



## REPORT TO COUNCIL City of Sacramento

915 I Street, Sacramento, CA 95814-2604  
www.CityofSacramento.org

**STAFF REPORT**  
**April 30, 2009**

**Honorable Mayor and  
Members of the City Council**

**Title: 2008-2009 Annual Report of the Development Oversight Commission (DOC)**

**Location/Council District: Citywide**

**Recommendation:** Adopt a **Resolution** accepting the 2008-2009 Annual Report of the DOC and Initiatives.

**Contact:** William Thomas, Director of Development, (916) 808-1918; Janis Franklin, Program Specialist, (916) 808-7705

**Presenters:** Janis Franklin, Program Specialist, (916) 808-7705; Holger Fuerst, 2009 DOC Chair; Darryl Chinn, 2009 DOC Vice Chair; Scott Schriefer, DOC Commissioner

**Department:** Development Services

**Division:** Administration

**Organization No:** 21001010

### **Description/Analysis**

**Issue:** The City's Development Oversight Commission is submitting its comprehensive annual report for 2008-2009. The report contains the Commission's review of accomplishments and challenges and recommended initiatives for continued focus. All development departments citywide, including DOT, DOU, Parks, Fire, Police and Economic Department have been working closely with the Commission throughout the year. The Development Services Department in particular supports their recommendations.

**Policy Considerations:** The proposed resolution is consistent with the City's Strategic Plan Focus Areas to promote sustainability and livability and foster economic development

### **Environmental Considerations:**

**California Environmental Quality Act (CEQA):** Under the California Environmental Quality Act (CEQA) guidelines, continuing administrative activities do not constitute a project and are therefore exempt from review.



**Sustainability Considerations:** There are no sustainability considerations associated with this report.

**Commission/Committee Action:** On April 15, 2009, the Development Oversight Commission unanimously approved the final version of their Annual Report for transmittal to the City Council.

**Rationale for Recommendation:** Staff believes that the Commission has been instrumental in leading and supporting positive changes that have occurred in the City's development review services. However, additional work is required to address continued challenges and improvements as discussed in their report. Staff therefore recommends that the City Council adopt a resolution accepting the 2008-2009 Annual Report of the DOC and initiatives. The resolution outlines the four (4) initiatives and associated tasks that will assist the City Council, City Manager and City Departments to achieve the goal of leading Sacramento to become America's "most livable City".

**Financial Considerations:** Additional funds will be necessary to continue implementation of the initiatives and to sustain the DOC Fee Subcommittee as a permanent body at the previous recommendation of City Council. Funding for the initiatives and Fee Subcommittee has not been identified.

**Emerging Small Business Development (ESBD):** There are no ESBD considerations with this report.

Respectfully Submitted by:   
Ryan Pham  
Support Services Manager

Approved by:   
William Thomas  
Director of Development

Recommendation Approved:  
  
Ray Kerridge  
City Manager

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## RESOLUTION NO.

Adopted by the Sacramento City Council

### APPROVING THE 2008-2009 ANNUAL REPORT OF THE CITY'S DEVELOPMENT OVERSIGHT COMMISSION AND INITIATIVES

#### BACKGROUND

- A. The City of Sacramento Development Oversight Commission (DOC) is comprised of building industry representatives and member of the public appointed by the Mayor and City Council to assure follow through of recommendations that were approved by City Council on July 20, 1999.
- B. The DOC provides a forum that enables the public, neighborhood groups, industry stakeholders and City staff to introduce and discuss suggestions, comments and concerns regarding the procedures and processes of the city's community development functions. The DOC provides the Mayor and City Council an annual report regarding the city's development procedures and processes, including but not necessarily limited to the implementation status of the commission's recommendations that were accepted by the City Council on July 20, 1999.

#### BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:

**Section 1.** The City Council of the City of Sacramento accepts the 2008-2009 Development Oversight Commission Annual Report and four (4) 2009 initiatives and associated tasks, as follows:

**1. Building a stronger, stable and even more effective Development Services Department**

Create a permanent DOC Sub-Committee as a fiscal advisor /watch-dog to DSD to fees and cost to accomplish the following:

- Help the department identify permanent funding sources for operating expenses; organizational development, customer service training; long term vision and purpose.
- Assist in implementation of a rigorous cost accounting system and fiscal reporting tools to understand the cost of delivering service and to maintain financial strength through the unpredictable future.
- Assist with development and implementation of a streamlined Fee system

- ❑ Identify the most valuable services DSD provides and the data and measurements to assist prioritization of services.
- ❑ Help maintain quality staffing of DSD to be prepared to take advantage of the upswing in the economy.

## **2. Help DSD build on the strong culture of service to the customer and quality environment for the staff**

- ❑ Help find ways to continue to invest in Customer Service Training / Organizational Development for DSD and its Commissions. Update and expand use of the current DSD web page.
- ❑ Keep a focus on great service with the understanding that financial resources will be impacted. Continue to monitor the Accela in-house software program.
- ❑ Embrace a Continuous Quality Improvement Process to constantly strive for improvement in the processes and product of the DSD. Continue to monitor the cost recovery plan.

## **3. Affirm that we have an effective working relationship among the commissions and customers who interact with the Development Services Department**

- ❑ Address overlapping jurisdiction of Commissions and mitigate circular routing of issues between the Commissions.
- ❑ Enhance transparency, accountability and follow-up of Commissions actions and decisions.
- ❑ Resolve conflicts between Applicants, Staff, and Commissions through team and trust building.
- ❑ Create a reasonable balance for transparency of possible conflicting issues with the need for effective processes and progress.
- ❑ Expand use of pre-approved residential plans, development checklist of common residential plan review, fast track commercial plan check system.

## **4. Focus on the future**

- ❑ Continue the past work started with the Developing Partners program and create a Community Economic Development Agency (CEDA) program. This will foster the creation of strong working relationships with all private and public entities involved in creating the great developments that shape a great city.
- ❑ With the recent adoption of the General Plan work with staff and the public on its short and long term implementation.
- ❑ Be ready for the upswing of the recovery so we can better capitalize on that opportunity compared to less progressive communities.
- ❑ Work to reinforce the message that Sacramento is "The West Coast Development Capital" to ensure our community will maintain its health and vitality. Explore the idea of City/County Building and Planning Department collaboration.



**CITY OF SACRAMENTO  
DEVELOPMENT OVERSIGHT COMMISSION  
2008-2009 ANNUAL REPORT**

DEVELOPMENT OVERSIGHT COMMISSION  
2008-2009 ANNUAL REPORT

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**2008-2009 DEVELOPMENT OVERSIGHT COMMISSION ROSTER**

**Darryl Chinn, AIA, 2009 Vice Chair**  
Building Industry Trade Organization Appointee

**Holger Fuerst, P.E., 2008 Vice Chair, 2009 Chair**  
Building Industry Professionals Appointee

**Dennis Guerra, AIA**  
Building Industry Professionals Appointee

**Kristina McBurney**  
Public at Large Appointee

**John Nunan**  
Building Industry Trade Organization Appointee

**John Packowski, Associate AIA**  
Building Industry Professionals Appointee

**Brian Holloway**  
Building Industry Professionals Appointee

**Scott Schriefer**  
Building Industry Professionals Appointee

**Roger Valine, 2007 Vice Chair, 2008 Chair**  
Public at Large Appointee

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**CITY STAFF LIAISONS TO THE DEVELOPMENT OVERSIGHT COMMISSION**

**John Dangberg**

Assistant City Manager, Office of the City Manager

**William Thomas**

Director of Development, Development Services Department

**Willie Harris**

Operations Manager, Development Services Department

**Janis Franklin**

Program Specialist, Development Services Department

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LETTER TO MAYOR AND CITY COUNCIL



DEVELOPMENT OVERSIGHT  
COMMISSION

CITY OF SACRAMENTO  
CALIFORNIA

300 RICHARDS BLVD.  
THIRD FLOOR  
SACRAMENTO, CA  
95811

April 30, 2009

Honorable Mayor Johnson and City Council of the City of Sacramento;

Years of hard work in department restructuring and cultural renewal finally paid off for the Development Services Department (DSD) when in 2008 it was recognized by The Business Journal as the premier department amongst all local agencies in our region. This well-deserved recognition representing excellence in customer service is a direct result of the dramatic positive change and advancements undertaken by the DSD since inception of the Development Oversight Commission (DOC) in 2002.

With City staff now fully embodying a customer service oriented culture, positive change has been made on many fronts. 2008 saw the completion of several strategic actions by the DSD that should serve the City well into the future. These include:

**Implementation of a Cost Accounting System** department wide, allowing for accurate business reporting and project analysis. Coupled with a clarification of the core services the DSD provides, the department is now positioned to make appropriate decisions to weather this economic downturn and position itself well for the eventual recovery.

**Fee Deferral Program** to provide economic stimulus to development projects in recognition of the value that any development activity will have to the City's greater good.

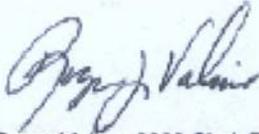
**Completion of Entitlements** for several significant development projects, including the Railyards and Delta Shores projects. Other ongoing entitlement efforts for projects including the River District Master Plan and EIR and Curtis Park are projected to occur in late 2008.

Development activity in general, however, is subject to the same cycles as the economy at large. As such, DSD has had to come to grips with an overall reduction of its annual revenues by roughly 75% from its peak just two short years ago. This has caused not only a large number of the past year's strategic initiatives and actions to be slowed down or put on hold, but it has also meant severe and painful staff reductions at all levels. Working with the DOC to focus on its core functions, by "doing more with less", the DSD has not lost sight of the customer service and business-friendly culture that it has become known for.

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Now more than ever, streamlining of operations will maximize the effectiveness of reduced resources. With this in mind, at the beginning of 2009 the DOC recommended to the Mayor and City Council to consolidate the Design and Planning Commissions. The DOC believes that such a move will not only reduce expenses to the DSD, but more importantly, clarify the entitlement process for the applicant and eliminate any questions as to purview and responsibility of the commissions. A new singular Planning Commission would continue to hear complex project proposals of significant public interest, yet it would also be able to focus on policy implementation as set by the City Council, especially as it relates to the new City General Plan as well as several outdated Community Plans in need of update.

Focusing on the greater benefit to the community and City as a whole, early project notification, public outreach, and community involvement at the earliest entitlement stages of a project, transparency of the process and predictability of the outcome will be assured. It will poise the DSD and the City to be able to quickly respond to and take advantage of the economic rebound that is sure to happen. After all, it is today that we set the stage for achieving our shared vision of a great City. The DOC thus looks forward to 2009 and beyond with continued energy and enthusiasm.

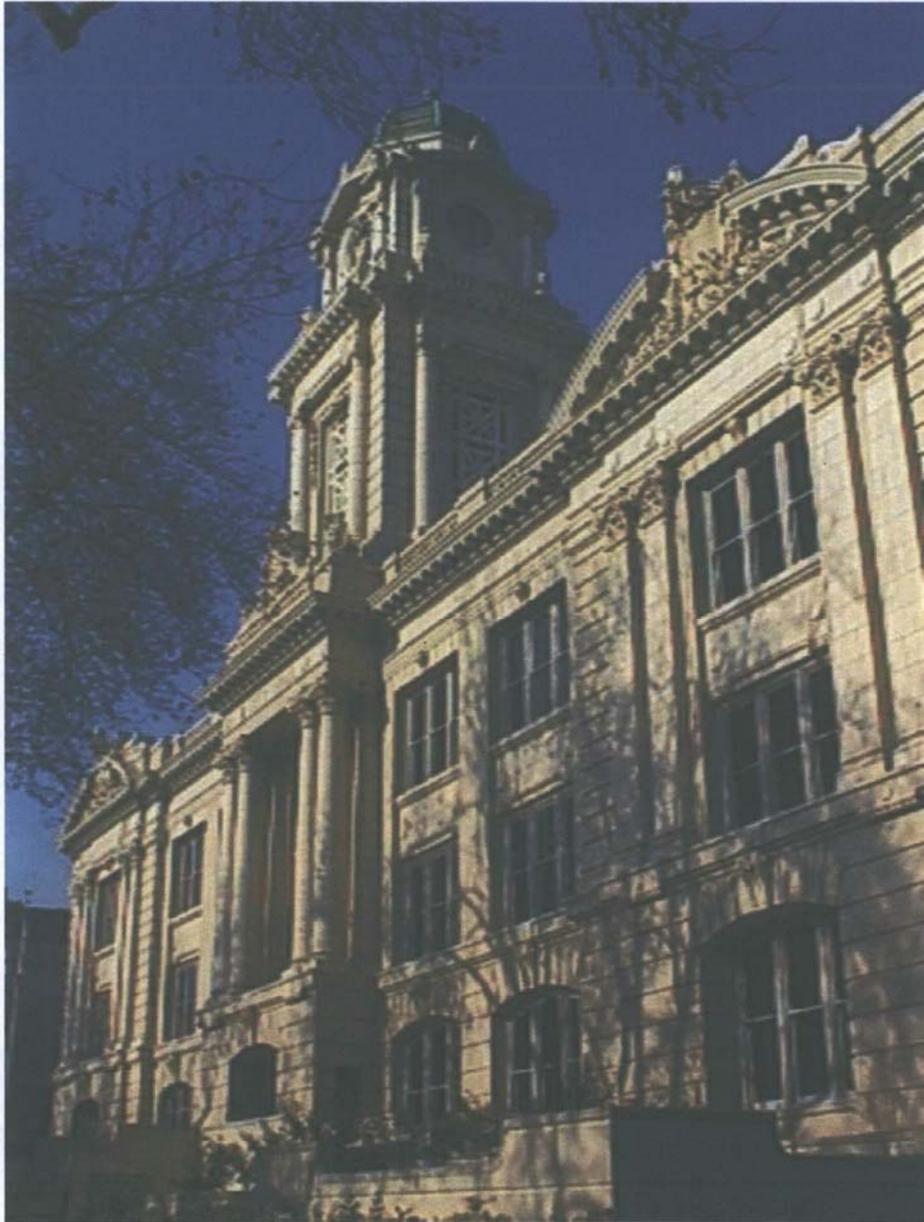


Roger Valine, 2008 Chair DOC



Holger Fuerst, 2009 Chair DOC

# 2008 SUCCESSES



## 2008 SUCCESSES

### Overview

This was a year of transition for the Development Oversight Commission (DOC) and the Development Services Department (DSD). At the onset of 2008 the city-wide MATRIX rollout had been completed, which established a higher level of public and private cooperation in delivering successful projects. Project plan check times had been reduced and customer satisfaction levels had dramatically increased. This culminated in the Sacramento Business Journal ranking the City of Sacramento's DSD as #1 in the region based on surveys of developers, contractors, architects, and engineers.

Along with these accolades came major 2008 successes including a consolidation and movement of the department to its new Richards Boulevard location, implementation of new streamlining procedures and programs including the TICKET and Fee Deferral programs, launching of a new cost accounting and tracking system as a "tools of transparency" initiative, completing a comprehensive evaluation of services and staffing, all while bringing several projects to success.

While still providing oversight, the DOC and DSD are working hand-in-hand to assure the City's ability to pursue economic growth and vision of being the most livable City in America.

### A Transition in Mindset

The DOC's original charter and charge included oversight of DSD. The DOC provided suggestions on how to improve, reviews of processes, and insights into new opportunities. 2008 saw the culmination of a transition: the vast majority of the ideas on self-improvement, processes, procedures, and programs came from within DSD itself. These included:

- Implementation of a Cost Accounting System to track and manage costs, a major step toward efficiency, accountability, and transparency
- Implementation of several programs to expedite the development process, including the Tenant Improvement (TICKET) Program to streamline residential and commercial tenant improvement projects
- Continued and expanded use of electronic systems and software to provide real-time status on plan review and inspections
- A restructuring of the Ombudsman program to provide an added resource for customer and public satisfaction

The DOC provided feedback on refinements, and encouragement when these changes improved the department and its long term capabilities.

### **Customer Satisfaction**

Since the DOC's inception in 2002, DSD has gone through significant organization and cultural change. These positive developments led to 2008's well deserved recognition by the Sacramento Business Journal as the premier department amongst all local agencies. Since this recognition the department has continued these positive trends by further developing customer service tools. Tracking plan check timelines, back check cycles, and customer satisfaction surveys continued to be utilized to track and maintain customer satisfaction.

### **Streamlining and "Getting the Customer to Success"**

DSD introduced several new programs in 2008 to streamline the development process. These include:

- Implementation of the Tenant Improvement Contractors Expedite Team (TICKET) Program to streamline residential and commercial tenant improvement projects
- Development of the Shovel Ready Investment Protection (SRIP) Ordinances and Shovel Ready Sites Funding Program
- Development of the South Natomas Community Infrastructure Fund (SNCIF) fee deferral program so that projects are better able to commence once the Natomas Basin flood restrictions are lifted
- Establishment of the Phased Permit Submittal Process (PPSP) to provide a 'menu' to applicants to pursue building permits for incremental phases of a project
- Study of a "Master Builder" program to streamline residential and minor commercial building permits and inspections
- Research into resource sharing and other streamlining opportunities with other regional building departments
- Continued development of the Fee Deferral Program that will be an economic stimulus tool for development projects
- Use of monthly "Getting the Customer to Success" Brown-Bag sessions

The work on fee streamlining continued to take on importance due to economic shifts, and the DOC was an active partner with DSD in developing a new model for project based revenue which will reduce complexity and contradiction in its fee structure. This will assist the private sector by increasing certainty as to what costs will be, and reduce the use of staff time and energy in determination of fees that are consistent and thorough. The DOC is helping to coordinate the involvement in this process of the broad private sector interests such as the AIA, AGC, BIA, chambers, and other organizations. The goal is to complete this process to take advantage of the economic upturn when it occurs.

### **Cost Accountability, Efficiency, and “Tools of Transparency”**

After significant development DSD rolled out and implemented a detailed cost accounting system to manage and monitor staff man hours. By tracking on a project-by-project and task-by-task basis the department is better situated to control budget, manage and forecast expenditures, have real-time data for future business planning, and be completely transparent related to its expenses. While this has great value to DSD as they move forward with future initiatives, it is also a model for other City departments, especially given these critical economic times.

DSD continued to utilize and further develop its web-based resources so that customers could better access information. This included DSD program descriptions, applications, announcements, and information related to active Planning projects. In addition, the department utilized wireless field inspections so that customers could have real-time status related to their project inspections.

### **Department Consolidation and Relocation**

In 2008 the DSD consolidated its operations into its new Richards Boulevard facility. This facility provided greater flexibility and capacity within the department.

### **Project Successes**

Even with the economic downturn DSD and the City brought several significant projects through entitlement, into development, or to completion. These represent significant milestones toward Sacramento’s continued growth and prosperity.

- The Sacramento Railyards
- The Delta Shores entitlements
- 500 Capital Mall
- U.S. Bank Tower (621 Capital Mall)
- Natomas East Office Tower
- Crocker Art Museum Expansion
- Mercy General Expansion
- Docks Promenade
- Citizen Hotel
- Globe Mills
- 2600 Capitol
- Orleans
- Tribute Building
- Point West
- CHP

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Project Successes (cont'd)

- Cosmopolitan
- Natomas East
- Mel Rapton

# 2009 CHALLENGES



## **2009 CHALLENGES**

### **Overview**

Challenges in this past year primarily included staff reductions and reorganizations, over several phases, related to the economic downturn and related drops in development applications, plan checks, permits, and DSD revenue. Dealing with these constraints, upholding customer satisfaction, and maintaining the City's ability to be "shovel-ready" when the economic upturn occurs will be our major challenges in 2009.

### **The Natomas Basin Building Moratorium**

In 2008 the Federal Emergency Management Agency (FEMA) redesignated the Natomas Basin from a Zone X flood zone to a more restrictive Zone AE flood zone. This essentially limits further development until further levee improvements are completed and the restrictions are lifted. The deadline for issuing new permits was December 2, 2008. This presented a great challenge for DSD to assist potential customers in bringing their projects to success before the deadline. In addition, with upwards of 45 percent of the City's Development Fees coming from the Natomas Basin, the flood restrictions will present a significant challenge to the City for future expansion and economic development until the FEMA restrictions are lifted.

Obtaining State and Federal matching funds and permits for levee reconstruction and stabilization, especially in the Natomas Basin, will be critical to meeting the projected 2010 and 2012 dates for completion of the flood improvements and elimination of the moratorium.

### **Economic Downturn and Department Contraction**

The recent economic downturn will be the biggest challenge for the DOC and DSD in 2009. The DSD's 2008 revenues were down roughly 75% from their peak just two years ago. Current projections continue this negative trend into the immediate future. Staffing levels within DSD have been correspondingly reduced. This has left the department extremely constrained for resources. Our challenge for 2009 will be to address the immediate budget constraints, and staffing reductions, while poising the department to capture the economic upturn when it occurs, all the while maintaining the same high levels of customer service and satisfaction.

### **Professional Growth and Leadership**

One of the most notable accomplishments of the past few years has been the professional growth and effectiveness of City staff. From "Getting the Customer

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to Success” to MATRIX, to the overall culture change effort, the City has received widespread and public, industry, and media praise for its improved business and neighborhood relations.

The challenge continuing into 2009 will be to expand on these successes with fewer resources and at a lower cost. Enhanced training, career counseling, and staff mentoring are several objectives. The larger challenge will be in preparing staff for their increased decision-making responsibilities, especially as empowerment of staff at all levels is encouraged.

### **Revenue and Fees**

During this current real estate downturn, outreach efforts with representatives of the development industry have resulted in support for current fee levels. However, support for future fee increases has been diluted by the decline in real estate values.

The challenge continuing into 2009 will be to work closely with the business and development community to explore where fee increases could be supported. Additionally, alternative fee mechanisms, streamlining the fee estimation and payment systems, coordinating any fee increases with improved service, and maintenance of communication with industry leaders to monitor performance and fee impacts will be critical.

### **Poising Ourselves for Recovery**

With all of the above challenges it is imperative that the DOC and DSD focus on continuing the customer service culture, looking for areas to improve and build upon, developing industry and agency partnership, and fostering talent so that the department and City are positioned well to best capitalize on the economic upturn that will occur. In the midst of potential, additional, near-term contractions, it will be critical to concurrently develop plans for future expansion.

# 2009 INITIATIVES



## 2009 INITIATIVES

### OVERVIEW

The 2009 DOC plan is designed to assist the Development Services Department further its goals of staff efficiency, project review effectiveness, and continue great customer service. The role of the DOC, for the eighth year, will continue to serve as a catalyst for bold and progressive changes. During these challenging times for the entire region, the DOC understands more than ever the importance of assuring a strong working relationship between the Development Services Department and all of the development-related commissions. An effective working relationship helps ensure Sacramento will continue to be known as a progressive city, one that will attract the type of development the city and its citizens want for a vibrant and sustainable future. Our four major 2009 initiatives are designed to accomplish that goal.

#### 1. Building a stronger, stable and even more effective Development Services Department

Create a permanent DOC Sub-Committee as a fiscal advisor /watch-dog to DSD to accomplish the following:

- Help the department identify permanent funding sources for operating expenses, organizational development, customer service training, long term vision and purpose
- Assist in implementation of a rigorous cost accounting system and fiscal reporting tools to understand the cost of delivering service and to maintain financial strength through the unpredictable future
- Assist with development and implementation of a streamlined Fee system
- Identify the most valuable services DSD provides and the data and measurements to assist prioritization of services
- Help maintain quality staffing of DSD to be prepared to take advantage of the upswing in the economy

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**2. Help DSD build on the strong culture of service to the customer and quality environment for the staff**

- Help find ways to continue to invest in Customer Service Training / Organizational Development for DSD and its Commissions. Update and expand use of the current DSD web page
- Keep a focus on great service with the understanding that financial resources will be impacted. Continue to monitor the Accela in-house software program
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- Address overlapping jurisdiction of Commissions and mitigate circular routing of issues between the Commissions
- Enhance transparency, accountability and follow-up of Commissions actions and decisions
- Resolve conflicts between Applicants, Staff, and Commissions through team and trust building
- Create a reasonable balance for transparency of possible conflicting issues with the need for effective processes and progress
- Expand use of pre-approved residential plans, development checklist of common residential plan review, fast track commercial plan check system

**4. Focus on the future**

- Continue the past work started with the Developing Partners program and create a Community Economic Development Agency (CEDA) program. This will foster the creation of strong working relationships with all private and public entities involved in creating the great developments that shape a great city

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- With the recent adoption of the General Plan work with staff and the public on its short and long term implementation
- Be ready for the upswing of the recovery so we can better capitalize on that opportunity compared to less progressive communities
- Work to reinforce the message that Sacramento is "The West Coast Development Capital" to ensure our community will maintain its health and vitality. Explore the idea of City/County Building and Planning Department collaboration

# APPENDICES



## **APPENDIX 1: 2008 DEVELOPMENT SERVICES DEPARTMENT ACCOMPLISHMENTS**

### **1. Cost Accounting System**

DSD Cost Accounting is now live and implemented department-wide in an automated time-keeping system, ECaps. This is a major step forward in DSD recognizing cost recovery and a balanced budget. Using this accounting system will help us better track our time and costs. The data that we receive from this system is vital. It will be used to forecast budgets, track where we spend our staff time, and develop information to support maintaining staffing levels. Special thanks are in order to everyone who participated in the process of developing this system, including our Design Team Members, City Accounting Staff and DSD staff members who provided critical input to the process.

### **2. TICKET (Tenant Improvement and Contractor's Expedite Team)**

DSD launched a new program to assist commercial developers who are conducting tenant improvement work. This program expedites the normal plan review process, and enables qualified projects to obtain same day permitting, with field plan check. Positive response has been received from customers to date, and staff hopes to expand this program to residential projects in 2009.

### **3. Essential Services Planning**

All City departments conducted essential services planning exercises, determining core services provided, documenting reasons services are provided, and prioritizing those services in preparation for necessary budget reductions. DSD involved a staff design team to provide input for this extremely important exercise.

### **4. Right Sizing/Balanced Budget**

Economic challenges worldwide have negatively impacted the development industry, in addition to FEMA restrictions on development in the Natomas Basin. This directly impacted DSD and development related departments, resulting in a dramatically lower projected revenue budget, and in turn, a need to right size the organization. Significant staffing reductions, in addition to other expense reductions and new revenue sources such as the TICKET program have contributed to a balanced budget for the new fiscal year.

## **5. Design Review Ordinances for East Sacramento, South and Ben Ali Neighborhoods**

Staff completed design review ordinances for three additional Sacramento neighborhoods, East Sacramento, South and Ben Ali during 2008. These have provided greater clarity and predictability in the design review process, in addition to acknowledging the unique characteristics of these neighborhoods.

## **6. Interactive Planning Permits on Web**

The DSD website now features interactive planning entitlement information, including a link to Google Maps and details regarding the proposed projects. The link can be found at:

<http://www.cityofsacramento.org/dsd/reference/maps/active-projects/> . This informational tool is another example of a tool of transparency for customers and developers alike.

## **7. Green Building Training**

Staff has presented lunch and learn educational opportunities to teach customers about green building technologies. In addition, staff has been encouraged to pursue certification in LEED or similar green building accreditations in order to support sustainable development in the City.

## **8. Awards**

DSD has been the grateful recipient of two significant awards during the past year, including the APA State Planning Awards for the Railyards project, and the Accela Award for Mobile Computing.

## **APPENDIX 2: 2009 DEVELOPMENT SERVICES DEPARTMENT OBJECTIVES**

### **1. Merger of Development Services and Planning Departments**

In 2009, the Development Services and Planning Departments will merge, and a new department, the Community Development Department will be created. Staff will be located in one centrally located office, at 300 Richards Blvd. Extensive planning, organizational development and rebranding efforts are underway to make this merger a successful one.

### **2. Paperless pilot for boards and commissions**

The Development Oversight Commission will participate in a paperless agenda packet pilot beginning in April, 2009. Packets will be delivered electronically, eliminating associated staff time, reproduction costs and courier delivery costs for the City. Staff will review the pilot for possible expansion to remaining development related boards and commissions.

### **3. Performance Trend Measurements**

Staff is in the initial planning process to implement performance trend measurements relating to tasks that are linked to the core services. This is an additional tool that will increase understanding of the costs of delivering service and will help to maintain financial strength through the unpredictable future.

### **4. Personal Budget Accountability Targets**

In addition to the cost accounting system already implemented and the performance trend measurements described above, staff is working to create personal budget accountability targets for all staff. This will encourage greater accountability and will assist with the recognition of individual contributions to the success of the department.

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APPENDIX 3: CONSTRUCTION VALUATION DATA

City of Sacramento  
Construction Valuation Report

February-09

Type of Structure	New Construction		Repairs and Additions	
	#	Valuation	#	Valuation
Single Family Dwellings	8	\$1,897,646	611	\$5,259,400
Half Plexes	0	\$0	13	\$41,584
Duplexes (units -2 )	1	\$0	31	\$312,895
3 Plexes (units - )	0	\$0	2	\$6,500
Apartment Buildings (3 & 4 Units - 0)	0	\$0	6	\$18,404
Apartment Buildings (5+ units - 0)	0	\$0	56	\$1,517,904
Condominiums (units - 0)	0	\$0	39	\$215,923
Relocated Residential Buildings	0	\$0	0	\$0
Hotels, Motels, etc...(Transient)	0	\$0	3	\$9,000
Other Shelter	0	\$0	0	\$0
Amusement & Recreation Buildings	0	\$0	4	\$46,700
Churches and Other Religious Bldg	1	\$972,985	0	\$0
Industrial Buildings	0	\$0	11	\$280,332
Parking Garages	0	\$0	0	\$0
Residential Garages & Carports	3	\$23,400	4	\$125,478
Service Stations & Repair Garages	2	\$551,510	2	\$115,500
Hospitals & Other Institutional Bldgs	0	\$0	1	\$5,000
Office, Bank & Professional Bldgs	0	\$0	34	\$2,693,538
Public Works & Utilities Bldgs	0	\$0	0	\$0
Schools & Other Educational Bldgs	0	\$0	0	\$0
Stores & Other Mercantile Bldgs	0	\$0	32	\$1,112,999
Other Nonresidential Bldgs	0	\$0	2	\$2,950
Structures other than Buildings	7	\$224,830	3	\$64,000
Pools	3	\$141,000	0	\$0
Mfg. Housing on Perm. Foundation	0	\$0	0	\$0
Mixed-Use	0	\$0	7	\$682,799
Historical (converted mismatches)	0	\$0	0	\$0
Fire Equipment	0	\$0	1	\$0
<b>Construction Totals</b>	<b>25</b>	<b>\$3,811,371</b>	<b>862</b>	<b>\$12,510,906</b>

Type of Construction	2008-09 Fiscal Year		2007-08 Fiscal Year	
Residential				
New Construction	560	\$76,796,819	551	\$87,290,398
Repairs and Additions	6,571	\$56,808,347	6,223	\$62,159,142
Sub-total Residential	7,131	\$133,605,166	6,774	\$149,449,540
Commercial				
New Construction	232	\$148,224,706	370	\$195,881,052
Repairs and Additions	1,911	\$153,012,896	2,098	\$161,777,195
Sub-total Commercial	2,143	\$301,237,602	2,468	\$357,658,247
Total Construction				
New Construction	792	\$225,021,525	921	\$283,171,450
Repairs and Additions	8,482	\$209,821,243	8,321	\$223,936,337
Total	9,274	\$434,842,768	9,242	\$507,107,787
Signs	221	\$452,169	274	\$520,231

Dwelling Units	2008-09 Fiscal Year	2007-08 Fiscal Year
Single Family	451	484
Duplex	9	26
Apartment	34	410
<b>Total</b>	<b>494</b>	<b>920</b>

Demolitions	Structures	Dwelling Units
Month	8	4
<b>Total</b>	<b>117</b>	<b>15</b>

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**APPENDIX 4: COUNTER SURVEY DATA**

<b>Counter Survey</b>		
What was the purpose of your visit today?		
Answer Options	Response Frequency	Response Count
Building Permit	75.6%	474
Planning Permit	7.0%	44
Design Review	3.2%	20
Preservation	0.2%	1
Housing & Dangerous Buildings	4.6%	29
Public Works Permit or Information	2.2%	14
Utilities Information	1.6%	10
Fire Permits and Information	1.3%	8
Other (please specify)	9.7%	61
answered question		627
skipped question		27

<b>Please rate the following, using the scale below: &lt;BR&gt; 1 = Poor; 2 = Needs Improvement; 3 = Good; 4 = Very Good; 5 = Excellent</b>						
Answer Options	1	2	3	4	5	Response Count
Where you helped in a timely and professional manner?	40	14	37	90	423	604
How would you rate the staff person who assisted you today?	20	5	29	58	462	574
How would you rate our submittal / permitting process against other cities?	32	13	31	95	258	429
<i>answered question</i>						<b>608</b>
<i>skipped question</i>						<b>46</b>

<b>Did you have an appointment for your visit today?</b>		
Answer Options	Response Frequency	Response Count
Yes	3.5%	18
No	96.5%	495
<i>answered question</i>		<b>513</b>
<i>skipped question</i>		<b>141</b>

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<b>For the purpose of your visit today which bests describes you? (select one)</b>		
<b>Answer Options</b>	<b>Response Frequency</b>	<b>Response Count</b>
Homeowner working on own project	40.1%	167
Developer	3.8%	16
Contractor	48.8%	203
Design Professional/Architect	5.8%	24
Engineer	1.4%	6
Other (please specify)		50
	<i>answered question</i>	<b>416</b>
	<i>skipped question</i>	<b>238</b>



# DEVELOPMENT OVERSIGHT COMMISSION

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## *2008-2009 Annual Report*





# Staff Report

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- Janis Franklin, Program Specialist
  - Staff Recommendation
  - DOC Presenter Introduction



# **Introduction from the Chair**

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- Holger Fuerst, 2009 DOC Chair
  - DOC Recap 2000 – 2009
    - Support of initiatives
    - Outreach



## 2008 Successes

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- Darryl Chinn, 2009 DOC Vice Chair
  - Successes
    - Customer Satisfaction
    - Streamlining
    - Cost Accounting, Efficiency and “Tools of Transparency”
    - Department Consolidation and Relocation
    - Project Successes



## 2009 Challenges

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- Scott Schriefer, DOC Commissioner
  - Natomas Basin Building Moratorium
  - Economic Downturn and Department Contraction
  - Professional Growth and Leadership
  - Revenue and Fees
  - Poising Ourselves for Recovery



## 2009 Initiatives

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- Holger Fuerst, 2009 DOC Chair
  - Building a Stronger, Stable and Even More Effective Development Services Department
  - Help Development Services Build on the Strong Culture of Service to the Customer and Quality Environment for Staff



## **2009 Initiatives (cont'd)**

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- **Affirm That We Have an Effective Working Relationship Among the Commissions and Customers Who Interact with the Development Services Department**
- **Focus On the Future**