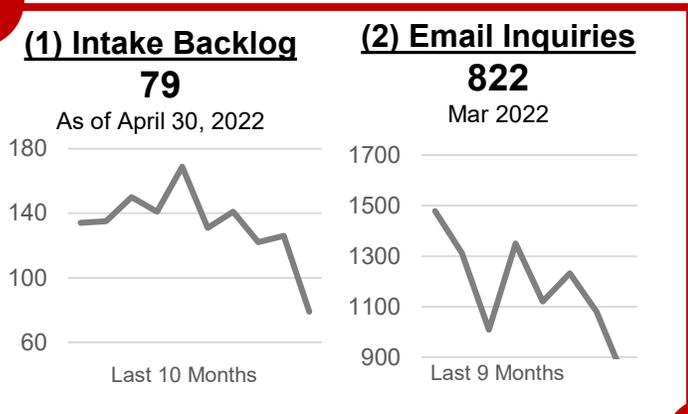


Intake

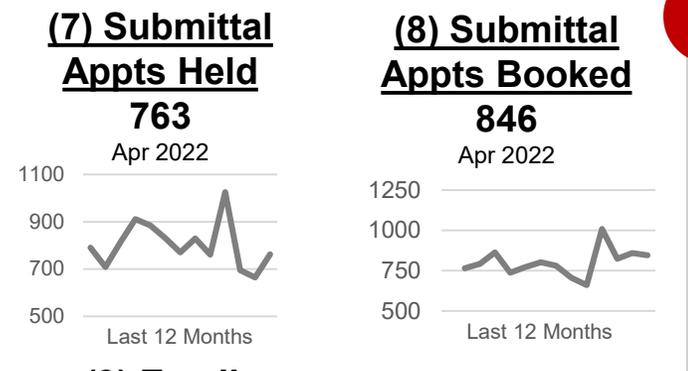
Plan Review

Issuance/Inspection

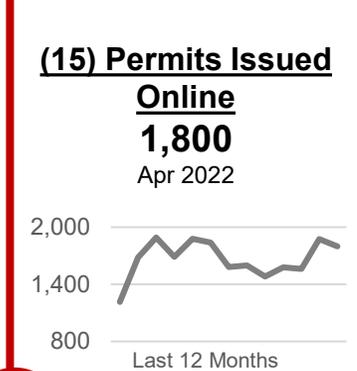
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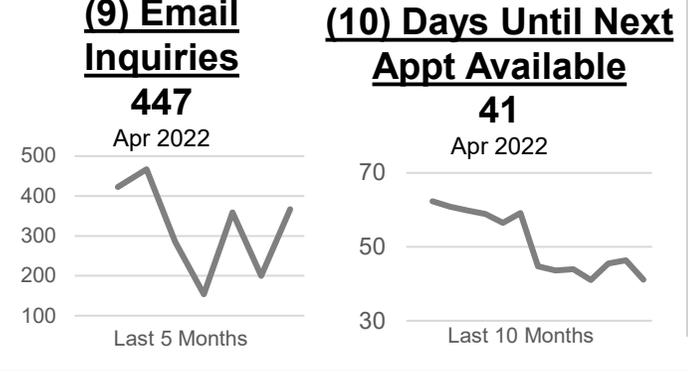
Planning



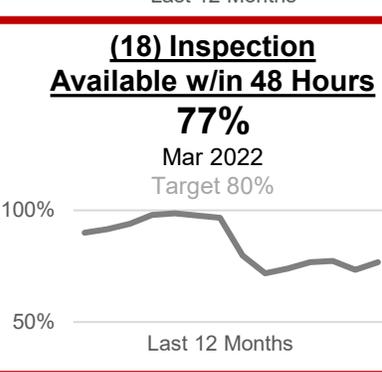
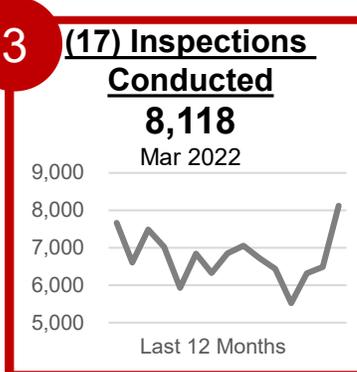
2



Building



3

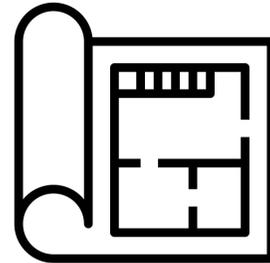
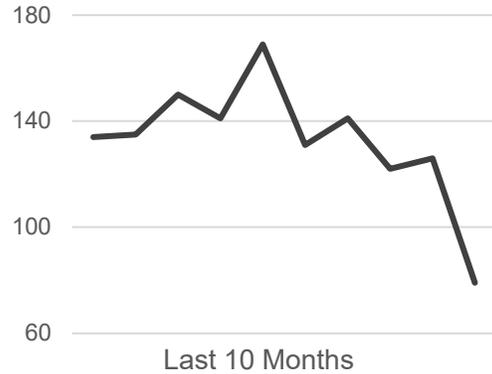




(1) Intake Backlog

79

As of April 30, 2022



↓ 53%
Over past 6 months

- Renewed focus on the application pipeline
- Refocused Planners from general questions to applications

Planner Permit
Center Team

Planning
Supervisor (1)

Planners (7)

Planning
Technicians (2)

(2) Email Inquiries

822

Mar 2022



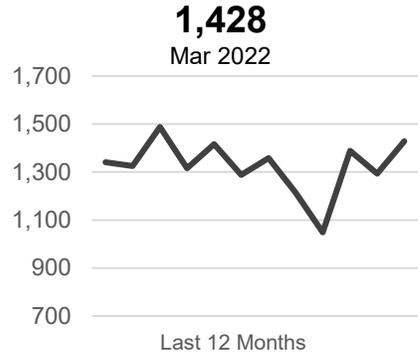
↓ 18%
Over past 6 months

- Planning Technicians position vacant from February 2022 to April 2022
- Slowed responses to general questions might have slowed number of total inquiries

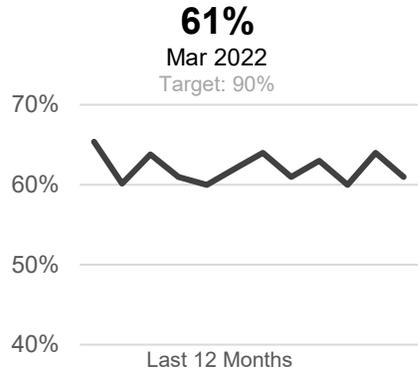


2 - Building Plan Review

(12) Plan Check Completed



(13) Plan Review on Time



(14) Plan Review Backlog



Building Process

Online Issuance

Customer issues their permit on their own

Over the Counter

Plans reviewed at time of appointment with intake staff

Plan Review Plans routed to engineers on the second floor for full review

Express

Plan reviewed during scheduled collaborative meetings with customer design team

Improvement Goals

Divert applications from Plan Review back towards other, lower resource intensive review processes

Goal: Reduce pressure on plan review service

Explore expanding current express review and bringing back other in-person express operations

Associate Engineer	<u>Filled</u>	<u>Vacant</u>
	12	6



3 - Building Inspection Services

(17) Inspections Conducted

8,118

Mar 2022



Inspection Impacts

- Vacancies also impacting Building Inspection Team
- Staff diverted to support permit center and plan review
- Seasonally, early summer is the start of busy season. Starting early in 2022.

Improvement Actions

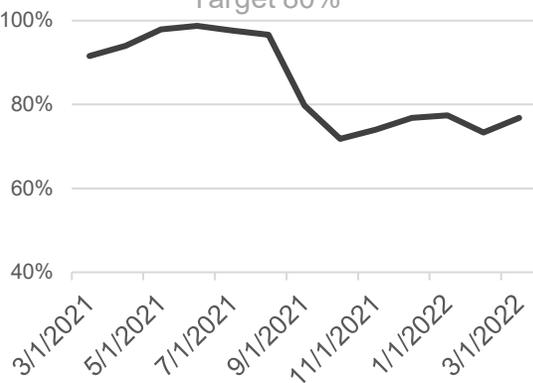
- ✓ Recruitment underway
- ✓ Saturday overtime started in March
- ☐ Exploring “Best Prepared Customer” program

(18) Inspection Available w/in 48 Hours

77%

Mar 2022

Target 80%



	<u>Filled</u>	<u>Vacant</u>
Building Inspector Combo <i>I, II, III & Senior</i>	51	14
Building Inspector Supervisor	11	4



On The Horizon:

- 2022 California Building Code must be adopted before January 1, 2023
- California Building Code Updated every three years
- Traditionally, rush of building submissions before code cycle changes
 - Permit applications are subject to the building code in effect when plans submitted
- Also requires new training for staff and customers on updated codes



Staff make accommodation to allow building submission under current code, even if capacity isn't available in 2022 for intake appointment

But, this creates a surge in demand for Plan review and intake operations

Staff Vacancy Rate – Update



Planning

	Permit Center		Development Review	
	Feb 2022	May 2022	Feb 2022	May 2022
Vacancy Rate	20%	0%	19%	5%
Vacant	2	0	8	2
Filled	8	10	35	41
Positions	<i>Planner I, II, III, IV, Planning Technician</i>			

Building

	Permit Center		Plan Review		Inspection	
	Feb 2022	May 2022	Feb 2022	May 2022	Feb 2022	May 2022
Vacancy Rate	22%	17%	29%	33%	21%	21%
Vacant	4	3	7	8	14	14
Filled	14	15	17	16	54	54
Positions	<i>Permit Specialist, Principal Permit Specialist</i>		<i>Senior Engineer, Associate Engineer</i>		<i>Bldg Inspect Combo, I, II, III, Sr</i>	

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	Metric/ Widget	Phase	Description
1	Intake Backlog	Intake	How many email inquiries for application submittal for the Permit Center to be assigned.
2	Email Inquiries	Intake	Number of emails completed + unread at the end of the month (using the first full week of the next month) for ZoningQuestions@sanjoseca.gov
3	30 Day letter	Review	Of the 30-day letters that was due in each month, how many did we send out within the 30 day target.
4	Conformance Reviews Complete	Review	How many building permit zoning conformance (also referred to as “EPR”) has been completed.
5	Total Applications Completed	Issuance	Count of number of Planning Folders had “Issued Date” in each month.
6	Days to Permit Issuance	Issuance	Measures how long it takes to issue Planning Permit from intake to issuance (public hearing) date

Dashboard Metric Descriptions – Building Division



	Metric/ Widget	Phase	Description
7	Intake Appts	Intake	Count of the number of appointments held each month across the four main intake lines (ADU, OTC Plan Review and Simple)
8	Appts Booked	Intake	Count of how many appointments customers reserve each month (could book appointment in future month).
9	Email Inquiries	Intake	Number of emails received for Building.Permits@sanjoseca.gov and does not include online permits, targeted review, RS Resubmittals, Plan review email inbox.
10	Days Until Next Appt Available	Intake	When a customer booked an appointment in a given month, how many calendar days have to book the appointment out into the future.
11	Plans Received	Review	Count of how many separate Building Plans (Structural, Mechanical, Electrical, Plumbing) were submitted each month, including both new submission and revisions/resubmittals.
12	Plan Check Completed	Review	Count of the number of separate plan reviews/check completed each month for building structural, mechanicals, electrical and plumbing. Including both 1 st submissions and revisions/resubmittals.
13	Plan Review on Time	Review	Measures what percent of the plan reviews completed were completed within the target timeframe for that particular type of review (based on project type and revision cycle).
14	Plan Review Backlog	Review	By the end of the month, what was the remaining number of Plan Review sets that were still not reviewed including carry overs from previous month. Includes both 1 st cycle and resubmittals.
15	Permits Issued Online	Issuance	Count of the number of building permits were self-administered by customers on SJPermits.org allowing them to get their issued permit within 15 minutes on their own.
16	Permits Issued Manually	Issuance	Count of the number of building permits that were manually intake by staff and required some review by staff prior to issuance.
17	Inspections Scheduled	Inspection	Count of inspections that were scheduled each month. This is nearly synonymous with inspections completed since inspections are almost always completed within 3 days of the date they are scheduled.
18	Inspection Available within 24 Hours	Inspection	Measures the “backlog” of inspection by looking at how many days out is the next available inspection is based on the date the customer tried to schedule their inspection.