

IMPROVING THE DEVELOPMENT PROCESS



WHY ARE WE HERE?

- Development activity has increased rapidly and a timely response is necessary.
- Our ongoing process improvement efforts have resulted in actionable items.
- In September, Councilmembers Ashby and Hansen asked the City Manager to update the council on development process improvements and to develop an action plan to improve services.

OUR PLAN INVOLVES TWO PHASES

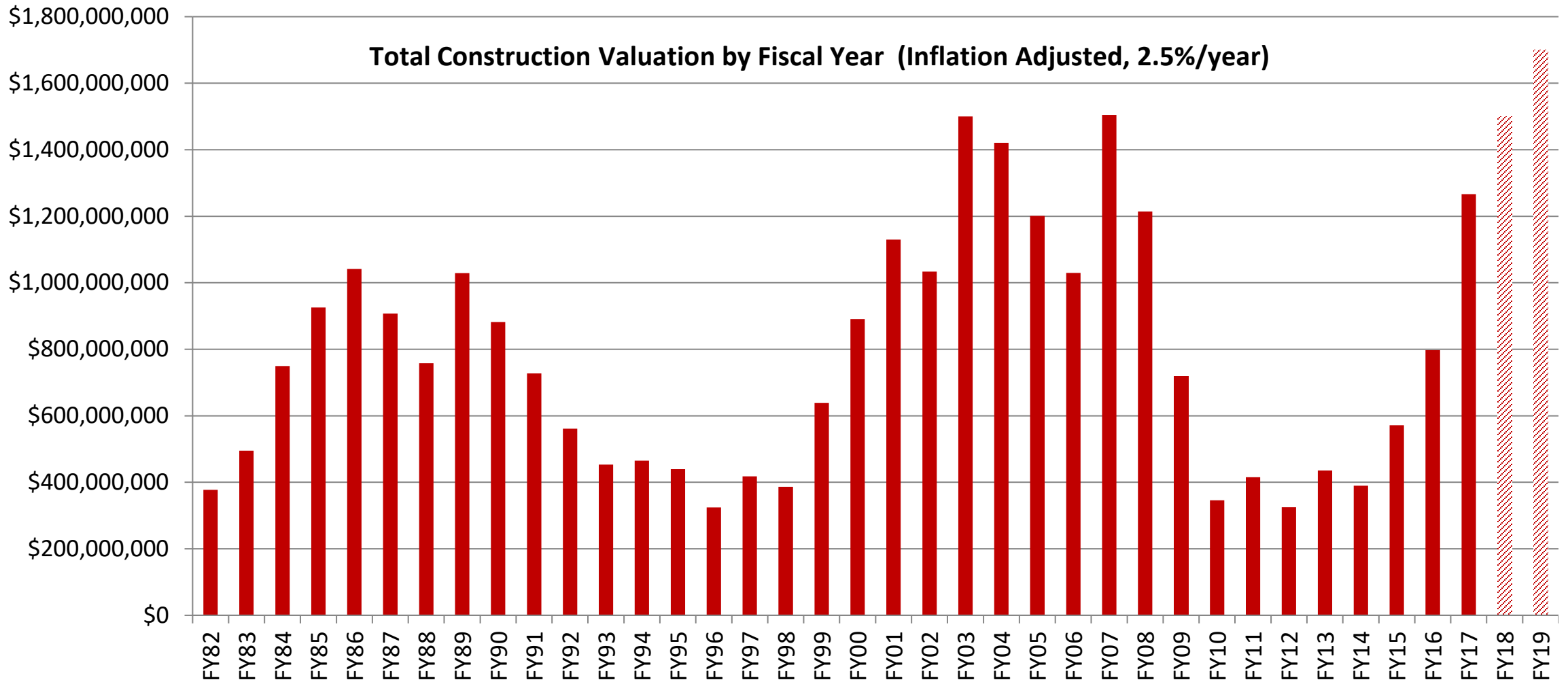
Phase 1: Includes the recommendations before you today.

- Add 24 FTE to respond to the significant increase in development activity.
(All positions are funded by existing development fees)
- Increase building services contract \$750K to provide capacity for the plan review and inspection of an MLS stadium and the Centene Development as well as to allow time to train the new staff.
(Contract increase is funded by existing development fees)
- Update you on our process mapping exercises in partnership with the development community.

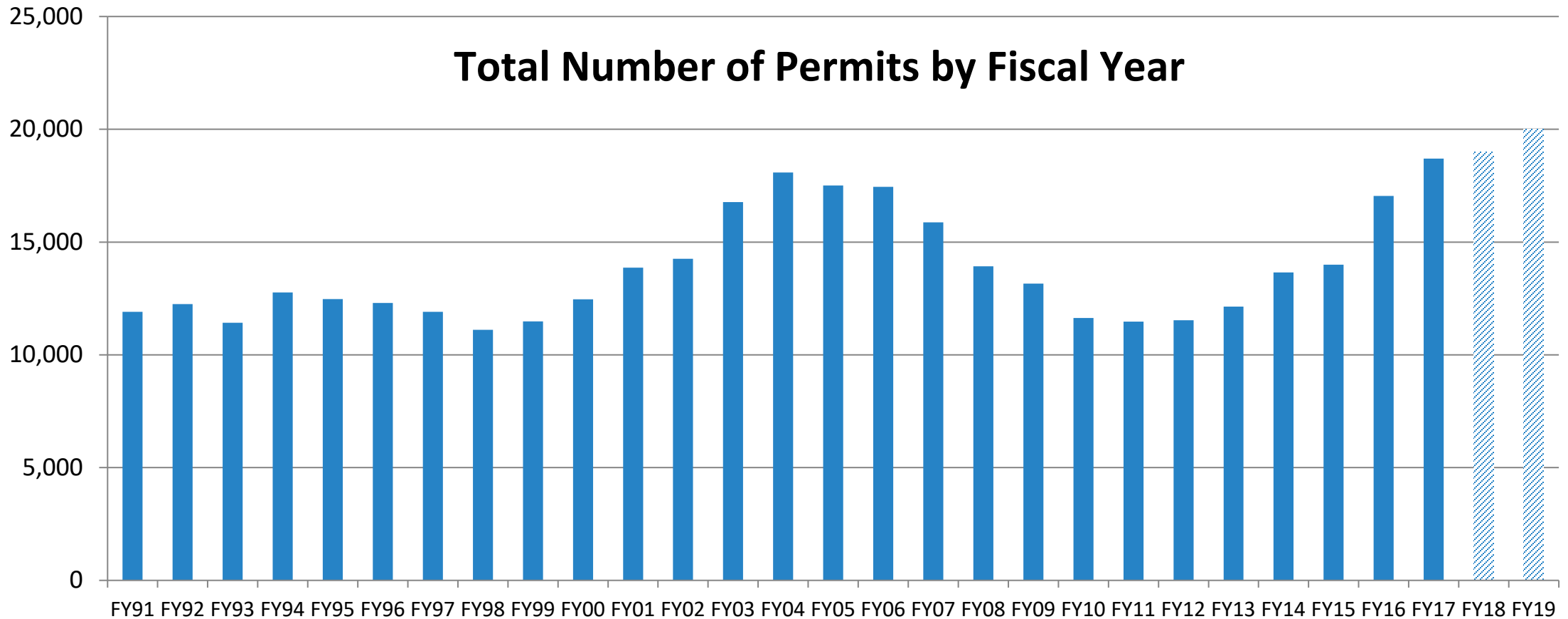
Phase 2: Present the process improvement implementation plan to council

- Staff and developers meet on December 18 to rebuild four development processes to better serve our customers.
- Staff will report to council in February on the implementation of these new processes and any necessary resource needs.

DEVELOPMENT ACTIVITY



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SACRAMENTO STREAMLINE

Recent streamlining efforts, investments and policies have allowed us add staff responsibly:

- Performance Measurement Program
- Online Permitting
- Online Inspection Scheduling
- Online Counter Wait Times
- Electronic Plan Check
- Permit Tracker
- Qflow Counter Management Software

BENEFITS/OUTCOMES OF THE STAFFING REQUEST

- Alignment of services levels between all six departments involved in the development review process.
- Deliver expedited processing of 5G and fiber installation in support the Verizon deal.
- Assignment of a project manager to every project with a valuation over \$1M, as well as to housing developments.
- Reduce counter wait times below 30 minutes.
- Complete inspections on the day scheduled 95% of the time AND allow time to review corrections with customers.
- Complete plan review by the due date 90% of the time AND contact the applicant after the 2nd corrections to review them.
- Streamline the production home permit issuance process to provide a summary of fees early on and improve certainty on timing.
- Reduce late cycle review timelines by up to two weeks each.
- Improve timing and delivery of the planning entitlement process.

PROCESS MAPPING UPDATE

Process Mapping involves including all staff and decision-makers in the review of a process to identify required tasks and decisions, as well as any duplicative effort or inefficiency. Then, a desired process is developed to improve efficiency and effectiveness of the service.

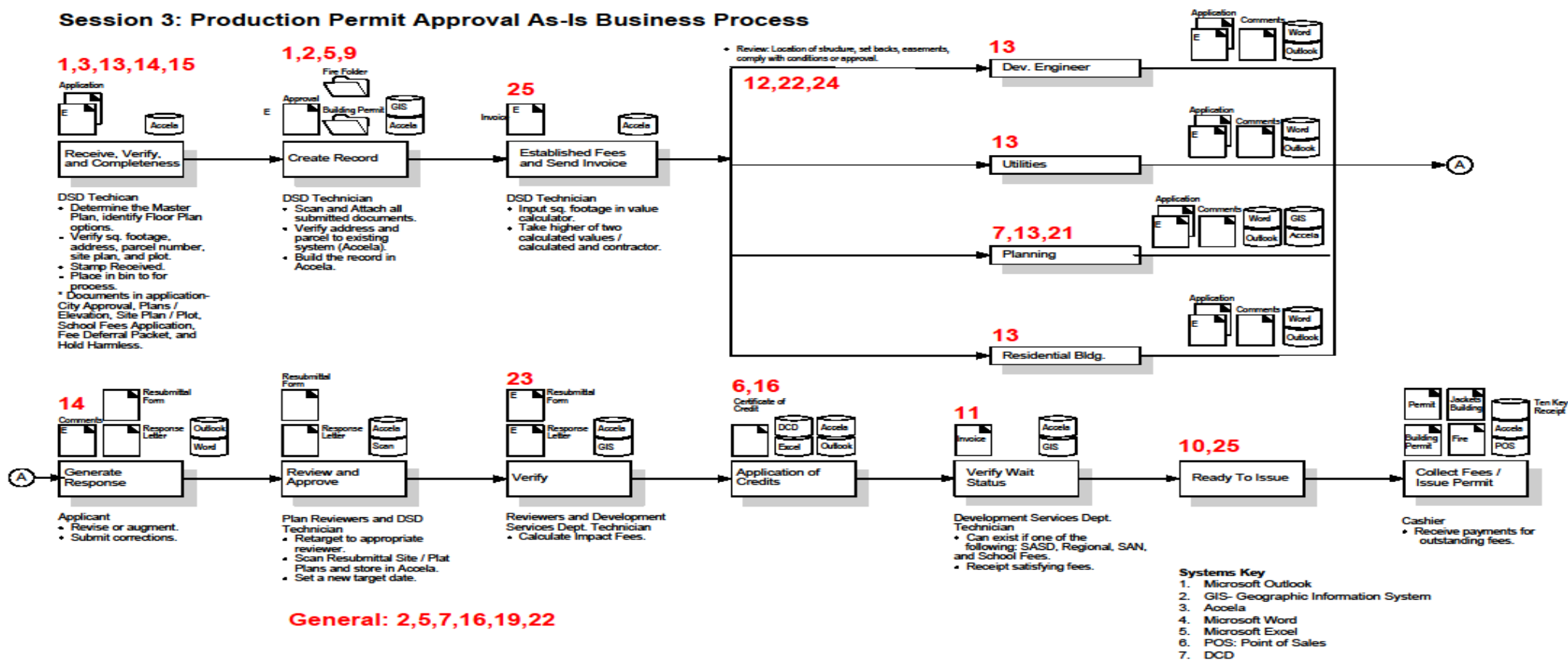
We included the development community in this exercise to ensure that we clearly understood any barriers or challenges from the customer's perspective.

October 18 & 19: Staff, design professionals, and developers met to create process maps of four existing development processes and brainstorm solutions to challenges.

- 1) Production home permits
- 2) Entitlement for a 200-unit mixed-use apartment building
- 3) Offsite (public infrastructure) Plan Review
- 4) Subdivision Mapping

PROCESS MAPPING UPDATE (SAMPLE MAP)

Session 3: Production Permit Approval As-Is Business Process



PROCESS MAPPING UPDATE — NEXT STEPS

- December 18: The team will reconvene to build processes that best serve our customers.
- January & February: Staff will generate a plan to implement the desired processes.
- Late February: Staff will present the plan and any associated resource needs to council.

QUESTIONS?

