Ad-Hoc Committee on Housing Construction and Development Services

October 22, 2020

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

AGENDA

(d) 1. Development Services Transformation Update

(d) 2. ADU Process Enhancement Update

(d) 3. Housing Production Numbers Update

Development Services Transformation

Development Services Transformation Q3 2020 (July - Sept.)

Objectives

Simple, Self-serve, Digital User Experience	Clear, Consistent, Effective Process	Strong, Collaborating Team	Great Internal Tools to Enable Teamwork

Key Results

EXTERNAL

- ❑ *Launch new Online Permitting Portal (SJPermits 2.0)**
- ❑ Develop and Publish User Guide(s) for Electronic Plan Review Portal
- ❑ *60% ADU Permits issued within 2 review cycles**

INTERNAL

- ❑ Update Annual Fee and Charges updates for FY20-21 Development Services
- ❑ Train Internal Users for Planning and Public Works Electronic Plan Review Workflows
- ❑ Report on Remote Work and Technological Requirements during COVID-19
- ❑ Launch Electronic Plan Review for 5 Planning and 15 Public Works permits
- ❑ *Sign-Off of Fire's Electronic Plan Review Requirement Document and Complete Configuration**
- ❑ *Complete Requirement Document for Building Electronic Plan Review Process and complete 50% of Configuration**
- ❑ Develop Fire and Code Enforcement digital inspections form and start end-user testing

100% goal met
> 65% goal met
< 65% goal met

*brought forward or adapted from a Q2 Key Result

SJ ePlans - Electronic Plan Review

Public Works & Planning

Launched August 31

182 Plan Submissions

54 Permit Folders Already Approved *(Mostly Utilities)*

Planning Phase II

Subdivisions

(Q2 2021)

Fire Prevention

Q4 OKR

Requirement Gathering	Finalize Req Document	Complete Software Configuration	Testing	Training	Go-Live
✓	✓				*Q1 2021*

Building

Q4 OKR

Requirement Gathering	Finalize Req Document	Complete Software Configuration	Testing	Training	Go-Live
✓					*Q2 2021*

SJPermits 2.0 (Public Portal)

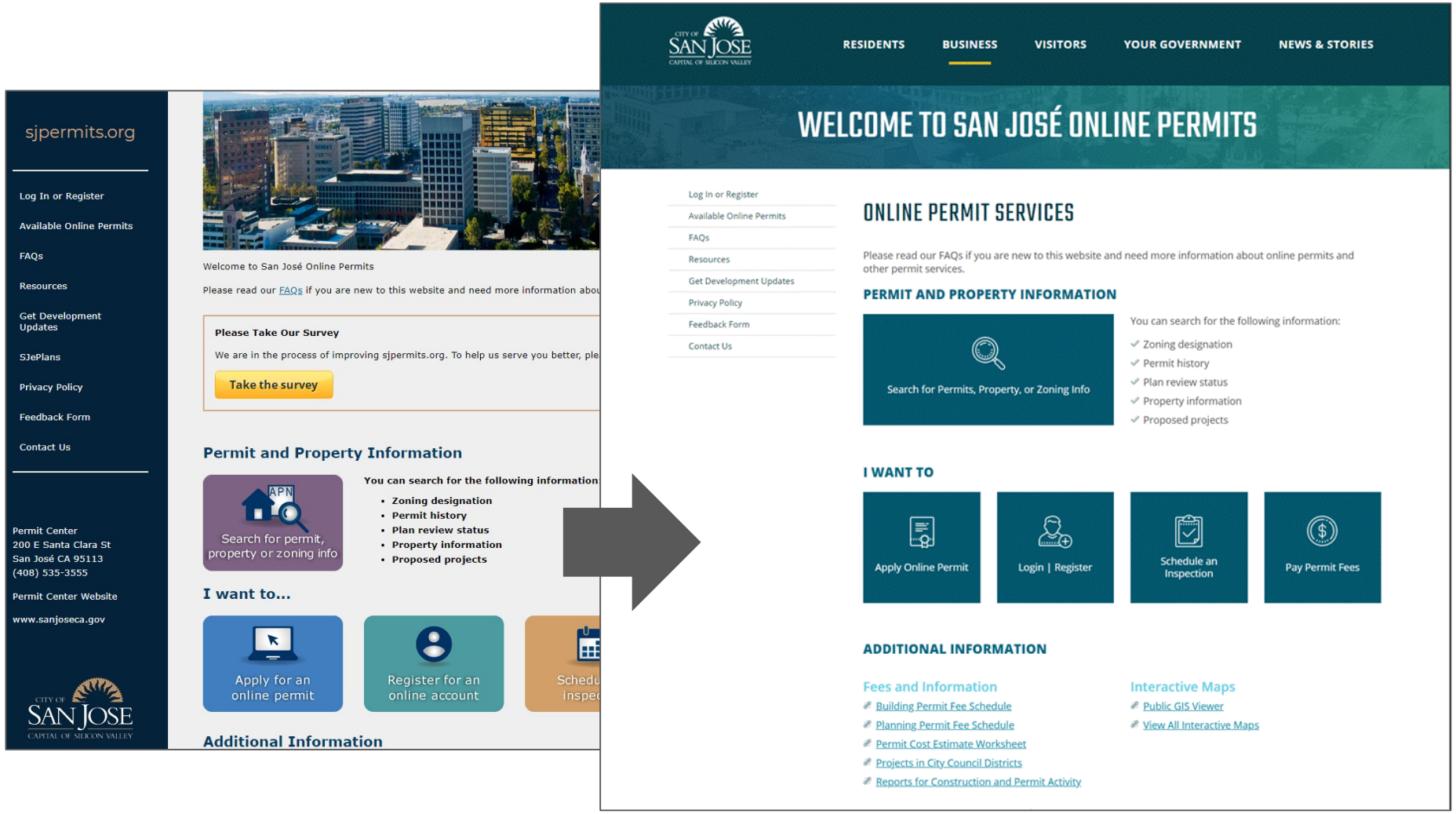
Version 2.0 allows for improved interface replicating existing features

Soft Go-Live
October 28

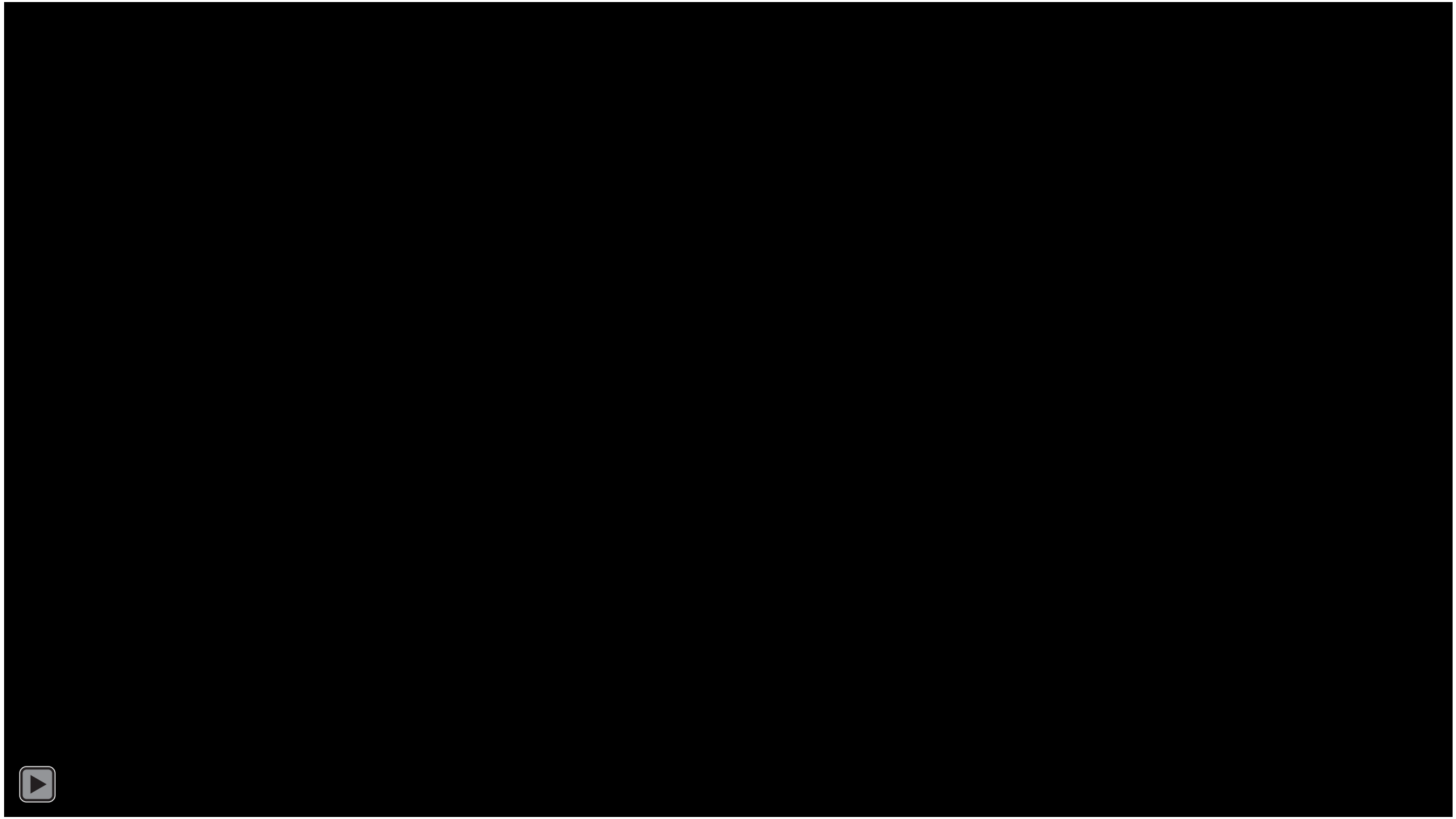
Full Cutover
November 4

Go-Live Prep Activities

- OnlinePermits@Sanjoseca.gov
- Internal Staff Support Training
- External FAQ
- User Migration Guide



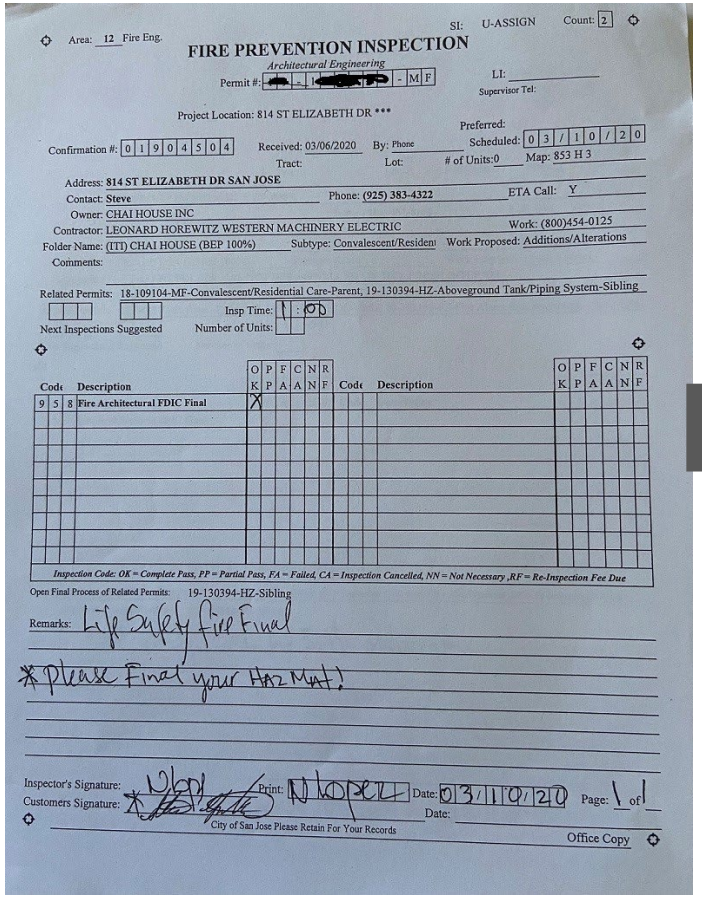
SJPermits 2.0 – Demo



Digital Inspection Form – Fire Prevention

Operational Impact

- Digitize 30 Inspection Slips Daily
- Eliminate the handwritten character recognition errors
- Save 40 staff hours/year producing inspection slips
- Save each inspector one hour each day not having to pick up inspection slips
- Inspection results available within two hours (previously 2-5 days)
- Save $6,000 in paper-based equipment (paper, ink, maintenance) process each year
- Budget for imaging - $48K



Area: 12 Fire Eng. SI: U-ASSIGN Count: 2

FIRE PREVENTION INSPECTION

Architectural Engineering

Permit #: [redacted] - M F LI:

Supervisor Tel:

Project Location: 814 ST ELIZABETH DR ***

Preferred:

Confirmation #: 0 1 9 0 4 5 0 4 Received: 03/06/2020 By: Phone Scheduled: 0 3 / 1 0 / 2 0

Tract: Lot: # of Units:0 Map: 853 H 3

Address: 814 ST ELIZABETH DR SAN JOSE

Contact: Steve Phone: (925) 383-4322 ETA Call: Y

Owner: CHAI HOUSE INC

Contractor: LEONARD HOREWITZ WESTERN MACHINERY ELECTRIC Work: (800)454-0125

Folder Name: (TI) CHAI HOUSE (BEP 100%) Subtype: Convalescent/Residen Work Proposed: Additions/Alterations

Comments:

Related Permits: 18-109104-MF-Convalescent/Residential Care-Parent, 19-130394-HZ-Aboveground Tank/Piping System-Sibling

Next Inspections Suggested Insp Time: Number of Units:

Code	Description	OK	PA	FA	CN	NF	Code	Description	OK	PA	FA	CN	NF
9 5 8	Fire Architectural FDIC Final	X											

Inspection Code: OK = Complete Pass, PP = Partial Pass, FA = Failed, CA = Inspection Cancelled, NN = Not Necessary ,RF = Re-Inspection Fee Due

Open Final Process of Related Permits: 19-130394-HZ-Sibling

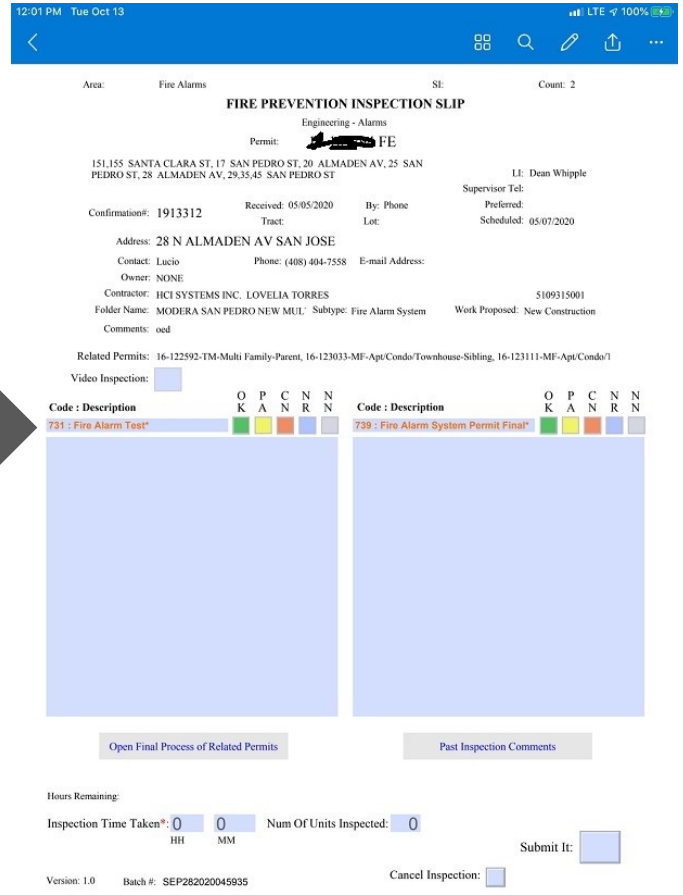
Remarks: Life Safety Fire Final

* Please Final your Haz Mat!

Inspector's Signature: Print: Date: 03/10/20 Page: 1 of 1

Customers Signature: Date:

City of San Jose Please Retain For Your Records Office Copy



12:01 PM Tue Oct 13 LTE 100%

Area: Fire Alarms SI: Count: 2

FIRE PREVENTION INSPECTION SLIP

Engineering - Alarms

Permit: [redacted] FE

151,155 SANTA CLARA ST, 17 SAN PEDRO ST, 20 ALMADEN AV, 25 SAN PEDRO ST, 28 ALMADEN AV, 29,35,45 SAN PEDRO ST

LI: Dean Whipple

Supervisor Tel:

Confirmation#: 1913312 Received: 05/05/2020 By: Phone Preferred:

Tract: Lot: Scheduled: 05/07/2020

Address: 28 N ALMADEN AV SAN JOSE

Contact: Lucio Phone: (408) 404-7558 E-mail Address:

Owner: NONE

Contractor: HCI SYSTEMS INC. LOVELIA TORRES 5109315001

Folder Name: MODERA SAN PEDRO NEW MUL Subtype: Fire Alarm System Work Proposed: New Construction

Comments: oed

Related Permits: 16-122592-TM-Multi Family-Parent, 16-123033-MF-Apt/Condo/Townhouse-Sibling, 16-123111-MF-Apt/Condo/1

Video Inspection:

Code : Description	OK	PA	CN	NR	NN
731 : Fire Alarm Test*					

Code : Description	OK	PA	CN	NR	NN
739 : Fire Alarm System Permit Final*					

Open Final Process of Related Permits

Past Inspection Comments

Hours Remaining:

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

Submit It:

Version: 1.0 Batch #: SEP282020045935

Cancel Inspection:

Fire Inspection Update

PEOPLE

- ✓ 3rd Round of Hiring
- ✓ 7 Interviewed
- ✓ 3 Hired AE
- ✓ Formal Training Initiated
- ✓ 4 Retiree/Rehire
- ✓ 2 Peak Staffing Contracts

PROCESS

- ✓ Appointment verification
- ✓ Call Center collaboration
- ✓ Project Assignment – No Shelf
- ✓ Manual tracking
- ✓ Resource Balancing – Reassignment

TECHNOLOGY

- ✓ AMANDA Upgrade
- ✓ AMANDA Fire Folders
- ✓ Digital Inspection Soft Launch

Inspection Availability

	August 2019	➡ Today
Sprinklers	> 4 weeks	1 day
Alarms	3 weeks	1 day
Life Safety/ Architectural	2 weeks	1 day
HazMat	2 days	2 days

- *Data as of 10/13*
- *Permanent engineering staff 15 AE/4 SE*

Development Services Transformation Q4 2020 (Oct. - Dec.)

Objectives

Simple, Self-serve, Digital User Experience

Clear, Consistent, Effective Process

Strong, Collaborating Team

Great Internal Tools to Enable Teamwork

EXTERNAL

Key Results

- ❑ *Launch New Online Permitting Portal (SJPermits 2.0)**
- ❑ Launch 5 Existing Building Permit Types to be Available on SJPermits 2.0
- ❑ Sign-Off on Requirements for SJPermits 2.1
- ❑ Launch Online Appointment Scheduler for Building Permit Center Services
- ❑ Develop FAQ Guide for SJPermits 2.0
- ❑ *60% ADU Permits issued within 2 review cycles**

*brought forward or adapted from a Q3 Key Result

INTERNAL

- ❑ Begin Training for Fire SJePlans Workflow
- ❑ Complete AMANDA Requirement Document for Planning's Subdivision Permit for integration with SJePlans
- ❑ Automate imaging from AMANDA documents to reduced staff time with faster public access
- ❑ Complete User Acceptance Testing for Fire's SJePlans Workflow
- ❑ *Complete Requirement Document for Building Electronic Plan Review Process and Complete Configuration**
- ❑ Fire Digital Inspections Form Fully Functional with Successful Field Use Soft Launch

Customer / Public Feedback

Agenda Item: (d) 1. Development Services Transformation Update

Committee Discussion/Vote

Agenda Item: (d) 1. Development Services Transformation Update

Recommendation: *Verbal update and discuss the assessment of the Quarter 3 and set 2020 Quarter 4 Objectives and Key Results for the Development Services Transformation including status update on technology replatforming and process improvements. Discussion and feedback to staff.*