



Memorandum

TO: MAYOR REED

FROM: Councilmember Sam Liccardo

SUBJECT: BUDGET DOCUMENT

DATE: May 22, 2013

Approved

Date

5-22-13

RECOMMENDATION

That the following recommendation be enacted.

Proposal

Program/Project Title: Development Services "Chess Clock"

Amount of City Funding Required: \$614,665

Fund Type (i.e. General Fund, C&C funds, etc.): Building Development Fee Program Reserve (General Fund) (p. VII-18, VIII-212)

Proposal Description, including anticipated outcomes (describe how change would affect services for San José residents, businesses, community groups, etc.):

Direct the City Manager to fully implement software necessary to create a Development Services "Project Chess Clock" to track the time a project is being analyzed by development service partners or the applicant.

For years, councilmembers and their staff have routinely field the complaints of business people frustrated by their efforts to navigate the Development Services bureaucracy of City Hall.

In the private sector, it is axiomatic that we can only improve that which we can measure. For half of a decade, I have urged, privately and publicly, that we measure the duration with which individual persons within Development Services have responsibility for making a decision on an application or project. We have, so far as I can tell, no means for doing so, yet cities far from Silicon Valley have implemented such software many years ago. I formally sought implementation of such software through two separate memoranda that have been approved by the Rules Committee in the past five years.

In his March 2007 State of the City speech, Mayor Reed called for measurable improvement in the development process. Nearly every speech and Mayor's Budget Message has repeated the call.

Each year, I am told that the Planning Department is very, very close to actual implementation of the "chess clock" software. For whatever reason, despite the asserted progress that the Department has made on this

important process improvement, we've received a budget estimate from the same Department that calls for over \$600,000 in staffing to get this ball over the goal line.

The single aspect of the process about which we routinely hear the most griping is timeliness. The only way that we can shine a light on the high performers, improve others' performance, and better manage the organization is to identify where the obstacles have been created for our customers, and where facilitation is clearly working.

Funding Source

Essential Services Reserve (\$2 million)

Other (Program/Project/Fund): Building Development Fee Program Reserve (General Fund) (p. VII-18, VIII-212)

Department or Organization: Planning, Building & Code Enforcement

Department or Organization Contact (list contact information for the individual that certified cost estimates contained within your recommendation):

Name: Joseph Horwedel

Phone number: 535-7900

E-mail address: joseph.horwedel@sanjoseca.gov

This change is:

One-time Ongoing

The City Service Area to which the change best relates:

- Community and Economic Development Services
- Environmental and Utility Services
- Neighborhood Services
- Public Safety
- Strategic Support
- Transportation and Aviation Services