


TO: HONORABLE MAYOR AND CITY COUNCIL
FROM: Joseph Horwedel
SUBJECT: DEVELOPMENT PROJECT TRACKING UPGRADES
DATE: March 25, 2014

Approved



Date 3/26/14

INFORMATION

The purpose of this memorandum is to provide the City Council with an update on the Development Project Tracking upgrades.

The Development Service Partners continue to expand the resources available to their customers to track the status of their development projects using the SJPermits online permitting system. The system allows anyone with a property address or permit number to see the major stages for a project including which have been completed and the relevant staff responsible.

The staff has responded to comments and requests to expand the capabilities of the permitting system to allow easier access to information about projects. As described below, new tracking capabilities continue to be added as well as improved customer awareness and access to previous online information.

On a parallel effort, there has also been direction to export information to an open data platform for use and analysis by other groups. Staff has utilized services of Google to upload mapped information and is in the process of loading permit data into a new city open data platform.

Project Tracking Tool Enhancements

Staff added to the system last year a graphic depiction of the project chronology that charts the progress of the review showing when the city received an application, when the staff review started and ended, and when the project went back to the applicant's design team. This transparency is already being used to help manage projects. As shown in the attached extracts from the Building Permitting Process, a tremendous amount of information is available, much of this available for several years.

All projects processed by the City in Development Services are accessible in the www.SJPermits.org online system. Depending on the type of permit, the level of information varies. For all projects there is an information page with basic project information fully accessible to the public. This information is available to anyone without registering in the

system. A portion is shown in Attachment 1 for a large multi family residential project. This page provides information on the major steps in the process and for the Building Permit process, includes links that provide very detailed (Attachment 2) project status information.

For more detailed project information, clicking on the Electrical Plan Review link (highlighted yellow in Attachment 1) lists all the plan review transactions that occurred between staff and the project team for this Building Permit. This shows the review beginning on April 22, 2013 through its completion on November 19, 2013 in this example.

The City last year added a chart view of the information to help show the overall progress of the review and to show the parallel reviews that occur for many projects. The one shown in Attachment 3 is for this same large multi family residential project. Because the Building Permit process tracks the time that projects are in a queue (the salmon color) awaiting staff review and also the actual review days (yellow), it helps show where adding staffing could reduce the time for City reviews. The chart also shows in the olive green color where the applicant has the project pending resubmitted back to the City.

Because this data has been available for large portions of the process for years with little apparent use by customers, staff embarked on a project to give greater visibility to the information. Staff has now implemented changes to several documents provided to customers that will highlight the project tracking capabilities available as well as to better explain other available services.

Receipts for development projects now include a QR code (example to right) and description explaining how to access this information. This is shown in Attachment 4. The QR code takes the person to the project specific web page with all the above information. We also have added the QR code to the Inspection Job Cards for each project along with information regarding the role of the Building Inspector to help resolve field issues as well as the availability of their supervisor, the Field Coordinator. The Field Coordinator's name and phone number has been printed on all Inspection Job Cards for years, but no explanation was provided of their responsibility to assist with project construction issues.



Both of these changes are attempts to increase awareness of tools to assist our Development Services customers to manage their project schedules and eliminate confusion. In the week following the addition of the QR codes, traffic increased to the on line permit system such that it exceeded the 100 concurrent user limit of the system. Staff quickly made adjustments to the servers to accommodate this higher activity to the system. This increase occurred without any marketing of the on line permits.

Open Data Efforts

The City has posted information on the Building Permit activity dating back to 2001 at <http://www.sjpermits.org/permits/general/reportdata.asp>. The public can download data on every building permit issued by year with project related information. The City also worked with Google to upload in the Google Map Gallery a number of maps such as zoning, general plan and

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annexation history. The City also created a continually updating map of Building permit, Planning application and Code Enforcement cases filed in the previous 30 day period. This map updates each day automatically. An excerpt of that map is shown in Attachment 5.

The power of the map gallery project is it is now used as the mapping tool for our www.SJPermits.org replacing a very antiquated mapping interface. The new mapping tool also allows general location searches so users are no longer required to know the exact address of a property reducing user frustrations

The City is currently investigating how to take detailed project activity data and post it online so that outside parties can utilize data for other projects or analysis. As shown in Attachments 1 and 2, there is a large amount of data related to Building permits that will be of use to outside parties. Collecting this same level of data for the other parts of the development process is beginning as programming and business processes are updated.

The City is establishing an Open Data site where data such as the development permit process data can reside. Once that is functional and staff has mastered the automation processes for the uploading simple data sets from the SJPermits system, staff will attempt uploading the more complicated relational database data sets.

/s/

JOSEPH HORWEDEL

Interim Deputy City Manager

For questions, please contact Joseph Horwedel, Interim Deputy City Manager at (408) 535-8501 or Chu Chang, Chief Building Official at (408) 535-7791.

Attachment 1.

Current Data Available from www.SJPermits.org

Permit Process - 680 EPIC WY SAN JOSE

Group	Description	Status	Date Started	Date Ended	Staff Assigned
Folder Administration	Add Inspection Info	Open	7/29/2013 8:44:11 AM		1
Intake	Electrical Application Received	Closed	4/16/2013 1:16:38 PM	4/16/2013 1:16:38 PM	EP Supervisor
Intake	Mechanical Application Received	Closed	4/16/2013 1:16:38 PM	4/16/2013 1:16:38 PM	MP Supervisor
Intake	Plumbing Application Received	Closed	4/16/2013 1:16:38 PM	4/16/2013 1:16:38 PM	MP Supervisor
Intake	Application Received	Closed	4/9/2013	4/16/2013 1:16:38 PM	Permit Specialist
Technical Review	Address Assignment	Open			Annie Esget
Technical Review	Building Plan Review	Closed	6/14/2013 3:59:30 PM	8/12/2013 4:39:26 PM	Frank Kong
Technical Review	Supplemental Review	Closed	6/7/2013 8:36:47 AM	8/12/2013 4:13:04 PM	Lisa Joiner
Technical Review	Electrical Plan Review	Closed	4/22/2013 1:11:05 PM	11/19/2013 12:51:50 PM	Scott Randolph
Technical Review	Mechanical Plan Review	Closed	4/22/2013 1:10:25 PM	12/20/2013 8:58:39 AM	Tim Farrant
Technical Review	Plumbing Plan Review	Closed	4/22/2013 1:11:19 PM	12/20/2013 8:58:39 AM	
Technical Review	Fire Arch Eng. Plan Review	Closed	4/18/2013 1:55:48 PM		
Technical Review	Haz Mat Review (Bldg.PC)	Closed	4/18/2013 1:55:19 PM	8/21/2013 5:22:48 PM	Richard Bryson
Technical Review	Planning Conformance Review	Closed	4/18/2013 3:24:23 PM	4/26/2013 8:48:27 AM	Patrick Kelly
Outside Clearance	PW Development Clearance	Closed	9/18/2013 2:10:33 PM	9/18/2013 2:10:33 PM	Arlene Lew
Outside Clearance	PW Parkland Fees Clearance	Closed	9/18/2013 2:09:54 PM	9/18/2013 2:09:54 PM	Maria Angeles
Outside Clearance	Water	Open			Permit Specialist
Outside Clearance	Elementary School Clearance	Closed	2/13/2014 11:03:32 AM	2/13/2014 11:03:32 AM	Permit Specialist

Clicking here opens the Detailed Project Status List (Attachment 2)

Outside Clearance	High School Clearance	Closed	2/13/2014 11:03:17 AM	2/13/2014 11:03:17 AM	Permit Specialist
Technical Review	Traffic Noise Analysis	Open			BP Supervisor
Technical Review	Special Inspection	Open			BP Supervisor
Technical Review	Special Inspection	Closed	9/19/2013 8:08:53 AM	9/19/2013 8:08:53 AM	Lisa Joiner
Technical Review	Deferred Submittal	Open			BP Supervisor
Intake	Building Application Received	Closed	4/16/2013 1:16:38 PM	4/16/2013 1:16:38 PM	BP Supervisor
Intake	Fire Application Received	Closed	4/16/2013 1:16:38 PM	4/16/2013 1:16:38 PM	Fire Plan Check Examiner
Intake	HazMat Application Received	Closed	4/16/2013	4/16/2013	Haz Mat PC Super
Technical Review	Alternate Materials - Building	Closed	8/28/2013	8/28/2013	Frank Kong
Technical Review	Building Seismic Liquefaction Review	Open			Frank Kong
Additional Tech Review	Building Revision Plan Review	Closed	1/7/2014 10:49:09 AM	1/9/2014 3:39:38 PM	Stephen Scanlan
Additional Tech Review	Building Revision Plan Review	Open	1/7/2014 10:49:22 AM		Stephen Scanlan
Additional Tech Review	Building Revision Plan Review	Open	1/7/2014 10:49:35 AM		Stephen Scanlan
Additional Tech Review	Building Revision Plan Review	Open	1/7/2014 10:49:52 AM		Stephen Scanlan
Additional Tech Review	Building Revision Plan Review	Open	1/7/2014 10:50:08 AM		Stephen Scanlan
Additional Tech Review	Plumbing Revision Plan Review	Closed	1/7/2014 10:41:46 AM	1/14/2014 8:07:06 AM	Stephen Scanlan
Additional Tech Review	Planning Revision Review	Closed	10/8/2013 2:39:40 PM	10/22/2013 11:41:14 AM	Suparna Saha
Fire Inspection	Hydrant Flow Test	Closed	5/20/2013 10:23:02 AM	5/20/2013 10:23:02 AM	Du Lam

You may click on the description column links above to see the attempts for the process.

Chess Clock Information

[View CHESS CLOCK](#)



Clicking here opens the Project Status Chart (Attachment 3)

Attachment 2.

Detailed Project Status Information from www.SJPermits.org

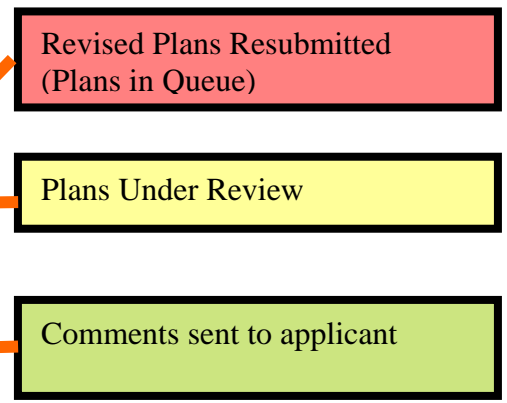
This information is what is seen by the public when clicking on Electrical Plan Review link as highlighted yellow in Attachment 1. This lists all the review transactions that occurred between staff and the project team from the Electrical Plan Review beginning on April 22, 2013 and its completion on November 19, 2013.

Permit Process

Group	Description	Status	Date Started	Date Ended	Staff Assigned
Technical Review	Electrical Plan Review	Closed	4/22/2013 1:11:05 PM	11/19/2013 12:51:50 PM	Scott Randolph

Permit Process Details

Date	Result	Staff Member
4/22/2013 1:11:05 PM	Plans Received	Greg Ross
5/7/2013 10:22:47 AM	Comments Sent	Scott Randolph
7/2/2013 11:35:17 AM	Resubmitted	Stephen Scanlan
7/3/2013 8:01:03 AM	Plans Received	Jerry Lambert
7/9/2013 4:05:23 PM	Under Review	Scott Randolph
7/11/2013 4:22:12 PM	Under Review	Scott Randolph
7/12/2013 9:20:55 AM	Under Review	Scott Randolph
7/15/2013 11:27:38 AM	Comments Sent	Scott Randolph
8/26/2013 10:04:11 AM	Resubmitted	Stephen Scanlan
8/26/2013 2:31:56 PM	Plans Received	Jerry Lambert
9/10/2013 12:56:00 PM	Comments Sent	Scott Randolph
9/12/2013 2:59:00 PM	Resubmitted	Stephen Scanlan
9/16/2013 1:44:21 PM	Plans Received	Jerry Lambert
9/17/2013 3:22:39 PM	Foundation	Scott Randolph
10/8/2013 11:26:45 AM	Resubmitted	Stephen Scanlan
10/9/2013 10:16:05 AM	Plans Received	Jerry Lambert
10/18/2013 6:34:58 AM	Under Review	Scott Randolph
10/19/2013 1:25:19 PM	Under Review	Scott Randolph
10/21/2013 3:33:39 PM	Comments Sent	Scott Randolph
10/31/2013 10:51:13 AM	Resubmitted	Stephen Scanlan
11/1/2013	Plans Received	Jerry Lambert
11/16/2013 12:51:21 PM	Under Review	Scott Randolph
11/18/2013 3:34:21 PM	Under Review	Scott Randolph
11/19/2013 12:51:50 PM	Complete	Scott Randolph



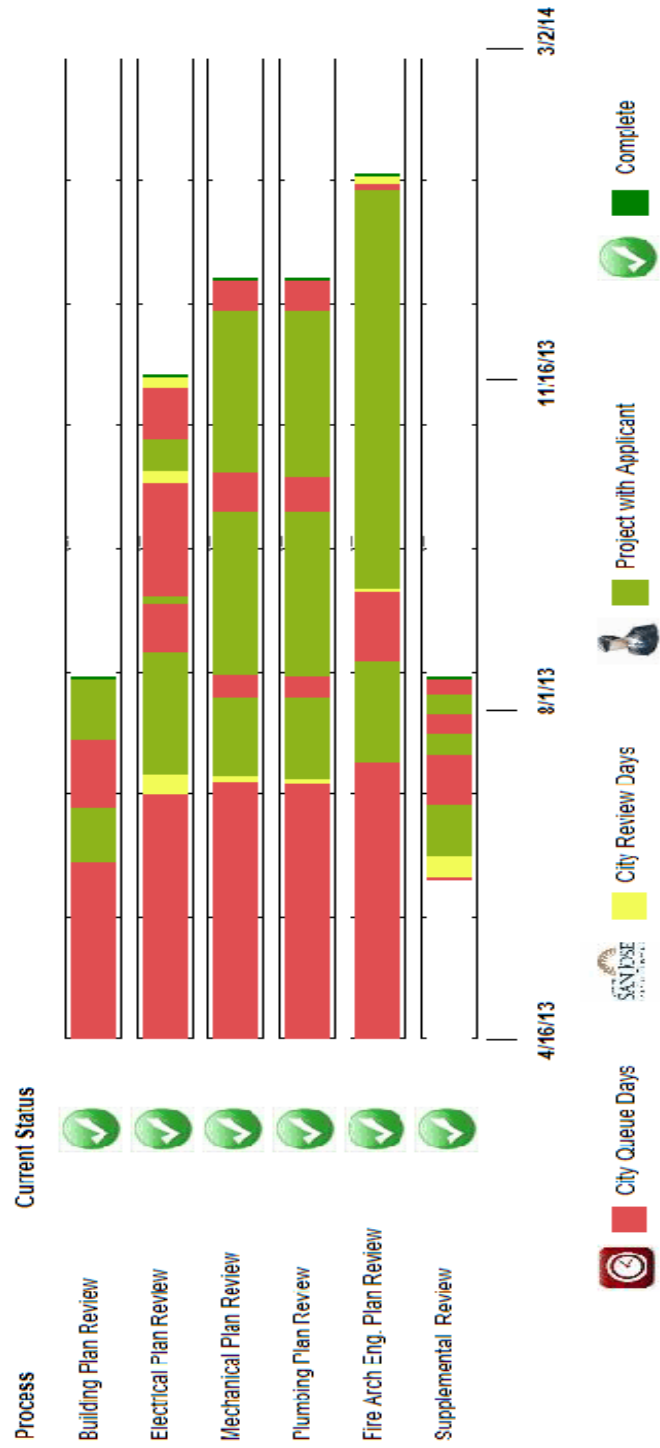
Attachment 3.

Project Status Chart

EPIC III (PC) NEW MULTIFAMILY - 680 EPIC WY

Folder Number 13-103105 TM

Project Status and History



Attachment 4.

Permit Receipt, Project Job Card



Receipt: 695200 **Inspection Area:** 21
For: 2013-001027-RS Additions/Alterations Single Family
Project Location: 1618 DELL CT
Project Name: (EPM 100%) KITCHEN/BATHROOM REMODELS
Reference File:

Date Generated: January 02, 2013

Received From: SCOTT RUTH 2562 SEABOARD AV SAN JOSE , California 95131	Property Owner: ASHIZAWA CAMERON W AND CHARLENE 1618 DELL CT California 95118-2121	Received By: Teresita Arriola 200 East Santa Clara Street San Jose, CA 95113 (408) 535-3555 Associated Invoice # 801366
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Service Fees	
Mech Prmt - AO.....	206.00
Elect Prmt - AO.....	206.00
Pibg Prmt - AO.....	206.00
General Plan Update Fee.....	8.00
Processing & Issuance AO.....	160.00
Record Ret/Dup.....	61.80
<i>Service Fees Subtotal.....</i>	847.80
Total due by: January 02, 2013	847.80
Paid by Charge Card.....	847.80
Total Paid - January 02, 2013	847.80

Refunds must be requested within 180 days and will only be made to the original payor if work has not commenced. Please request San Jose Building Division Policy PCPP-13 for a full description of refund/cancellation procedures.



Track your project progress online

Scan this QR Code with your SmartPhone and you can access our SJ Permits online permitting system where you can see the status of the review of your project by the City staff. You can also see a chart view of your permits progress showing what items are with the city and what is with the project design team.



Permit Record

BUILDING, ELECTRICAL, PLUMBING

Permit #: 2014-009709-RS

Project Location: 1494 LUPTON AV

Lot: 37

Permit Date: March 18, 2014	Inspection Area: 6	Folder: RS-Single Family-Additions/Alterations
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Permit Approvals Granted: Building: Complete; Electrical: Complete; Plumbing : Complete

Associated Permits: Building

APPLICANT: NO PROBLEM POOLS RSN414827 RS Bldg approved by: Rachel Rosenberg
 OWNER: SCADINA MARK AND JANE RSN1264685
 CONTRACTOR: NO PROBLEM POOLS RSN414827
 Permit Tech: Rachel Rosenberg

Description: 1. INSTALL 760 SF GUNITE POOL/SPA IN REAR YARD.
 2. ADD NEW GAS LINE & POOL EQUIPMENT IN REAR YARD.

Technical Description: # Of Stories: 0; Conditioned?: No; Accessory/Site 1: Swimming pool (plaster); Sq Ft Accessory/Site 1: 760;

Zoning: R-1-8

Application Codes: 2013 CBC, CMC, CPC; 2013 NEC; 2008 Energy;

Conditions: Electrical Service Upgrade can be included in this permit if applicable.
 POOL ENGINEERING MASTER FILE PC:14-001356

Final Inspection Record

Code	Inspection	Date	Approved By
918	Electrical Final		
928	Plumbing Final		
948	Building Final		

See other side for interim inspection record

A total of 2.85 hours of inspection time have been allocated for this permit. Inspection time will be determined using the requested inspection time or the actual expended inspection time, whichever is greater. Please note that inspection time includes 10 minutes of travel time per stop. Once the allocated inspection time is exceeded additional fees will be assessed for additional services. Cancellation or rescheduling of a scheduled inspection must be received by 2:00 p.m. 2 business days prior to the inspection; otherwise, the inspection time requested will be debited from the allotted hours. Cancellation time may change. Field coordinator name: Greg Rindfleisch, phone #: 408 535-6873. To Schedule An Inspection Call(408)535-3555.



Track your project progress online

Track the progress of your project online.
 Scan this QR Code with your SmartPhone and you can access our SJ Permits online permitting system where you can see the status of the review of your project by the City staff. You can also register with the system and schedule your inspections and track your inspection hour balance.

Need Assistance?

Need to resolve an issue while under construction? Talk with your Building Inspector. They can help sort out issues that come up and coordinate with the plan check staff.

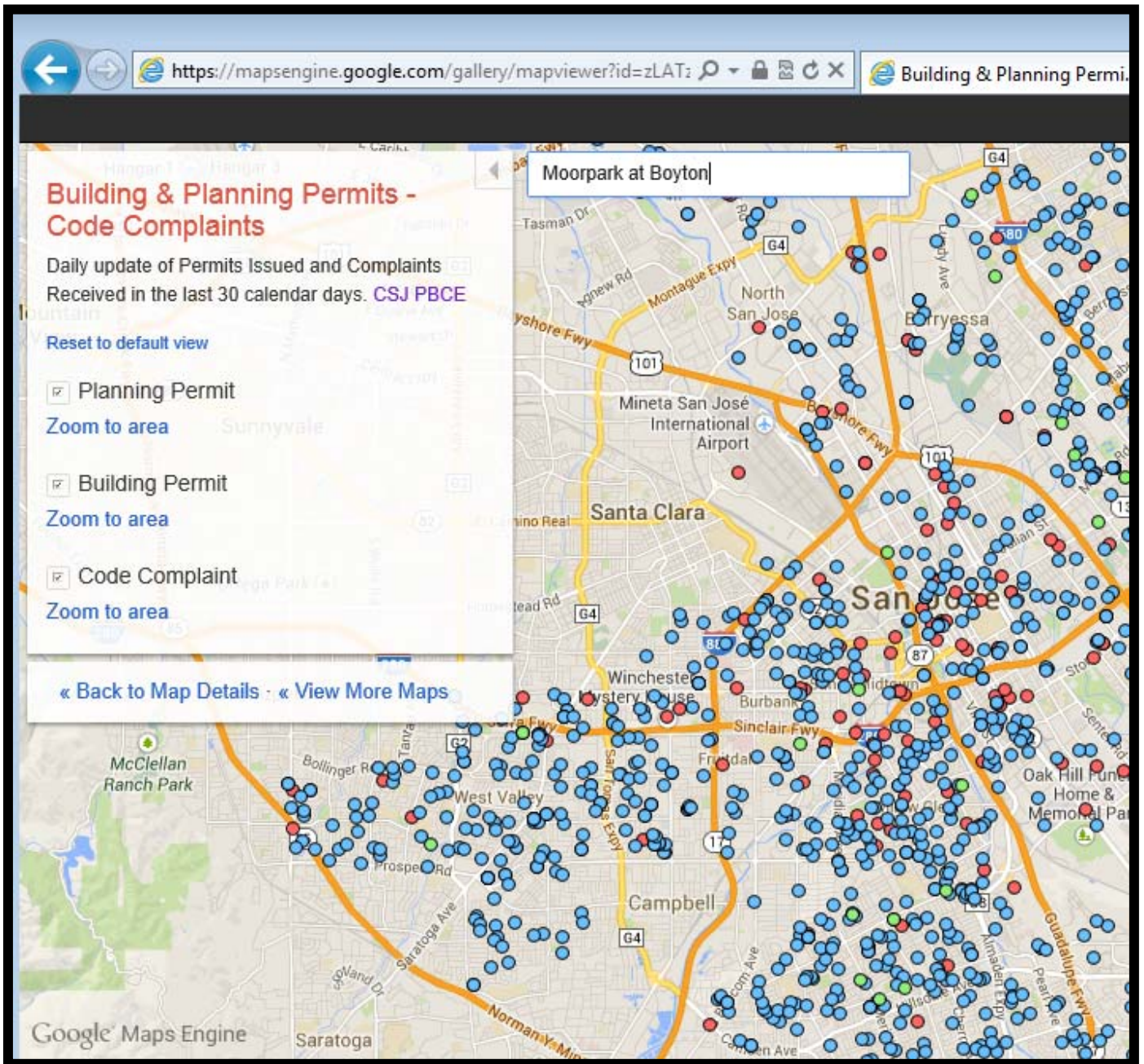
Need additional assistance? Call the FIELD COORDINATOR listed above. They are there for you to help keep your project moving forward in a timely manner.

Inspection Scheduling

To schedule an inspection, please plan around a week ahead. Go online at www.sjpermits.org or call us at (408) 535-3555 to schedule the inspection.

Attachment 5.

Open Data – Google Map Gallery



<https://maps.google.com/gallery/publisher?pub=City+of+San+Jose&hl=en-US>