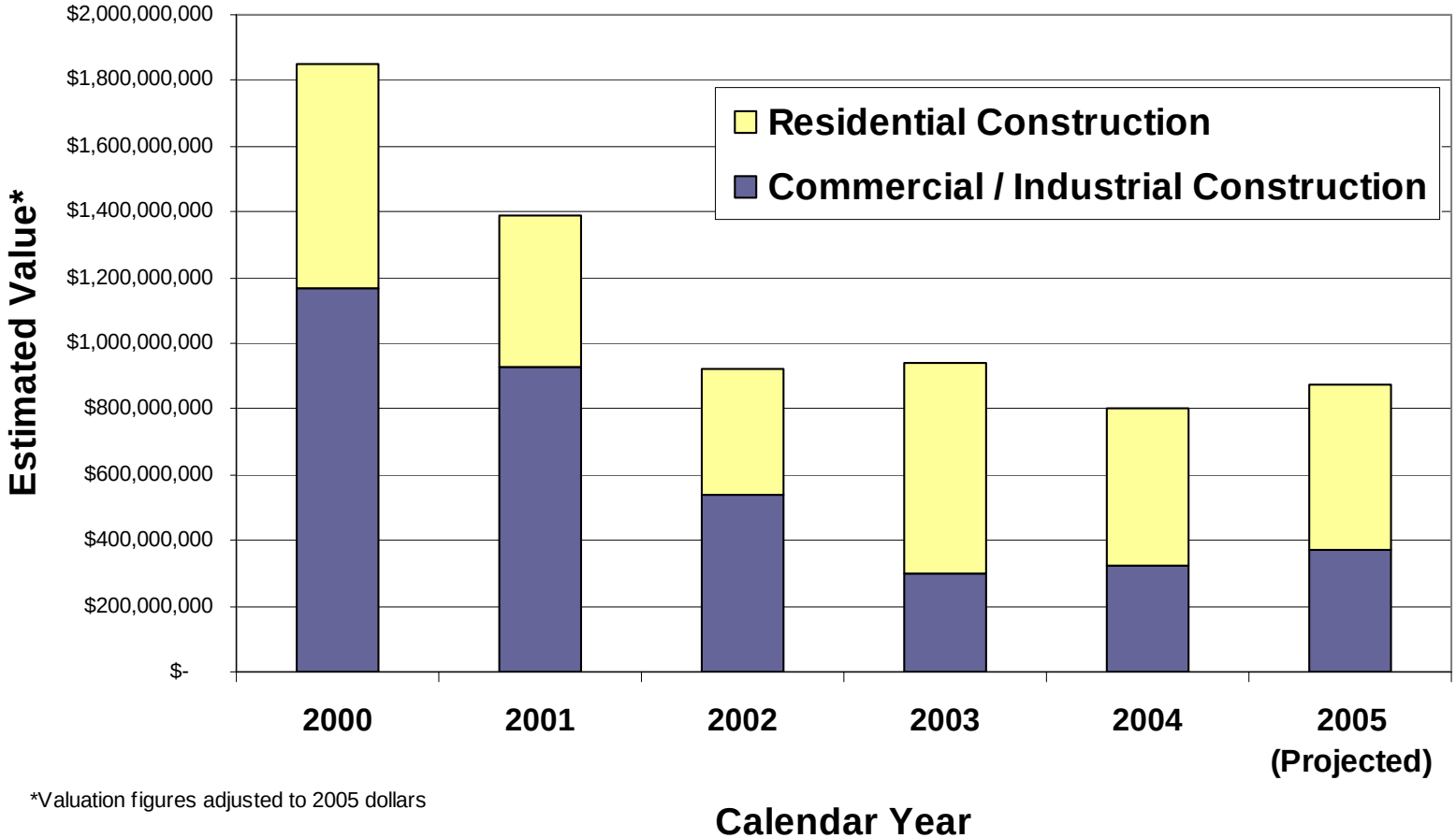
Getting Families Back to Work

Counter to Council

Development Services Overview

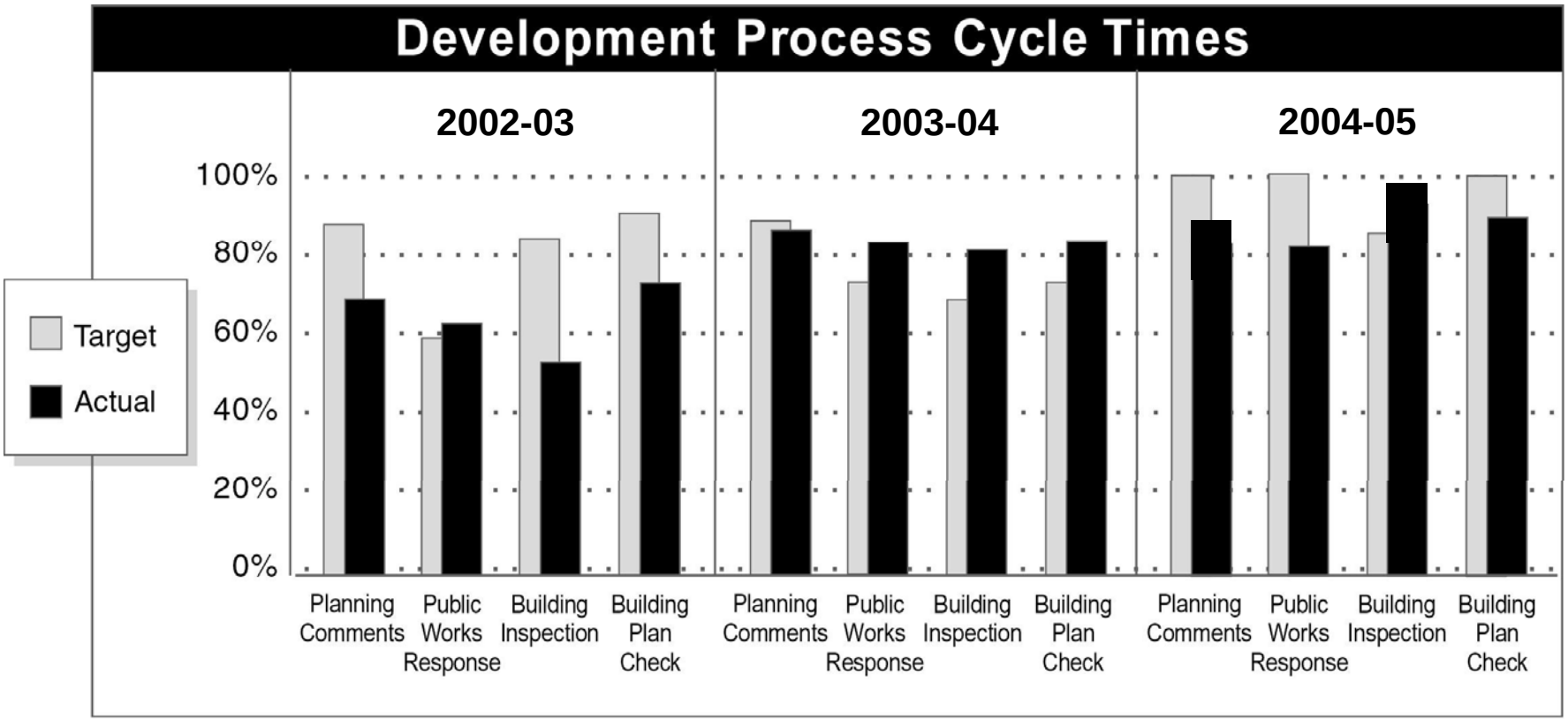
October 27, 2005

City of San Jose Construction Valuation by Land Use 2000-2005

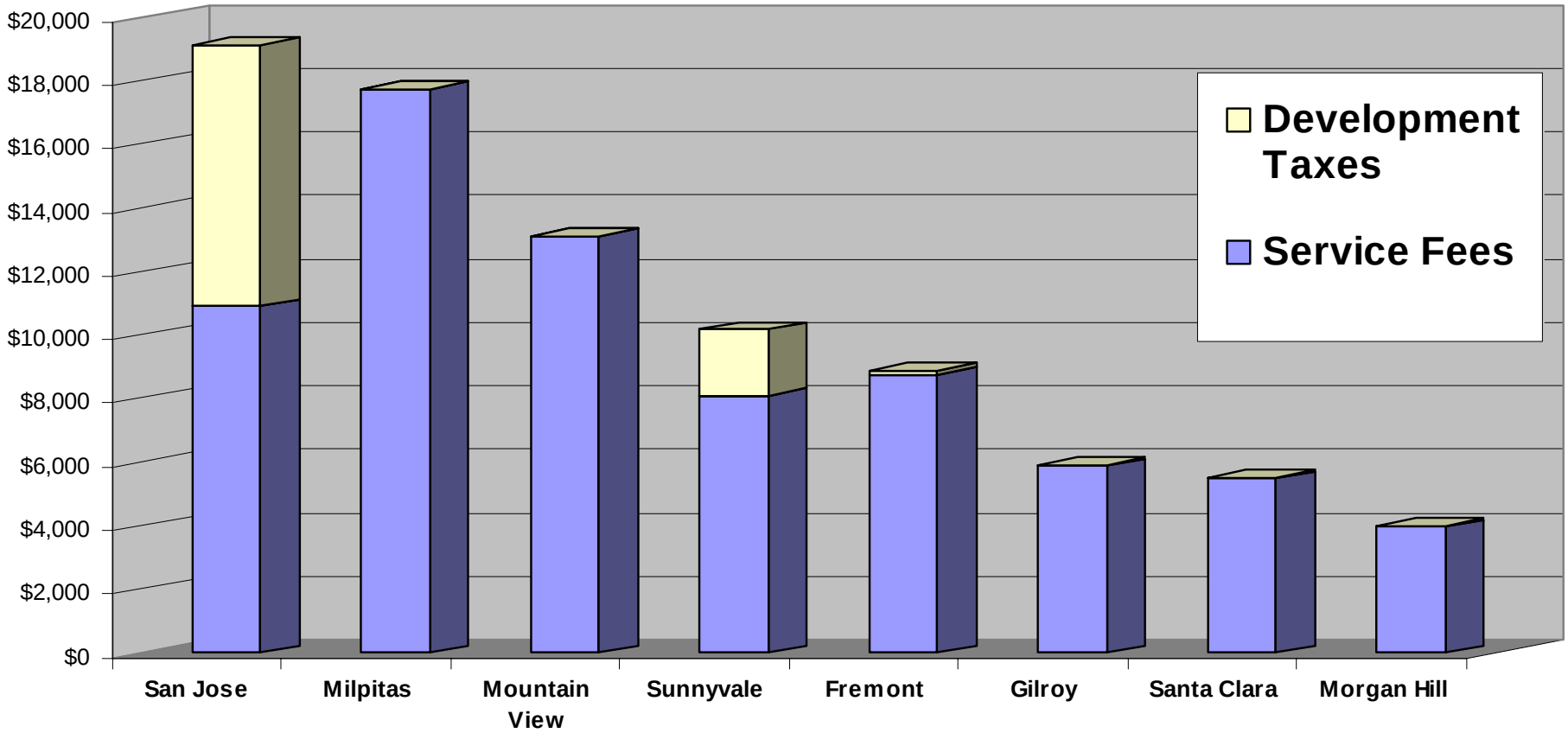


*Valuation figures adjusted to 2005 dollars

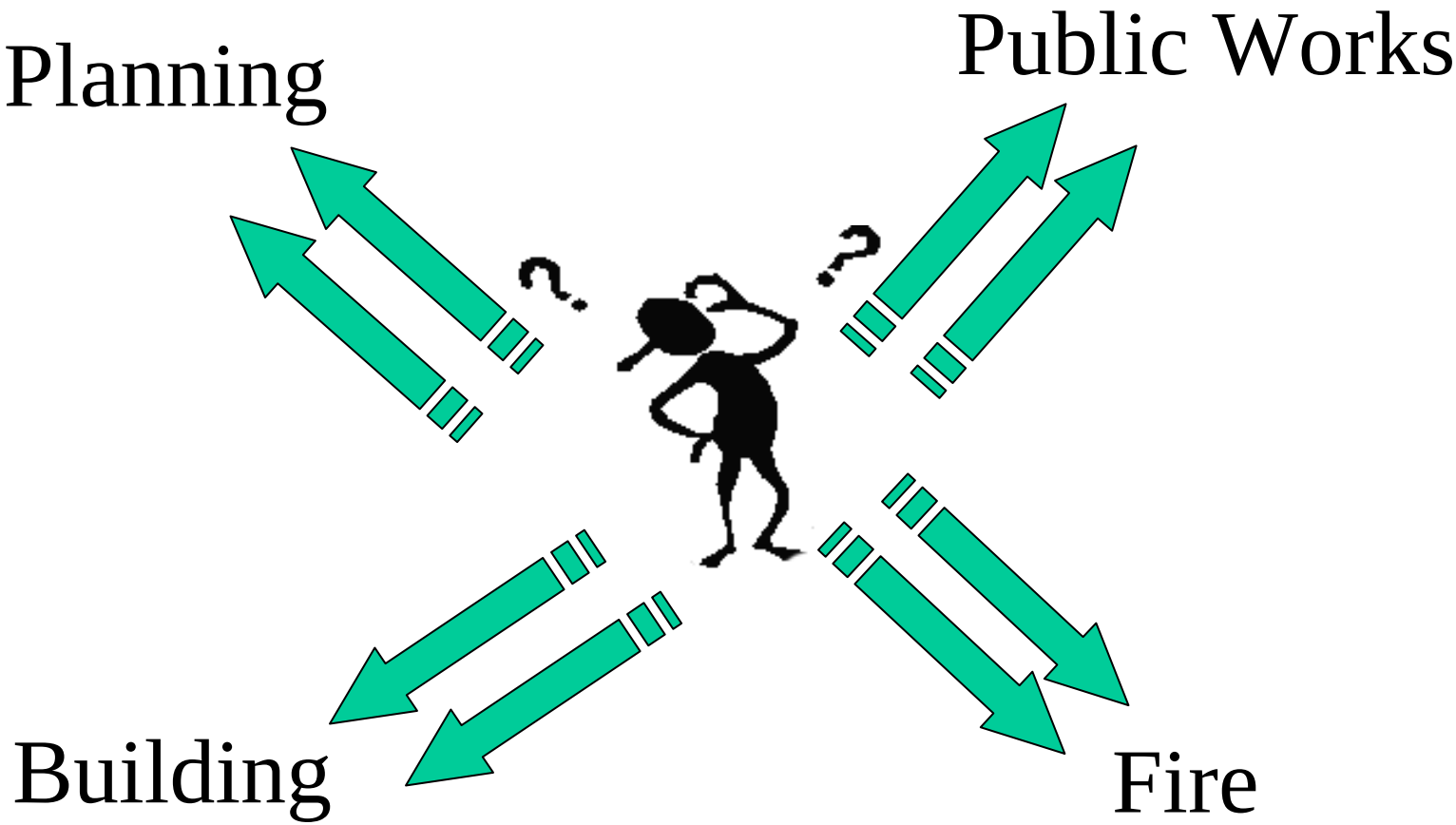
Development Process Cycle Times



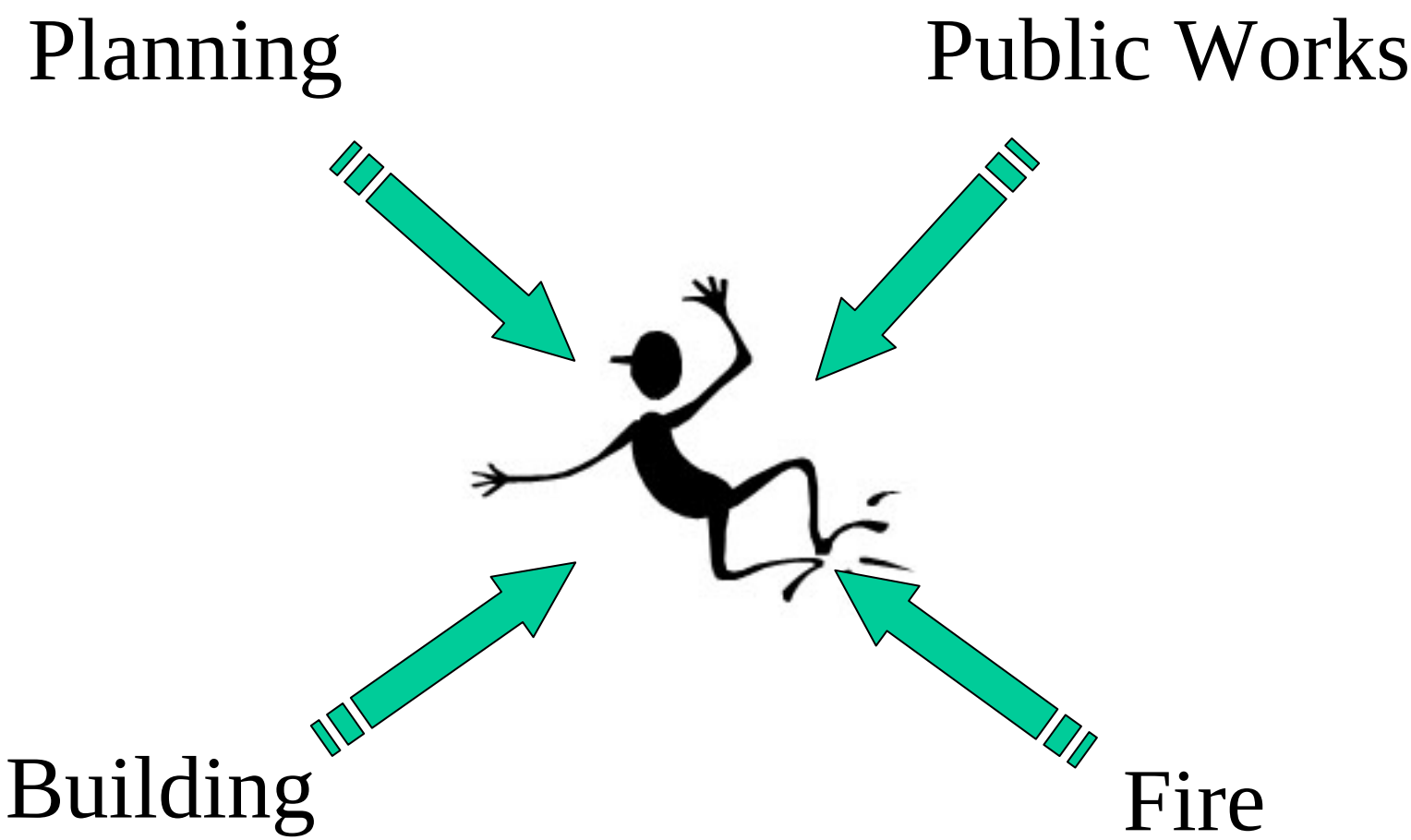
10,000 Sq Ft Commercial Tenant Improvement – Full Cost



Old Service Model



New Service Model



Enhanced Service Hours

Old City Hall – 38 hours/week (average)

- Different Service Hours for Each Division

New City Hall – 44 hours/week (+16%)

- Consistent Service Hours for All Divisions
  - Morning Coverage (8-9 am)
  - Lunch Coverage (12-1 pm)
  - Afternoon Coverage (4-5 pm)
- Tuesday Evening Hours for Building Svcs

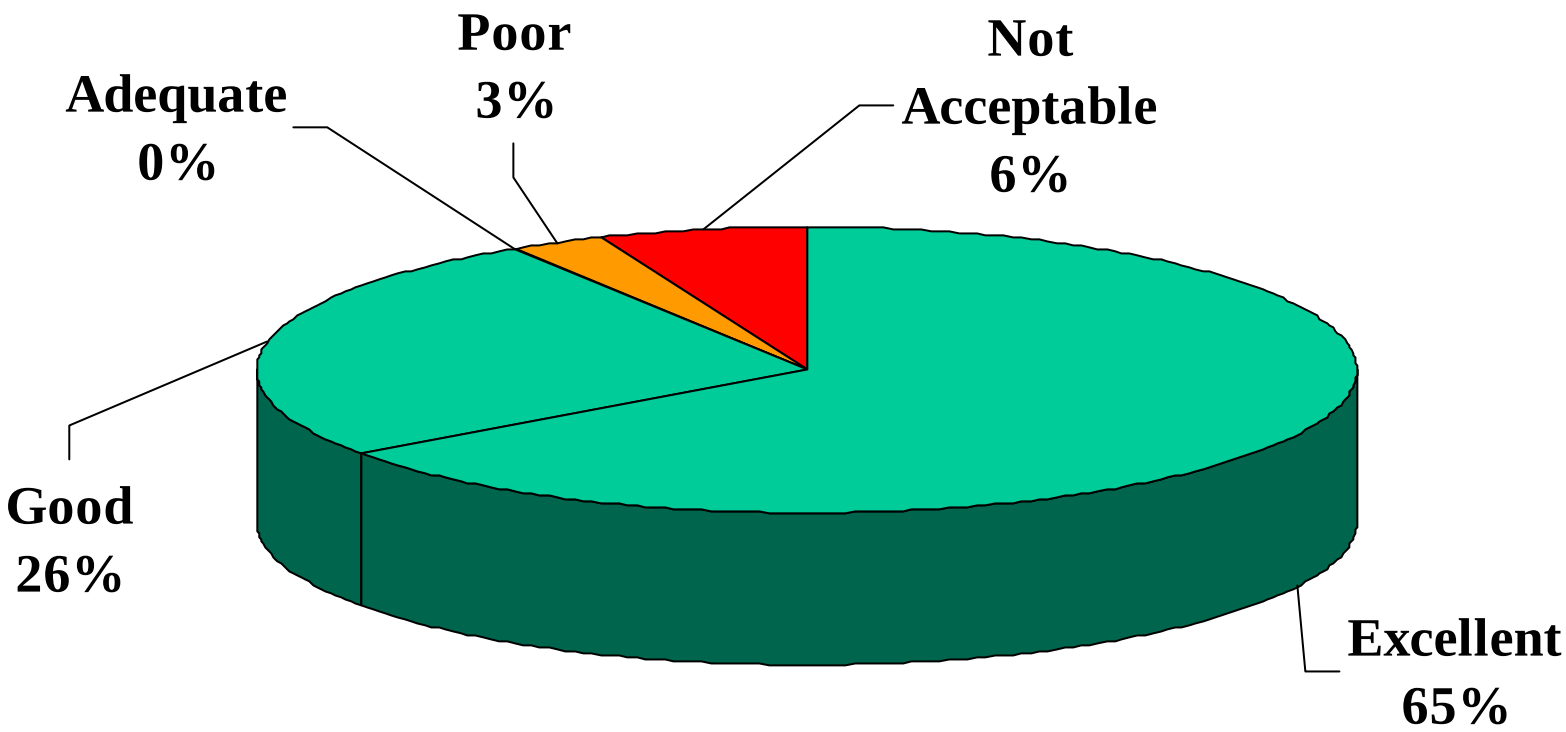
Non-Appointment Customers

(September & October 2005)

	Total	Ave Wait	# Under 30 min	% Under 30 min
Residential	**3,458**	**10 min**	**3,115**	**90 %**
Commercial	**2,561**	**12 min**	**2,216**	**87 %**
	6,019	**11.3 min**	**5,331**	**89 %**
Building	**3,421**	**12 min**	**2,990**	**87 %**
Planning	**1,901**	**13 min**	**1,672**	**88 %**
Public Works	**308**	**10 min**	**289**	**94 %**
Fire	**389**	**5 min**	**380**	**98 %**

1,442 Appointment Customers were also served during this period

New Development Services Center Customer Service Survey Results



91% of respondents in the New City Hall rate overall service “Good” or “Excellent”.

Customer Service Center Existing Performance Measures

- **Percentage of Building Plan Check projects meeting cycle time goals.**
  Target: 100%

- **Percentage of counter customers rating service good or better.**
  Target: 90%

Customer Service Center New Performance Measures

- **Walk-in customers served in less than 30 minutes (wait time).** ***Target: 95%***
- **Plan review appointment customers obtaining their approval/permit in 1 visit.** ***Target: 65%***
- **Plan review appointment customers obtaining their approval/permit in 2 visits or less.** ***Target: 95%***
- **Permits issued within 3 plan check cycles or less for projects with complete submittals:** ***Target: 95%***

Small Business Ambassador Measures of Success

	Small Business Participation	
FY	All Projects	Downtown Projects
2005-06	50%	100%
2006-07	75%	100%
2007-08	100%	100%

90% Customer Satisfaction

Homeowner Assistance Program Measures of Success

- **Inspector of Record 80% of Time**
- **Technical Customer Assistance Within 24 Hrs When Needed for Inspection Problems – *Target 95%***
- **90% Customer Satisfaction**