

CITY OF  
**HAYWARD**  
HEART OF THE BAY

**Overview of Hayward's  
Development Review Process  
City Council Work Session  
October 2, 2012**

David Rizk, AICP, *Development Services Director*



# **Overview of Hayward's Development Review Process**

- 1. Summary of Accomplishments  
and Performance**
- 2. Overview of Process**



# **1. Summary of Accomplishments and Performance**



## **Summary of Accomplishments**

- **Continue to stress importance of development review process efficiency and predictability throughout organization – ONGOING**
- **Established ‘Best Practices’ Processing Review Times for Building Permits and Planning Applications**
- **Established process for early, high level staff discussion with potential applicants**
- **Upgraded information on Development Services Department website regarding handouts and performance**



## **Summary of Accomplishments, cont...**

- **Building staff now accepts non-cash payments for permits in the Permit Center**
- **Hold regular interdepartmental meetings with various staff regarding processing and project issues**
- **Interactive Voice Response (IVR) phone system for Building Inspections**
- **Development Review FOCUS Group has met every other month since December 2009  
(see Attachment II to the staff report)**



# Summary of Performance

FY12	Based on 197 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	92%	8%	
Courtesy of Receptionist	96%	4%	
Courtesy of Professional Staff	96%	4%	
Knowledge of Professional Staff	96%	4%	
	<b>YES</b>	<b>NO</b>	
Were you initially assisted within 15 minutes?	95%	5%	
Did you get adequate information and were all your questions answered?	93%	7%	
	<b>30 Minutes</b>	<b>30-60 Minutes</b>	<b>More than 1 hour</b>
How long was visit in total?	55%	29%	16%
	<b>Total</b>		
Who assisted you?			
Building Division	114		
Planning Division	81		
Fire Department	32		
Community Preservation	3		
Rental Housing	0		
Other	0		
	<b>Total</b>		
Number of Visitors to the Permit Center			
Building Division	4140		
Planning Division	1884		
Building & Planning Divisions	231		
Development Engineering	96		
Encroachment	117		
Fire Department	826		
General Inquiries	653		
<b>Total Number of Visitors</b>	<b>7947</b>		

FY11	Based on 188 Survey Cards		
	Excellent or Good	Fair or Poor	
Overall, how is our service?	94%	6%	
Courtesy of Receptionist	99%	1%	
Courtesy of Professional Staff	95%	5%	
Knowledge of Professional Staff	94%	6%	
		<b>NO</b>	
Were you initially assisted within 15 minutes?	93%	7%	
Did you get adequate information and were all your questions answered?	98%	2%	
	<b>30 Minutes</b>	<b>30-60 Minutes</b>	<b>More than 1 hour</b>
How long was visit in total?	63%	27%	10%
	<b>Total</b>		
Who assisted you?			
Building Division	115		
Planning Division	74		
Fire Department	30		
Community Preservation	0		
Rental Housing	1		
Other	0		
	<b>Total</b>		
Number of Visitors to the Permit Center			
Building Division	5720		
Planning Division	2996		
Building & Planning Divisions	578		
Development Engineering	126		
Encroachment	203		
Fire Department	1561		
General Inquiries	1333		
<b>Total Number of Visitors</b>	<b>12517</b>		



# Summary of Performance – Building

<u>ACTIVITY</u>	<u>PERFORMANCE METRIC</u>	<u>FY 11</u>	<u>FY 12</u>
Projects that don't require drawings:	Same day over-the-counter (OTC) permit issuance	95%	94%
All permits:	90% of all permits to be OTC	84%	79%
Small residential remodels and small commercial tenant improvements:	Same day OTC plan checks and permit issuance	88%	94%
Medium size projects, such as residential additions, and medium size commercial and industrial tenant improvements:	Within 10 business days of submittal to first response	80%	85%
Large size projects, such as new residential tracts and new commercial projects:	Within 20 business days of submittal to first response	70%	84%
All re-submittals for all projects:	Within 10 business days of re-submittal to response	77%	92%
<b>TOTALS:</b>		<b>68%</b>	<b>83%</b>
Inspections	Next day inspections for all inspections	100%	100%



# Summary of Performance – Planning (FY12)

	Initial Reviews			Second and Subsequent Reviews		
	No. of 30 day letters	No of 30 day letters sent on time	% sent on time	No. of 15 day letters	No. of 15 day letters sent on time	% sent on time
<b>ADMINISTRATIVE APPROVALS</b>						
Type (Established processing time)						
Administrative Use Permit (6 weeks)	26	20	77%	9	8	89%
Certificate of Merger (6 weeks)			N/A			N/A
Food Vendor Permit (6 weeks)	5	5	100%			N/A
Lot Line Adjustment (6 weeks)	2	2	100%			N/A
Minor Modification ( 6 to 12 weeks)	3	2	67%	1	0	0%
Planned Development Modification (6 to 12 weeks)	1	1	100%			N/A
Site Plan Review (6 weeks)	8	5	63%	3	2	67%
Parcel Map ( 6 to 12 weeks)	1	1	100%	1	1	100%
Tentative Parcel Map ( 6 to 12 weeks)			N/A			N/A
<b>TOTAL</b>	<b>46</b>	<b>36</b>	<b>78%</b>	<b>14</b>	<b>11</b>	<b>79%</b>
<b>PLANNING COMMISSION/CITY COUNCIL HEARINGS</b>						
Conditional Use Permit (6 to 12 weeks)	3	3	100%	1	1	100%
<b>TOTAL</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>1</b>	<b>1</b>	<b>100%</b>
<b>GRAND TOTAL</b>	<b>49</b>	<b>39</b>	<b>80%</b>	<b>15</b>	<b>12</b>	<b>80%</b>



# Summary of Performance – Planning (FY12)

<u>ACTIVITY</u>	<u>PERFORMANCE METRIC</u>	<u>FY 11</u>	<u>FY 12</u>
• Administrative Use Permit (AUP) Application:	Process within <b>6 weeks</b> after application is deemed complete	90% (of 20 total)	85% (of 26 total)
• Site Plan Review Application:	“	82% (of 17 total)	56% (of 9 total)
• Food Vendor Permit Application:	“	100% (of 2 total)	100% (of 5 total)
• Variance Application:	“	NA	100% (of 3 total)
• Lot Line Adjustments:	“	100% (of 2 total)	50% (of 2 total)
• Certificate of Merger:	“	100% (of 1 total)	NA
• Conditional Use Permit (CUP) Application (public hearing):	Process within <b>12 weeks</b> after application is deemed complete	100% (of 3 total)	67% (of 3 total)
• Tentative Parcel Map Application:	“	100% (of 1 total)	NA
• Utility Service Agreements:	“	100% (of 4 total)	NA
• General Plan Amendment Application (two public hearings):	Process within <b>18 weeks</b> after application is deemed complete	100% (of 1 total)	NA
• Zone or Text Change Application (two public hearings):	“	50% (of 2 total)	NA



## 2. Overview of Process



## **2. Overview of Process**

- 1. Pre-Application Phase**
- 2. Planning/Land Use Entitlement Phase**
- 3. Construction Permit Application Processing Phase**
- 4. Construction Phase**
- 5. Post Construction Phase**



## 2. Overview of Process

### 1. Pre-Application Phase

- a. Interaction with Staff at Permit Center
- b. Informal Meetings
- c. Formal Pre-Application Meetings
- d. Formal Code Assistant Meetings

**FREE OF CHARGE!**



## 2. Overview of Process

### 2. Planning/Land Use Entitlement Phase

- Addresses land use and design of projects, division of land, as well as environmental impact analysis.
- Uses are either not listed or are allowed as primary uses, administrative uses, or conditional uses in each Zoning District.
- Other discretionary reviews involve site plan reviews, variances, etc.



## **2. Planning/Land Use Entitlement Phase – CEQA Environmental Impact Analysis**

Exempt from CEQA

Negative Declaration (ND) or  
Mitigated Negative Declaration  
(MND)

Environmental Impact report (EIR)

- Only process where significant,  
unavoidable impacts may be acceptable –  
**STATEMENT OF OVERRIDING  
CONSIDERATIONS**



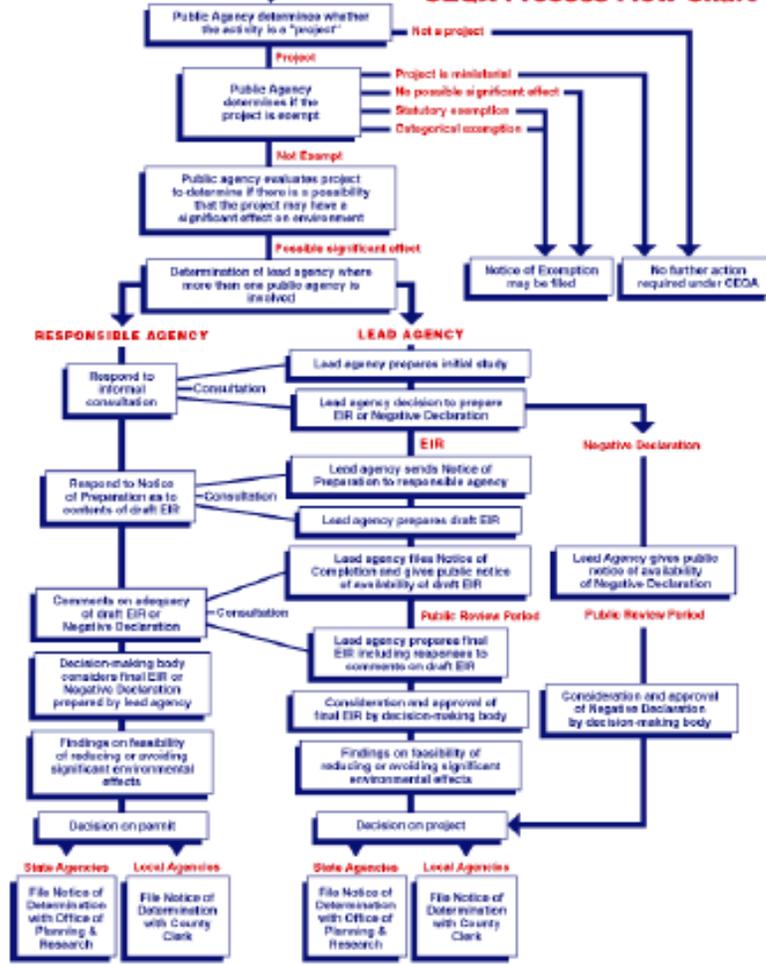
# 2. Planning/Land Use Entitlement Phase – CEQA Environmental Impact Analysis

## CEQA

The California Environmental Quality Act

[Credits](#) | [Disclaimer](#)

### CEQA Process Flow Chart



## **2. Overview of Process**

### **3. Construction Permit Application Processing Phase**

For FY12:

- 1,110 Fire Department permits
- 3,392 Building permits



### 3. Construction Permit Application Processing

<u>Reviewing Department</u>	<u>Issues/Components of Project</u>
Fire Department	<ul style="list-style-type: none"><li>• sprinkler system required</li><li>• hazardous materials storage/use involved</li><li>• new construction in the Urban/Wildland interface areas in the hills</li></ul>
Building Division	<ul style="list-style-type: none"><li>• State Title 24 energy reports</li><li>• California Green Building Code checklists</li><li>• structural calculations and electrical drawings/calculations (dependent on scope of work)</li></ul>
PW – Utilities & Env. Services	<ul style="list-style-type: none"><li>• a project with valuation over \$75,000</li></ul>
PW – Engineering & Transportation	<ul style="list-style-type: none"><li>• significant amounts of grading (&gt;300 cubic yards or 5 feet or more of cut/fill grading on slopes over 20 percent)</li><li>• significant changes to drainage patterns to ensure projects will meet the 'Provision C.3' requirements of the Municipal Regional Stormwater NPDES (National Pollutant Discharge Elimination System) Permit issued to the City of Hayward</li></ul>



### 3. Construction Permit Application Processing

	Number of Permits Issued in FY 2012
<b>BUILDING PERMITS</b>	
Plumbing Permit	756
Residential Over-the-Counter (e.g., bath, kitchen remodels)	521
Electrical Permit	515
Mechanical Permit	453
Residential Reroof	277
Single-Family Tract Plot	201
Commercial Remodel	117
Residential Solar Photovoltaic	66
Commercial Over-the-Counter (e.g., bathroom remodels, moving a wall, changing lights or fixtures)	61
<b>Total:</b>	<b>2,967</b>
<b>FIRE DEPT. PERMITS</b>	
Fire Department Annual Inspection	804
Fire Protections Systems	137
<b>Total:</b>	<b>941</b>



## **2. Overview of Process**

### **4. Construction Phase**



## **2. Overview of Process**

### **5. Post Construction Phase**

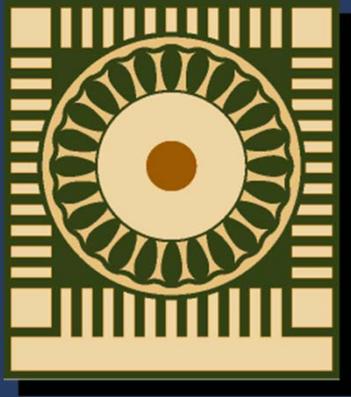


**Development Review in Hayward involves several staff from various City departments, including:**

- Building Division in Development Services Dept.
- Planning Division in Development Services Dept.
- City Manager's Office – Economic Development
- Fire Department
- Public Works – Utilities and Environmental Services Department
- Public Works – Engineering and Transportation Department
- Police Department
- City Attorney's Office







CITY OF  
**HAYWARD**  
HEART OF THE BAY

**Overview of Hayward's  
Development Review Process  
City Council Work Session  
October 2, 2012**

David Rizk, AICP, *Development Services Director*

