

Current Status Update

As is true in most businesses today, the past year has been very challenging for Public Works' Development Services Division. With the ongoing slowdown of development activity, the Division continues to adjust resources to stay within budget while efficiently meeting the needs of all on-going projects. The upcoming fiscal year budget includes a 37% revenue estimate reduction (\$3.8 to \$2.4M) and the elimination of eight fee-funded positions.

To continue to better align services and bring efficiencies to our smaller organization, several changes have been accomplished this past fiscal year, most notably:

The Centralization of Public Works Inspection Services - The Department has adopted a centralized inspection service model to provide more efficient services to all of our client groups, including the development industry. The three Development Services inspectors are now co-located with the rest of the Department's inspectors so that day to day needs are met in a flexible and efficient manner. A critical goal in this reorganization is that development inspectors will continue to be the "inspector of record" from the beginning to the end of project construction. We will strive to make this change as seamless as possible to the client.

I. FY 10-11 Proposed Fee Update

Division staff recently completed the annual Fees and Charges budget process, whereby current fees were evaluated. The Matrix business model and fee study recommended a cost analysis on a yearly basis and the adjustment of fees accordingly to ensure that staffing resources are matched appropriately to our expected workload and our cycle time performance targets. This analysis was undertaken with the following outcome:

Development Fee Program:

There are no fee adjustments in the adopted budget for FY 2010-11 due to the fact that program costs have remained relatively unchanged. With staffing adjusting quickly to workload, performance goals have been consistently achieved.

Utility Fee Program:

A recent cost analysis for both major and minor utility permit fee structures concluded that the minor utility permit fee does not fully recover the costs of providing this service. To ensure a 100 percent cost recovery fee, an \$85 increase (from \$275 to \$360 per minor permit) has been proposed and approved with the adopted FY 2010-11 budget. This fee increase is reflected in the FY 2010-11 Fees and Charges Report and will be effective on August 16, 2010 (60 days after the final public hearing).

II. Operational Improvements Updates

The Development Services Division continues to work towards identifying opportunities to enhance the services we provide our customers. Three such operational enhancements are discussed below:

1. **Plastic Pipe for Private Storm Sewers** - Responding to customer feedback, the Division recently approved the installation of Plastic Pipe as an alternative to Reinforced Concrete Pipe (RCP) for Private Street Storm Sewers (i.e. Common Interest Development). Staff is in the process of finalizing the technical changes to our standards and will follow up with a technical email to our engineering contacts.
2. **Utilities E-Permitting** - With an annual volume of approximately 2,000 minor utility permits, the Utility Permitting section recently streamlined the permit process by changing from a fax process to on-line permitting. Utility E-Permitting provides customers with better and timelier service, increases accountability, and has reduced paper and toner costs. Although only in effect for a few months, the customer feedback has been very encouraging. Visit Utility Permitting at <http://www.sanjoseca.gov/publicWorks/EngServ/permits.asp>.
3. **Streetlight Connect Orders & Pole Numbers** - Development Services Division staff are now processing streetlight connect orders and issuing pole numbers for all private development projects. These services were previously provided by the Electrical Section of Public Works. This change will centralize these services in the Division and allows staff to prioritize each request. The change has been coordinated with PG&E and should have a positive impact on construction activities.

III. Looking Ahead—Project Manager/Administrative Hub

Recently, the City Manager has directed the Development Services partners (Public Works, PBCE, and Fire) to review its service delivery model to improve inter-departmental and inter-disciplinary communication. Concerns about a currently fragmented identity versus a preferable unified Development Services identity were shared with the City Manager. Two concepts have surfaced to address these issues:

1. **Project Manager** - The Project Manager concept emerged out of an identified need for a City staff person to shepherd certain projects through the City's Development process. The role of the Project Manager will be to manage the gaps and overlaps that can occur between different processes and disciplines in the development cycle. The Project Manager will be a "Process Advocate" rather than a "Project Advocate." More details on this will be shared with the development community as they are developed.
2. **Administrative Hub** - The Administrative Hub concept emerged as the best solution to bring more efficiency to the Development Services partner's administrative and fiscal issues such as overhead costs, consistency in budgeting/cost management, and lack of transparency. This centralized administrative "hub" for all of the Development Services partners will resolve many of these long-standing issues and more effectively deliver administrative and financial services.

Public Works Development Services – Project Staffing

JULY 1, 2010

Division Manager
Primo De Guzman: 535-8466

Coach – Senior Engineer
Ebrahim Sohrabi: 535-6836

Coach – Senior Engineer
Michael Liw: 535-6835

Coach – Associate Engineer
Ryan Do: 535-6897

Project Coordination Team

Vivian Tom, Assoc Engineer: 535-6819
Joseph Dyke, Engineer II: 535-6821
Arlene Lew, Senior Engr Tech: 535-6827

Project Coordination Team

Norm Mascarinas, Assoc Engr: 535-6812
Gerry Fabella, Engineer II: 535-6898

Project Coordination Team

Domingo Trinidad, Assoc Engr: 535-4146
Maria Angeles, Assoc Engr: 535-6817
Keith Gaxiola, Senior Engr Tech: 535-6896

Traffic / Transportation Planning

Karen Mack, Prin Engr Tech: 535-6816
Sushanth Kasarla, Intern: 535-8428

Flood Program / Erosion Control

Maria Angeles, Assoc. Engineer: 535-6817
Jose Montes, Intern: 793-4126

Development Inspection — *now part of the Construction Mgmt Services Division*

Steve Blake, Principal Inspector: 975-7447
Gary Sangha, Senior Inspector: 975-7438
Yvonne Williams, Assoc. Inspector: 975-7415
Martin Wormuth, Assoc Inspector: 975-7436

Geologist

Michael Shimamoto, Geologist : 535-7646
Christopher McMahon, Intern: 535-7644

Customer Service Center Team

Maria Angeles, Assoc. Engineer: 535-6817
Jose Uribe, Assoc. Engr Tech: 535-7645

Utility Permitting

Roger Storz, Assoc Engineer: 535-6894
Cora Pamintuan, Assoc Engineer: 793-5301
Albert Yeong, Engineer II: 793-5304
Jack Boren, Assoc Engr. Tech: 793-5303
Barinder Singh, Engr Tech I: 793-5306

Special Districts

Tom Borden, Prin Engr Tech: 535-6831
Stan Wong, Senior Engr Tech: 535-6833
Theresa Antonio, Assoc. Engr Tech: 535-7643
Joshua Kenton, Assoc. Engr. Tech: 535-6810

Utility Inspection—*part of the Construction Mgmt Services Division*

Brent Erkel, Principal Inspector: 975-7420