



City Hall ● 425 N. El Dorado Street ● Stockton, CA 95202-1997 ● www.stocktonca.gov

Meeting Summary

The following is a summary of the topics discussed in the DevSTAT meeting on 03/18/2021. Analysis is provided by the Office of Performance and Data Analytics. Information in the memo has been edited to protect Personal Identifiable Information (PII) and ensure accuracy. Note that the data and visuals included in this memo reflect a specific period in time, and as a result, information below can be subject to change.

This meeting will cover the following subjects in further detail:

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Recent Key Accomplishments

- Through interdepartmental work sessions, developed final drafts of Submittal Requirements Matrix and Submittal Criteria checklists for intake triage (pages 3-5 of Memo)
 - Intent to improve the submittal process by making checklists available to internal staff and to the public.
 - Fire department’s involvement in these working meetings has been informative and has highlighted where they would be able to help the submittal process become more efficient.
- Completed draft Accela workflow modifications related to intake triage & KPI tracking, pending final testing and roll-out to Production environment.
- Began developing workload monitoring reports for Project Liaison and work team supervisors.
 - DevSTAT team has developed the idea of having a project liaison to manage all required documentation and deadlines for a project between City staff and the developer. This role will additionally report out to department heads data to track the progress of respective metrics and targeted goals.
- Began Accela modifications and report development to improve reporting capabilities for fee waiver programs such as SESP (Stockton Economic Stimulus Program) and affordable housing programs.
- Began creation of Small Cell permit in Accela.

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Progress Update: Tasks Required to Improve Building Plan Check Performance

Green highlighted items = Must be complete by April 1 tracking period start

ID	Task Name	% Complete	Start	Finish	Notes
52	Goal: Reduce Duration & Cycle Count of Building Permit Plan Check Process	38%	Mon 8/31/20	Wed 9/15/21	
53	Establish baseline KPIs	100%	Mon 1/11/21	Thu 2/18/21	Completed at 2/18/21 DevStat meeting
58	Improve ongoing KPI tracking & reporting capability	57%	Mon 12/7/20	Fri 4/30/21	
59	Build reports: Duration & cycle count by record, duration & cycle count by task/division/department	100%	Mon 12/28/20	Fri 1/22/21	1/22 - Confirmed Accela has uploaded Crystal report Need KPI data report to feed into Socrata - Review cycle counts, by task, by permit; §
60	All BP tasks "Public works" renamed to "Engineering"	100%	Tue 2/9/21	Tue 2/9/21	
61	ID & execute Accela configuration changes to facilitate better data quality and tracking	67%	Mon 12/7/20	Wed 3/31/21	
62	BP auto routing to Sr. Planner for plan review	100%	Mon 12/7/20	Thu 1/21/21	02/01/21 - Confirmed working per Planning Manager
66	Accela modifications to support KPI tracking	89%	Mon 2/1/21	Fri 3/19/21	3/12 - Round two modifications in SUPP, pending RL & JS test...
67	Develop tools for staff and leadership for project pipeline management & tracking - dashboards, reports, etc	25%	Tue 3/2/21	Mon 3/22/21	Complete - Mock up report examples & send to Jason...
68	Establish agreed upon oversight method for tracking due dates and ensuring deadlines are met	64%	Thu 2/25/21	Thu 3/25/21	
69	Accela changes into Production environment	0%	Fri 3/26/21	Wed 3/31/21	Move to prod 3/26; test & tweak Monday-Wed
70	Plan Checker worksession: Workflow modifications, tools to manage workload/projects, expectations starting 4/01	0%	Tue 3/30/21	Tue 3/30/21	Scheduled - Topics: Accela tasks and tools to manage workload, Procedures for Accela workflow, Discussion on advertised cycle times and benchmarks, Discussion on tracking and reporting going forward, Discussion on plan check policies/procedures, Bluebeam
71	Finalize Accela reports & establish Socrata visualizations & Story Page for ongoing KPI tracking &	5%	Thu 2/18/21	Fri 4/30/21	
72	Improve submittal quality	58%	Mon 1/4/21	Fri 4/16/21	
73	Evaluate decision tree customer service tool	100%	Mon 1/4/21	Fri 2/19/21	2/22/21 - Initial research completed, continuing to pursue project. Creating separate project to capture STOC approval, procurement, selection, implementation activities....
74	CDD/MUD/Fire Worksessions	60%	Thu 2/25/21	Tue 3/23/21	
75	Kickoff: CDD/MUD/Fire brainstorm	100%	Thu 2/25/21	Thu 2/25/21	
76	Worksession 1	100%	Tue 3/2/21	Tue 3/2/21	
77	Worksession 2	100%	Tue 3/9/21	Tue 3/9/21	
78	Worksession 3	0%	Tue 3/16/21	Tue 3/16/21	
79	Worksession 4	0%	Tue 3/23/21	Tue 3/23/21	
80	Intake Triage	77%	Fri 2/19/21	Tue 3/30/21	Need tools for counter staff to make determination at counter based on pr
81	Establish minimum acceptance criteria for each project type	81%	Fri 2/19/21	Fri 3/19/21	Tools for counter team use, TWO items: 1) Matrix of submittals required by project; 2) Checklist for minimum requirements for each submittal type
82	Accela modifications	80%	Mon 2/22/21	Fri 3/19/21	2/22 - Target by end of week to be ready to test Res,Com,MU - Rename task "Application Submittal" to "Applicaition Review", status options include "Submittal Complete" (activates Routing task), Submittal Incomplete (requires notificaiton, document inco
83	Counter Tech worksession: Workflow modifications & intake triage	0%	Mon 3/22/21	Mon 3/22/21	Scheduled
84	Plan Reviewer & Supervisor training on Plan Review Tools & Procedures	0%	Tue 3/30/21	Tue 3/30/21	Scheduled
85	Improve design professional understanding of submittal requirements - Plans, Checklists,	12%	Wed 1/27/21	Fri 4/16/21	
86	MUD Workshops for SWQCCP	100%	Wed 1/27/21	Wed 2/3/21	1/27/21 - ~60 participants in first session
87	Kickoff IWG (Industry Working Group)	0%	Mon 3/1/21	Wed 3/31/21	Developing candiate list
88	Develop Handouts - What makes a good plan submittal? Requirements into customer format.	0%	Mon 3/22/21	Fri 4/16/21	Reassigned to John S.
89	Virtual workshop series	0%			
90	Perform staffing allocation plan to ensure staffing levels are adequate to meet target review durations	0%	Mon 5/3/21	Fri 5/28/21	
91	CDD	0%	Mon 5/3/21	Fri 5/28/21	Includes Building, Planning, Engineering
92	MUD	0%	Mon 5/3/21	Fri 5/28/21	
93	Fire	0%	Mon 5/3/21	Fri 5/28/21	
94	Transition to and promote a "customer first" approach in plan review	26%	Fri 1/1/21	Wed 9/15/21	"Substantial compliance with the code"
95	Transition to 100% Electronic Plan Check	100%	Fri 1/1/21	Mon 3/1/21	
96	Develop training strategy & plan for all reviewing discip	0%	Thu 4/1/21	Wed 9/15/21	Letter of the law vs. reasonableness / intent, best practices in plan review
97	Goal Tracking & Report	0%	Thu 4/1/21	Thu 7/22/21	
98	Tracking period	0%	Thu 4/1/21	Wed 6/30/21	For First Submittals starting within this period
99	Report on performance for tracking period	0%	Thu 7/22/21	Thu 7/22/21	

Mon 3/15/21

Intake Triage Improvement: Draft Submittal Matrix (Summary)

This document will provide a tool for the Permit Center counter staff to determine if all required submittals are present for an application to begin the Plan Check process.

		Commercial Project Type										
		New Construction	Addition	Tenant Improvement	Grading Only	Grading & Site Improvements	Demolition	Photovoltaic	Swimming Pool	Racking	Equipment Installation	Misc Mech, Elec, or Plumbing
Submittal Item Required	Permit Application	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	APCD Form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Construction Plans	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Structural Calcs	✓	✓	!	✗	✗	!	!	!	✓	✓	!
	Truss Calcs	✓	!	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Energy Forms	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	!
	Geotech Report	✓	✓	✗	!	!	✗	✗	!	✗	✗	✗
	Accessibility Compliance Form	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗
	Stormwater Quality Control Plan	✓	!	✗	✗	✓	✗	✗	✗	✗	✗	✗
	100-Year Elevation Certificate	!	!	!	✗	!	✗	!	✗	✗	!	✗
	200-Year Elevation Certificate	!	!	✗	✗	✗	✗	✗	✗	✗	✗	✗
	High-Piled Storage Packet	✗	✗	✗	✗	✗	✗	✗	✗	✓	✗	✗
	Equipment Specs	!	!	!	✗	✗	✗	✓	✓	✗	✓	✗
	Planning Permit Approval or Concurrent Review Form	✓	✓	!	✓	✓	✓	!	✗	✗	✗	✗

LEGEND	
✓	= Required
!	= Maybe
✗	= Not Required

Intake Triage Improvement: Partial draft Submittal Matrix (Expanded with Notes)

		Commercial Project Type												
Submittal Item Required		New Construction		Addition		Tenant Improvement		Grading Only		Grading & Site Improvements		Demolition		
		Notes		Notes		Notes		Notes		Notes		Notes		
	Permit Application	✓		✓		✓		✓		✓		✓		✓
APCD Form	✓		✓		✓		✓		✓		✓		✓	
Construction Plans	✓		✓		✓		✓		✓		✓		✓	
Structural Calcs	✓		✓		!	May be required for new mechanical units or other structural alterations - Check if there are structural sheets provided	✗		✗		✗		!	Structural evaluation may be required if building to be demolished shares a common wall or is immediately adjacent to
Truss Calcs	✓		!	Required if project proposes trusses. May be a deferred item, check with	✗		✗		✗		✗		✗	
Energy Forms	✓		✓		✓		✗		✗		✗		✗	
Geotech Report	✓		✓		✗		!	Required If grading is to prepare the site for a new development	!	Required If grading is to prepare the site for a new development	✗		✗	
Accessibility Compliance Form	✗		✓		✓		✗		✗		✗		✗	
Stormwater Quality Control Plan	✓		!	Required if addition and site work exceeds 5,000 sf	✗		✗		✗		✓		✗	
100-Year Elevation Certificate	!	Required for projects located in Zone A, AO, AH, AE on flood map	!	May be required for projects located in Zone A, AO, AH, AE on flood map. Check with plan checker or flood manager	!	May be required depending on scope for projects located in Zone A, AO, AH, AE on flood map. Check with plan checker or flood manager	✗		✗		!	May be required for projects located in Zone A, AO, AH, AE on flood map if accessory structures or equipment are included. Check with plan checker or flood manager	✗	
200-Year Elevation Certificate	!	Required for projects located in yellow, orange, or red areas on 200-year flood map	!	May be required for projects that went through a discretionary permit process with Planning (i.e. use permit). Check with Planning for	✗		✗		✗		✗		✗	
Signage Storage	✗		✗		✗		✗		✗		✗		✗	
Equipment Specs	!	Maybe required depending on use such as industrial projects equipment or restaurant kitchen equipment. Review floor plan for	!	Maybe required depending on use such as industrial projects equipment or restaurant kitchen equipment. Review floor plan for equipment	!	Maybe required depending on use such as industrial projects equipment or restaurant kitchen equipment. Review floor plan for equipment	✗		✗		✗		✗	
Planning Permit Approval or Concurrent Review	✓		✓		!	Required for change of use projects	✓		✓		✓		✓	
		LEGEND												
		✓ = Required												
		! = Maybe												
		✗ = Not Required												

Intake Triage Improvement: ***Draft*** Completeness Checklists

Sample only, lists developed for all submittals

Commercial – New Construction		
Submittal Item	Required	Completeness Check
Permit Application	Yes	<input type="checkbox"/> Completely filled out including owner's info, architect/engineer, & project contact <input type="checkbox"/> Emails provided for all contacts <input type="checkbox"/> Valuation provided <input type="checkbox"/> Application signed
APCD Form	Yes	<input type="checkbox"/> Completely filled out
Construction Plans	Yes	<input type="checkbox"/> Plans are legible and organized by discipline <input type="checkbox"/> Sheet index provided, plan set matches sheet index <input type="checkbox"/> Cover sheet provided with project information such as scope of work, applicable codes, square footage, occupancy groups <input type="checkbox"/> Deferred submittals identified on cover sheet <input type="checkbox"/> Separate plan disciplines provided for Civil, Architectural, Structural, Mechanical, Electrical, Plumbing, and Landscaping <input type="checkbox"/> Plans are stamped and signed by design professionals <input type="checkbox"/> Detailed scope of work description <input type="checkbox"/> Offsite improvement plans submitted for review w/ Engineering (if applicable) <input type="checkbox"/> Hazardous materials inventory statement on the cover sheet (if applicable)
Structural Calcs	Yes	<input type="checkbox"/> Ensure separate package of calculations are provided <input type="checkbox"/> Review design criteria at beginning of calcs for compliance with current code <input type="checkbox"/> Calcs are stamped and signed by design professional
Truss Calcs	Maybe	<input type="checkbox"/> Ensure separate package of calculations are provided <input type="checkbox"/> *May be a deferred item, confirm with BO/DBO <input type="checkbox"/> Calcs are stamped and signed by design professional
Energy Forms	Yes	<input type="checkbox"/> May be provided as a separate package or included in the plan set, verify energy forms are included in the submittal
Geotech Report	Yes	<input type="checkbox"/> Check the date of the report, must be completed within 3-years <input type="checkbox"/> Foundation review letter from the geotech engineer provided
Stormwater Quality Control Plan	Yes	<input type="checkbox"/> Ensure separate SWQCP included with submittal <input type="checkbox"/>
100-Year Elevation Certificate	Maybe	<input type="checkbox"/> Required for projects located in Zone A, AO, AH, AE on flood map <input type="checkbox"/> Confirm EC is included and completely filled out
200-Year Elevation Certificate	Maybe	<input type="checkbox"/> Required for <i>some</i> projects located in yellow, orange, or red areas on 200-year flood map <input type="checkbox"/> Confirm w/Planning if SB5 Report required as part of Planning permit process, if yes, require copy of report with submittal
Equipment Specs	Maybe	<input type="checkbox"/> Maybe required depending on use such as industrial project equipment or restaurant kitchen equipment. Review floor plan for equipment
Planning Permit Approval or Concurrent Review Form	Yes	<input type="checkbox"/> Check Accela for status of Planning permit

Two Week Lookahead (by 3/31)

- Finalize Submittal Requirements Matrix and Completeness Checklists
- Complete workload monitoring report(s) to ensure staff, supervisors, and Project Liaison have tracking tools necessary to monitor workload and deadlines
- Confirm management/oversight method across groups
- Train staff on use of new tracking tools and Accela workflow modifications

Next Meeting Focus

- Task list progress discussion
- Preview future and other in-progress Transformation Plan topics
 - Inspection process: Next the DevStat team will focus on the Inspection Process and the metrics associated.
 - Goal: establish an industry working group to partner with developers/process customers to serve as a focus group for feedback on continuous improvement.

Future memos will also incorporate a monthly report including key statistics like total permit volume, total cross-departmental review, total project valuation, etc.