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Community Development Dept. Efficiencies Initiative

City Council Status Report on Phase 1 | October 14, 2014

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What is the EI Project?

A multi-year effort to achieve higher levels of efficiency across all CD Divisions, by....

- ▶ Reintegrating CD & Engineering workflow
- ▶ Upgrading CD administrative operations
- ▶ Improving Planning Department business processes
- ▶ Improving Building Division business processes
- ▶ Improving CD reporting and communications

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Operations isn't sexy...

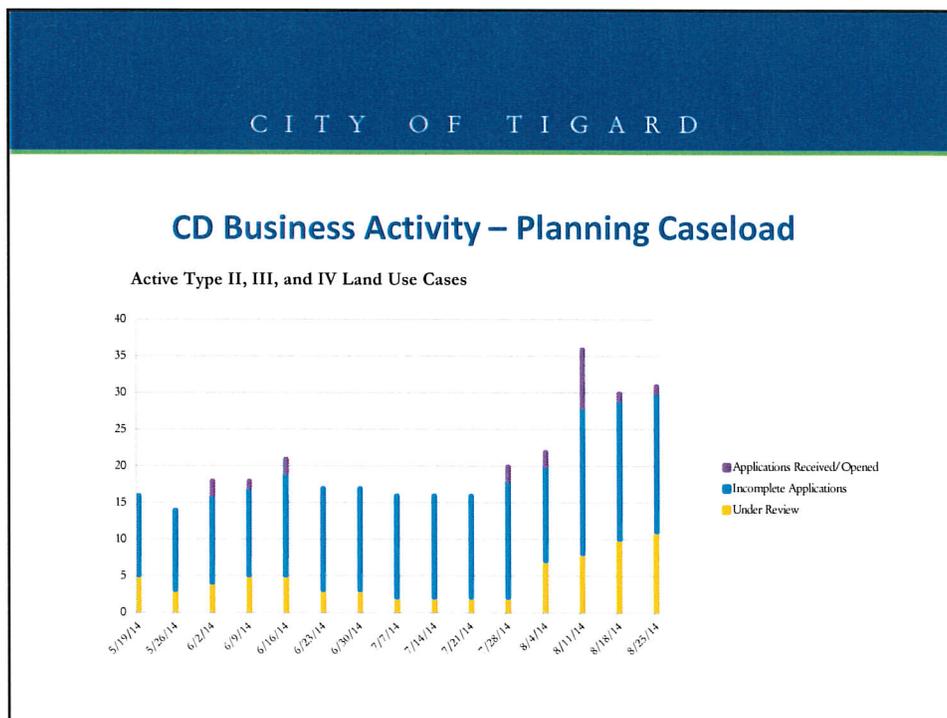
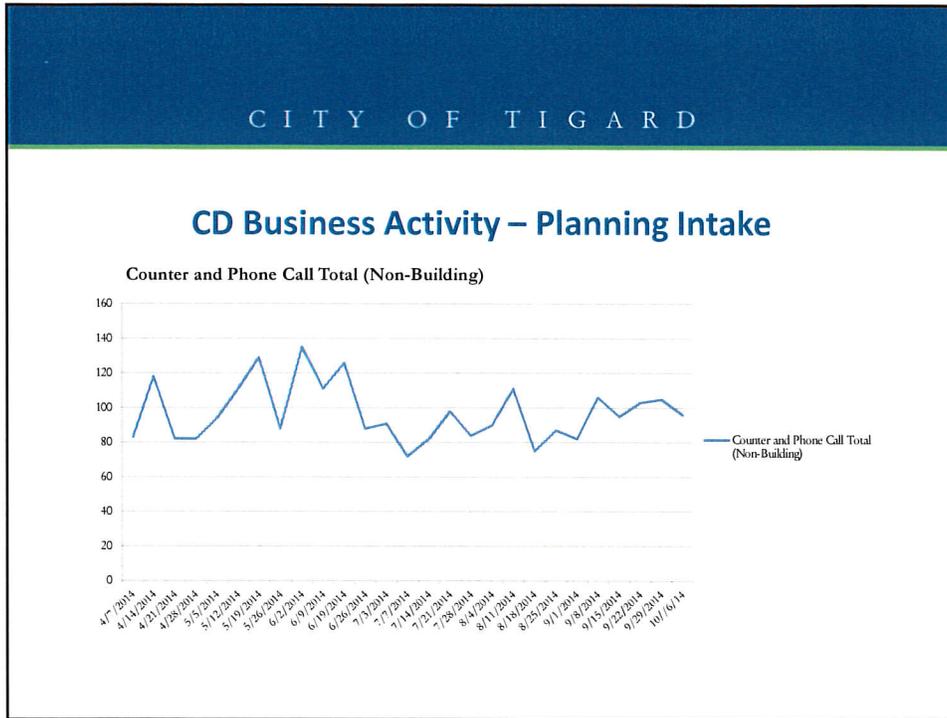
- ▶ Implementation of Accela Land Use Module improvements
- ▶ Republication of the CD Code (Title 18)
- ▶ Standardizing the Planning Department file directory
- ▶ Streamlining sewer reimbursement district parcel tracking

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Efficient operations are critically important

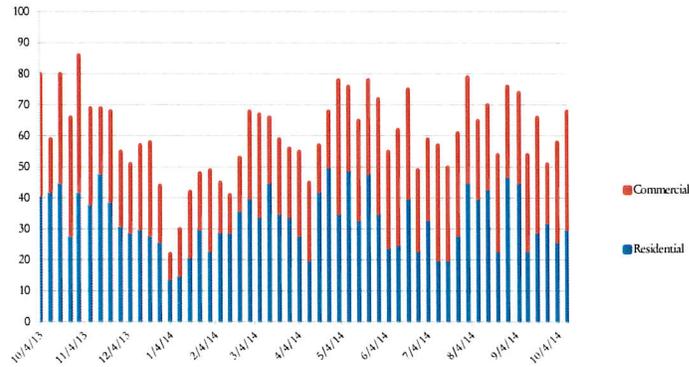
Some highlights:

- ▶ Business Activity Reports (graphs)
- ▶ Phase 1 Projects (completed)
- ▶ Phase 2 Projects (underway)



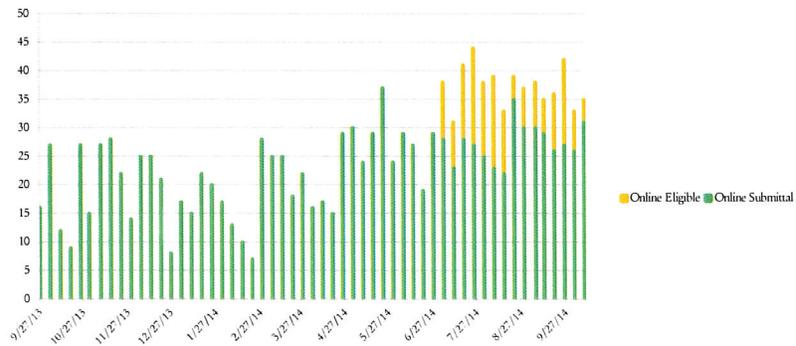
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CD Business Activity – Building Permit Activity



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CD Business Activity – Online Building Permits*



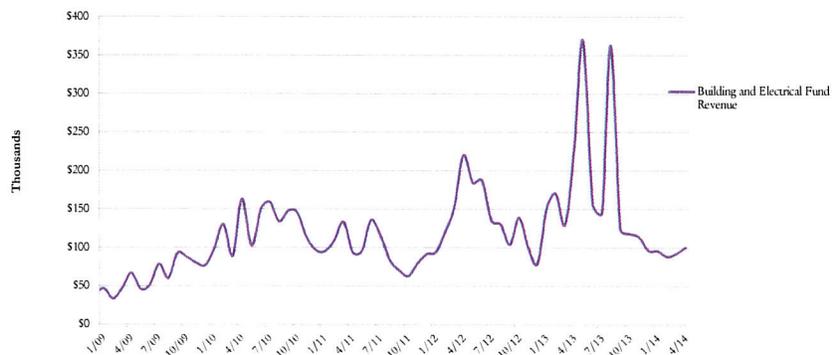
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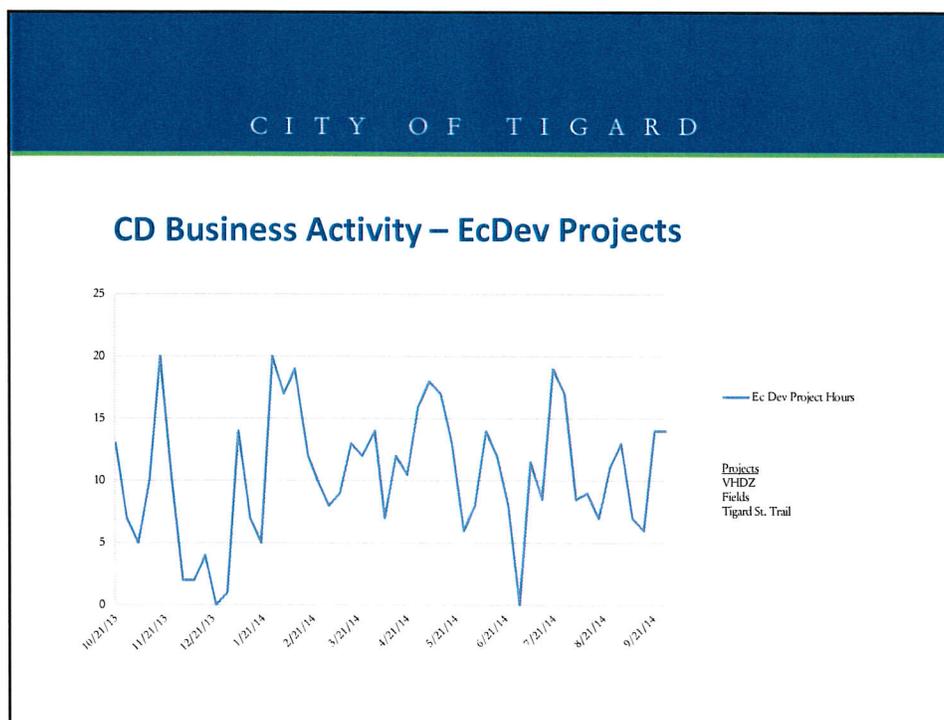
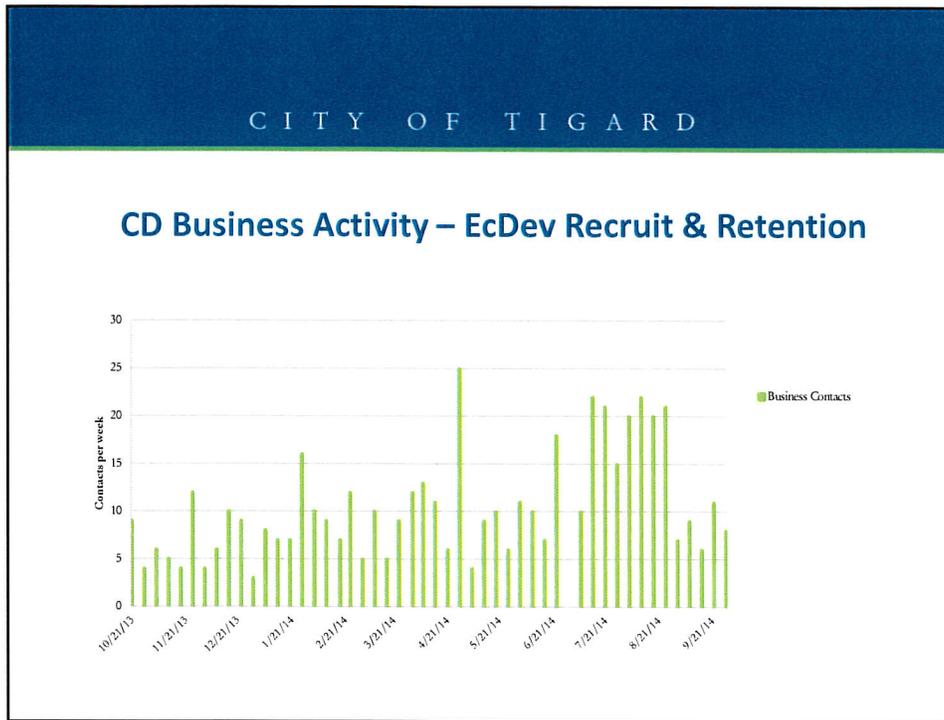
CD Business Activity – Building Inspections



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CD Business Activity – Building Fund Revenue





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El Project Example 1

Reintegrating CD & Engineering

- ▶ **Creation of the Transportation Strategy Team**
 - ▶ Resolved internal availability of Engineering to CD for long range planning projects
 - ▶ Resolving prioritization of grant opportunities
 - ▶ Established which department is “lead” across all transportation functions
 - ▶ Connects CD, Public Works, City Manager and City Council on real-time transportation issues

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El Project Example 2

CD Administrative Upgrades

- ▶ **Internal Sharing of Business License Info**
 - ▶ Monthly reports from Finance to CD about new business licenses
 - ▶ Began collection of email addresses from business owners to build email database for EcDev
 - ▶ Allows EcDev to welcome and promote businesses
 - ▶ CD supported Finance in making Business License Applications available online

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El Project Example 3

Planning Division Process Improvements

▶ Streamlined Permit Intake Process

- ▶ Building Permits now reviewed by Planning prior to submittal
- ▶ Building Permits no longer “routed” to the Planning Dept for site plan review (was causing delays)
- ▶ Land use & zoning issues resolved prior to permits receiving a Building Permit case number
- ▶ Wait times for Building permits have been reduced
- ▶ Also introduced option for applicants to email site plans for preliminary review

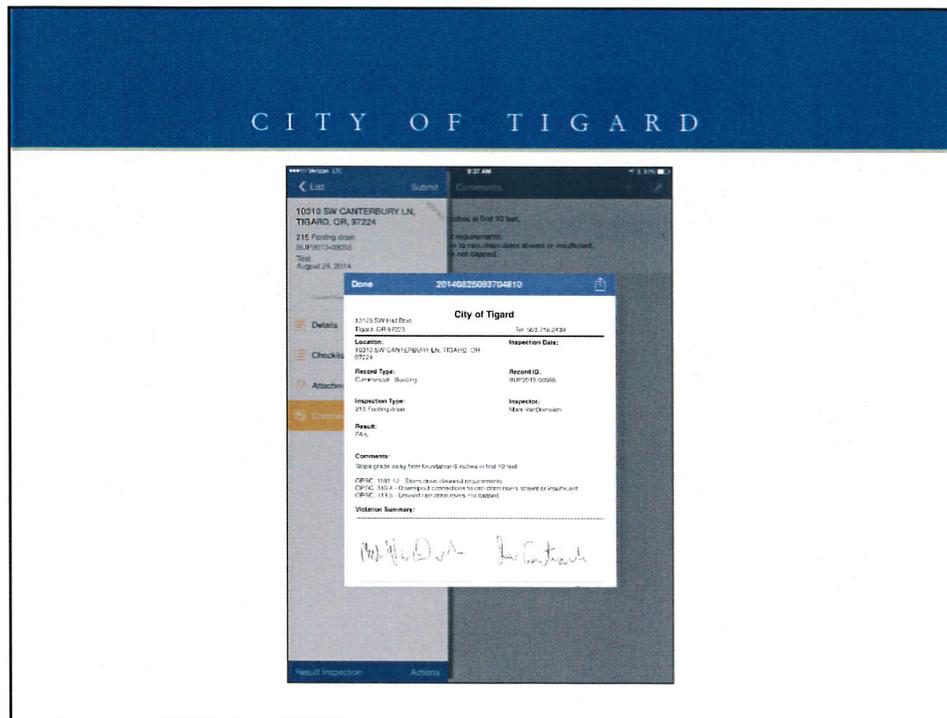
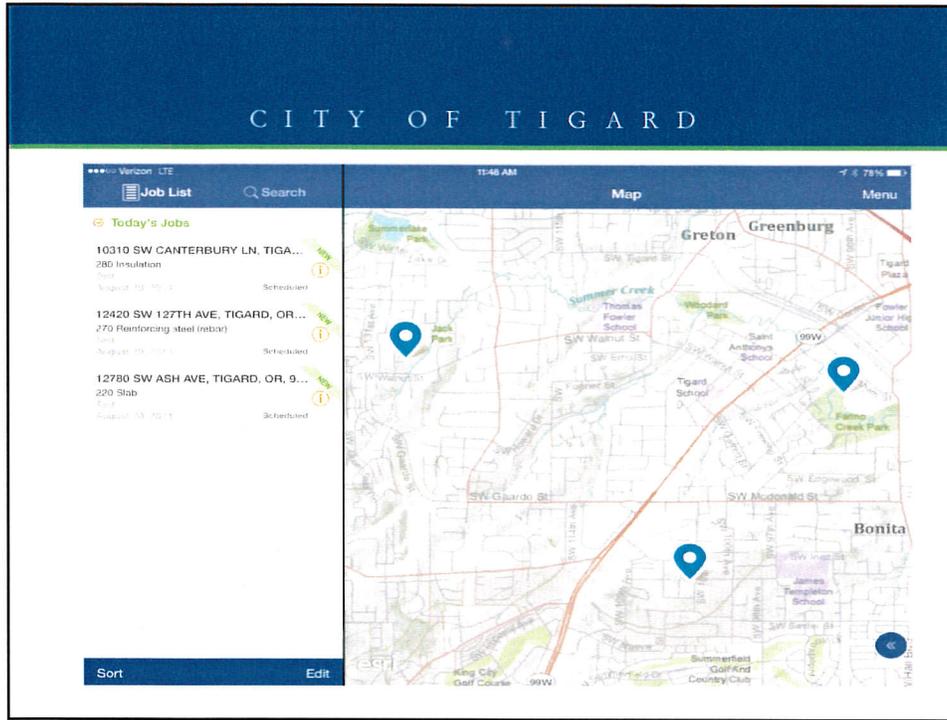
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El Project Example 4

Building Division Process Improvements

▶ Digitized Inspection Reports

- ▶ Inspectors no longer need pen and paper in the field
- ▶ Results and comments go from Inspector iPads to contractor or homeowner email, smartphone, or tablet
- ▶ Standard comments are preloaded; voice recognition allows for nonstandard comments



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EI Phase 2

Sample projects in progress

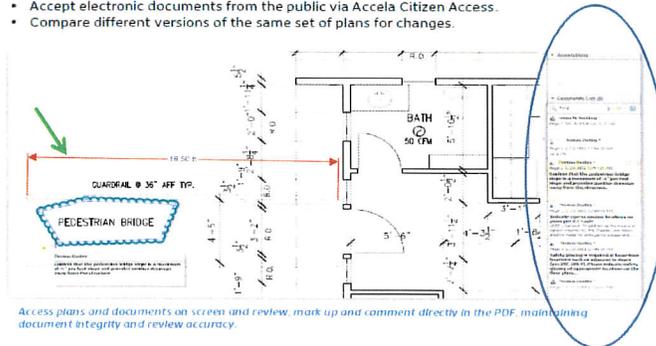
- ▶ Planning Department Cost of Service Study and Cost Recovery Analysis
- ▶ Building Division Electronic Document Review
- ▶ Standard operating procedures for multiple residential plan submittals

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EDR: Electronic Document Review

Benefits:

- Provide access to all documents when and where you need them across the agency.
- Support project-centric plan and document review functionality.
- Encourage collaboration between multiple reviewers.
- Accept electronic documents from the public via Accela Citizen Access.
- Compare different versions of the same set of plans for changes.



Access plans and documents on screen and review, mark up and comment directly in the PDF, maintaining document integrity and review accuracy.

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Thank you | October 14, 2014