TAC Ad Hoc Virtual Meeting

(Updated: May 27, 2020)

Development Services

Agenda

Development Services

Announcements

Discussion/Action/Informational

1. **Update on DSD Operations during COVID-19: Greg Hopkins (20 Minutes)**
   - **Potential Reopening Plans**
2. **#DigitalDSD Status Update: Elyse Lowe (20 Minutes)**
3. **DSD's New BluePrint Subcommittee Reports (20 Minutes)**
   - **Communication: Rimah Khouri-Velez/Scott Robinson**
   - **Policy: Gary Geiler/Michelle Sokolowski**
   - **Process/Organizational Effectiveness: Edric Doringo/Kelly Charles**
   - **Technology: Leslie Sennett**
4. **Future Agenda Items**

Adjourn | Next meeting: May 27, 2020

COVID-19 and Reopen DSD

- ✓ **COVID-19 Restriction Protocols <u>Remain in Place</u>**

- ✓ **New Requirements as of May 1**
  - DSD staff must wear masks within 6 feet of another person, including inside City facilities
  - Masks are required for customers entering 1st floor COB and 3rd Floor bridge access

- ✓ **Future public access limited to 3rd Floor**
  - Plexiglass will installed on the 3rd floor for customer-facing booths
  - Records staff will be located on the 3rd Floor

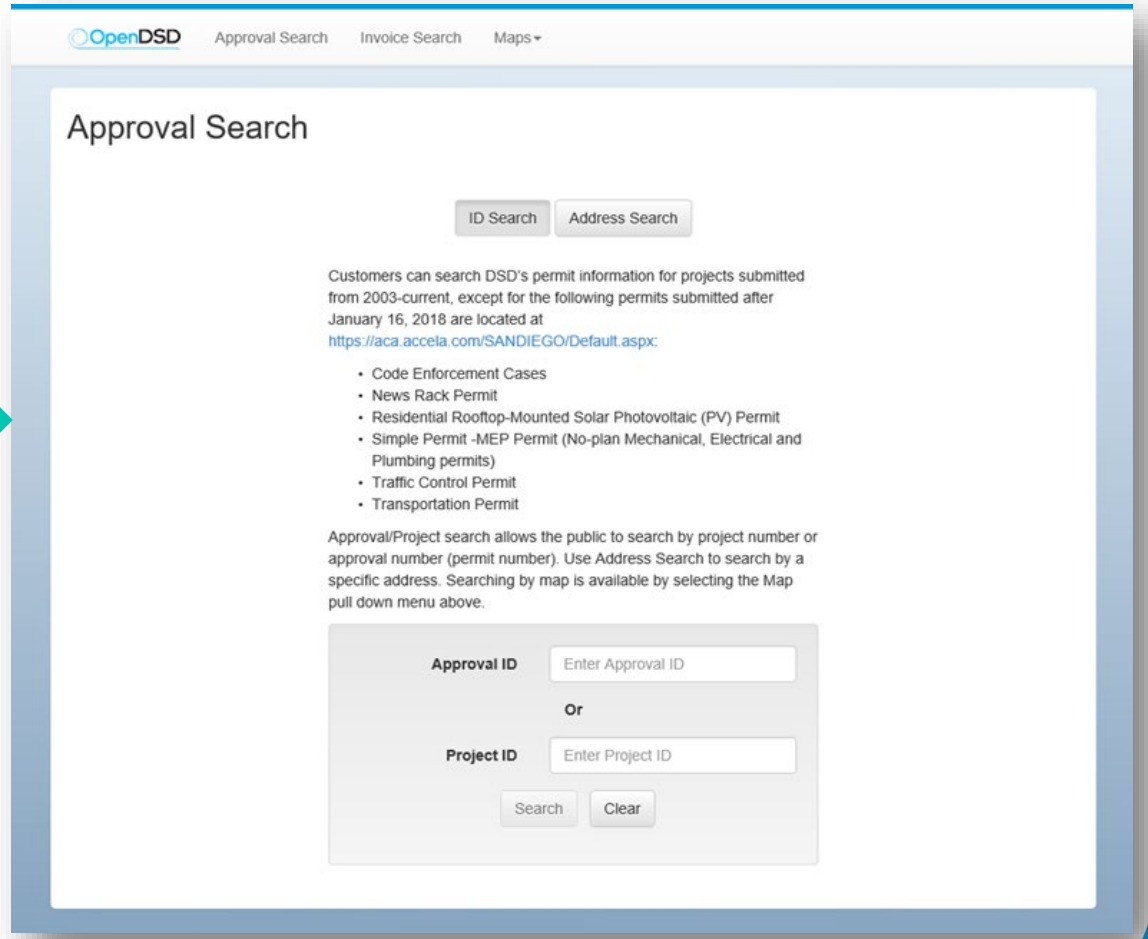
- ✓ **Continue virtual meetings, conference calls, email and plan drop off/pick up until COVID-19 restrictions lifted**

- ✓ **Re-opening date has not been announced**

Operational Update Cont.

- **Plan Submittals & Issuance Update - Paper and Digital**
- **Plan Pick Up Update**
- **Project Review Comments Available to Customers Online – visit OpenDSD**
- **Payments & Online Payments**
  - Surcharge for fees paid online
  - Drop box safe
- **Effective July 1, 2020 new increased fees will be implemented**
  - 6.2% (2.7% CPI + 3.5% approved by Council)

https://opendsd.sandiego.gov/web/approvals/



#Digital DSD Update

- **New Online Permitting Launched on May 4**
  - **First two weeks, over 1,000 electronic submittal received**
  - **What's New:**
    - Announced Construction Changes re-submitted electronically will be processed online - Requires applicant to **scan** in original
    - New customer online form to get help finding project status
  - **What's Next:**
    - Continue asking for feedback to improve customer experience
    - **Transition to 100-percent digital on July 1 (Target date)**
    - Complete the implementation of full cloud-based electronic review later this year

DSD'S New Blue Print

What is the New Blue Print ?

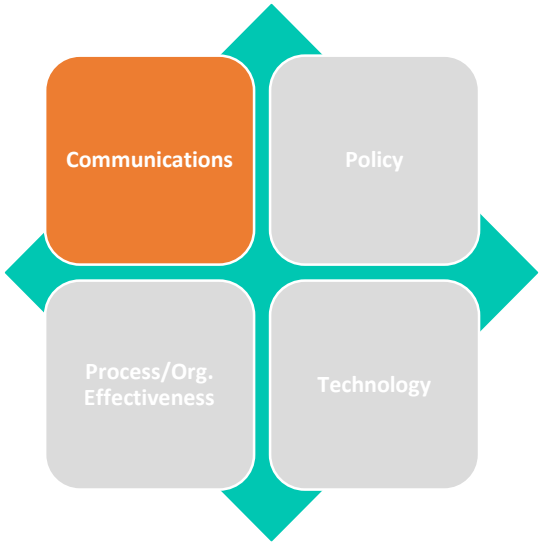
- More than 130 ideas (Big and Small)
- Leverage technology and adapt to changing conditions (COVID-19)
- Four DSD teams that are implementing the ideas

SD New Blueprint

DSD'S New Blue Print – Communications

- **Purpose:** The Communications committee is focused on developing and implementing ideas that improve DSD communication with internal and external stakeholders
- **Goal:** Generate new ideas that utilizes communication strategies, tactics and tools to improve communications
- **Benefits:** Better communication with employees and customers, provider greater access to public information and reduce the delay in receiving important updates
- **Highlights:**
  - **Constant Contact**
  - **Internal Employee Newsletter**
  - **The Construction Insider**

- **28 - Number of Ideas**
- **18 - Ideas Implemented and in Progress**

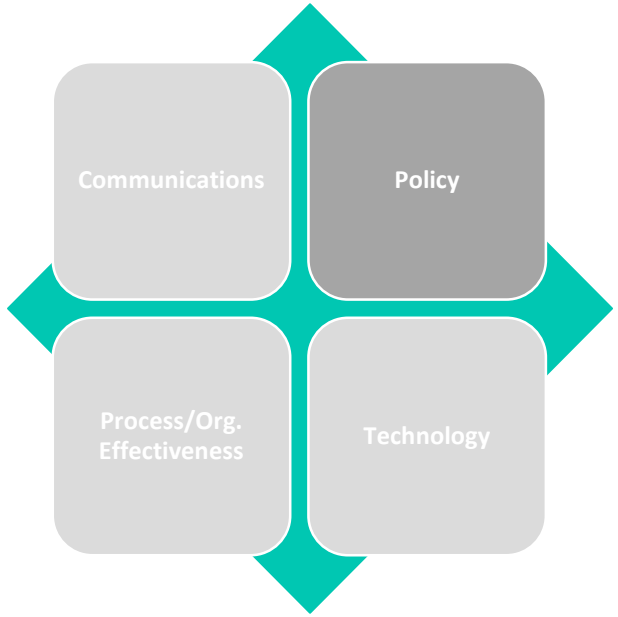


SD New Blueprint

DSD'S New Blue Print – Policy

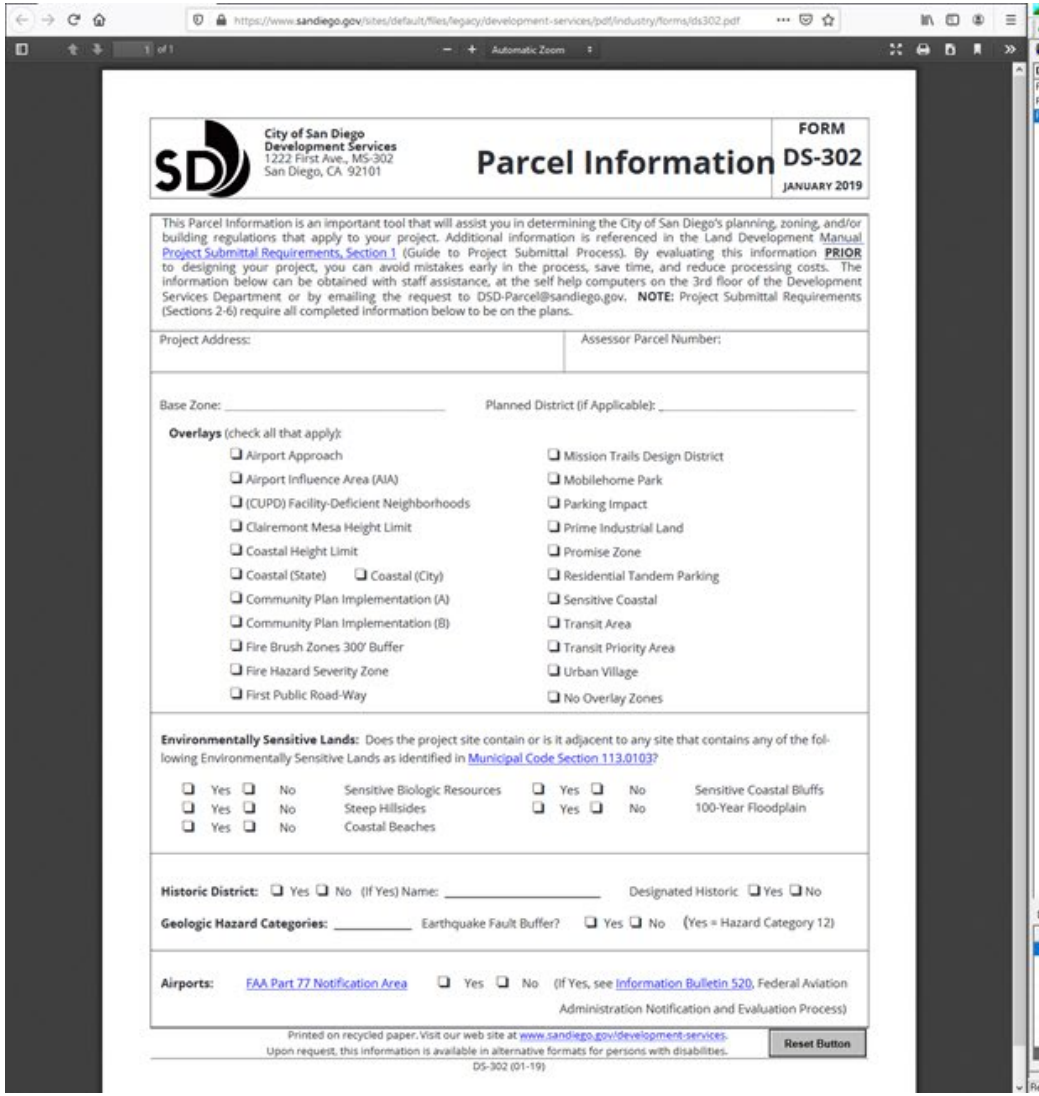
- **Purpose:** Committee focused on policy changes that improve coordination with other departments, outside agencies and customers
- **Goal:** Generate new ideas that consider policy changes and updates that improve the services provided by DSD
- **Benefits:** Update policies, consider new policies that impact operations and mitigate the impact and implement new policy changes to reduce cost, time and improve efficiency
- **Highlights:** Screen shot demo of the Parcel Information Check List

- **35 - Number of Ideas**
- **23 - Ideas Implemented or in progress**



SD New Blueprint

DSD'S New Blue Print – Policy – Screen Shot Demo



City of San Diego
Development Services
1222 First Ave., MS-302
San Diego, CA 92101

Parcel Information

FORM DS-302
JANUARY 2019

This Parcel Information is an important tool that will assist you in determining the City of San Diego's planning, zoning, and/or building regulations that apply to your project. Additional information is referenced in the Land Development Manual Project Submittal Requirements, Section 1 (Guide to Project Submittal Process). By evaluating this information **PRIOR** to designing your project, you can avoid mistakes early in the process, save time, and reduce processing costs. The information below can be obtained with staff assistance, at the self help computers on the 3rd floor of the Development Services Department or by emailing the request to DSD-Parcel@sandiego.gov. **NOTE:** Project Submittal Requirements (Sections 2-6) require all completed information below to be on the plans.

Project Address: | Assessor Parcel Number:

Base Zone: _____ Planned District (if Applicable): _____

Overlays (check all that apply):

- ❑ Airport Approach
- ❑ Airport Influence Area (AIA)
- ❑ (CUPD) Facility-Deficient Neighborhoods
- ❑ Clairemont Mesa Height Limit
- ❑ Coastal Height Limit
- ❑ Coastal (State) ❑ Coastal (City)
- ❑ Community Plan Implementation (A)
- ❑ Community Plan Implementation (B)
- ❑ Fire Brush Zones 300' Buffer
- ❑ Fire Hazard Severity Zone
- ❑ First Public Road-Way
- ❑ Mission Trails Design District
- ❑ Mobilehome Park
- ❑ Parking Impact
- ❑ Prime Industrial Land
- ❑ Promise Zone
- ❑ Residential Tandem Parking
- ❑ Sensitive Coastal
- ❑ Transit Area
- ❑ Transit Priority Area
- ❑ Urban Village
- ❑ No Overlay Zones

Environmentally Sensitive Lands: Does the project site contain or is it adjacent to any site that contains any of the following Environmentally Sensitive Lands as identified in Municipal Code Section 113.0103?

❑ Yes ❑ No Sensitive Biologic Resources
❑ Yes ❑ No Steep Hillsides
❑ Yes ❑ No Coastal Beaches
❑ Yes ❑ No Sensitive Coastal Bluffs
❑ Yes ❑ No 100-Year Floodplain

Historic District: ❑ Yes ❑ No (If Yes) Name: _____ Designated Historic ❑ Yes ❑ No

Geologic Hazard Categories: _____ Earthquake Fault Buffer? ❑ Yes ❑ No (Yes = Hazard Category 12)

Airports: FAA Part 77 Notification Area ❑ Yes ❑ No (If Yes, see Information Bulletin 520, Federal Aviation Administration Notification and Evaluation Process)

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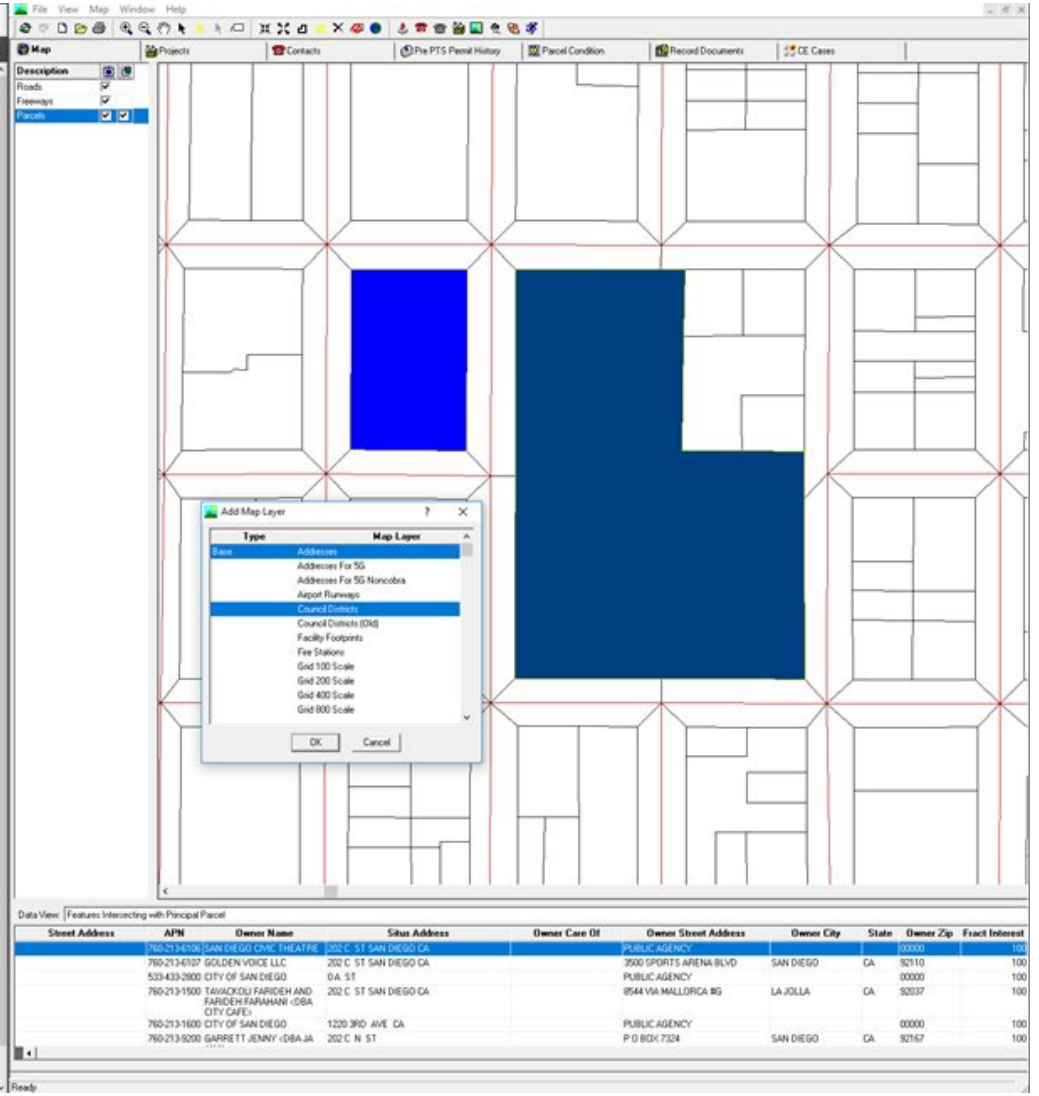
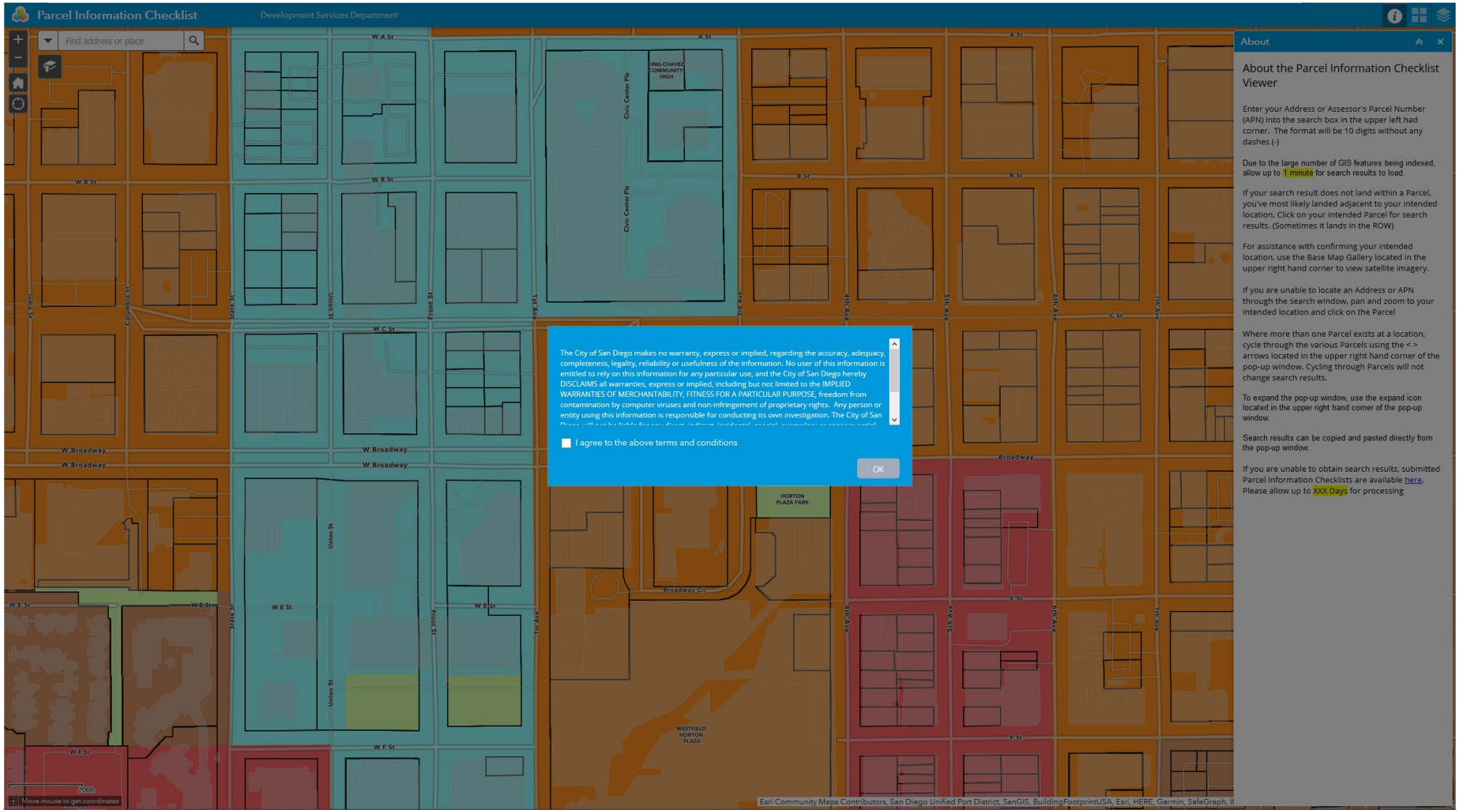
Upon request, this information is available in alternative formats for persons with disabilities.

Reset Button

DS-302 (01-19)



DSD'S New Blue Print – Policy – Screen Shot Demo



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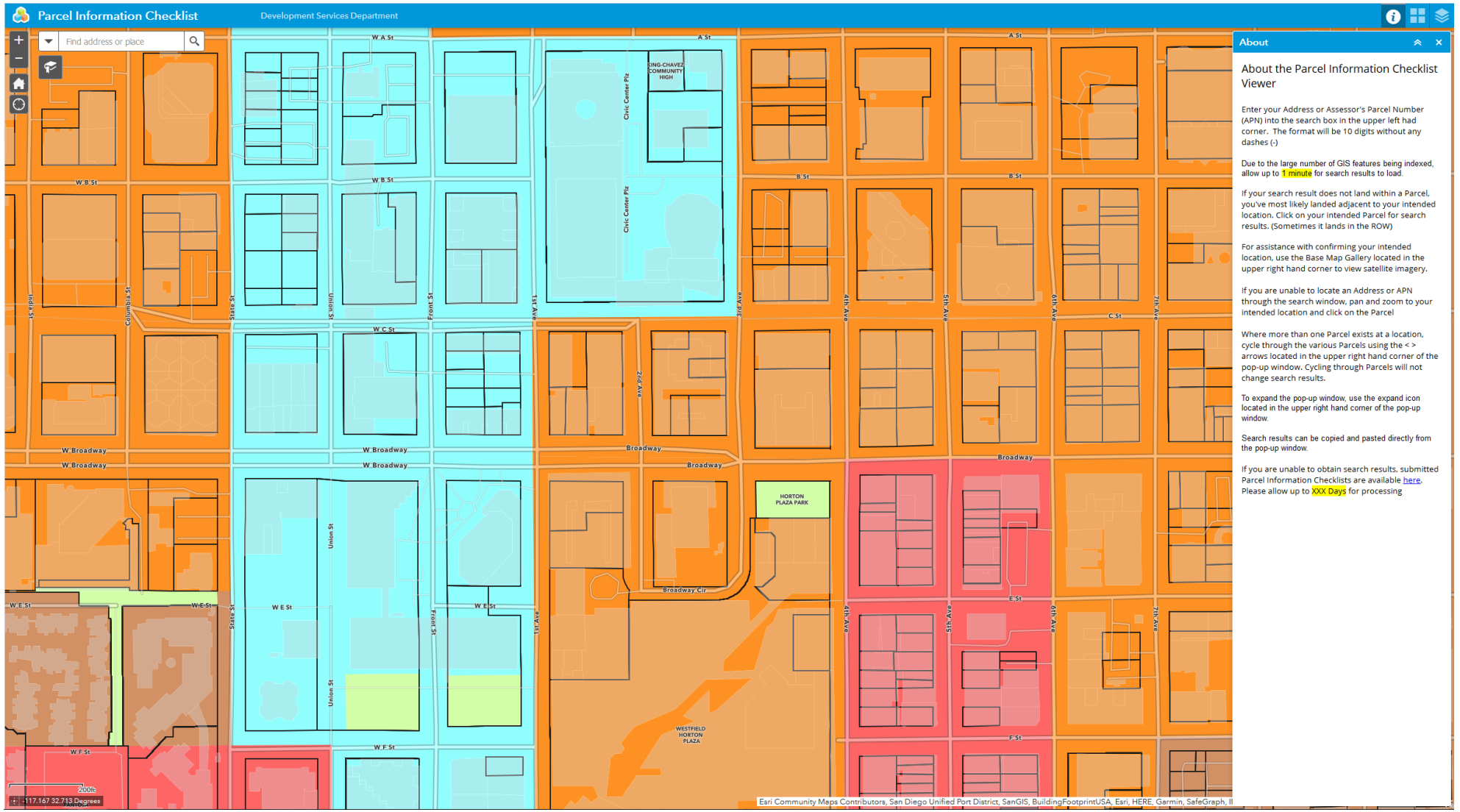

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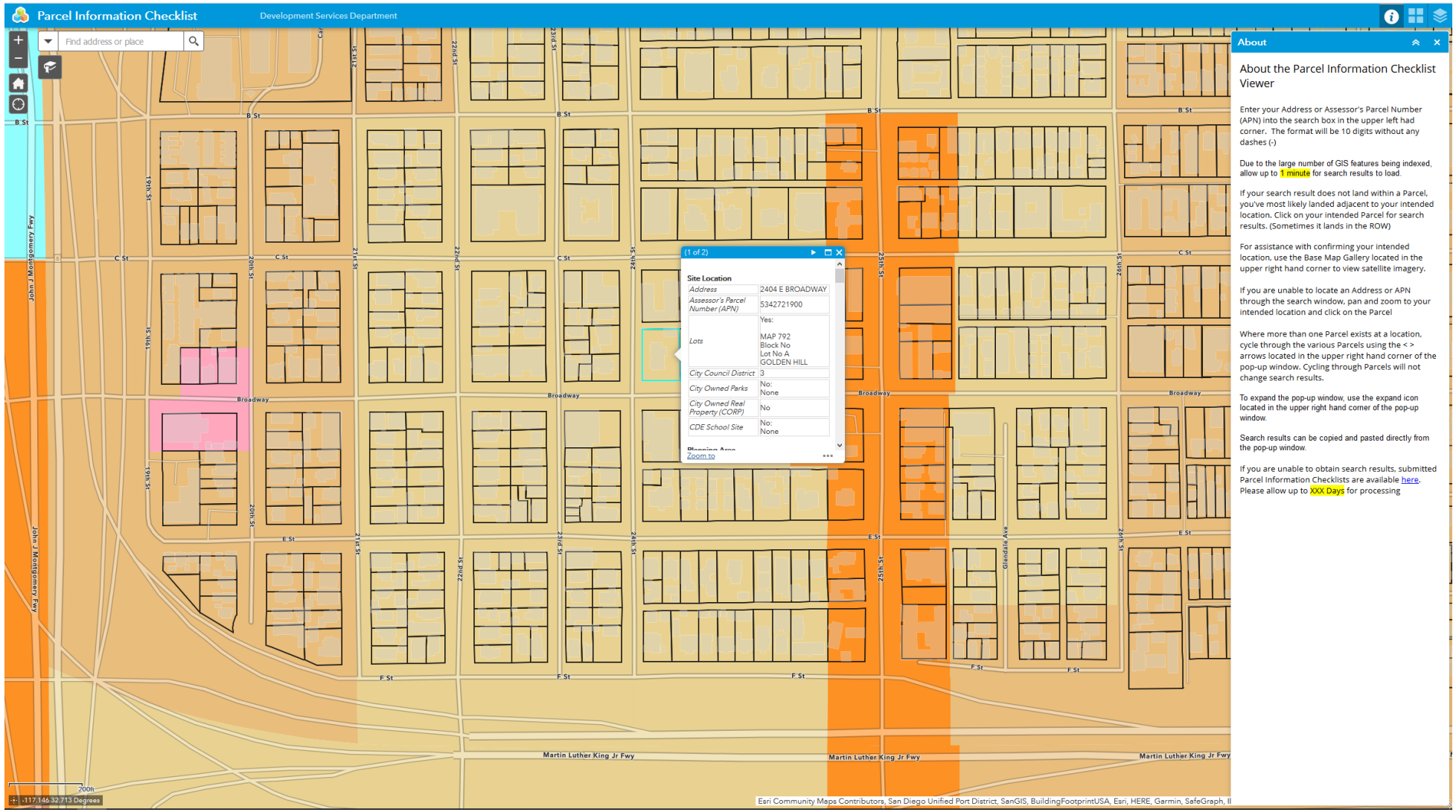

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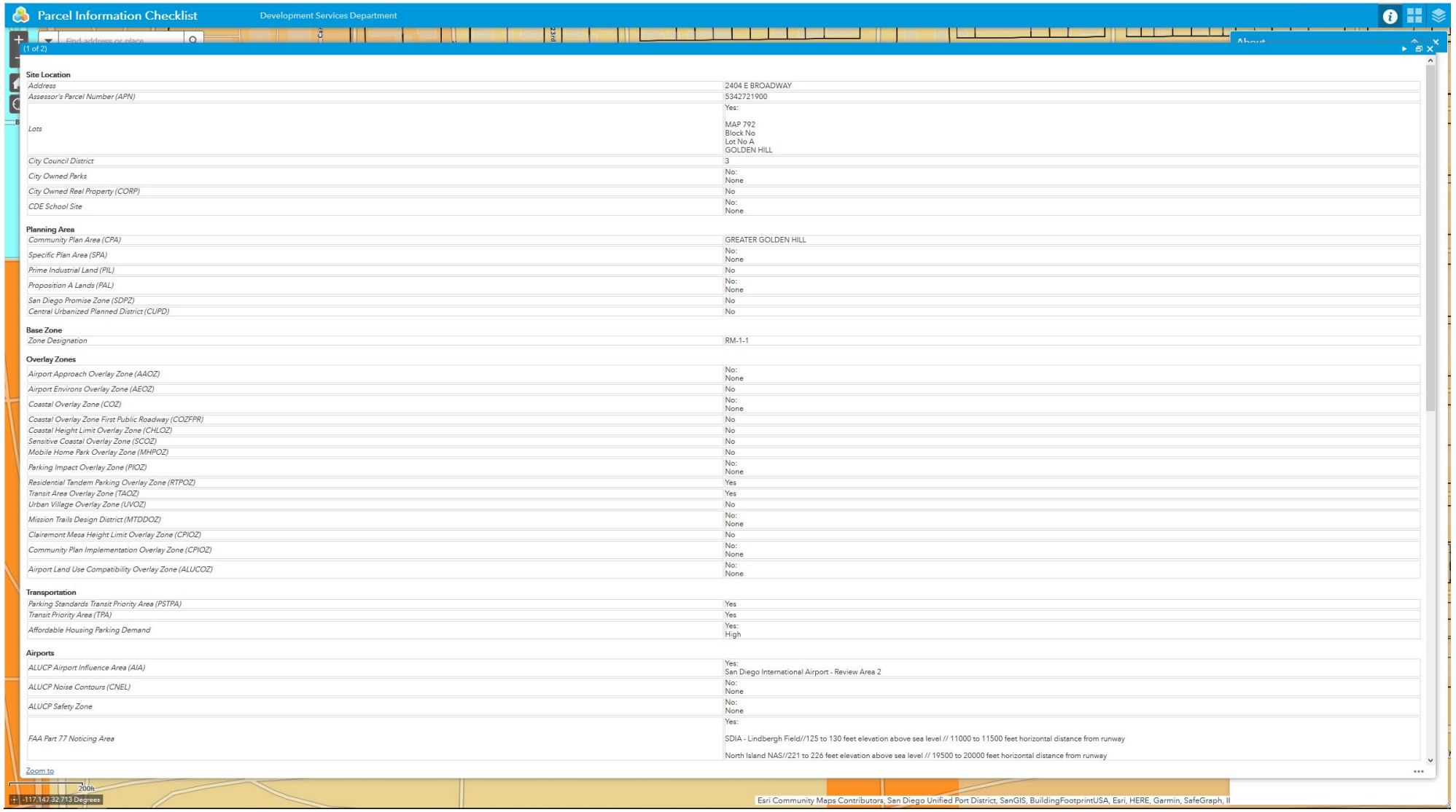
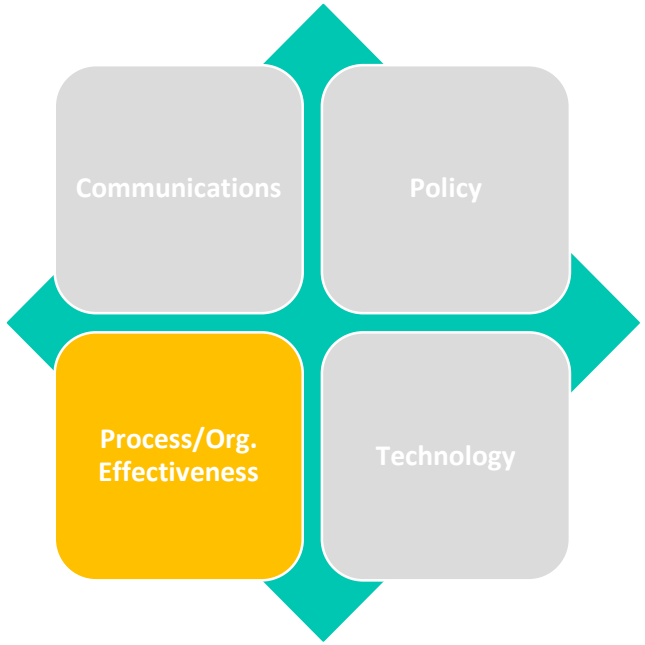


DSD'S New Blue Print – Process/Org. Effectiveness

- **Purpose:** The Process/Organizational Effectiveness committee is focused on developing and implementing ideas that improve DSD's internal and external processes and streamline our core functions
- **Goal:** Generate new ideas that make DSD operations more effective and efficient
- **Benefits:** Improve our processes for both customers and staff
- **Highlights:**
  - Flexible schedules and telecommuting implemented to allow DSD to continue operations during pandemic
  - Cross-training staff across divisions to help assist customers in a more holistic approach

- **36 - Number of Ideas**
- **14 - Ideas Implemented and in Progress**

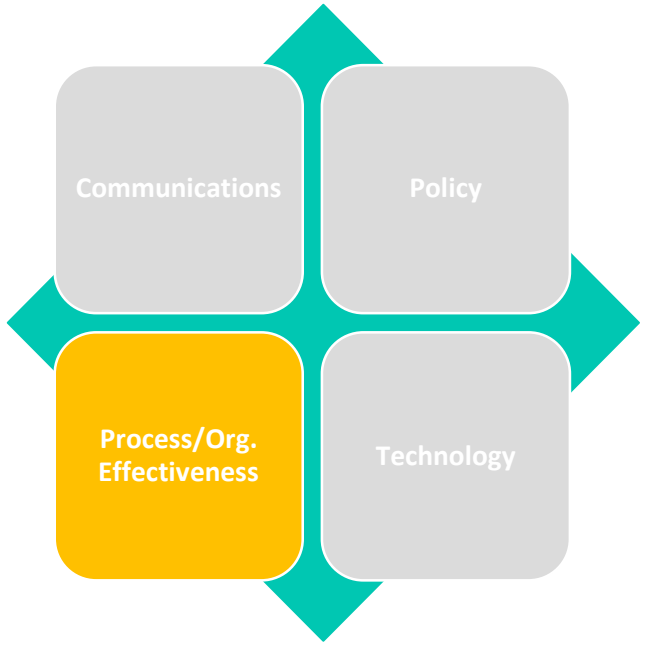


SD New Blueprint

DSD'S New Blue Print – Technology

- **Purpose:** Leverage technology to improve customer experience and plan review process
- **Goal:** Generate new ideas that:
  - Identify opportunities for technological improvements
  - Create integration between various systems
  - Improve data management and reporting opportunities
- **Benefits:** Improve interaction and effectiveness between DSD and our customers using technology
- **Highlights:**
  - Large DSD Conference Rooms and all staff Desktops equipped for virtual meetings
  - Shared Drive created for DSD Code Enforcement and City Attorney to eliminate paper submittals
  - Completed pilot test for virtual field inspections
  - DSD customers can now review project updates and comments in OpenDSD

- **37 - Number of Ideas**
- **23 - Ideas Implemented and in Progress**



SD New Blueprint

Questions ?

- Questions
- Future Agenda Items