

(d). 4. Integrated Permitting System Update

Smart Cities and Service Improvements Committee

June 6, 2019

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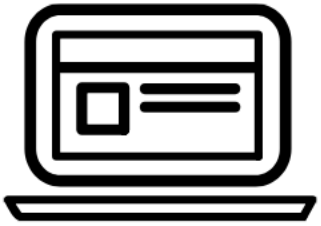
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Development Services Transformation

Development Services Transformation Objectives



Simple, Self-serve, Digital User Experience

Drive process, technology and data transformation to enable self-service and improve quality of service



Clear, Consistent, Effective Process

Simplify and clarify our process, messaging and presentation of information so customers get it right the first time



Strong, Collaborating Team

Establish and sustain a high-performing team to champion problem solving and drive results



Great Internal Tools to Enable Teamwork

Drive improvements internally and across departments to enable expert collaboration

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

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

INTERNAL

- ☐ 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

(as measured by)
Key Results

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

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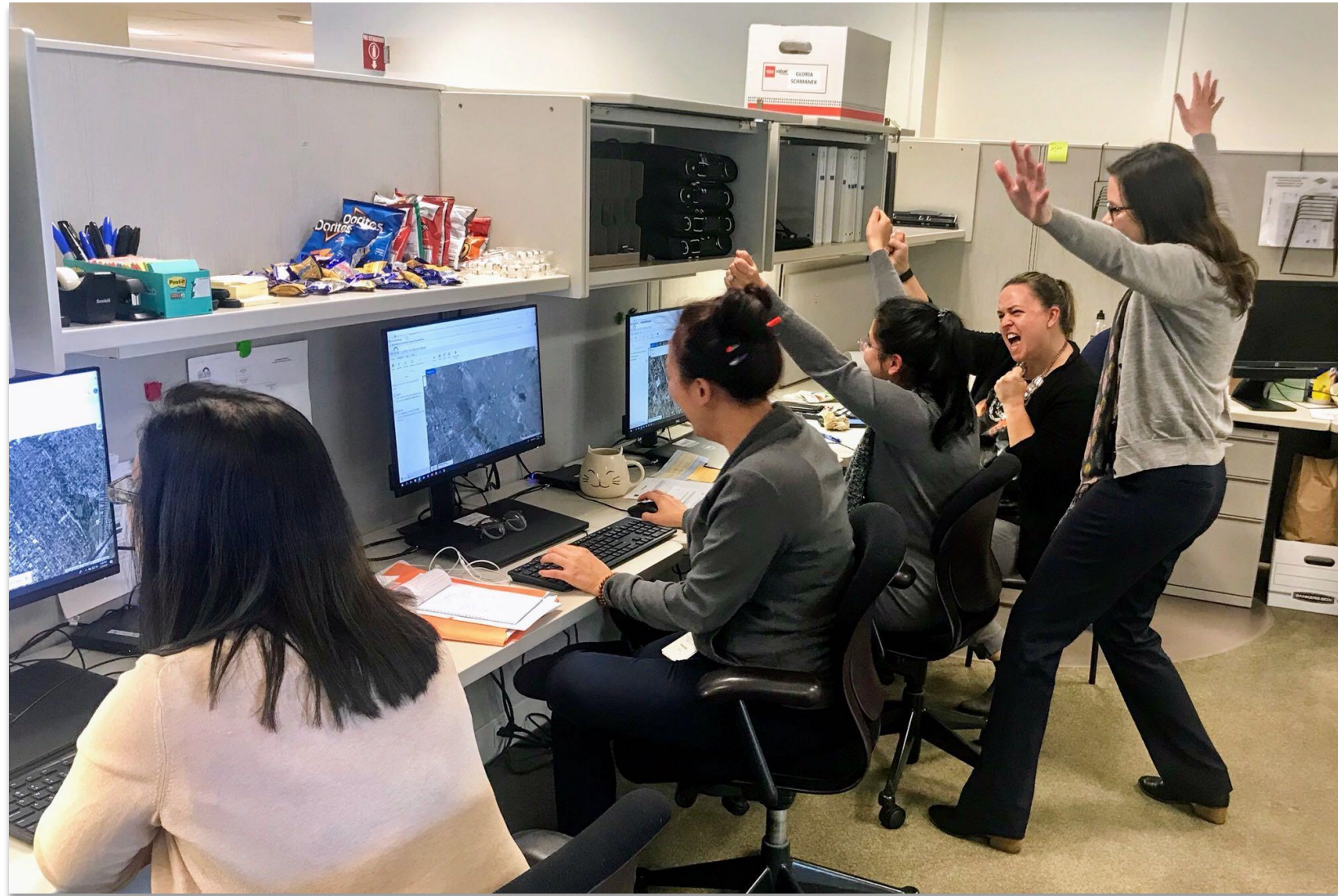
- 100% of Goal met
- >65% of Goal met
- <65% of Goal met

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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 GeoCortex web application. The header features 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 interface is divided into three sections: a left sidebar, a top toolbar, and a main map area. The sidebar contains a "Home" section with a welcome message, a "Search" section with instructions, and an "Explore" section. The top toolbar includes icons for Home, Initial View, Full Extent, Bookmarks, Previous Extent, Next Extent, Identify, Print, Export, Share, and Generate Mailing Labels. The main map area shows an aerial view of a city block with yellow property lines and green tree markers. A blue "I want to..." button is visible in the top left of the map area. A scale bar at the bottom indicates distances of 0, 100, and 200 feet. The footer text reads "City of San José - Public Works | City of San Jose".

CITY OF SAN JOSE CAPITAL OF SILICON VALLEY

Search...

Home AMANDA Map Tools

Home Initial View Full Extent Bookmarks Previous Extent Next Extent Identify Print Export Share Generate Mailing Labels

Navigation Find Data Tasks

Home

Welcome to the City of San Jose AMANDA viewer.

Search
Find content on the map using keywords.
For example, search for 'Santa Clara St'.

Explore
The "I want to..." menu and toolbar provide additional application options and features

Home Layers

0 100 200ft

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.

Planning Application Process Improvements

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.

Progress to date

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