



Performance Review Committee

August 15, 2013

Project Types

- Process Improvement/Streamlining
- Online Applications
- Mobile Apps
- Accela Citizen Access enhancements



Performance Improvement Goals

- 1) Reduce Time
- 2) Reduce Cost
- 3) Ensure Quality
- 4) Customer Service



Overview of Projects

- Recently Completed Projects
- Active Projects
- Upcoming Projects



Completed Projects

All Divisions

- **Accela Automation Deployment**
 - Merges permits, time keeping, finance
 - Platform for mobile apps and transparency
- **GIS Mapping Upgrade**
 - Fewer clicks, more information
 - Saves roughly \$20K per year
- **Online Payments**
 - Deposits, flat fees
 - Reduces customer trips to building



Completed Projects

Discretionary & Final Map

- **CEQA Finding 15183**

- Reliance on GPU EIR
- Saves \$4K and 2-3 months per qualified project

- **In house Hydromodification review**

- Staff can now review
- Saves \$1K - \$2K



Completed Projects

Building & Counter Services

- **Permit Models / Templates**

- Improves quality
- Reduces transaction time

- **Quick Business Counter**

- For simple, short transaction permits
- Like the express line at grocery store



Completed Projects

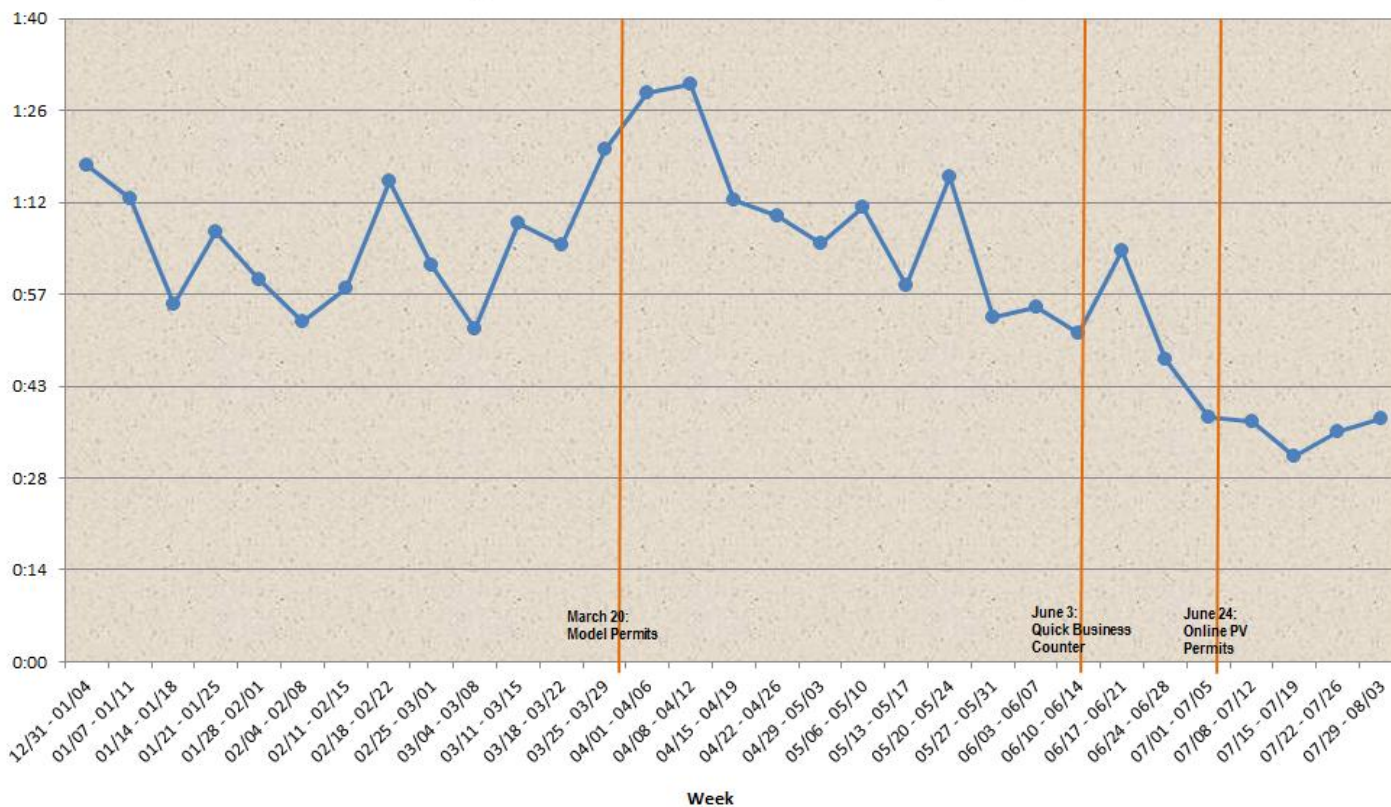
Building & Counter Services

- **Building Inspection Arrival Time – Online**
 - Reduces necessary clerical support
- **Zoning Summary Report**
 - Used for 85% of new customers
 - Saves \$10 - \$15K annually
- **Online Solar Permits**
 - PDS processes roughly 2,400 per year
 - Reduces lobby congestion & wait times
 - Significant savings for customers



Preliminary Results

Average Wait Times: Residential Tech (2013)



Active Projects

- Final Map Delegation to Director
- Customer Phone Notification of Building Inspection Timeframe
- ACA Online Building Inspection Scheduling
- Online Code Compliance Complaint Submittal



Upcoming Projects

1. Expanded Online Permits & E-document review
2. Online Permit Applications
3. Online Building Permit Renewals
4. Revised customer statement w/ more detail
5. Land and Permit Research Mobile App
6. Project Management Tools
 - Scope
 - Schedule
 - Budget
 - Communication

