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Meeting Summary

The following is a summary of the topics discussed in the DevSTAT meeting on 01/21/2021. 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:

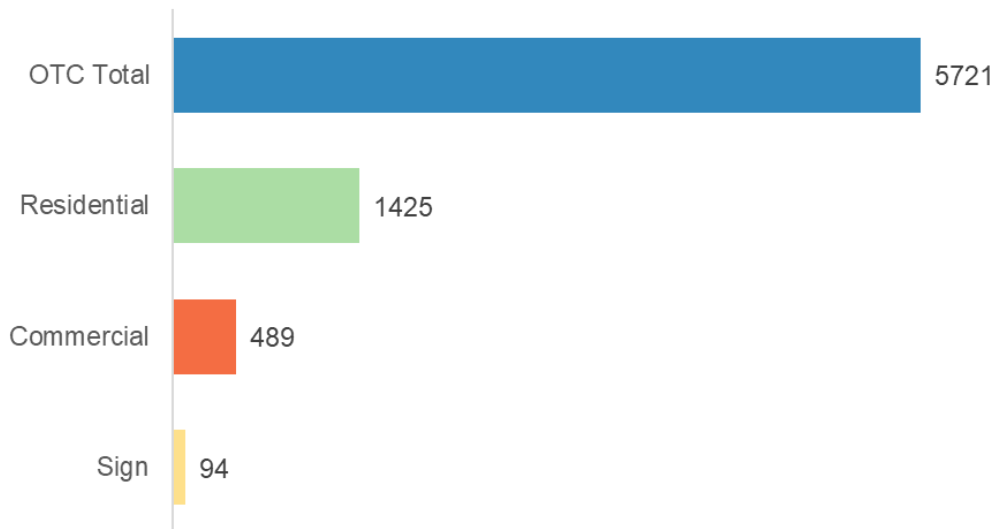
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Development Process

Permit Types

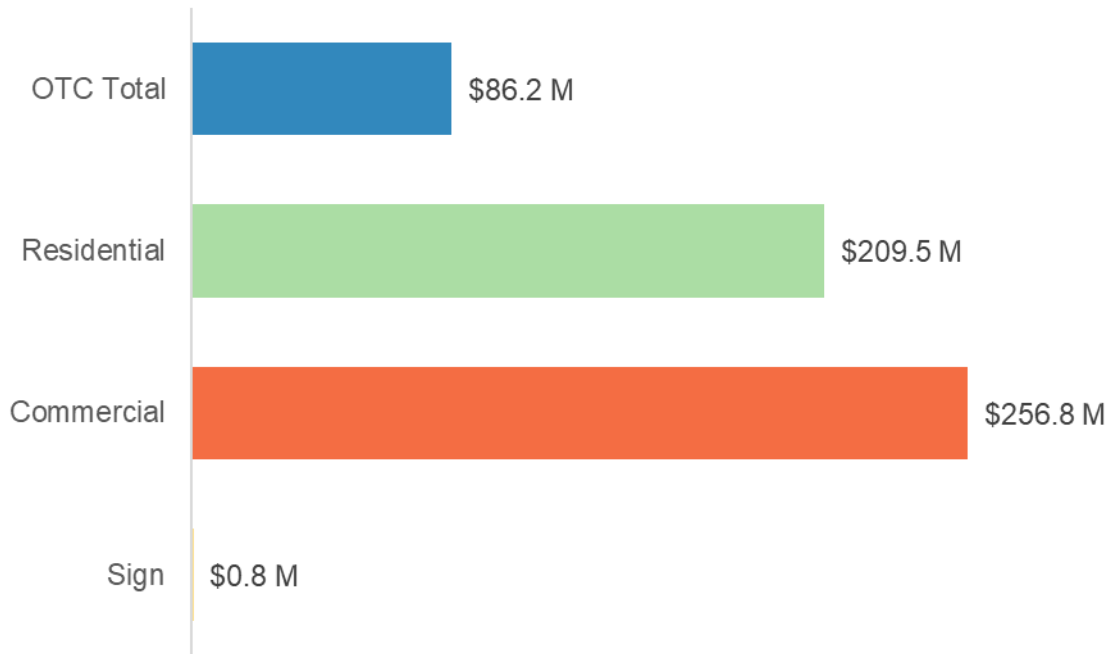
The following charts are based on all building permits issued in 2020. 7,730 total permits for a total of \$553,198,618 valuation. 1 “outside city limits” permit was omitted in the analysis.

7,730 total permits were issued in 2020, 74% of which were over the counter (OTC).



Question: What is the revenue associated with the permits listed here?

Commercial permits have the highest total valuation (46%)



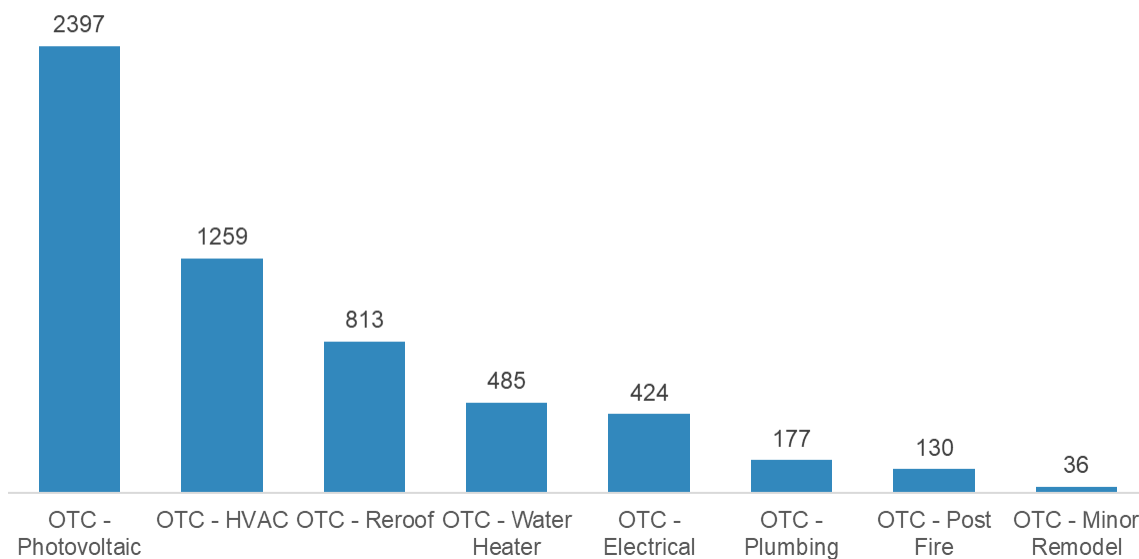
Question: What is level of effort required for Over-the-counter vs other permits?

- There are 4-5 dedicated permit techs at the counter, indicating 4-5 FTE level of effort for the OTC permits.

Question: Are the OTC Photovoltaic (Solar Permits) primarily commercial or residential?

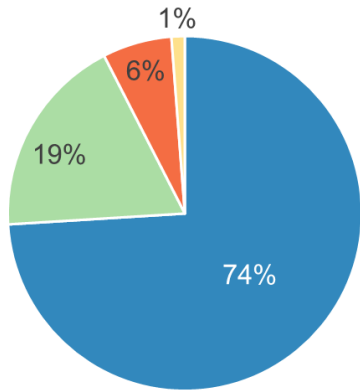
- Primarily residential.

Breakdown of over the counter permits



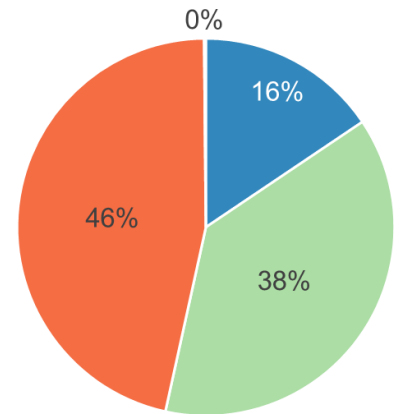
Spread of Permits Issued by Type

6% of permits bring in 46% of valuation.



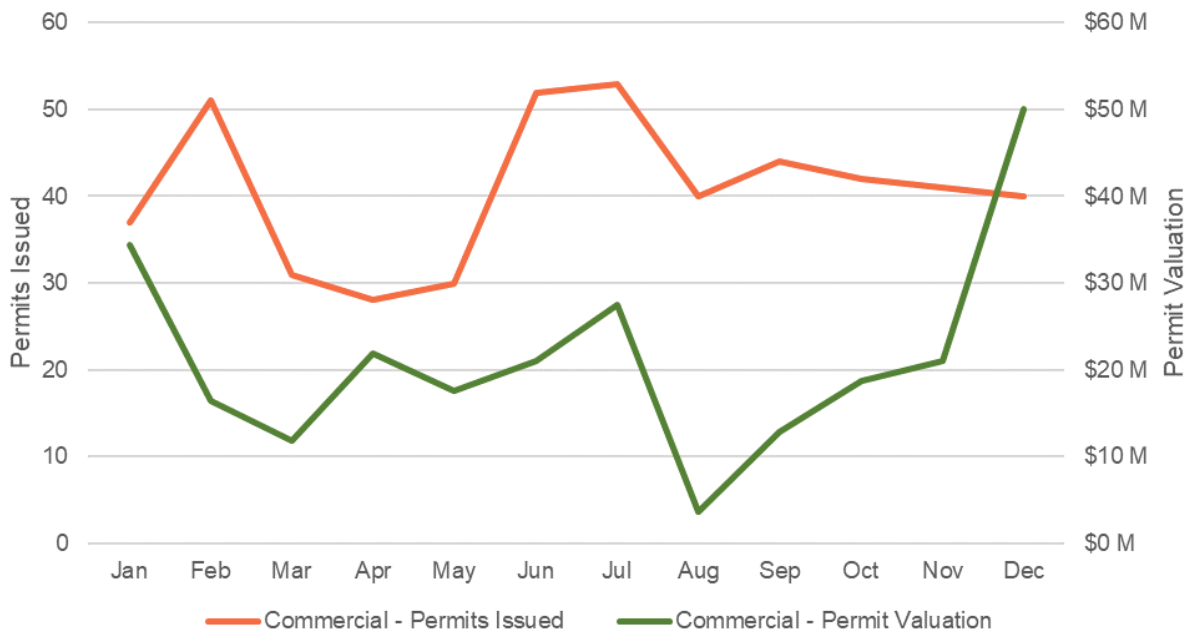
Over the Counter 5721
Residential 1425
Commercial 489
Sign 94

Spread of Permit Valuation by Type



Over the Counter \$86.2M
Residential \$209.5M
Commercial \$256.8M
Sign \$0.8M

In 2020, a total of 489 permits accounted for \$256.8 M.
Commercial Permits



In 2020, a total of 1425 permits accounted for \$209.5M.
Residential Permits



Type	Permit Category	Description	Common Issues
Commercial	New Construction	New “ground up” building construction	<ul style="list-style-type: none"> -Aggressive project schedules leading to incomplete submittals to “get started” -Coordination between onsite & offsite improvement plans -Stormwater Quality Control design not completed -Phased construction (i.e. piecemealing permits) -Concurrent Building/Planning reviews, coordination between submittals
	Addition	Additions to existing buildings	-Similar issues as those for new construction
	<i>All Other ≥ \$500K Valuation</i>	Alterations of buildings, Tenant Improvements, installation of equipment, grading and site improvements	-Change of use requirements not discussed w/ CDD ahead of submittal
	<i>All Other < \$500K Valuation</i>	Repairs, maintenance, façade improvements, electrical, mechanical, plumbing standalone permits	-Exterior changes not going through Design Review prior to BP submittal

Type	Permit Category	Description	Common Issues
Residential	New Construction – Multi-Family	New “ground up” duplex, apartments, condos	-Moving targets based on funding sources -Aggressive “drop dead” dates for affordable housing projects -ADA accessibility -Fee calculations and credits
	New Construction – Single-Family	New “ground up” single family dwellings	-Designers lack of code knowledge -Compliance w/ SB 5 Floodplain regs -PFF fees
	<i>All Other ≥ \$30K Valuation</i>	Alterations, additions, repair and maintenance due to valuations may not include electrical, mechanical and plumbing	-Designers lack of code knowledge
	<i>All Other < \$30K Valuation</i>	Alterations, additions, repair and maintenance; include electrical, mechanical and plumbing, solar and over the counter permits.	-Property owners not hiring design professionals -Revisions on solar permits -Work completed without permit (Code Enforcement case)

CDD noted that pulling the cycle time data has been a challenge due to the setup of Accela. Question: Do the reviews that occur get sent simultaneously to all the other departments involved (MUD, Fire, EDD, Public Works) or does it have to be routed in sequence?

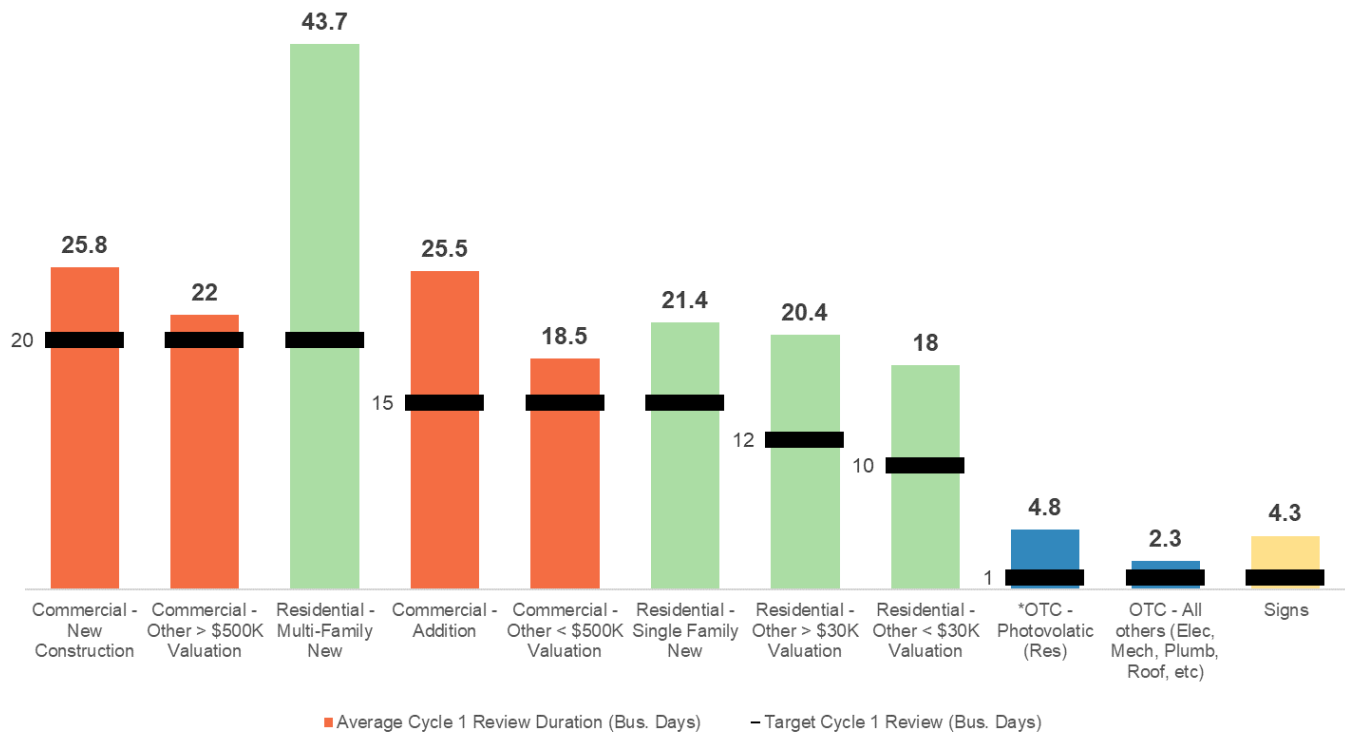
- Reviews happen in parallel.

Estimated Current Cycle Times

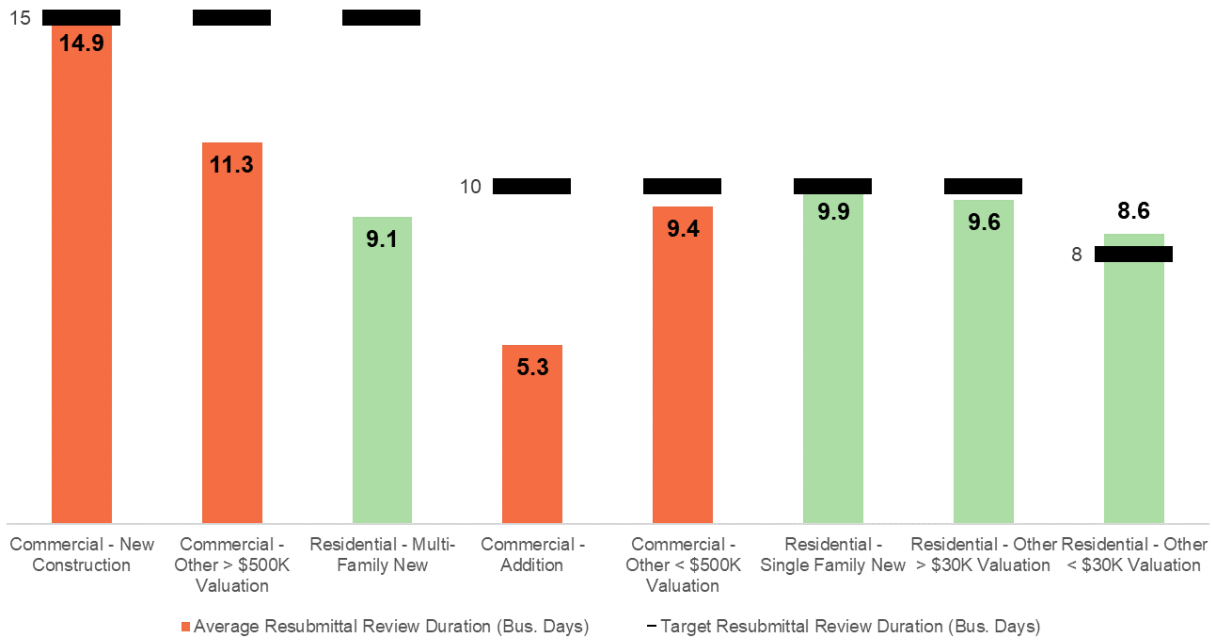
Notes on the following charts:

- Data is based on plan review tasks started in 2020 – Data pulled based on “routing” workflow being triggered, indicating a full plan review required. Only plan reviews initiated in 2020 through mid-November included in dataset.
- Durations reflect M-F workdays, duration data does not include off-Fridays or holidays
- Data is presented with \pm 85% confidence; problem factors present include time from review completion to communication to applicant, and data quality issues. Work underway with consultant for better data extraction.

Across all permit types, **Cycle 1 targets are currently met 33% of the time.**



Across all permit types, **Cycle 2 targets are currently met 71% of the time.**



Question: what percentage of reviews are complete after Cycle 1?

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Data Based on Plan Review Tasks Started in 2020

Data pulled based on "Routing" workflow task being triggered, indicating a full plan review required. Only plan reviews initiated in 2020 through mid-November included in dataset.

Permit Type	Permit Count	Target Cycle 1 Review (Bus. Days)	Actual Cycle 1 Review Duration (Bus. Days)	Cycle 1 - % of Target Met	Target Resubmittal Review Duration (Bus. Days)	Actual Resubmittal Review Duration (Bus. Days)	Resubmittal - % of Target Met	Average # of Cycles
Commercial - New Construction	37	20	25.8	19%	15	14.9	61%	2.2
Commercial - Addition	4	15	25.5	0%	10	5.3	100%	2.3
Commercial - Other ≥ \$500K Valuation	58	20	22.0	41%	15	11.3	76%	2.5
Commercial - Other < \$500K Valuation	209	15	18.5	39%	10	9.4	67%	2.4
Residential - Multi-Family New	25	20	43.7	16%	15	9.1	91%	3.1
Residential - Single Family New	109	15	21.4	33%	10	9.9	60%	2.3
Residential - Other ≥ \$30K Valuation	76	12	20.4	29%	10	9.6	59%	2.3
Residential - Other < \$30K Valuation	46	10	18.0	11%	8	8.6	53%	2.4

Data Based on Date Permit Opened to Ready-to-Issue

*OTC - Photovoltaic (Res)	2393	1	4.8	34%				
OTC - All others (Elec, Mech, Plumb, Roof, etc)	3300	1	2.3	76%				
Signs	96	1	4.3	68%				

Projected Cycle Times for Building Plan Review

The following table is advertised on the City's website for building permit plan review times. These are current targets. All departments have agreed to these projected time frames.

RESIDENTIAL			COMMERCIAL		
Type of Project	Working Days in Cycle		Type of Project	Working Days in Cycle	
New	15 Days	Cycle 1	New*	20 Days	Cycle 1
	10 Days	Cycle 2		15 Days	Cycle 2
	5 Days	Cycle 3		10 Days	Cycle 3
Additions	12 Days	Cycle 1	Additions**	15 Days	Cycle 1
	10 Days	Cycle 2		10 Days	Cycle 2
	5 Days	Cycle 3		5 Days	Cycle 3
Interior Alterations	12 Days	Cycle 1	Interior Alterations~	15 Days	Cycle 1
	10 Days	Cycle 2		10 Days	Cycle 2
	5 Days	Cycle 3		5 Days	Cycle 3
Pool / Spa	5 Days	Cycle 1	Small Interior Office / Retail Alterations	Can be done OTC (over the counter) for qualified projects only.	
	3 Days	Cycle 2			
	1 Days	Cycle 3			
Photovoltaic – Can be done OTC if the project qualifies for streamline process.	10 Days	Cycle 1	Revisions and Deferred Submittals	10 Days	
	5 Days	Cycle 2			
Production Homes	10 Days		All Other Reviews	20 Days	
Patio Covers/ Accessory Structure	Can be OTC for pre-engineered structures and qualified project reviews only.		*Projects over \$3 million in construction valuation: add 5 days. **Projects over \$5 million in construction valuation: add 5 days. ~Projects over 5,000 square feet: add 5 days		
Please note that these are estimated projected times and are subject to change. Processing time is based on the availability of staff resources and workload.					

It was noted that Accela does not currently allow for consistent messaging and use across impacted departments.

The following table compares Stockton’s advertised targets to those of other, local jurisdictions.

Type	Subcategory	Target Cycle 1 Review Duration					Target Resubmittal Review Duration				
		Stockton (Bus. Days)	Modesto (Cal. Days)	Sacramento (Bus. Days)	Manteca (Bus. Days)	Tracy (Bus. Days)	Stockton (Bus. Days)	Modesto (Cal. Days)	Sacramento (Bus. Days)	Manteca (Bus. Days)	Tracy (Bus. Days)
Com	New Construction	20	30	25	20	20	15	15	20	10	10
	Addition	15		25	20	20	10		15	10	10
	All Other ≥ \$500K Valuation	20	21	20	15	20	15	14	15	10	10
	All Other < \$500K Valuation	15		15	10	20	10		10	5	10
Res.	New Construction – Multi-Family	20	30	25	20	20	15	15	20	10	10
	New Construction – Single Family	15	21	20	15	20	10	7	15	10	10
	All Other ≥ \$30K Valuation	12	14	15	12	20	10	7	10	10	10
	All Other < \$30K Valuation	10		12	10	20	8		8	5	10

Transformation Plan Master Schedule

Transformation Plan Top 10 Tasks: Status Summary

Task Name	% Complete	Start	Finish	Notes
TASK ID 11: Update safe sender list in Outlook to accept Bluebeam emails	100%	Tue 12/1/20	Tue 12/1/20	Complete
TASK ID 68: Update Accela to automatically route Building plan checks to Senior Planner	80%	Mon 11/23/20	Fri 1/22/21	Pending scripting overhaul
TASK ID 40: Develop Plan Check SOP for Engineering to use Bluebeam (Transition Engineering permits to Electronic Plan Check	38%	Fri 5/29/20	Wed 6/30/21	SOP complete, plan to rerun pilot project in January/February
TASK ID 21: Update Accela to require customers scheduling an inspection through online portal “a message for our Inspector”	100%	Thu 12/3/20	Mon 1/4/21	Complete

Task Name	% Complete	Start	Finish	Notes
TASK ID 5: Set standards & checklists on Plan Submittals + hold quarterly workshops including SWPPP & SWQCP	11%	Tue 12/1/20	Fri 8/20/21	Framework established to move forward; MUD workshops scheduled for late Jan/early Feb; checklist started
TASK ID 28: Develop & Implement Project Liaison Process	0%	Mon 3/1/21	Mon 7/26/21	Not started - must define process & parameters
TASK ID 77: Define KPIs for each portion of the development process	45%	Mon 10/19/20	Thu 2/18/21	In progress
TASK ID 32: Develop training plans with a customer-first approach	1%	Fri 1/8/21	Fri 7/23/21	In-progress - CDD counter operations kickoff complete
TASK ID 12: Develop pre-construction agenda and checklist	100%	Mon 10/19/20	Mon 10/19/20	Complete
TASK ID 6: Benchmark City processes (for SWQCP) with other agencies inc. County	2%	Wed 1/13/21	Wed 6/30/21	In progress

Appendix A: Completed Item Detail – TASK ID 12: Develop pre-construction agenda and checklist

	<p>Jobsite Pre-Construction Meeting Agenda</p>	
<p>COMMUNITY DEVELOPMENT DEPARTMENT • 345 N. EL DORADO STREET • STOCKTON, CA 95202 • (209) 937-8261 www.stocktonca.gov/buildingpermits</p>		

1. Introductions,

- a. Building Inspections
- b. Fire Prevention
- c. Public Works

2. City of Stockton Annual Calendar

3. Inspection Process,

- a. Inspection requests
- b. On-site inspections
- c. Overtime afterhours Inspections
- d. Special Inspection requirements
- e. Jobsite Contact Information

4. Revisions, Changes, RFI's

5. Certificate of Occupancy & Temporary Certificate of Occupancy

6. Fire Prevention Inspections

7. Public Works Inspections

8. Special Requests or Requirements

9. Questions

Rev 12-22-20

Appendix B: Completed Item Detail – TASK ID 21: Update Accela to require customers scheduling an inspection through online portal “a message for our Inspector”

Schedule/Request an Inspection ×

Inspection type: 022 Final Building

Location and Contact

Verify that the location is correct and add a contact person for the inspection.

Location
425 N EL DORADO ST

Contact

Specify the on-site contact person (*for this inspection*)

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

* Phone Number

Continue [Back](#) [Cancel](#)

Schedule/Request an Inspection ✕

Confirm Your Selection

Please confirm the details below and click the Finish button to schedule the inspection. All requests show 7:30am. Inspectors will set route each morning.

022 Final Building
1/18/2021 7:30 AM
425 N EL DORADO ST

Include Additional Notes

Provide additional comments or instructions for the inspector

Prefer noon inspection if possible ?

(Please include an alternate phone number if different from the contact information provided in your application.)

Finish

Back

Cancel