

Counter to Council Workplan

REVISED March 20, 2006

<i>Sub-Topics</i>	<i>Recommendations</i>	<i>Item</i>	<i>Proposed Action Items</i>	<i>Staff Lead</i>	<i>Schedule</i>
#1: Customer Service/Staff Development - Joe Head/Mark Danaj/Stan Ketchum					
Facilitation Training/ Professional Development	Address organizational culture of regulation vs. facilitation; Enhance customer service; Clarify interpretation of Council policies/guidelines	1.1	General Plan Update/Other Policy Review with Fee Support Referred to Subcommittee #2.		
		1.2	Determine Tasks to Eliminate		
		1.3	Public Outreach		
		1.4	Diagram/Publish Development Workflow		
		1.5	Process Improvement		
		1.6	Enhance use of City/Government Services "101"/Community Education. - Utilize Neighborhood Advocate positions (Item 1.8) to conduct evening and weekend training sessions for community, neighborhood, and homeowner groups. PERFORMANCE MEASURE: Beginning in April 2006, conduct 10 outreach sessions/month with a satisfaction rating of 80% good or better.	Laurel Prevetti	Mar-06
		1.7	Explore establishment of "Internal Customer Advocate" positions Propose the additional of 1.00 FTE at mid-year for internal position to facilitate project schedule and conflict resolution. Conduct weekly meeting with Planning, PW, and Fire management to review projects that are off schedule and/or have unresolved issues. PERFORMANCE MEASURE: Final decision for 90% of projects in 5 working days and 100% of projects in 10 working days for those projects scheduled for weekly review.	Joe Horwedel	Apr-06
		1.8	Explore establishment of "Neighborhood Advocate" positions Propose the addition of 2.00 FTE at mid-year to be assigned geographically to neighborhoods. These positions will conduct outreach and "101" training, coordinate with other City efforts (SNI, Code Enforcement) and facilitate communities role in the development process. Positions will also be deployed for the General Plan Update (refer to Subcommittee #2). Components of the SNI model will be used for non-SNI areas.	Laurel Prevetti	Apr-06
		1.9	Clarify Building Code interpretations		
Career Ladders/ Compensation	Broaden career paths; Create new positions/titles/incentive programs	1.10	Conduct salary study		
		1.11	Explore competency-based compensation/evaluation		
		1.12	Explore addition of a 'Pay for Performance' fee structure		
Workload Management	Reallocate staff time/tasks; Blend/streamline processes; Increase schedule flexibility to 'fast track' experienced customers	1.13	Explore procurement of "Master Calendar" program		

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		1.14	Create 'template' for conducting Community meetings Establish standard agenda items/template to facilitate community meetings identified in Public Outreach Policy.	Joe Horwedel	COMPLETED
		1.15	Continue C2C/Subcommittee meetings to support implementation of recommendations- Subcommittee members have agreed to continue through June 2006.	Vice Mayor/Joe Head	COMPLETED
		1.16	Ensure budgetary support for initial outlays, staff efforts, and service improvements.	PBCE Director	Mid-Year and 2006-2007 Budget
#2: General Plan Update Process - Pat Sausedo/Laurel Prevetti/Dayana Salazar					
Work plan design/ Building infrastructure	Create preliminary work plan: visioning, values, outreach and education process; Utilize integrated approach and citywide perspective; Respond to City's diversity	2.1	Develop budget/workplan for 2006-07 Proposed Budget; Council to consider Phase 1 - Building a Foundation to begin planning process.	Pat Sausedo/Laurel Prevetti/Dayana Salazar	2006-2007 Budget
		2.2	Develop partnership with SJSU to complete details of Phase 1 workplan.	Pat Sausedo/Laurel Prevetti/Dayana Salazar	
Methods of communication	Build on existing vehicles, i.e. Dev. Roundtable and Chamber of Commerce; Strengthen relationships, i.e. with real estate/broker industry	2.3	Phase 1: identify stakeholders for workplan; present to Council with 2006-07 Proposed Budget.	Pat Sausedo/Laurel Prevetti/Dayana Salazar	
Community involvement	Begin to develop an outreach plan; Familiarize residents with web's 'Guide to Planning'	2.4	Staff begin to prepare a plan for communication, coordination and education; PBCE Communication Officer and team to develop strategic communication plan.	Laurel Prevetti/Jennifer Garnet	
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#3: Industrial Use/North San Jose - Art Kennedy/Joe Horwedel					
	Fill large industrial buildings with smaller industrial users in a timely manner.	3.1	Modify Zoning Code to allow generators in industrial zones with no planning approval	Joe Horwedel	Apr-06
		3.2	Modify Zoning Code to allow expansion of existing building of up to 5,000 feet without a public hearing.	Joe Horwedel	Apr-06
		3.3	Modify the Muni Code related to Hazardous Material Tank permitting to eliminate duplications between the Zoning Code and the Fire Code	Dennis Richardson/Dave Schoonover	
		3.4	Implement ability to create tentative addresses to allow options in splitting larger buildings changes for buildings	Dennis Richardson	Mar-06
		3.5	Predetermine solutions for the sharing of common facilities and application of Fire and Building Codes.	Dennis Richardson/Dave Schoonover	

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		3.6	Establish timelines for modifications to existing industrial buildings to support.	PBCE, Fire, PW	
		3.7	Ensure staff have adequate resources and processes to allow fast decision making.	CMO, PBCE, FD, PW, CAO	
	Preserve Intensification Opportunities in Industrial Areas	3.8	Identify prime areas that should be considered for intensification	Joe Horwedel/Laurel Prevetti	
		3.9	Survey intensification areas for manufacturing	Joe Horwedel/Laurel Prevetti	
		3.10	Establish appropriate land use regulations that allow minor expansions of existing uses, but limit new investments for those uses that do not implement the intensification strategies	Joe Horwedel/Laurel Prevetti	
		3.11	Modify the zoning Code and subdivision Ordinance to restrict condominiums in the intensification area	Joe Horwedel	April
	Provide Opportunities for Users to Own their Space	3.12	Create polices and procedures for creating condominium ownership	CAO, DPW	April
		3.13	Modify the Zoning Code to require a Special Use Permit for creating condominiums for non residential buildings.	Joe Horwedel	COMPLETED
		3.14	Establish minimum and/or average unit sizes based on desired uses (I.e. industrial vs office	Joe Horwedel	April
		3.15	Establish communication program with commercial brokerage community to market industrial and commercial buildings to appropriate tenants	Ru Weerakon/Jennifer Garnet	Jan-06
<i>Sub-Topics</i>	<i>Recommendations</i>		<i>Proposed Action Items</i>	<i>Staff Lead</i>	<i>Schedule</i>
#4: Inspection Services - Gerry DeYoung/Dennis Richardson/Bob Stevens					
Standardized checklists/guides	Improve Flow of information	4.1	Develop flowcharts for small businesses To be added to checklists and website information. Enable customer feedback to test and improve information.	Dennis Richardson	Apr-06
Performance feedback/City response	Improve individual care for certain project types	4.2	Develop flowchart for residential remodel To be added to checklists and website information. Enable customer feedback to test and improve information.	Dennis Richardson	Apr-06
		4.3.a	Develop checklists and guidelines for customers - (1) Inventory and index existing code interpretation and policy documents.	Dennis Richardson/Dave Schoonover	
		4.3.b	Develop checklists and guidelines for customers - (2) Identify inconsistencies and prioritize work effort.	Dennis Richardson/Dave Schoonover/Primo DeGuzman/Joe Horwedel/Dave Bopf	

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		4.3.c	Develop checklists and guidelines for customers - (3) Implement new codes with regional amendments and interpretations. Coordinate Building and Fire Code development; Phase 1 submittal to Building Standards Commission for Statewide code adoption.	Dennis Richardson/Dave Schoonover	Apr-06
		4.3.d	Develop checklists and guidelines for customers - (4) Update and publish documents/ staff training.	Dennis Richardson/Dave Schoonover/Primo DeGuzman/Joe Horwedel/Dave Bopf	
		4.4	Integrate Planning, Building, Fire and Public Works websites into an integrated Development Services website, update documents Existing budget allocation of approximately \$150,000 will be used for this project. Next steps include RFP for web design services and consideration of an addition position to be assigned as the Development Services Webmaster.	Jennifer Garnett	Apr-06
		*4.5.a	Implement the Small Business Ambassador Program (1) Addition of 1.00 FTE for facilitation of small business projects.	Katherine Sedwick	COMPLETED
		4.5.b	Implement the Small Business Ambassador Program (2) Add multi-lingual staff to team to assist ethnic communities.	Katherine Sedwick	Apr-06
		4.5.c.	Implement the Small Business Ambassador Program PERFORMANCE MEASURES: 100% of downtown projects and 50% of citywide projects June 2006.	Katherine Sedwick	Jun-06
		4.5.d.	Targeted outreach to restaurants "in process" that will assign a single point of contact from staff to assist permitting and construction issues.	Dennis Richardson	On-going
		4.6	Create a Development Ombuds function	PBCE Director	
		*4.7	Create a Homeowners Permit Assistance Program	Dennis Richardson	
		4.8	Develop an Ambassador/ Ombudsman/ Homeowner assistance outreach and communication program A multi-media communication program to highlight various city assistance programs will be targeted to chambers of commerce, E-Center, and the Downtown Association.	Jennifer Garnett	Apr-06
		4.9	Provide conflict resolution training for inspectors	Bob Stevens	On-going

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		4.10	Create a development process triage system - 1. Address policy issues of existing non-conforming occupancies 2. Develop guidelines for staff 3. Develop a triage system for complex projects.	Dennis Richardson, Dave Schoonover, Primo DeGuzman, Joe Horwedel, Dave Bopf	
		*4.11	Offer an inspector of record program for residential projects	Dennis Richardson/Bob Stevens	
		*4.12	Provide a Guaranteed Second Opinion Program	Dennis Richardson	
		*4.13	Develop a staffing study for Planning, Building, Fire and Public Works	Dennis Richardson, Dave Schoonover, Primo DeGuzman	April
		4.14	Develop a business plan for the Fire Prevention Bureau	Dave Schoonover	
Technology issues	Business Improvements	4.15	New Amanda modules - Amanda in the field prototype, E-mail in the field, flags for complex projects, high risk project reports Mid-year add for \$40,000 to implement real-time inspection information.	Bob Stevens, Dave Bopf	May-06
		4.16	Move inspectors to New City Hall	Dennis Richardson	COMPLETED
		4.17	Conduct a professional scientific survey of our customers-Currently developing RFP for a survey consultant, draft to be completed	Jennifer Garnett	Apr-06
<i>Sub-Topics</i>	<i>Recommendations</i>		<i>Proposed Action Items</i>	<i>Work Product Leads</i>	<i>Work Product Leads</i>
#5: Historic Resources - Stephen Polcyn/Joe Horwedel					
	Review Criteria for Designating Landmark	5.1	Review the City Point system with the Cal Register system	Jean Hamilton	
		5.2	Establish role of consultant reports vs. professional staff in determining significance	Jean Hamilton	
		5.3	Consider different criteria and designation status of buildings vs. sites	Jean Hamilton	
		5.4	Update Historic Report Guidelines	PBCE/HLC	
	Address staff resources	5.5	Reevaluate the HPO position and best means of attracting and retaining qualified professional historic staff.	Joe Horwedel	COMPLETED
		5.6	Fill the position of the Historic Preservation Officer. Prior to recruitment of position, clearly define the role and responsibilities of the HPO.	Jean Hamilton	Apr-06
	Pursue survey efforts	5.7	Establish a survey work plan	PBCE/HLC	
		5.8	Create a Survey Coordinator	PBCE/HLC	
		5.9	Identify source of funds for survey work	PBCE/HLC	
	Formally Adopt a Design Review Process	5.10	Review the roles of the Historic Landmarks Commission, Design Review Committee and the professional staff	PBCE/HLC	

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		5.11	Identify projects to go to the DRC. Focus the review on the purpose of the DRC	PBCE/HLC	
		5.12	Create a checklist for use by staff and the applicants on conformance with the Secretary of Interior Standards	PBCE/HLC	
		5.13	Establish criteria on the application of the Secretary of Interior Standards for Landmarks vs. other historic structures	PBCE/HLC	
	Reaffirm Council Policies	5.14	Update the City Council Policy on Historic Preservation	Jean Hamilton	Apr-06
<i>Technology (Not a Subcommittee)</i>					
	Create staff committee; Conduct preliminary needs assessment via interviews with C2C Subcommittee Co-Leads		C2C Referral to IT Department as Lead	Vice Mayor Cindy Chavez/Joe Head	
	Upgrade website		Issue RFP; hire consultant for state-of-the-art capabilities Refer to Item 4.4.	CIO/Dave Bopf/Jennifer Garnet	Apr-06
<i>Advisory Bodies (Not a Subcommittee)</i>					
	C2C Referral to GFBTW III		Subsequent C2C actions per Council direction	Vice Mayor Cindy Chavez/Joe Head, Summerhill Homes	
Role of Liaisons	Clarify/standardize; Council-wide perspective, not district limited		Subsequent C2C actions per Council direction	PBCE, Mayor's Office, City Clerk's Office	
Selection process/expertise	Revise process to ensure candidates have expertise required for panel		Subsequent C2C actions per Council direction	PBCE, Mayor's Office, City Clerk's Office	
Commission/Board member evaluation process	Staff/Council Liaison committee: establish criteria and propose to Council, i.e. attendance, process, professionalism, participation in work sessions/trainings		Subsequent C2C actions per Council direction	PBCE, Mayor's Office, City Clerk's Office	
Improve orientation	County model: all day work sessions on hot topics, key policies, Q&A, etc.		Subsequent C2C actions per Council direction	PBCE, Mayor's Office, City Clerk's Office	
Enhance Commission/Board leadership	Internal process changes: mandatory Chair/Vice chair training in meeting management, leadership, interpersonal communication, etc.		Subsequent C2C actions per Council direction	PBCE, Mayor's Office, City Clerk's Office	
Planning Commission improvements	Work with City Clerk/filling vacancies; clarify Liaison role (Council-wide representative/mentor); modify selection processes; Municipal Code change		Subsequent C2C actions per Council direction	PBCE, Mayor's Office, City Clerk's Office	

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