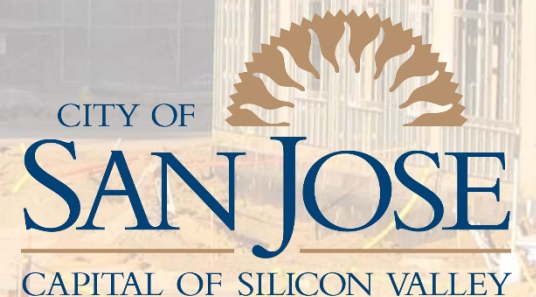


Ad-Hoc Committee on Housing Construction and Development Services



April 25, 2019



AGENDA

(d) 1. Development Services Transformation Update

(d) 2. Housing Production Numbers Update



Development Services Transformation

Development Services Transformation Q1 2019 (Jan. - Mar.)

Objectives

Simple, Self-serve, Digital User Experience



Clear, Consistent, Effective Process



Strong, Collaborating Team



Great Internal Tools to Enable Teamwork



EXTERNAL

INTERNAL

(as measured by) Key Results

- ☐ Geocortex implemented
- ☐ Portal roadmap defined
- ☐ Broadening E-plan review with small cells pilot

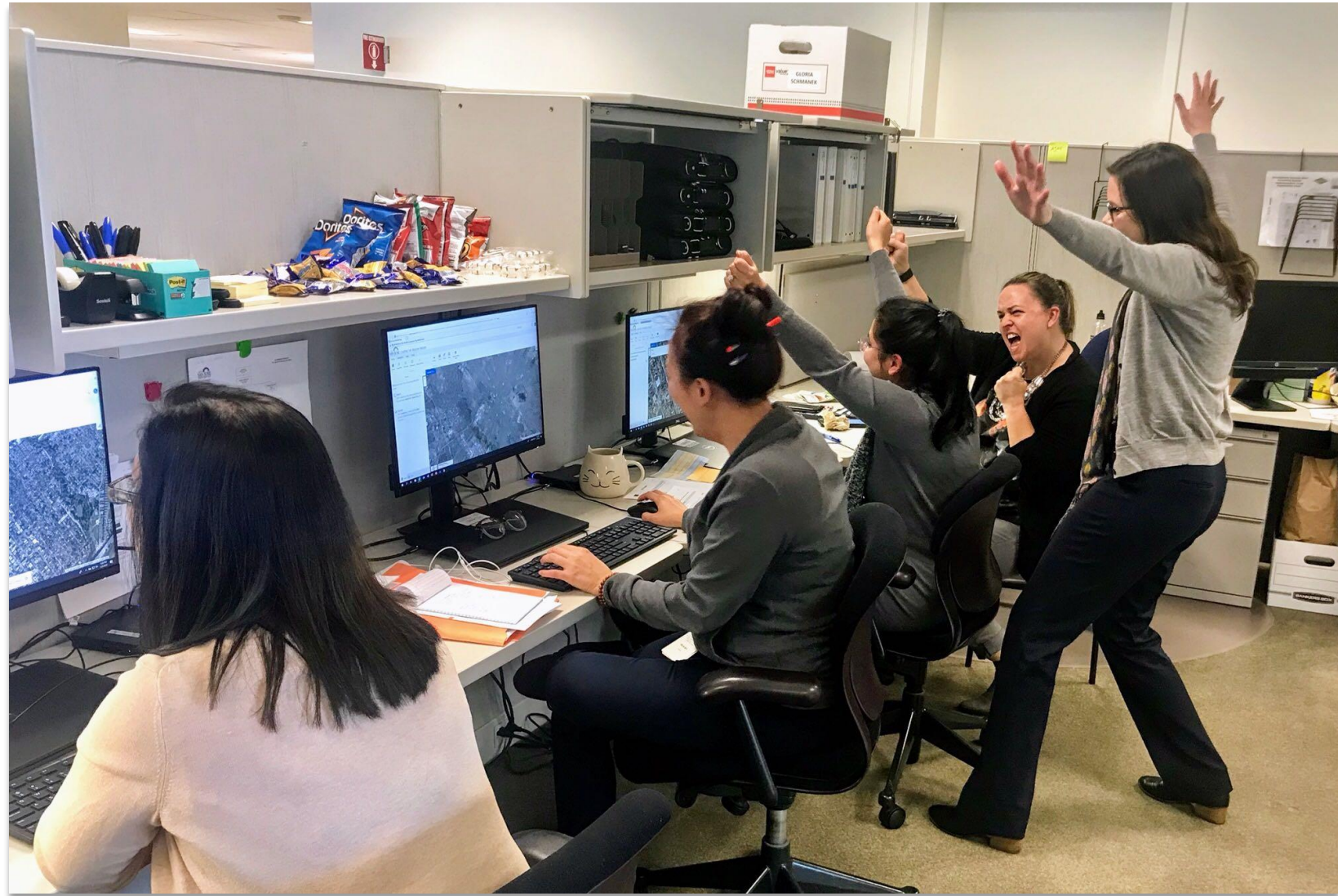
- 100% of Goal met
- >65% of Goal met
- <65% of Goal met

- ☐ Service Inventory and Prioritization
- ☐ Problem Identification Workshop of top 3 prioritized services (goal = 2 out of 3)
- ☐ Solution Identification Workshop of top 3 prioritized services (goal = 2 out of 3)
- ☐ Begin piloting top 3 (goal = 2 out of 3)

- ☐ Form Transformation Team
- ☐ Kickoff held
- ☐ Reset with CSDC and contract amended
- ☐ "War room" space reserved
- ☐ Technology/Software for team success procured

- ☐ Spatial DNA implemented
- ☐ Public Works Utilities (Minor) Folders tested and in use
- ☐ Public Works Special Districts Folders 50% complete
- ☐ Planning Single Family, Development, and Environmental Folders tested and in use
- ☐ Scrum adopted and in practice

Celebrating
working
software and
our outfitted
Transformation
Team “war-room”



Public Works Small Cell Team piloting electronic plan review



GeoCortex Demo

The screenshot displays the City of San Jose AMANDA web application. The header includes the City of San Jose logo and the text "CAPITAL OF SILICON VALLEY". A search bar is located in the top right corner. Below the header, there is a navigation bar with tabs for "Home", "AMANDA", "Map", and "Tools". The main toolbar contains icons for Home, Initial View, Full Extent, Bookmarks, Previous Extent, Next Extent, Identify, Print, Export, Share, and Generate Mailing Labels. The left sidebar shows the "Home" tab selected, with a welcome message and instructions for using the search and explore features. The main map area shows an aerial view of downtown San Jose, with property boundaries outlined in yellow and numerous green markers indicating specific locations. A scale bar at the bottom indicates distances up to 200 feet. The footer of the map area reads "City of San José - Public Works | City of San Jose".



Anticipated benefits from implementing GeoCortex (GIS application)

- Single source for property information, reduces time spent researching and generating reports:
 - Parcel Report: 10-45 minutes → 30-60 seconds
Volume: 50 – 75 times daily
Rough estimate: 4200 hours per year (\$1.2M) reallocated
 - Mailing List for Noticing: 1-8 hours → 30-60 minutes
Volume: 10 – 15 times weekly
Rough estimate: 150 hours per year (\$42K) reallocated
- Better data integrity (goal is 99% coverage)



CEQA Process Improvement Recommendations

Clear, Consistent,
Effective
Process



- Eliminating practice of “Fire Wall” for CEQA Documents, so applicants will have information to alter design to reduce mitigation;
- Developing a short-list of pre-qualified CEQA consultants from which applicants will choose (more qualified consultants; higher quality documents);
- Staff training on CEQA basics and advanced CEQA concepts; and
- Better quality control/quality assurance of documents.

Q1 Scaling Power Teams Pilot

Clear, Consistent,
Effective
Process



Goals

1. **Customers submit a complete application the first time:** Simplify and clarify minimum Planning application submittal requirements.
2. **Reduce rounds of review and overall review time** caused by incomplete submittals.

March 25 Pilot

1. **Pre-submittal Customer Assistance:** Planning and Public Works staff confirms application completeness with customer by phone/e-mail prior to appointment.
2. **Customer Assistance at Appointment:** Public Works staff attends Planning application in-take appointment to screen application completeness for stormwater review, and assists customers with next steps if there are incomplete applications.
3. **Track Data:** Staff documents reasons for incomplete applications.
4. **Analyze Data and Implement Improvements:** Assess what causes incomplete applications. Evaluate and implement ways to improve success rate for complete applications.



Development Services Transformation Q2 2019 (Apr. - Jun.)

Objectives

Simple, Self-serve, Digital User Experience



Clear, Consistent, Effective Process



Strong, Collaborating Team



Great Internal Tools to Enable Teamwork



EXTERNAL

INTERNAL

(as measured by)
Key Results

- ☐ Online fee and permit estimator contract signed
- ☐ ePlan Review Roadmap defined and approved
- ☐ Complete Public Portal MVP User-Acceptance Testing
- ☐ Select 3 metrics for tracking user experience and establish baseline data

CEQA

- ☐ 80% CEQA documents ready for public circulation after 2nd review
- ☐ 99% Planning application status available online in plain English

Power Teams

- ☐ 80% Single Family & Tree Removal applications ready for hearing or issuance after 2nd submittal
- ☐ 80% Planning applications are submitted complete

- ☐ Parcel research 80% faster
- ☐ PW Minor Utility Permit Fees processed 90% faster each month
- ☐ 80% staff trained on new workflows (folders) & GIS software
- ☐ 3 Team Members trained as scrum masters
- ☐ Complete 25% AMANDA 7 User-Acceptance Testing

- ☐ Resolve 99% of data errors in parcel and property records
- ☐ Complete User-Acceptance Testing for all new workflows (folders)
- ☐ Planning permit status updates provided 95% faster
- ☐ 50% increase in time-tracking accuracy