



# Memorandum

**TO:** Honorable Mayor &  
City Council

**FROM:** Councilmember Johnny Khamis  
District 10

**SUBJECT:** Audit of Development Services

**DATE:** October 20, 2014

**APPROVED:**

**DATE:** 10/20/14

## RECOMMENDATIONS

Accept the staff recommendation.

## BACKGROUND

Thank you to Sharon Winslow Erickson, City of San Jose Auditor, and her team of outstanding auditors for conducting an excellent review of Development Services and for providing very specific recommendations for improvement. Thank you, as well, to the Directors with responsibility for Development Services - Harry Freitas of Planning Building and Code Enforcement (PBCE), David Sykes of Public Works, and Chief Ruben Torres of the San Jose Fire Department – for including the audit recommendations as action items on their Development Services workplan. This will go a long way to ensure that the City keeps moving forward on changes that will result in an enhanced experience for homeowners and others who utilize the San Jose development services departments.

I am very grateful to the aforementioned Directors for their collaboration and commitment to working together to advance the recommendations provided in the audit and for their commitment to updating and improving the technology used by Development Services. These improvements will pay dividends for both employees and end users.

The Audit of Development Services was discussed at the September 22, 2014 meeting of the Community and Economic Development (CED) Committee in their review of the memo/workplan from the Directors of Development Services titled *Development Services Process Improvement Workplan and Development Services Staffing*. I appreciate that the CED committee included my memo to the committee, when it accepted the memo/workplan, which requested:

- A detailed description of specific goal sets for each workplan matrix line item.
- A description of the customer service training the departments plan to deliver, and how it will be measured for success and retention.
- A detailed overview of how the workplan will improve consistency and clarity within the building department with respect to inspections, permits, interpretations of building codes, etc.

I look forward to hearing these details at Development Services' quarterly reports to CED. I am excited about the opportunities that lay ahead for Development Services and encourage their entire team to keep up the good work!