

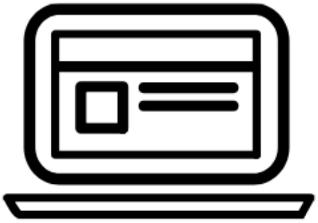
# Integrated Permitting System Update

- Rosalynn Hughey, Director, Planning, Building and Code Enforcement
- Thai-Chau Le, Planning Supervisor, Planning, Building and Code Enforcement
- Alexander Powell, Chief of Staff, Planning, Building and Code Enforcement



**Development  
Services  
Transformation**

# Development Services Transformation Objectives



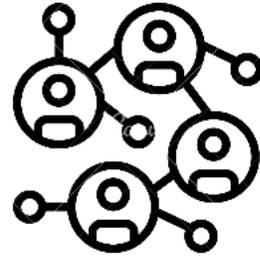
Simple, Self-serve, Digital User Experience

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

# Where we've been...

## **Environmental Consultant List Published – July 2019**

Established list of pre-qualified consultants.

## **Launched Six New AMANDA Workflows – October 2019**

Approved Trips Inventory, Utility Folder, 2 Special Districts Folders, Single Family, Tree Removal.

## **AMANDA 7 Upgrade – November 2019**

Launched major upgrade of Permitting System, platform for future enhancements.

## **Improved Imaging Process for Planning – January 2020**

Streamlined document publishing process, saving hundreds of staff time per year.

## **Digital Inspection Form Launched (Building) – April 2020**

Enables Inspectors to complete forms digitally for clean reporting and instant access for customers.

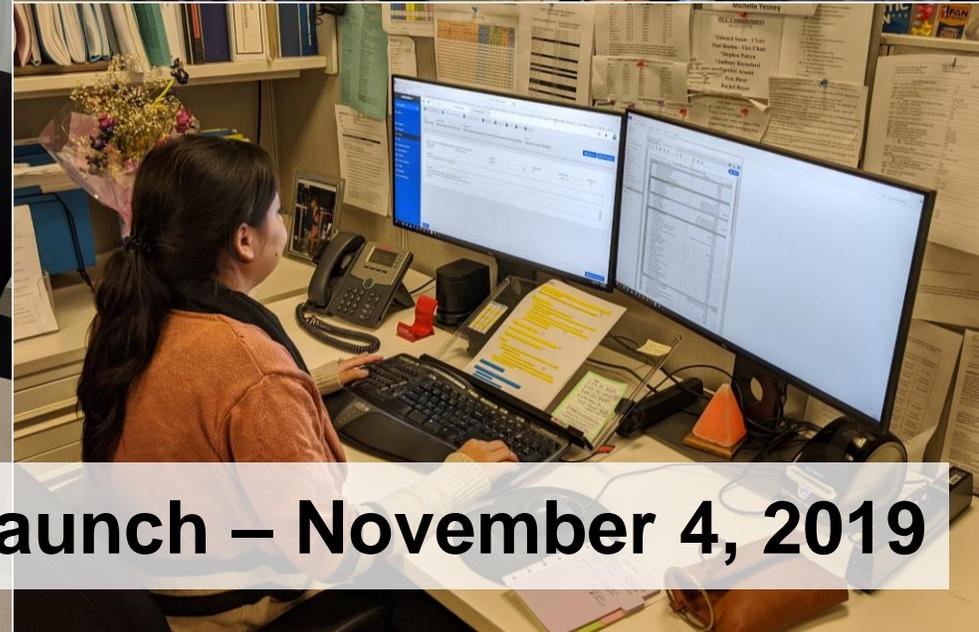
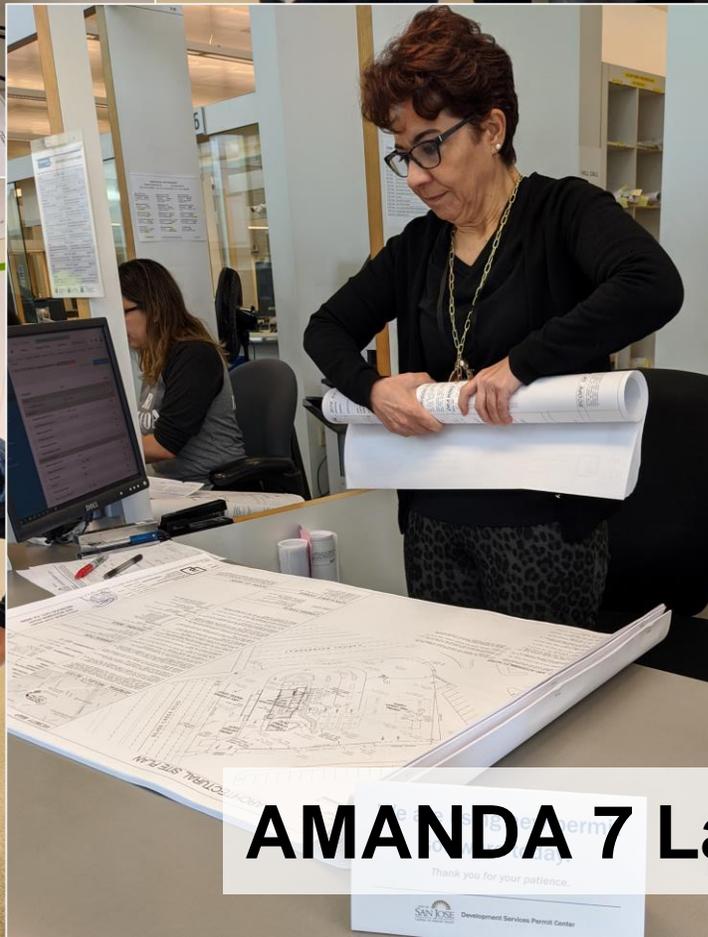
## **Fire Engineering AMANDA Workflow Launched – April 2020**

Significant upgrade to AMANDA folder enabling future integration into SJePlans.

## **SJePlans Launched for Public Works & Planning – August 2020**

Electronic plan review software launched for Public Works permits and 5 major Planning permits





**AMANDA 7 Launch – November 4, 2019**

# CEQA Process Improvements

California Environmental Quality Act (CEQA) - Environmental Review Process for Development Projects

Clear, Consistent,  
Effective  
Process



- Eliminated practice of “Fire Wall” for CEQA documents, so applicants will have information to alter design to reduce mitigation
- Developed a short-list of pre-qualified CEQA consultants from which applicants can choose  
Conducted Staff training on CEQA basics and advanced CEQA concepts
- Established better quality control/quality assurance of documents
- Launched Environmental Consultant Roundtable



# Planning Imaging

## Old Method

### 1.9 PROJECT DESCRIPTION

#### 1.9.1 Existing Site Conditions

The 10.6-acre project site is primarily vacant undeveloped land that was previously utilized for agricultural operations. A single-family residence with an attached garage, and associated ancillary agricultural buildings including four barns and two sheds, were located in the southeast corner of the project site. The ancillary agricultural buildings, which were extremely deteriorated and vacant for many years, were destroyed in a fire in May 2016. The barn and associated agricultural structures were demolished and removed in July/August 2016 and the single family home is currently in the process of being demolished and is expected to be removed from the site by the end of October 2016.

#### 1.9.2 Site Development

The project proposes to demolish the existing single-family residence and remnants of the former agricultural buildings in order to develop the site with 188 residential units and up to 108,000 square feet of commercial/office uses.

##### 1.9.2.1 Residential

The project proposes to construct 188 residential units, consisting of three-story townhomes, each containing between two to four bedrooms and a two-car garage.

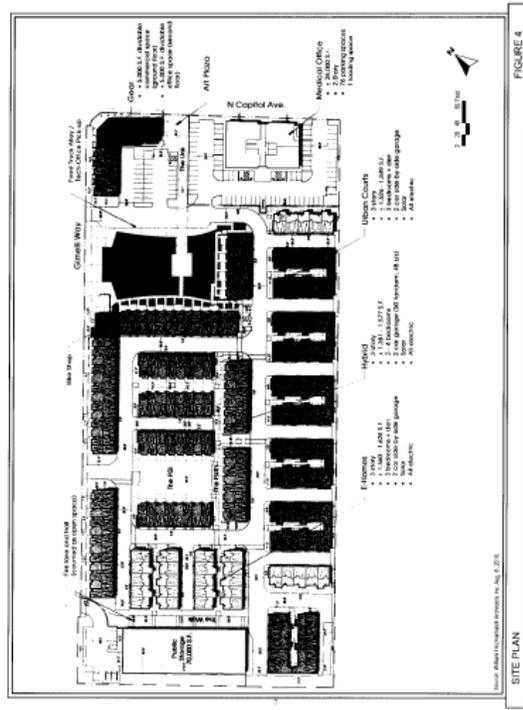
Residential units will vary in size and contain between 1,476 and 1,955 square feet of residential space.

##### 1.9.2.2 Medical Office

The project includes the construction of a two-story medical office building containing up to 28,000 square feet of space in the southeast portion of the project site, along N. Capitol Avenue. The facility would include 77 surface parking spaces.

##### 1.9.2.3 Commercial

The project also includes the construction of a 70,000 square foot self-storage warehouse facility, located along the western boundary of the project site, directly adjacent to Interstate 680. The facility would include 17 surface parking spaces. Approximately 10,000 square feet of additional commercial space would also be constructed in the northeast corner of the project site at the corner of Gimnell Way and N. Capitol Avenue, which would consist of up to 5,800 square feet of dividable commercial space on the ground floor and up to 5,000 square feet of office space on the second floor. The facility would include 27 surface parking spaces. A conceptual site plan is shown on Figure 4.



- **Prep Time:** 2-4 hours per project
- **Lag Time Between Complete Prep to Display on SJPermits:** 4-8 months
- **Quality:** black and white images, non-searchable PDF Docs

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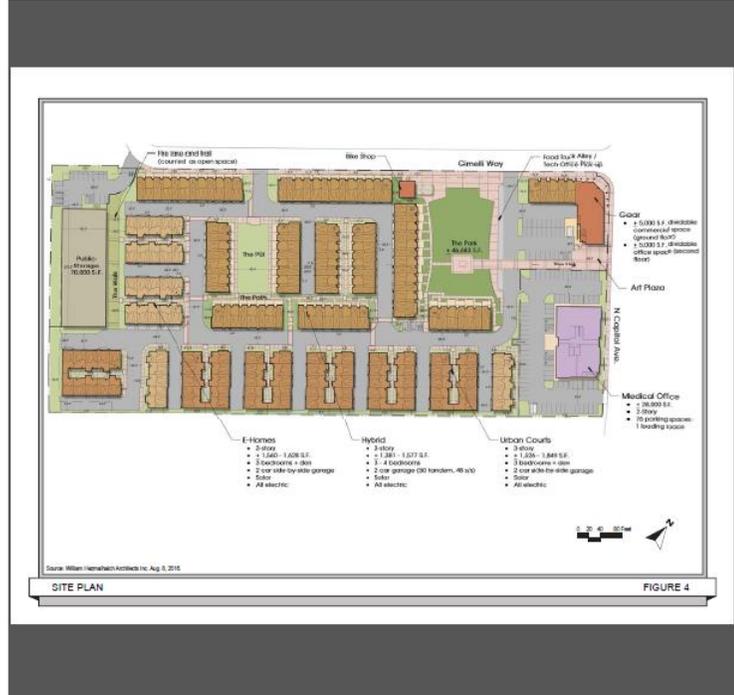
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- **Prep Time:** 30 minutes to 1.5 hour per project
- **Lag Time Between Complete Prep to Display on SJPermits:** ~ 1 week
- **Quality:** Color, searchable PDF Docs



**Time savings: ~75 hours to 150 hours saved per month for all planning staff (assumption is 2.5 projects completed per month per staff for 20 planners)**



# - Electronic Plan Review

## Operational Impact from SJePlans

<b>Application Submission</b>	Save time and money printing large plans and bringing them to City Hall
<b>Plan Processing &amp; Triage</b>	Plan Review Staff save time processing applicants and triaging to review groups.
<b>Comment Coordination</b>	Comments collected from all Development Service Reviewers and shared with the Customer in one organized platform.
<b>Plan Review &amp; Markup</b>	Staff can compare previous plans to identify changes and make mark-up to plans that are available to customer immediately.
<b>Project Coordination</b>	Document organization in SJePlans reduces confusion about document management and latest version between review groups and the Customer.

### Phase 1

Aug 31, 2020

**Public Works Permits**

**Planning Major Permits**

*Special Use, Condition Use, Site Development, Planned Development Permit*



### Phase 2

2021

**Fire Prevention Permits**

**Building Permits**

# Digital Inspection Form – Building

## Operational Impact

- Digitize 350 Inspection Slips Daily
- Eliminate the handwritten character recognition errors
- Save 400-500 hours/year printing inspection slips
- Save each inspector almost 1 hour each day not having to pick up inspection slips
- Inspection Results Available within 2 hours (previously 2-5 days)
- Save \$70,000 in paper based equipment (paper, ink, maintenance) process each year

**BUILDING INSPECTION NOTICE**  
B-4, Complete; E-4, Complete; F-4, Complete  
Permit #: 19-123538-027

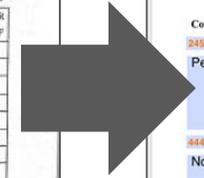
Supervisor: L.E. Thomas Schueller

Confirmation #: 01820346 Received: 05/18/2019 By: Phone Scheduled: 07/02/19  
Tract: 8895 Lot: 68 # of Units: 0 Map: 855 G 6

Address: 2067 FOLLE BLANCHE DR SAN JOSE  
Contact: JOSE Phone: (408) 469-9861 ETA Call: Y  
Owner: SMITH MERIL R AND BARBARA S TRUSTEE  
Contractor: STYLE IT USA Work: (669)246-2202  
Folder Name: (P100%) ADD WALK IN SHOWER Subtype: Condo Work Proposed: Additions/Alterations

Code	Description	O	P	C	N	N	R	R	F	Code	Description	O	P	C	N	N	R	R	F
413	Electrical Rough	X																	
928	Plumbing Final																		
948	Building Final																		
423	Shower PAN																		
342	Interior Shear																		

Remarks: 423 - OK 423 - OK  
342 - OK interior shear was verified



**Building Inspection Slip - P 1**  
Permit: 19-123538 RS

Confirmation #: 1944 Received: 05/11/2020 By: Phone Scheduled: 07/02/19  
Tract: 5055 Lot: 13

Address: 004 PALM SPRINGS CL SAN JOSE  
Contact: SAM Phone: (831) 801-3171 Owner: GARCIA-DIAZ ELKIN  
Contractor: (BEPM100%) GARCIA ADDITION Subtype: Single Family Work Proposed: Additions/Alteration

Code : Description	O	P	C	N	N	R	R	F	Code : Description	O	P	C	N	N	R	R	F
245 : LUF Frame*									433 : Rough Ducts/Flues								
Pending new pier posts.																	
444 : Rough Frame*									928 : Plumbing Final								
Not ready.																	
345 : Roof Structure/Nail*									938 : Mechanical Final								
Complete structural details D2/ 2, 3 & 6. Plan calls for rafters at 16" o.c., EOR to approve changes. Min 10 nails at new rafter to existing rafter at ridge, per detail. Roof nailing okay, spot checked this time only.																	
341 : Exterior Shear/Bracing*									141 : Footing								
HD's oversized, plans call for hdu4's. Clip to eve blocks to schedule 12" o.c. Tighten nailing 3:12. At rear add strap where top plate cut.																	

Hours Remaining: You have a total of 3.49 hour(s) remaining on this project as of 29-MAY-2020

Inspection Time Taken\*: 1 0 Num Of Units Inspected: 1  
HH MM

Version: 1.22 Batch #: MAY292020070334 Cancel Inspection: [ ]

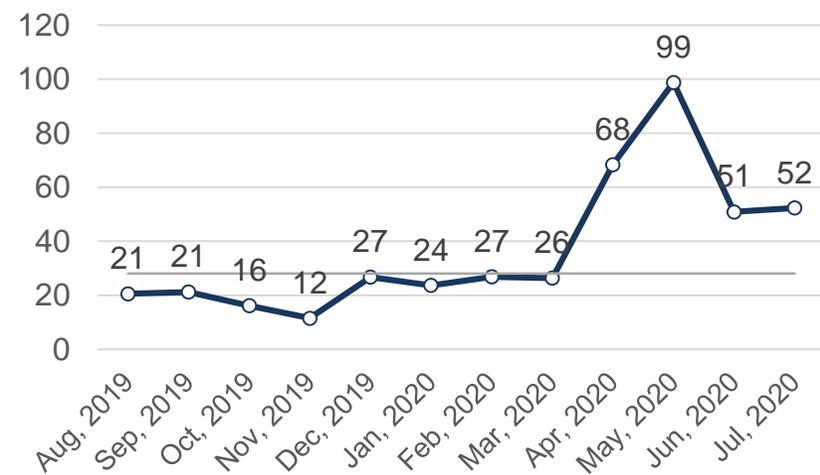
# Building Permit Issuance – Time to Issuance

## Home Additions/ Alterations

Aug '19-July '20

**4,118 Permits**

Days to Permit Issuance

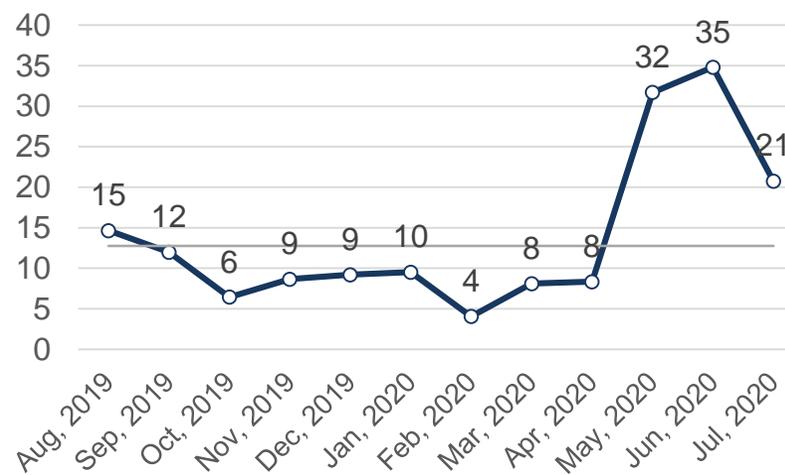


## Tenant Improvement

Aug '19-July '20

**1,079 Permits**

Days to Permit Issuance

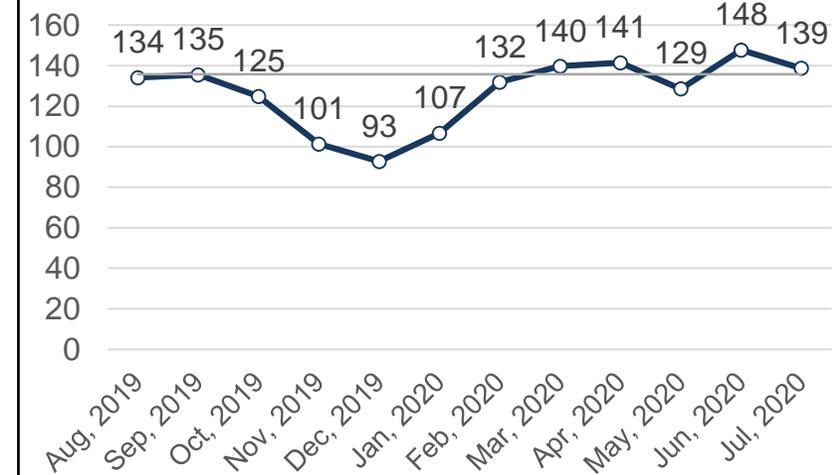


## New Construction

Aug '19-July '20

**596 Permits**

Days to Permit Issuance



# Where we're going...

## **SJPermits 2.0 Launch – Mid-October 2020**

Replatforming of SJPermits portal to enable future enhancements with v2.1.

## **Fire Prevention Digital Inspection Form – Early 2021**

Inspectors complete notices digitally for clean reporting and instant access for customers.

## **SJePlans Fire Prevention Launch – Early 2021**

Electronic plan review for Fire standalone reviews.

## **SJePlans Planning Phase II – Spring 2021**

Expand Planning Permits available on SJePlans with the integration of the Subdivision Permit.

## **SJePlans Building Permits Launch – Spring 2021**

Following re-scoping, City and Vendor prepared amended contract following governing principles.

## **SJPermits v2.1 Launch – Mid-2021**

Utilizing the replatforming of SJPermits from October, develop future enhancements including application intake process, GIS integration, new Application Wizard, and e-plan integration.



# Questions/Discussion

