ATTACHMENT B

City of San Jose Development Services
Customer Service and Cost Containment Improvement Efforts
May 2004

The following is a list of development process customer service and cost containment improvements that are already implemented or currently underway:

- Changed zoning code to allow up to 500 square foot additions without public hearing.
- Single-family house permits no longer require City Council approval
- Adoption of Downtown Zoning and Design Guidelines
- Lowered parking ratios for shopping centers > 100,000 sq. ft.
- Broadened allowed uses in industrial areas with emergency ordinance.
- Allowed concurrent approval of PD Zoning and Permit by Council.
- Delegated approval of Williamson Act Cancellations to staff.
- Loosened sign regulations in commercial and industrial areas including skyline signs.
- Implementation, refinement, and assessment of the new cost recovery fee methodology in the Building Division.
- Opening of the new One-Start Center to bring coordinated service to prospective applicants and customers of the Special Tenant Improvement Program.
- Integration of Fire, Planning, and Public Works staff with Building staff at the Permit Center in Room 200 of City Hall to facilitate one stop permit issuance processing.
- Extended hours of operation for the convenience of customers who need evening or weekend access.
- Detailed application submittal information material to help customers assemble a complete plan submittal package for review.
- Development and promotion of a field inspection handbook to help construction customer's complete code compliant work prior to inspection.
- Online inspection requests – this service allows a customer to order inspections 24 hours a day / 7 days a week via the internet.

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- Integrated Voice Recognition technology that allows customers to order inspections via telephone 24 hours a day / 7 days a week.

- Launching of a two-stage online permit application module that allows all customers to apply, pay, and obtain permits online 24 hours a day / 7 days a week.

- Customers who must have next day inspection service can obtain it (via overtime) even after normal capacity has been reached at a reasonable additional fee.

- Consolidation of public counter services within the Public Works Department on the 3rd floor of City Hall will provide the customer with one point of access for general Public Works inquiries.

- Public Works has provided frequent civil engineering consultant drop-in customers with a DVD of Public infrastructure record drawings, thereby allowing consultants to access record information anytime at their convenience and without a trip to City Hall.