

# Fiscal Year 2018 Work Program

## Development Services

Building & Code Enforcement • Business Services & Permit Center  
Engineering Land Development & Special Projects • Planning



311 Vernon Street, Roseville, California

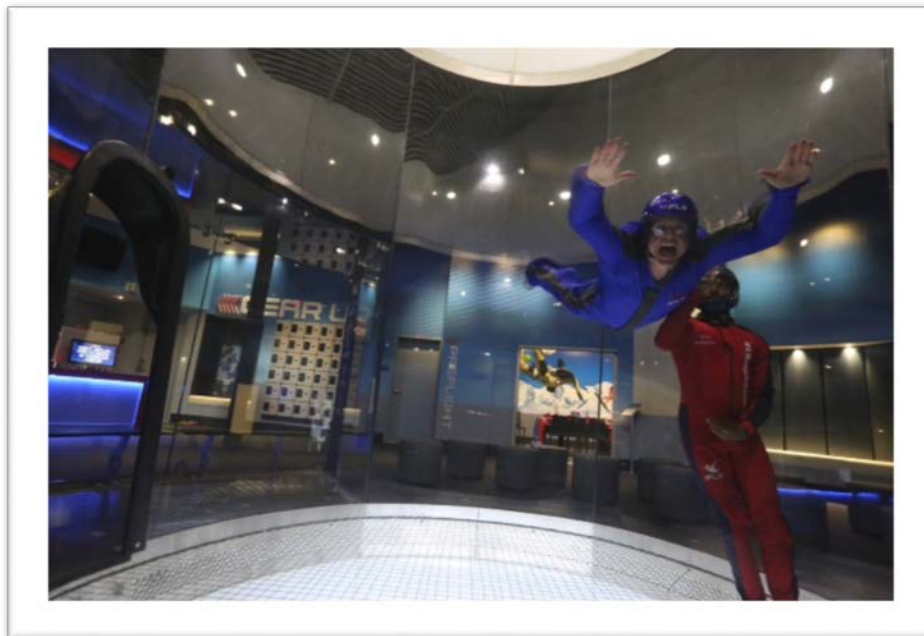
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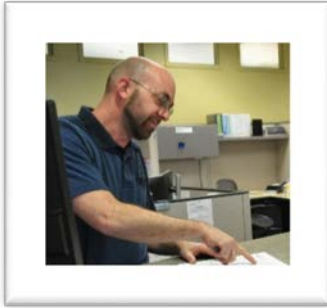
# Section 1

## Overview and Report Structure

*Development Services Department 2016  
“Working Together to Build a Quality Community”*



## OVERVIEW



The Development Services Department (DSD) is comprised of the Building & Code Enforcement Division, Business Services & Permit Center Division, Engineering Land Development, Engineering Special Projects, and Planning Division. The overarching goal of the DSD is to assist residents, developers and businesses in achieving their goals when securing permits, entitlements, or understanding regulatory requirements. Simply stated, our “Why” is:

***“We are here to help people.”***

Collectively the DSD evaluates and maintains fee programs, provides long range planning, reviews entitlements and building permit applications, provides plan and map review, facilitates site and building addressing and street naming oversight, issues encroachment permits, issues permits to construct buildings and infrastructure, provides inspection services and recommends acceptance of maps and civil improvements to the City Council for all private land development and construction projects.

The purpose of this document is to provide an overview and focused set goals and approved City Budget for the DSD in Fiscal Year 2018 (FY18). Consistent with the City’s Budget, the following outlines the core services for this Department:

### **BUILDING AND CODE ENFORCEMENT DIVISION**

This Division assists residents, businesses and the development community with meeting minimum building code standards to safeguard life, health, property, and public welfare. This is accomplished by ensuring that design, construction, materials, use and occupancy conform to the required building code and the City’s health and safety standards. This division processes approximately 5,000 permits a year and performs over 20,000 inspections annually. Code Enforcement follows-up on 1,800 complaints annually.

### **BUSINESS SERVICES AND PERMIT CENTER DIVISION**

The Permit Center exists to provide efficient and professional comprehensive permit and development review services in a single location. It is one of the City’s key points of contact for interaction with residents, businesses, contractors and the development community. This function is a vital component of DSD’s operations, and in many respects acts as the “face” of the City. In a typical year, Permit Center staff will interact with up to 13,000 customers at various stages of the permitting process, continually demonstrating that they are truly “here to help people.”

The Business Services section provides organizational and business process support. It is also responsible for managing and supporting Accela Automation (citywide permitting system), citywide base map maintenance, addressing and street naming management, creating and maintaining geographic information system (GIS) data and mapping products, and distributing information regarding citywide development activities.

## **ENGINEERING LAND DEVELOPMENT**

The Land Development Division ensures that the development of public and private infrastructure meets the required City standards, codes and policies, through the review and construction inspection of private development projects, as well as ensures that stormwater quality measures are constructed and maintained per the City's State Stormwater Permit (MS4 Permit). This division actively participates in the Land Development process, reviewing development proposals from the entitlement stage until City acceptance of infrastructure improvements. Their role ensures that once constructed, infrastructure improvements are to City standards and will have the anticipated longevity that the standards establish. This ensures that City maintenance costs are minimized in the future.

## **ENGINEERING SPECIAL PROJECTS**

The special projects division of Engineering has been created to provide City oversight of engineering related items associated with long range planning and development projects, traffic analysis, fee program development, local and regional transportation planning, and to provide support for engineering related process improvements and fee analysis. This division oversees and coordinates efforts with the Public Works Engineering Division for multiple fee programs that mitigate impacts related to development activities including the Drainage Mitigation Fee program and the City's Capital Improvement Project (CIP) funding program. These fee programs implement the major drainage and transportation improvements identified as part of the planning process and implement the future construction of both local and regional transportation improvements.

## **PLANNING DIVISION**

The Planning Division prepares, maintains, and implements a comprehensive set of policies and physical plans to guide future development, which is reflective of the Community's desire to create and maintain a healthy, prosperous, efficient, and attractive community. In order to "guide" future development, this division works on both current and long-range development. Long range development projects utilize the Specific Plan Process. Additionally, the Division provides policy review and regional coordination. The Current Planning section, reviews proposed development projects and assists residents and businesses with development projects to ensure high quality projects are built that meet City standards and conform to the policies established by the General Plan and Specific Plans.

## **WORK PROGRAM STRUCTURE**

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This document has been prepared to outline how the Department's structure supports our Mission and Culture, the accomplishments that have been achieved over the past fiscal year, the anticipated workload for the next fiscal year, and the goals and key work products that will be accomplished for each division. The following represents how this document has been structured to present this information.

## ORGANIZATIONAL STRUCTURE

This component of the Work Program provides an overview of how the Department is structured to accomplish the core tasks that have been addressed in the Overview. The structure has also evolved to reflect the culture that the DSD has committed to operating under. This structure not only reinforces this culture, but it also promotes the operating principles of the Department.

## THE TEAM

This fiscal year represents the fourth year of operations for the DSD. As part of the fourth year of operations, we continue to focus on implementing the Mission for the Department:

Our mission has been developed around a set of questions, which reflect the following:

**VISION** - Why are we here?

**VALUES** - How do we accomplish our mission?

**MISSION** - What are we working to accomplish?

***“Working Together to Build a Quality Community.”***

## FY17 ACCOMPLISHMENTS

To highlight these concepts as the cornerstones of our operations, this document provides tangible examples of the DSD staff working to achieve these concepts. These are further reinforced by the FY17 accomplishments that are incorporated into this section of the Work Program.

## BACKGROUND

In order to develop a work program for FY18 it is important to identify the level of development activity that is anticipated over the next fiscal year. This section provides the setting for FY18 and what we intend to accomplish based on the projected level of development.

## FY18 DIVISIONAL GOALS

Each division has been tasked with identifying their goals in four separate areas. These are as follows:

- Achieving Efficiency and Effectiveness Measures;
- Completing Budgeted Work Product Expectations;
- Identifying the targeted cost recovery and financial goals for their Division; and,
- Implementing Key Process or Operational improvements.

## CONCLUSION

The concluding section of this document summarizes the key elements and tasks that the Department is striving to achieve over the course of the next fiscal year. It is intended to highlight what we hope to include as “accomplishments” in next year’s work program.

# Section 2

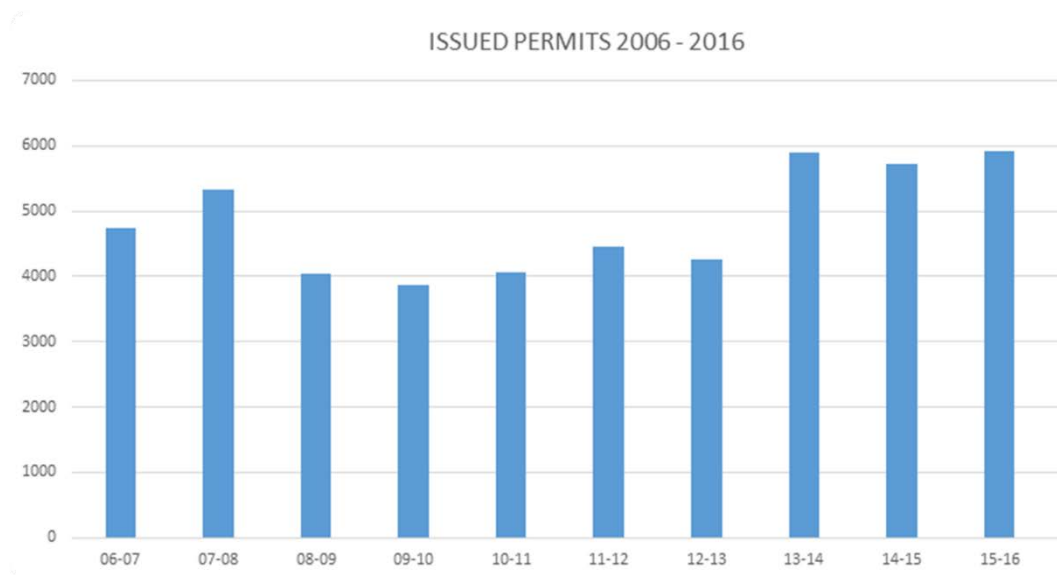
## Departmental Structure, Culture and Accomplishments

- Overview of Structure
- Organizational Chart
- The Team
- FY17 Accomplishments



## OVERVIEW OF DEPARTMENT STRUCTURE

The following outlines the current operating structure for the Department. The employee base currently consists of 61 full-time equivalent employees. This is also augmented by full time plan checkers and inspectors from Environmental Utilities. The 6 full time employees from Environmental Utilities have been recently integrated into the Civic Center operations. This took place in April of 2017 with the intent of providing the development community with better customer service by having all elements of the plan and permit review process centrally located. Additionally, the DSD will continue to augment staffing with temporary and contract employees, which brings our total employee base to approximately 75 employees.



Although our workload exceeds pre-recession volumes, we are staffed at a much lower level. This chart provides a 10 year assessment of our building permit activity. As indicated, the permit issuance levels have been steadily increasing since the 2011 timeframe.

Currently, our permitting level is exceeding to pre-recession levels, but we have maintained full time staffing levels at a much lower rate. In 2008 our full time staffing for all divisions was 75 permanent and 24 part-time employees. We currently have 61 full time employees and 15 temporary part time employees and continue to “do more with less!”

This is accomplished through process improvements and through part-time positions. Our temporary positions account for approximately 20% of our present workforce. We also utilize outside plan-check and inspection services to help offset the demand. These measures assist us in meeting our workload, and reacting to the ebb and flow of development. This helps us control our costs.

## ORGANIZATION STRUCTURE

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The following organizational chart provides the current reporting structure for the Department and the five divisions: Building & Code Enforcement, Businesses Services & Permit Center, Engineering Land Development, Engineering Special Projects, and Planning.



### DS Managers

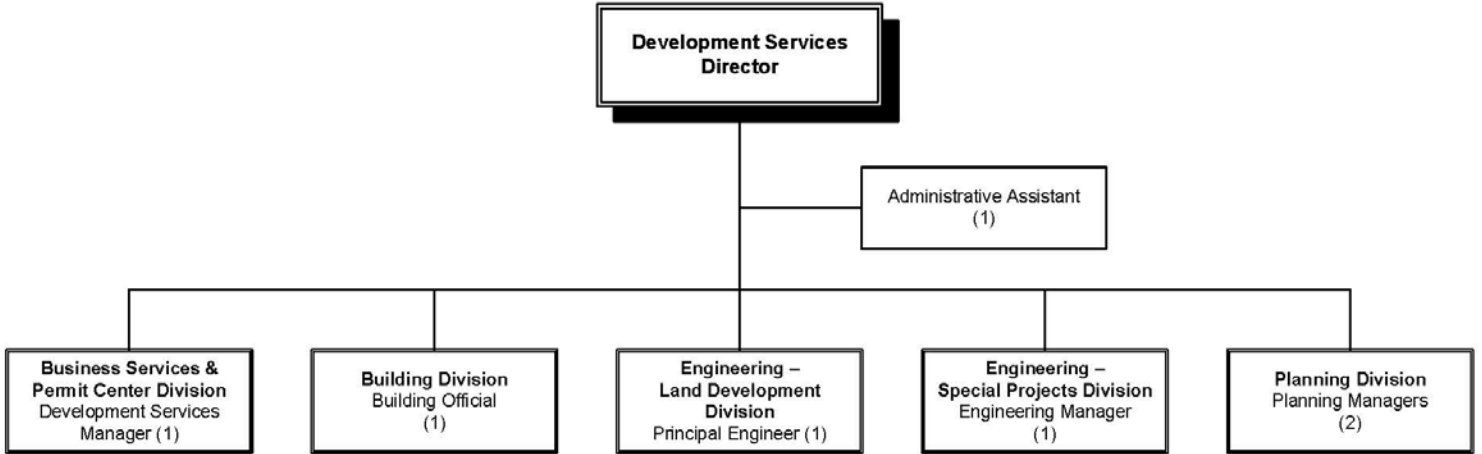
Left to right:

*Back row* – Chris Kraft, Scott Byrnes, Joe Allen, Kevin Payne, Marc Stout,  
Guy Howes, Mike Isom

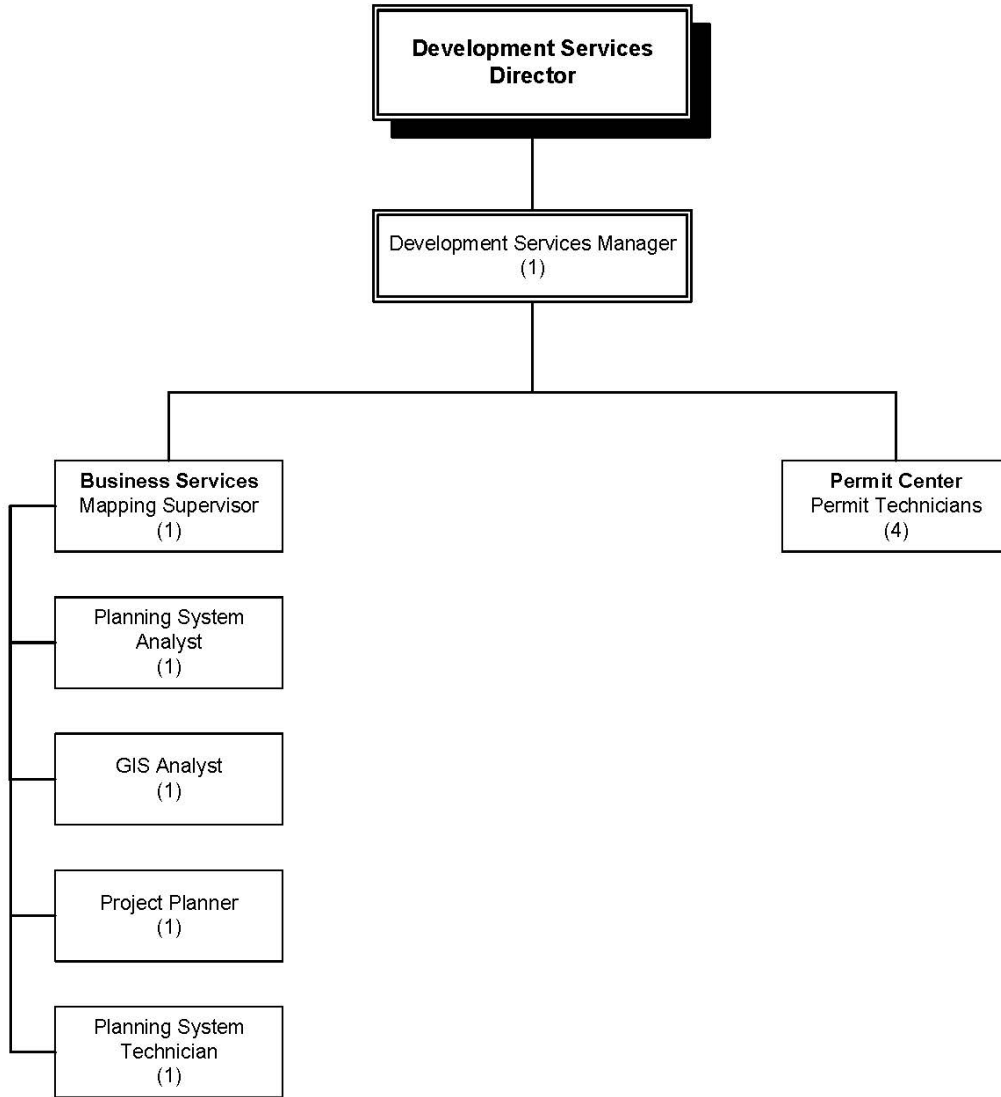
*Front Row* - Derek Ogden, Greg Bitter, Tricia Stewart, Scott Gandler

*Not Pictured:* Kathy Pease, Jim Mangino and Brandy LeBeau

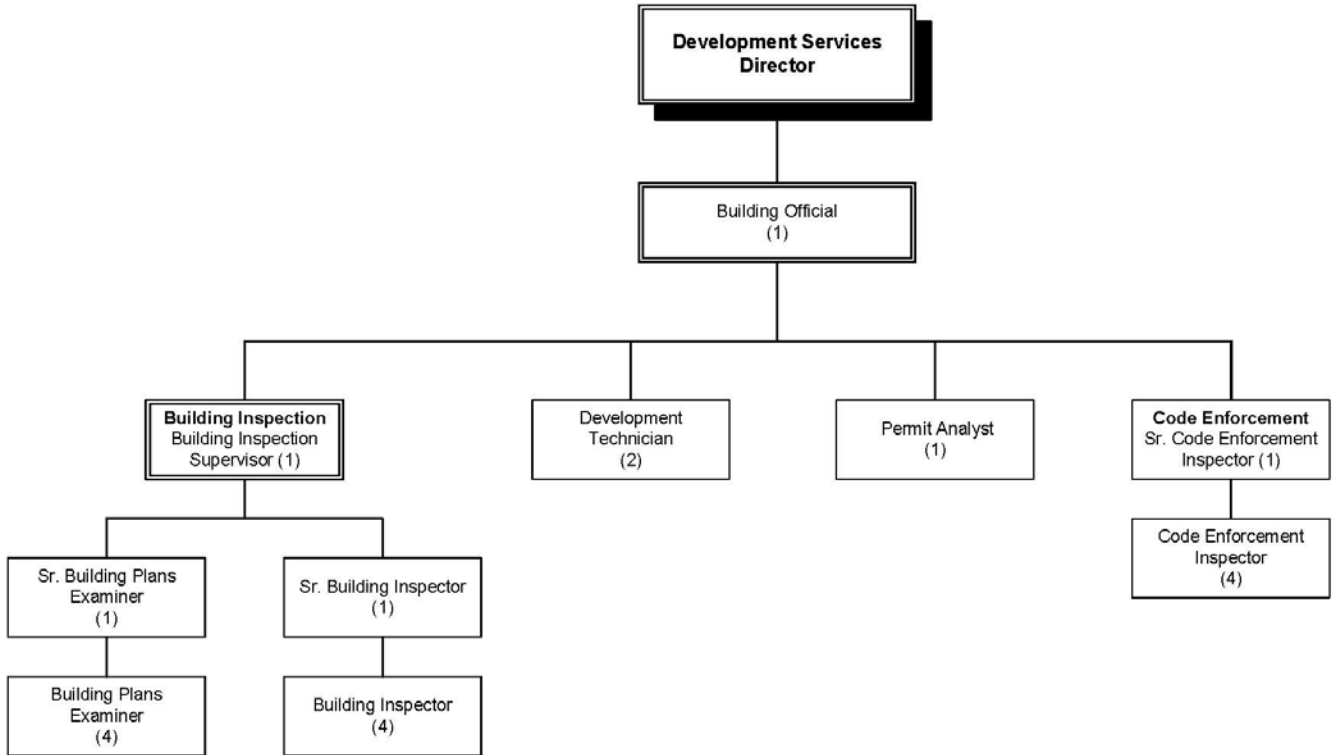
Development Services Department



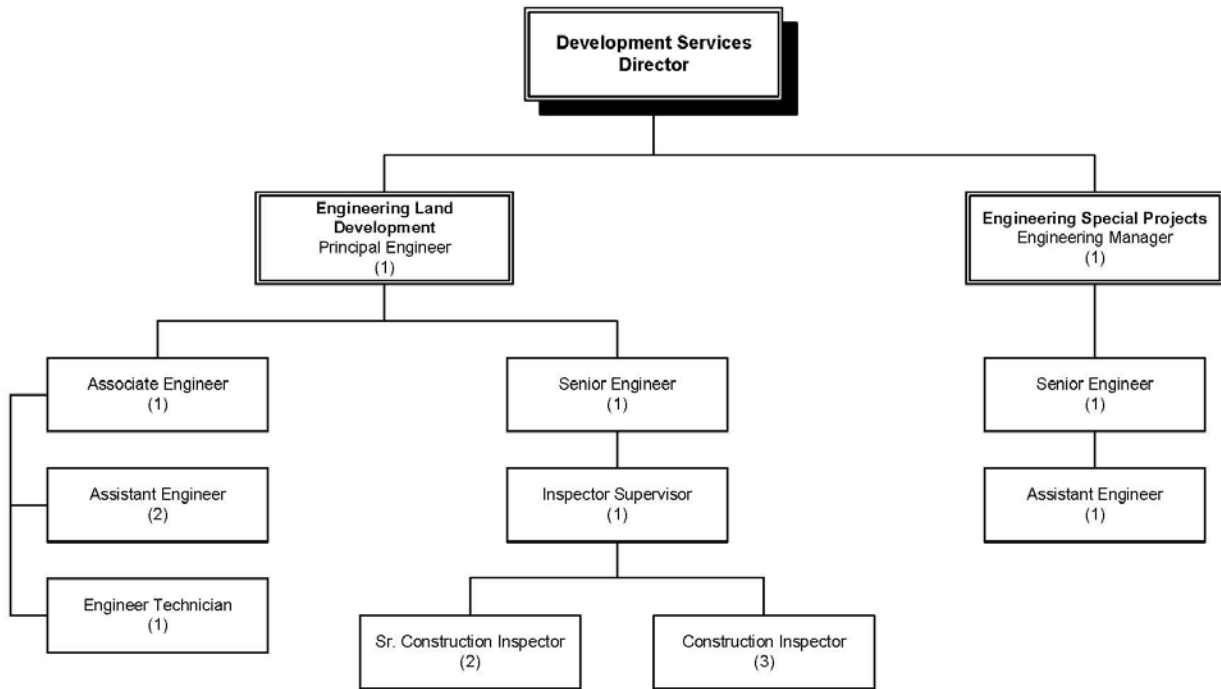
Business Services & Permit Center



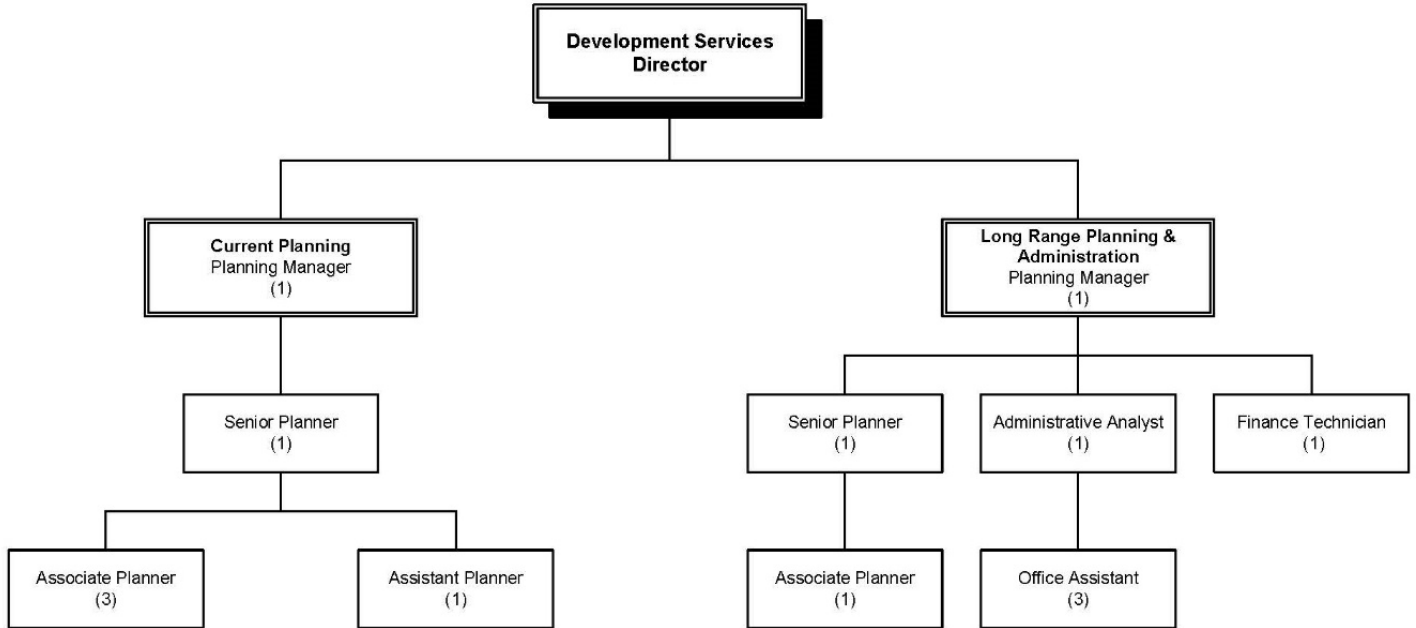
Building Inspection & Code Enforcement



Land Development Engineering & Special Projects



Planning – Current & Long Range



## THE TEAM

Five different divisions are now fully integrated, achieving efficiencies through shared resources. There is a continuation of cross-collaboration between the development divisions. This has been exhibited by the cooperation in sharing support staff and revenue from one division to support key initiatives in other divisions. Shared resources are the norm. Our Administrative and Business Services sections are a prime example, as staff in each of these sections provide support services to the entire department.

In building our team, we have incorporated one of the City's chief initiatives to implement a Citywide "Culture and Leadership" program. The intent of this initiative is to engage City employees and work toward creating a healthier and more positive work environment. DSD initiated this as part of establishing our own identity and culture.



The graphic above reflects our department's culture. The result has been to enforce the ideology that we are a **"Service-Driven Department"**.

## HOW WE LIVE THIS CULTURE

The following also provides real life examples of how the *Vision*, *Values* and *Mission* are being accomplished on an on-going basis by DSD employees. These are direct correspondence received from our customers over the past fiscal year that reinforces our culture of **Service**.

### Why? – We are here to help people...

*Excellent Customer Service*

*"Heather Riggs from Garden of Eat'n was in to apply for her C of O. She spoke to Tiffanie Redmond to find out what she needed to do and Tiffanie was extremely helpful. She appreciated the excellent service".*

*"I have worked as a planning consultant for many years all over California. Some of the greater challenges I have faced is just getting someone knowledgeable to answer the telephone. It was such a pleasure working with the City of Roseville staff because those who answer the telephone in your Planning and Building Division answered promptly, were knowledgeable, courteous and got right back to me when I left a message or asked a question. Carla, Justin and Kinnie were courteous, helpful, and provided me with the right information".*

Regards,  
Dyana Anderly MA, AICP  
Alola Street Properties

### **How? – Responsive, Compassionate & Solution-Oriented, Consistent & Fair, Efficient Service, and Integrity & Good Work Ethic...**

*The DS Construction Inspection Manager received a telephone call from Stephen Des Jardins, the developer for the Campus Oaks Specific Plan, thanking the Engineering Inspection Staff and particularly Darrell for quickly lending a helping hand to resolve an "Order of Work" issue pertaining to a Construction Standard interpretation regarding mandrelling underground utilities prior to preparation of the roadway structural section.*

*"Stephen thanked Darrell for making himself available to quickly resolve the problem that resulted in saving the developer precious time and money. Stephen complemented Darrell for being "One Great Inspector" and that they were grateful to have him assigned to this significant project".*

Stephen Des Jardins  
Campus Oaks Specific Plan Project

### **What? - Working Together to Build a Quality Community...**

*I had the pleasure of working with Building Inspector James Proper regarding a permit issue and inspection. Inspector Proper was attentive, certainly an expert in his field. He conducted himself in a professional manner and was very helpful in explaining not only what was required but also why it was important. As a result of my interactions with Inspector Proper, I feel like I came away from this experience with a new insight to Code Enforcement. If I were to build a home in Roseville, I certainly would want Inspector Proper to be my inspector.*

Respectfully Submitted,  
Italo W. Baraga (George)  
U.S. Department of Homeland Security  
Lead Transportation Security Inspector

*"I would like to recognize Ron Miller, Matt Todd, Craig Hamner and Dave Samuelson for their help, patience and professionalism on the AH West project. I know we have not completed the*

*entire permit process, but I have no doubt that the remainder of the process will flow smoothly. I have worked on projects throughout the Country in my career and I can honestly say that I have never worked with review folks who are as accessible and helpful as the staff in Roseville.*

*I am sure that when they see that 704 area code come up on the phone they must be thinking not them again. But they always pick up the phone and are genuinely interested in explaining a process to me that I have not done correctly or helping work through a comment.*

*The project would not be moving in the field today without their assistance and I am truly appreciative”.*

*David C. Powlen  
Little Diversified Architectural Consulting  
Adventist Health West Project*

*Justin, I thought your name sounded familiar, and it turns out that you were the plans examiner for an earlier project I did (permit #BD16-3771) back in September. I was a very clean review and I appreciate your professionalism. I recently moved my office from Grass Valley (after 25 years) to Colfax and I hope to be doing more work with you and the City of Roseville.*

*Elaine M. Lieske  
Architect*

Additionally, the DSD has an employee recognition program, which reinforces the primary objective of providing excellent service to the public, developers, and others. This program is entitled the “Above and Beyond” program. Over the past fiscal year, we have received and posted 25 *Above and Beyond* awards. These have been provided as Appendix 3. Through this program, we build our service culture by presenting these accomplishments at our Quarterly All-Hands Meetings.

## FY17 ACCOMPLISHMENTS

Before moving forward into the goals for FY18, it is important to recognize the significant accomplishment of FY17. Key challenges or projects that have been accomplished over the past fiscal year have been summarized by each division. The individual divisional achievements have been segregated into operational improvements, process improvements and overall development activity or major projects. These accomplishments reflect the commitment of DSD staff in the goals of the community, the Department, and the City Council.



### OPERATIONS

#### *Fiscal Accountability/Cost Recovery*

- Achieved increased cost recovery from an approved budget of 61% to 78% for FY17.
- Continued the monthly automated billing for the DSD invoices for full cost entitlements and consolidated billing projects. This generated \$3.2m reimbursed offset for FY17 development departments.
- Prepared and completed the FY17 Work Program, which was used to guide our progress throughout the year.

### STAFFING & CULTURE

- Continued to “Build the Team”. Coordinated and programmed regularly scheduled meetings including Divisional, Managers, and All-Hands meetings.
- Conducted 6 full time and 5 temporary recruitments for a variety of positions in response to expected turnover and retirements.

### TECHNICAL IMPROVEMENTS

- Initiated Phase 2 of the Accela Automation implementation project. Of the seven segments of this phase of the project, five have been completed, one has been postponed, and Electronic Document (Plan) Review is in progress. The (EDR) project has been expanded to include the ability to apply for Building, Engineering and Planning permits online. Both Online Application Submittals and Electric Document Review components will be implemented in early FY18.
- Secured savings from FY16 budget and reached agreements with contractor/vendor to update the DSD Conference Room with appropriate/adequate multimedia presentation equipment and conference room system to enable staff to communicate more efficiently and effectively. The improvements were completed in early FY17.

### DOWNTOWN

- Oversaw design, construction management and inspections for the development of the

316 Vernon Street Office Building project. The project was completed on time and approximately \$1 million under budget.

## PROCESS IMPROVEMENTS

- Development impact and permit fees assessment meeting policy was established to offer greater customer service to our development community. This allows applicants to meet with the development departments to discuss impact and/or permit fees.

## BUILDING AND CODE ENFORCEMENT DIVISION

### *Operational*

- Conducted the 8<sup>th</sup> Annual Stakeholder meeting.
- Received a renewal of our National Accreditation. We are the only Building Division in the state to receive this recognition and only one of 20 throughout the nation. Equates to a better Insurance Services Office (ISO) rating which affects insurance rates for the community.
- Three staff members are now California Access Specialists (CASP), certified by the State of California.

### *Process Improvements*

- Staffed and implemented 24-hour turnaround over-the-counter (OTC) approvals for simple permits. The Building Division issued 55% of permits over-the-counter in FY17.
- Continued the streamlined production home permits procedure to complete plan check reviews in five days or less (previously a ten-day process). Processed 1,043 single family residential permits under this process.

### *Project/Permit Activity*

- Facilitated and process permits for over \$385,000,000 valuation in construction activity.
- Issued 5,846 building permits.
- Issued 1,043 Single Family permits.
- Issued 500 tenant improvement permits.
- Performed 28,600 inspections.
- Completed 6,850 plan checks.
- Responded to 1,274 code enforcement complaints.
- Closed over 1,344 code enforcement cases.
- Facilitated major tenant improvements including Future Nissan Remodel, Quest Remodel, Randy Peters Catering, SPCA, Dick Sporting Goods, Hewlett Packard Remodel, Wells Fargo, and Cirby Hills Placer County Mental Health Facility.
- Facilitated major ground-up projects including the construction of the FBI building, Foothills Self Storage, 316 Vernon Street, Top Golf, Falls Event Center, Sutter MOB and parking garage, North Sunrise Medical and Dental Plaza, Gibson Circle MOB, North Sunrise Safe Credit Union, Oak Street Parking Garage, Lazy Dog Restaurant and Bar and Santa Clara Dialysis Clinic.

## **BUSINESS SERVICES & PERMIT CENTER**

### *Operational Improvements*

- Completed transition of Technical Support Services section to Business Services, and started to expand duties and services to provide a broader range of support to the entire Department.
- Completed transition of responsibility from Fire to DSD for maintenance of Citywide Enterprise GIS land base datasets, including addressing and street naming.
- Conducted annual Accela Customer Satisfaction survey and Voice of Customer (VOC) needs assessment.
- Prepared 2017 Accela Project Plan, which is used to guide and communicate our progress throughout the year.
- Continued to leverage a flexible staffing augmentation model using temporary and contract employees to handle special projects and increases in work volumes.
- Re-established Permit Center receptionist position to aid in customer service and reduce wait times.
- Hired two additional temporary Permit Technicians to handle increased permit volumes at the front counter.

### *Process Improvements*

- Created new “Allocation” record type in Accela to aid in tracking land use acreage and dwelling unit changes.
- Completed rollout of Accela mobile inspections for Building, Code Enforcement, and Fire Inspectors.
- Completed updates to the ‘New Subdivision Maintenance’ and ‘County MOU Maintenance’ Standard Operating Procedure (SOP) documents.
- Initiated process/procedure documentation and succession planning measures in advance of Permit Technician and Project Planner retirements anticipated to occur in FY2018.

### *Projects/Permit Activity*

- Created and maintained GIS datasets and infrastructure, mapping and permitting products and services, and information on development activities.
- Continued to clean-up core data layers in GIS, including parcels, addresses, and subdivision, land use, zoning, and specific plan boundaries, to reflect latest existing conditions.
- Completed the base map processing of nine (9) new subdivisions, and reviewed over 150 new street names.
- Completed a significant address validation/synchronization effort in support of the City’s Customer Information System (CIS) replacement project by reconciling and loading over 17,000 addresses and sub-addresses into the City’s GIS.
- Coordinated and worked with vendor to complete the audio/visual improvements to the DSD Conference Room.
- Coordinated and worked with IT to complete the FY17 PC Replacements.

- Completed over 65 ad-hoc map, data, and addressing related requests.
- Completed the post approval processing of three (3) amendments to the General Plan, Specific Plans, and Zoning Ordinance.
- Completed the 2017 U.S. Census Bureau Boundary and Annexation Survey (BAS).
- Assisted over 13,000 customers at the Permit Center.
- Provided website content support to DSD staff.
- Completed Accela upgrade to version 7.3.3.9 in preparation for Accela EDR Project.
- Completed over 180 ad-hoc Accela request for change (enhancements).
- Began collaboration with IT in support of the City's Content Management System (CMS) replacement project (i.e., City Website upgrade). The City's website improvements are scheduled to be completed in early FY18.
- Initiated the Address Management Project (Accela Workflow and Business Process Improvements) in support of the City's CIS replacement project and need for new/improved address and sub-address management/maintenance practices. The first phase, including the Implementation Plan (final deliverable), is expected to be completed in late FY17, and the implementation of the recommended process improvements (second phase) is expected to begin in early FY18.
- Initiated and have made significant progress on the Online Application and Electronic Document Submittal Project (Accela EDR Project). The project is scheduled to be completed in early FY18.

## **ENGINEERING—LAND DEVELOPMENT & SPECIAL PROJECTS**

### *Operational*

- Amended multi-year professional services contracts for construction inspection and material testing services.
- Relocated DS Inspection staff downstairs in Civic Center to enhance departmental team.
- Moved Environmental Utilities plan check and inspection staff to Civic Center to be integrated with DSD plan check and inspection staff under City Engineer.
- Completed the 2017 Design and Construction Standards Amendment.
- Completed Highway 65 Joint Powers Authority (JPA) Fee Update.
- Completed I-80/SR65 Sequencing Study.
- Continued ongoing development of an Inter-Jurisdictional Traffic Impact Fee Program to address traffic impacts created outside of Roseville as a result of new development within Roseville.
- Provided technical assistance, review, and input for the Specific Plan, Environmental Impact Report (EIR), and Development Agreement for the Campus Oaks (Hewlett Packard Rezone) and Amoruso Ranch Specific Plan (ARSP) projects.
- Participated on technical committees for regional roadway projects including I-80/SR65 Interchange improvements, Highway 65 widening, I-80 Auxiliary Lanes project and Placer Parkway.
- Working with Caltrans and Placer County Transportation Planning Agency, Completed and released for public review Draft State Route 65 Capacity and Operational Improvements Initial Study and Mitigated Declaration.

- Working with Caltrans and Placer County Transportation Planning Agency, began design work on I-80/SR 65 interchange Phase 1A improvements and Galleria Boulevard/Stanford Ranch Road northbound ramps project.

### *Process Improvements*

- EU and DS plan check and inspection staff are being cross trained to allow for a single plan checker and a single inspector on each infrastructure project. This is projected to make the plan check and inspection process more efficient and result in a slight cost savings for customers.
- Equipped DS Inspection staff with field tablets to promote storm water inspection reporting and customer service.
- Initiated automated mailings for stormwater maintenance program.
- Coordinated with EU & GIS to implement new punch list, project close out and as-built mapping procedures.
- Entered into professional services agreement to update all City benchmarks from a 1929 datum to a 1988 datum, consistent with the datum used for FEMA floodplain maps.
- Updated the Baseline Road/Walerga Road Traffic Mitigation Fee (TMF) (City/County fee).
- Developed processes to coordinate fee deferrals and accounting of TMF funds to be administered with the new SVSP and Creekview Specific Plan (CVSP).
  - Identified and implemented procedures/opportunities for early release of model and production lot releases.
  - Revised Roseville Municipal Code (RMC) for City Engineer and Public Works Director position responsibilities.
  - Streamlined minor encroachment permit issuance procedures.
  - Developed formal stormwater inspection and retainer procedure.
  - Removed vague language, redundancies, and clarified key definitions in General Notes.
  - Updated stormwater inspection requirements.
  - Updated curb ramp standards to get City in compliance with American with Disabilities Act (ADA) requirements.
  - Implemented new Procedures Manual for inspection to ensure consistency across projects and training for new inspectors.

### *Projects/Permit Activity*

- Completed the processing of Westpark Development Agreement Amendment (DAA) 4.
- Completed the processing of Fiddyment Ranch DAA 4.
- Provided inspection service for key City projects including Oak Street parking garage, Fire Station #1 and the Atkinson Rd/Washington Blvd Roller Compacted Concrete Project.
- Successfully inspected and signed off 228 Encroachment permits.
- Spent over 2,800 hours plan checking 175 improvement plans and maps.
- Spent over 8,350 hours inspecting private and public projects.

## PLANNING

### *Operational*

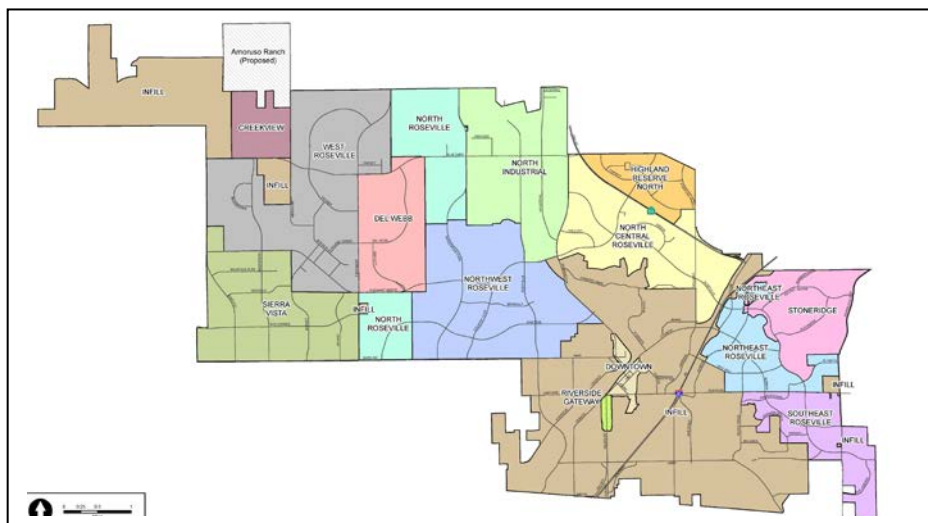
- Hired/Trained Assistant Planner to staff the Permit Center front counter, allowing Associate Planner staff greater time to work on planning projects.
- Over-the-counter for Planning permits - 77%.

### *Process Improvements*

- Updated the City's regulations of Marijuana and Marijuana Cultivation in response to the passage of Proposition 64 (Adult Use of Marijuana Act).
- Worked on Ordinance to regulate small-cell wireless facilities in response to increased interest from the telecommunication industry to locate these facilities in the City right-of-way.
- Provided presentations to community groups and neighborhood associations regarding pending long range and current planning projects.

### *Projects/Permit Activity*

- Completed Campus Oaks Rezone and Master Plan Amendments to modify the master plan for a 396 unit apartment complex.
- Amoruso Ranch: continuing coordination with LAFCO on the annexation application and working toward completion of Tax Share agreement modeling with Placer County.



- Increased staff involvement in the SVSP 404 permit process, ARSP 404 permit process and other permitting issues related to Placer Parkway.
- Continued staff involvement in the Placer Valley Soccer Complex project.
- Continued staff review and coordination in projects on a regional level (SACOG, Placer County projects, City/County meetings).
- Continued staff review and coordination on proposed legislation and implementation of approved legislation.
- Continued staff review and coordination on proposed Placer Ranch project.
- Kicked off General Plan Update, Climate Action Plan technical studies.

- Continued coordination on the CCJPA 3<sup>rd</sup> Track project.
- Completed Campus Oaks Amendments to allow for 496 unit apartment complex.
- Completed Campus Oaks Design Guidelines.
- Completed Parcel 49 hotels project (approval of two hotels).
- Completed Adventist Health Corporate Office project.
- Completed Campus Oaks Apartments Phase 1 (295 units).
- Completed Lazy Dog Saloon restaurant.
- Completed St. Anna's Greek Orthodox Church expansion.
- Completed DA Amendment for QIP.
- Completed multiple map amendments for Solaire Subdivision (Westbrook).
- Completed Sutter Hospital Expansion of Emergency Room and Critical Care Facility.
- Completed Kaiser-Riverside Medical Office Building.
- Completed Pappas-Eureka Gateway Medical Office Building.
- Completed Project 1 (Distribution Warehouse for McKesson Pharmaceuticals).
- Completed Sikh Temple worship center.
- Completed Planning Commission approval of Villa Sport Club athletic facility.
- Completed Roseville Automall Reader Board modification.
- Number of total Development Applications issued was 124 with a target of 100.
- Number of Ministerial permits issued was 304.
- Number of Sign Permits issued was 102 with a target of 150.
- Provided professional guidance to the City Council, Planning Commission, Design Committee and the public regarding policies that guide the physical development of the Community. Staffed 8 City Council meetings, 15 Planning Commission meetings, and 6 Design Committee meetings.
- Division staff is available eight hours each day to answer general questions about the City regarding growth, development, and to explain permit review requirements. Provided response to 2,836 phone calls, 873 e-mails and 2,631 walk-in customers.

These actions reflect the dedication and efforts of 61 full time and 14 part time DSD employees. As a Department, we are looking to continue these significant accomplishments into FY18.



# Section 3

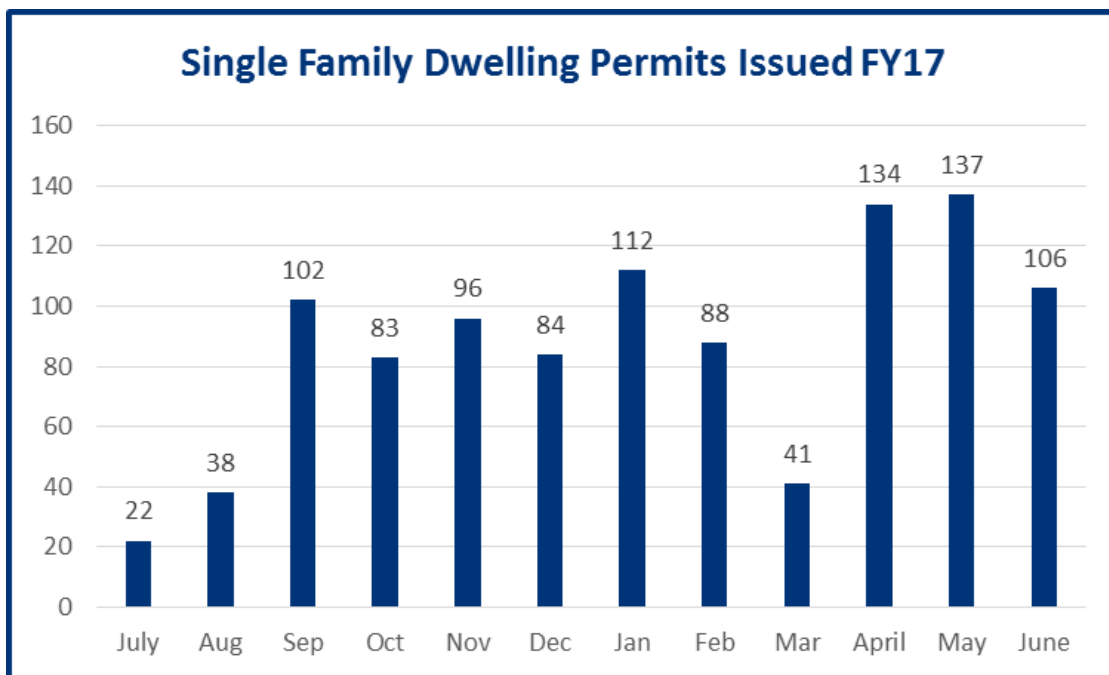
## Setting, Background, And FY18 Goals

- Economy and Workload
- Revenue and Cost Recovery
- FY18 Goals
- Conclusion



## ECONOMY AND WORKLOAD

During the past fiscal year, the DSD staff worked on several Long Range development projects, a majority of which included the continued processing of the ARSP project and the HP Campus Oaks Rezone and Master Plan Amendment project for the remainder of the Hewlett Packard property. Another project on the horizon for long range planning is a significant work effort to update the City's General Plan and Climate Action Plan, as they relate to recently approved legislation and recent court decisions. Work on these projects will be a major portion of the FY18 Work Program. Due to the complexity of these projects, it requires a high level of senior management staff time and effort, and coordination with all land development Departments in the City. Adequate staff resources are one of the constraints to getting these projects through the pipeline in a timely manner.



The department was also instrumental in completing the entitlements for several major projects over the past fiscal year. These included the Campus Oaks Master Plan, Westbrook Phase 2 and 3 land use amendments and subdivision, AKT Sierra Vista subdivision, and the Denio Sierra Vista subdivision. It is anticipated that major infrastructure lot development and housing starts will result due to the completion of the entitlement process. With interest, rates remaining very low and job creation continuing we are anticipating another strong year in construction starts.

Over the past year the City has experienced a significant increase in the level of development and permit activity over FY17 the Building Division issued 1,043 Single Family Residential Permits. The following summarizes this recent activity:

- To facilitate these permits the Building Division completed over 28,600 inspections.

- The Permit Center assisted over 13,000 customers.
- Other notable projects that received occupancy or are close to receiving occupancy included:
  - Sutter Parking Garage – a five-story, 475 space parking garage on the Sutter Roseville Campus
  - 316 Vernon - 4 story office building with 81,580 sf
  - FBI building with 130,000 sf
  - Randy Peters Catering – 14,238 sf
  - Sprouts Grocery – 28,587 sq. commercial tenant improvements
  - Foothills Self Storage – 109,307 sf
  - Top Golf – 65,000 sf
  - Falls Event Center – 15,038 sf
  - Santa Clara Dialysis Clinic – 7,847 sf

Overall, there was a 17% increase in the number of building permits that were obtained during FY17. We are anticipating the volume of single-family development to increase to over 900 building permits being issued over the FY18 budget period. Additionally, given the amount of commercial development that has been recently permitted. It is anticipated that new commercial construction and tenant improvements will also remain strong as improvements are constructed for:

- Sutter Hospital Expansion.
- Campus Oaks Apartments - 396 unit Apartment Complex.
- Placer SPCA – 21, 244 sf remodel and addition.
- Fiddyment Ranch Apartments – a 300-unit apartment complex, including a clubhouse, pool, tot lot, BBQ, shade structure and site improvements.
- Oak Street Parking Garage.
- Project One.
- Mercy Housing – 55 apartment homes with ground floor commercial/retail space.
- Junction Station Lofts – 80 apartment units.
- Kaiser Riverside Medical Office Building – 210,000 sf medical office and pharmacy.
- Hotels on Parcel 49 – two new hotels with 229 rooms.
- Harris and Bruno Expansion – new 35,200 sf manufacturing building.
- N. Sunrise Medical Office Building (Medical Plaza) – an 8,000 sf medical office building with underground storage and parking garage.
- Adventist Health.
- Fire Station 1.

It is fully anticipated that the high level of development activity will continue into FY18. This will not only occur in the form of building permits, but it is also reflective of the major long-range Planning projects that have recently been entitled. The Campus Oaks project will provide land development activities for our Current Planning, Engineering Plan Check and Inspection staff. The Sierra Vista Specific Plan has recently received approval of their 404 Permit from the Army Corp of Engineers (ACOE). With this approval, there are multiple tentative subdivision maps that have been awaiting this action. In addition, improvement plans for the Baseline Market Place project and a solution to the major P. G & E. gas line installation in Baseline road will provide an early start for this project. Overall, we are anticipating another heavy year of activity in the development sector.



## REVENUE AND COST RECOVERY

As a General Fund Department, the DSD relies on permit and processing fees to generate revenue to offset costs associated with the processing expenses of private land development projects. Each individual division of the DSD has developed their own operating budget with some division being more reliant on General Fund contributions than others. A number of

Table 1 Fiscal Year 2017 Budget Overall Development Services - 61 FTE	
Operating Costs:	\$9.6m
Cost Recovery Offset:	\$963k
Revenues:	\$4.6m
<b>Net GF Costs:</b>	<b>\$4.0m</b>
<b>Percent Cost Recovery Rate</b>	<b>58%</b>

divisions, primarily associated with private land development, have the ability to generate revenues through fees, developer funded pass-throughs or internal offsets to other Departments with the goal of being fiscally neutral in regards to the processing of private development projects.

The projected FY17 operating costs for all five divisions within the DSD was approximately 9.6 million dollars. The total revenue offset by development fees for FY17 was estimated to be 5.6 million dollars. Based on these expenses are revenues, the overall cost recovery is projected to be 58 percent.

The opportunity to influence our Cost Recovery can be accomplished through a reduction in operating expenses or generation of new revenues. By utilizing contract labor in the plan check and inspection areas, identifying process improvements and absorbing the workload without increasing staffing has kept our operating expenses down. Additionally, development activity has increased by 20-25% in turn increasing our permit, plan check and inspection fee revenues. This has resulted in an end of fiscal year 2017 cost recover of 78% for the DSD.

## BUDGET & PROJECTED COST RECOVERY

As indicated in Table 2, the projected operating cost for the divisions (*excludes CE*) is approximately 10.4 Million dollars. The FY18 operating budget increase from 9.4 million, this increase includes the incorporated ISF to each citywide department. The total permit fee revenue and developer funded pass-throughs for FY18 is estimated to be 6.3 million dollars.

<b>Table 2</b>	
<b>Fiscal Year 2018 Budget</b>	
<b>Overall Development Services - 61 FTE</b>	
Operating Costs:	\$10.4m
Reimbursement/Revenue:	\$6.3m
<b>Net GF Costs:</b>	<b>\$4.1m</b>
<b>Percent Cost Recovery Rate</b>	<b>61%</b>
<i>*FY18 excluded CE and includes ISF Charges.</i>	

The overall cost recovery is currently projected to be 61 percent. As previously noted, this percentage can be influenced by an increase in revenues that are not currently being collected due to past City Council policy. It can also be influenced by a reduction in operating costs. Both revenue development and operational efficiency are key elements of this Work Program. The DSD will monitor this segment of our operations and make adjustments to staffing and expenses based on achieving the established cost recovery.

## FY18 ADMINISTRATIVE/OPERATIONAL GOALS

The following provides an overview of the anticipated goals that the DSD will strive to achieve over FY18 in conformance with the city Council's fiscal priorities. The structure of these goals are reflective of three different components: Adopted Performance Measures, Core Services, and Process Improvements. The narrative provides discussion regarding these items, but the implementing/tracking mechanism that will measure our accomplishments is provided in the attached "Work Program Summary Table" or Appendix 2.

### OPERATIONS

Operations staff consists of four full-time positions. These positions include the Director, Administrative Assistant, Administrative Analyst, and the Development Services Manager. Each of these positions have individual tasks and responsibilities. The cumulative focus of these positions is to provide oversight of the department, monitor, and review fiscal/budgetary items, address staffing needs and to provide overall support to the five operating divisions. Since the Development Service Manager provides direct oversight to the Business Services and Permit Center division these operational goals are separate from those reflected below.

The following addresses the Administrative/Operational goals and tasks anticipated for FY18:

#### *Goal 1: Support the Team*

- One-on-One Interviews – Director continue to meet with individual Managers and key staff to identify structure, work products and goals.
- All Hands Meetings – Conduct quarterly all hands meeting for team building and information sharing.

- Divisional Staff Meetings – Director to attend one divisional meeting per quarter.
- Divisional Managers Meeting – Director to meet weekly to address divisional issues.
- Manager Staff Meeting – Monthly manager meetings to discuss across the board items such as entitlement fee cost recovery, plan check, staffing, etc.
- Above and Beyond –Continue employee recognition program for excellent customer service.
- Manager Budget Retreat – Coordinate and structure an annual budget and operations review retreat for the management team.
- Succession planning and reorganization.
- Introduce and initiate Organizational, Cultural & Leadership (OC&L) Plan to the DSD staff.
- Incorporate the first phase of the OC&L Strategy to DS including the following:
  - Continue internal department communications (the DSD Quarterly Newsletter).
  - Development of process flowchart.
  - Oversee the development of procedures documentation for individual divisions.
- Inventory, document, and consolidate all division procedures for succession planning purposes and ease of reference.
- Assist in the recruitment process for new positions, both permanent and temporary.

### *Goal 2: Facilitate Meeting or Exceeding Budget Expectations*

- Monthly Budget Monitoring - Continue to track cost recovery per division versus actual. Look to achieve an overall 60% cost recovery.
- Work Program Development - Complete Work Program for FY18.
- Facilitate Greater Revenue - Fee reviews to ensure comparable to surrounding jurisdictions.
- Reinstate Development Agreement (DA) Review process—Develop format, process notification and target completion of DA review for December of 2017.
- Create Development Agreement module in Accela to automate yearly review.

The next goal is related to Downtown projects that although related, are carryover projects from the Director's prior role as the City's Revitalization Manager and DS Manager's role.

### *Goal 3: Complete Key Downtown Public Improvement Projects*

- Sacramento to Roseville Third Track Project - Continue to monitor and work with Capitol corridor to expand rail service to downtown Sacramento.

## **BUILDING & CODE ENFORCEMENT DIVISION**

### *Performance Measures*

This division will continue to provide minimum standards to safeguard life, health, property, and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location, and maintenance of buildings and structures. Roseville's Building Division is the first California municipality to become nationally accredited by the International Accreditation Services. This accreditation signifies that the City of Roseville's Building Division operates under the highest professional and technical standards. The Division will maintain a cost

recovery rate of 100% of offsetting revenue to expense.

The following provides a brief overview of the budgeted requirements when considering the overall work volume that the Building Division will address over FY18.

- Total Building permits issued
- Single Family Dwelling permits issued
- Inspection requests
- Total plan checks
- Average total plan checks per Plan Checker per day
- Average inspections per Inspector per day
- Audit and review plan checks for accuracy
- Audit and review inspections for accuracy

*Goal 1: Achieve Efficiency and Effectiveness Measures Budgeted:*

- 98% of plans plan checked within 21 days and retuned within 14 days.
- 98% of inspections made within 24 hours.
- 97% of projects that are approved within three (3) plan checks.
- 99% of plans approved with no minor code violations.
- 99% of inspections approved with no minor code violations.
- 100% of inspection approved with no major code violations.

*Goal 2: Compete Budgeted Work Product Expectations:*

- Review 7,000 plans as part of the Building permit process.
- Perform 25,000 inspection on approved permits.
- Approve 900 single-family dwellings.
- Help facilitate the approval of 5,500 permits.
- Implement adoption and enforcement of the 2013 California Code of Regulations, which includes training of staff and review and publication of those changes making the community aware of new requirements.

*Goal 3: Accomplish Work Program with Established Building and Code Enforcement*

*Division FY18 Budget:*

<b>Table 3 Building Inspection (08810) 15 FTE</b>	
<b>Operating Costs</b>	
Personnel (4000 Accounts)	1,938,046
Operating (5000 Accounts)	650,283
<b>TOTAL OPERATING COST</b>	<b>2,588,329</b>
Total of Revenue Accounts (3000 Accounts)	3,540,000
Revenue Credit (4998)	12,000
<b>TOTAL REVENUE ACCOUNTS</b>	<b>3,552,000</b>
<b>Net Operating Budget</b>	<b>963,671</b>
<b>Percent Cost Recovery Rate</b>	<b>137%</b>

<b>Table 4 Code Enforcement (08815) 5 FTE</b>	
<b>Operating Costs</b>	
Personnel (4000 Accounts)	536,369
Operating (5000 Accounts)	82,628
<b>TOTAL OPERATING COST</b>	<b>618,997</b>
Total of Revenue Accounts (3000 Accounts)	3,000
Revenue Credit (4998)	0
<b>TOTAL REVENUE ACCOUNTS</b>	<b>3,000</b>
<b>Net Operating Budget</b>	<b>-615,997</b>
<b>Percent Cost Recovery Rate</b>	<b>0%</b>

*\*Note these revenues supplement the cost of Permit Center and Code Enforcement staff that are in a separate division.*

*Goal 4: Implement Key Process Improvements or Operational Improvements:*

- Code Enforcement: Tracking and data input on cases for Citywide enforcement coordination efforts.
- Building Permit Fees: Implement and updated Building Permit and Administration Fees.
- Implement Pass-Architect Format and Submittal Process.
- Electronic Plan Review and automation of inspections and inspection requests.
- Install ACA improving our inspection process.
- Continuation of CASP certification of inspection staff for compliance with Senate Bill 1186 for Disability access.
- State mandated implementation of AB2188 requiring expedited process for permitting and approving residential P.V. systems.
- Continue working with Sacramento Building Officials to create and implement a certification program on plan review for a more efficient process.
- Conduct the Annual Stakeholder outreach working with the development community to refine and improve our process.

**BUSINESS SERVICES AND PERMIT CENTER DIVISION***Performance Measures*

Provides residents and members of the public with efficient and professional services relating to permit and development review programs in a single location. This Division is also responsible for managing and supporting Accela Automation, creating and maintaining GIS data and mapping products, citywide address and street naming management, and distributing information regarding citywide development activities.

The following provides a brief overview of the budgeted goals when considering the overall work volume that the Business Services and Permit Center Division will address over FY18:

### *Business Services*

- Number of Accela enhancement requests.
- Number of ad-hoc requests for mapping, addressing, data, and reporting services.
- Number of new development project address reviews completed.
- Number of plan checks completed.
- Number of new subdivisions processed in GIS.
- Number of new street names processed.
- Number of website update requests.
- Percentage of General Plan Amendment (GPA), Specific Plan Amendment (SPA), and Rezone (RZ) amendment changes (i.e., text, table, figure updates) processed within 30/60 working days of Council adoption.
- Business Services staffing by analyst and technician FTEs, temporary, and contract employees.

### *Permit Center*

- Number of customers assisted at front counter.
- Number of applications accepted at front counter.
- Number of applications accepted online via Citizen Access Portal.
- Number of permits issued over the counter.
- Number of permits issued online via Citizen Access Portal.
- Permit Center front counter staffing by Permit Technicians and Customer Service Representatives (CSR) FTEs.
- Total building permits issued.
- Single-family dwelling permits issued.
- Audit and review permits for accuracy.

### *Goal 1: Achieve Efficiency and Effectiveness Measures Budgeted:*

#### *Business Services*

- Total number of Accela enhancements completed: 300
- Total number of ad-hoc mapping requests completed: 50
- Total number of ad-hoc data/information and reporting requests completed: 150
- Total number of ad-hoc addressing requests completed: 15
- Number of new development project address reviews completed: 100
- Number of plan checks completed: 50
- Number of new subdivisions processed: 10
- Number of new street names processed: 150
- Total number of website update requests completed: 50

- Total percentage of GPA, SPA, and RZ amendment changes processed within 30/60 working days: 75%/100%



### *Permit Center*

- Total Number of customers assisted: 13,000
- Total number of OTC Building Permits issued: 2,400
- Total number of permits accepted: 5,200
- Total number of phone calls: 25,000
- SFD's processed: 900
- Number of Fee Estimates prepared: 59

### *Goal 2: Complete Budgeted Work Product Expectations:*

#### *Business Services*

- Create FY18 Business Services Project Plan, which will be used to guide and communicate our progress throughout the year.
- Identify and document critical processes and procedures for succession planning purposes and ease of reference.
- Continue to monitor the Entitlement process, maintain a comprehensive set of policy and planning documents, and maintain allocated unit and acreage information.
- Continue to provide comprehensive website maintenance and redesign support to the DSD.
- Continue to transition enterprise GIS landbase maintenance tasks to the DSD and produce appropriate SOPs and other required documentation.
- Continue to look for operational efficiencies, process improvements, and opportunities to incorporate “value-added” services.
- Continue to provide a comprehensive set of administrative, project, and development related reporting services and products.
- Actively participate in Accela, GIS, TGC, and other cross-functional technical projects and

City initiatives, including EOC, CIS, CMS, and ERP.

- Continue to improve the functionality and use of Accela Automation to better meet the business needs and goals of the DSD, other City Departments, and outside stakeholders.
- Continue to provide high quality ad-hoc analysis, mapping, reporting, and other technical support services to the DSD, other City Departments, and outside stakeholders.
- Continue to improve the baseline competencies and technical skills.
- Provide software and technical support and training to nontechnical DSD staff as needed.

*Goal 3: Accomplish Work Program Within Established Business Services and Permit Center Division FY18 Budget:*

<b>Table 5 Business Services &amp; Permit Center (08801) 10 FTE</b>	
<b>Operating Costs</b>	
Personnel (4000 Accounts)	1,335,379
Operating (5000 Accounts)	86,432
<b>TOTAL OPERATING COST</b>	<b>1,421,811</b>
Total of Revenue Accounts (3000 Accounts)	3,500
Revenue Credit (4998)	5,000
<b>TOTAL REVENUE ACCOUNTS</b>	<b>8,500</b>
<b>Net Operating Budget</b>	<b>-1,413,311</b>
<b>Percent Cost Recovery Rate</b>	<b>0%</b>

*Goal 4: Implement Key Process Improvements or Operational Improvements  
Business Services*

- Accela Automation:
  - Complete the recreation of the Monthly/Quarterly Development Activity Reports.
  - Complete Accela mobile office implementation for Code Enforcement.
  - Implement full-service online application submittal solution for Building, Fire, Engineering, Planning permits using the City's Citizen Access Portal.
  - Implement electronic document (plan) review (EDR) for Building, Engineering, and Planning Divisions using Accela's integrated e-PlanCheck software solutions.
  - Upgrade Accela Automation back-end infrastructure to version 8.
  - Transition Accela User Interface (UI) to version 8.
  - Renegotiate Annual Maintenance Agreement
- Continue Business Services realignment, classification, and succession planning efforts.
- Attend divisional staff meetings (rotate BS staff annually).
- Reestablish and chair City Address Committee.
- Replace the Planning Map tool (PMT) with a more efficient and effective solution.

- Continue to provide GIS analysis and mapping support for the ULOP/Floodway Zoning Ordinance Update project.
- Continue to provide addressing and GIS support for the Customer Information System (CIS) (utility billing) upgrade project.
- Complete the DSD Address Management and Process Redesign project (related to the above CIS upgrade project).
- Continue to provide City interface with U.S. Census Bureau for upcoming 2020 Census.

### *Permit Center*

#### Production Home Permit Plan Check Reviews:

- Monitor monthly process.
- Identify opportunity to streamline current process. (Maintain reviews completed within 5 working days 90% of the time and establish new performance measure i.e. reviews completed within 5 number of working days 95% of the time).
- Identify staff and resources needed to perform these reviews.

#### Accela Automation:

- Implement Accela Citizen Access and Electronic Plan Check service enhancements.
- Implement staff training and document new business processes and procedures.

#### Succession Planning:

- Continue comprehensive process documentation and Standard Operating Procedures.
- Accelerate Permits Technician onboarding and cross training.

## **ENGINEERING LAND DEVELOPMENT DIVISION**

This division ensures that the development of private and public infrastructure meets the required City standards, codes and policies through the plan review and construction performance measure inspection of development and Capital Improvement Projects (CIP). The Division is also responsible for ensuring the City's State Stormwater Permit (MS4) is being adhered to for construction site runoff and post construction. The projected total FY18 revenue for the Engineering Land Development Division is \$1,417,350, which equates to a 22% increase over the projected FY17 revenues. The increase can be attributed to an increase in private development, fee increases, and additional cost recovery.

The following provides a brief overview of the budgeted goals when considering the overall work volume that the Engineering Land Development Division will address over FY18.

#### Inspection:

- Construction Inspectors will spend a minimum of 85% of work hours on billable inspections (private/CIP projects) and an aggregate of 50% billable hours for the entire construction management group.
- Number of hours spent on inspections is tracked by quarter.
- Track the percentage of work hours spent on development/CIP inspection.

## Plan Check:

- Check and return 100% of plans and maps within 4 weeks.
- Plan check staff to spend a minimum of 70% of work hours on billable plan and map checks, and an aggregate of 50% billable hours for the entire plan review group.
- Amount and percent of hours spent on development plan and map checks tracked by quarter.
- The amount of plan and map checks tracked by quarter.

*Goal 1: Achieve Efficiency and Effectiveness Measures Budgeted*

- Minimum of 85% of work hours on inspections: 6,000 hours.
- Total number of hours performed on CIP inspections: 2,000 hours.
- Total number of plans and maps returned: 225 plan sets or maps.
- 50% of work hours billed to plan checks: 3,000 hours.

*Goal 2: Accomplish Work Program within Established Engineering Land Development FY18 Budget*

<b>Table 6 Engineering (08820) 15 FTE</b>	
<b>Operating Costs</b>	
Personnel (4000 Accounts)	2,367,817
Operating (5000 Accounts)	312,680
<b>TOTAL OPERATING COST</b>	<b>2,680,497</b>
Total of Revenue Accounts (3000 Accounts)	825,050
Revenue Credit (4998)	907,000
<b>TOTAL REVENUE ACCOUNTS</b>	<b>1,732,050</b>
<b>Net Operating Budget</b>	<b>-948,447</b>
<b>Percent Cost Recovery Rate</b>	<b>65%</b>

*Goal 3: Implement Key Process Improvements or Operational Improvements**Key steps over the 12 months – Implement June 30, 2018*

## Implement Accela

- Implement Phase 2 Accela items (Citizen Access/Mobile Office/Electronic Plan check).
- Implement training/instruction documents for Accela.
- Implement electronic document review for field inspection.

## Stormwater Program

- Implement new Accela Stormwater Database inspection forms for MS4 Mandates.
- Implement MS4 year 4 state mandates for E.10 Construction Site Runoff.

- Train inspection staff for use of tablet hardware for stormwater reporting.
- Prepare annual report to State for new MS4 Permit.

#### Construction Section Policies and Procedures

- Continue cross training with EU staff with the goal of having all inspectors in DSD and EU fully trained by the end of the FY.
- Monitor and revise Design & Construction Standards.
- Maintain inspection procedures manual for staff and consultant inspectors.
- Train replacement staff for private and public projects.
- Prepare the DS Engineering staff for flood duty responsibilities and cross train newer staff at all field stations.
- Support and participate in Citywide OC&L Plan.
- Support and participate in New Brand and Customer Service Committees.
- Supplement staff during heavy workload periods with consultant inspectors.

#### Plan Check Process

- Continue cross training to with EU staff with the goal of having all plan checkers in DSD and EU fully trained by the end of the FY.
- Implement plan checking cross training plan check list and procedures manual.
- Implement RFI/revision process, previously developed by EU, for all DS and EU plan check staff to use.
- Provide representation on the City in-fill project team.
- Create a written policy for taking in and processing encroachment permits, including electronic submittals.
- Create an index for all roadway infrastructure plans and import the date into Accela.
- Implement stormwater quality design standards for public infrastructure.
- Coordinate with the Fire Department to assume Fire Department inspection obligations on Civil improvement plans. Also, continue to be trained by Fire Dept staff to perform fire plan review for improvement plans.
- Work with GIS staff to track DIA and Reimbursement Agreements.
- Oversee the update of all City benchmarks from 1929 datum to 1988 datum.
- Identify staffing and resources.

## ENGINEERING SPECIAL PROJECTS DIVISION

### *Performance Measures*

The Special Projects section oversees the various traffic related impact fee programs (Highway 65 Joint Powers Authority, SPRTA, City TMF, etc.) as well as taking lead on the update of the City's Drainage Fee program, and has a crucial role in the development of and within our Specific Plans, and General Plan Update. This section continues to work with local outside agencies to assess infrastructure needs for future traffic demands and is instrumental in the development of new traffic mitigation fee programs. This section provides insight and direction to other engineering functions within the Land Development Division and within the Public Works Department related to previously approved Specific Plans and contributes to other City projects. Over the past year and continuing into the FY18 Budget Year, this group will continue to work

with State and Local Jurisdictions for the advanced planning and construction of regionally significant transportation and drainage mitigation projects. In the evaluation of our Specific Plans, and in the review of outside jurisdictional long range projects, this group ensures that the city's traffic and level of service policies are being met. Additionally, they review the overall storm drain and flood impact components associated with these long range-planning activities and provide comment on the Specific Plan, Fiscal Analysis, EIR and DA documents.

The Long Range/Special Projects Division was not a separate division as part of the budget process. There currently are no listed performance measures for this division. This division is critical in the review of long-range land use plans, traffic programs, other special projects, and stormwater related to standards. They have an identified work program that has the following goals for FY18.

#### *Goal 1: Support City's Long Range Planning Efforts*

- Review the impacts of the Placer Ranch project (being processed in the County) related to traffic, drainage and other engineering related activities, associated with the processing of the ARSP.
- Continue to provide support to the SVSP relating to the PG&E Line 407 project, and provide direction regarding the settlement agreement by and between PG&E and the City.
- Provide institutional background and direction in the implementation and processing of recently adopted Specific Plans.
- Oversee the technical study and Professional Service Agreement for the Regional Drainage Mitigation project and the City Wide Draining Fee Update, and complete the fee update with City Council approval.
- Participate in the General Plan update relating to Traffic and Drainage.

#### *Goal 2: Support City's Traffic Planning Efforts*

- Provide staffing the Highway 65 JPA.
- Participate in the funding, design and construction of the I-80/SR 65 interchange and Galleria Boulevard/Stanford Ranch Road Northbound Ramps projects.
- Participate in Placer County Transportation Planning Agency (PCTPA) and South Placer Regional Transportation Authority (SPRTA) Technical Advisory Committees.
- Update the 2035 Capital Improvement Program utilizing the newly adopted HCM LOS methodology, and update the traffic mitigation fees to include the ARSP and other program modifications.
- Participate in regional roadway projects on I-80, SR65, and Placer Parkway.
- Develop process flow charts and administrative procedures for the implementation of set-aside accounts and Tier II impact fee deferrals.

## **PLANNING DIVISION**

### *Performance Measures*

Revenues from full cost projects will continue to offset the Division's General Fund impact.

Revenues for this division will be achieved through full cost development projects, most notably: processing ARSP, General Plan Update & Climate Action Plan, and other full cost projects. The Division is projecting a cost recovery rate of 33% of offsetting revenue to expenses.

The following provides a brief overview of the budgeted requirements when considering the overall work volume that the Planning Division will address over FY18:

- Number of development applications received and processed.
- Number of plan checks completed.
- Public counter staffing by Planner and Permit Technician state in FTE.
- Major projects processing stated in FTE.
- Number of Ministerial Permits issued.
- Number of Sign Permits issued.
- Percent complete of major planning programs within adopted schedules.
- Percent implemented of permit and processing streamlining ordinances.
- Cost per capita, planning division.
- Revenue recovery.

*Goal 1: Achieve Efficiency and Effectiveness Measures Budgeted*

- Number of development applications received and processed: 100
- Public counter staffing by Planner and Permit Technician stated in FTE: 1.5
- Major projects processing stated in FTE: 5
- Number of Ministerial Permits issued: 350
- Number of sign permits issued: 150
- Percent complete of major planning programs within adopted schedules: 100
- Percent implemented of permit and processing streamlining ordinances: 100

*Goal 2: Complete Budgeted Work Product Expectations*

*Current Planning*

- Continue to efficiently process development applications when maintaining a high level of customer service.
- Staff the Permit Center providing information on planning related items and issuing ministerial permits (approximately 400 permits and 150 sign permits).
- Process a variety of residential, commercial, office and industrial development application (approximately 100 entitlements and 500 over-the-counter permits). This workload includes such projects as, Campus Oaks Master, NCRSP Parcel 44 Assisted Living Facility, Federico Subdivision Amendments (Sierra Vista Specific Plan), Harris and Bruno expansion, Parcel 49 development (retail), Villa Club Sports, tentative small lot subdivision maps and sub-phasing plans associated with SVSP, as well as addressing current and future State mandates.
- Zoning Ordinance amendment, as needed to comply with evolving State legislation.

### *Long Range Planning*

- Actively participate in long-range local and regional planning issues.
- Coordinate ARSP Tax Share Agreement between the City and Placer County.
- Coordinate the ARSP Annexation application with the Local Area Formation Commission (LAFCO), including participating in the citywide municipal services review (MSR) that is required every five years.
- Complete an update to the General Plan to address recent new state requirements, and prepare a Climate Action Plan to insulate future development.
- Prepare an EIR that will cover both the General Plan Update and Climate Action Plan.
- Processing of entitlements for the WRSP Village Center Rezone and Oakmont Residential Care Facility projects.
- Monitor on-going progress on the County's development projects, which have an influence on Roseville such as: Regional University, Placer Ranch Specific Plan, and the Sunset Industrial Area update.
- Participation on the Western Area Waste Management Authority's Landfill Master Plan Advisory Committee and monitor the landfill expansion environmental review.
- Continued participation in special projects such as the CCJPA project, VMT task force, the zoning update to address the 200-year floodplain and Zoning Ordinance and fee policy updates related to Accessory Dwelling Units.
- Participate in NEPA process for the Army Corps 404 wetland permitting (Sierra Vista & Amoruso projects).
- Continue to participate in interagency land use coordination (e.g. Placer Ranch, Regional University, Placer Vineyards, Placer Parkway, SACOG and MTP/Sustainable Communities Strategy and SB 473 issues, and McClellan over flight issues).
- Monitor/coordinate comments on Federal and state legislation pertaining to land use.
- Support current planning staff in providing environmental review for large complex project on as needed basis.
- Monitor growth allocations that relate to Regional Housing Needs Allocations.
- Continued outreach, when requested, to neighborhood and interest groups, stakeholders, Roseville Leadership, concerning pending and recently approved long-range projects.
- Work on special projects on an as needed basis, such as an update to the Entertainment Permit, Atlantic Roundabout Feasibility Project, and Community Priorities Advisory Committee (CPAC), etc.

*Goal 3: Accomplish work Program within Establish Planning FY18 Budget*

<b>Table 7 Planning (08200) 11 FTE</b>	
<b>Operating Costs</b>	
Personnel (4000 Accounts)	1,494,060
Operating (5000 Accounts)	193,314
<b>TOTAL OPERATING COST</b>	<b>1,687,374</b>
Total of Revenue Accounts (3000 Accounts)	480,050
Revenue Credit (4998)	225,000
<b>TOTAL REVENUE ACCOUNTS</b>	<b>705,050</b>
<b>Net Operating Budget</b>	<b>-982,324</b>
<b>Percent Cost Recovery Rate</b>	<b>42%</b>

*Goal 4: Implement Key Process Improvements or Operational Improvements*

- Adapt to Electronic Plan Review
- Provide training to existing staff for succession planning
- Review Plan Check role to improve efficiency

## CONCLUSION

As noted, the intent of this document is to act as a road map to achieving the purpose and goals of the DSD for FY18. The goal of the DSD is to provide a single point of contact for the customer. As being the single point of contact for the customer, we are striving to provide the best experience that customers will have when working with a regulatory agency, whether securing entitlements, a building permit, general information or constructing a large development project. We are striving to be:

- Responsive, Compassionate, and Solution-oriented
- Consistent and Fair
- Provide Efficient Service
- Perform with Integrity and a Good Worth Ethic

This document has been produced with the aforementioned values in mind these reinforce the DSD's mission and our "why" or vision which is to "help people". If you have questions, regarding the content of this document the Development Services Department can be contacted at (916) 774-5276.

# Appendix 1

## FY18 Divisional Goals Tracking Table



## Administration

Goal	Action	Timing	Status	Responsible Party
<b>GOAL 1: SUPPORT THE TEAM</b>				
One-on-One Interviews	Meet all Managers & Key staff one on one	Ongoing	Open	Director
All Hands Mtgs.	Hold Quarterly Staff Meetings	Quarterly	Open	Director
Divisional Staff Mtgs.	Attend Weekly Staff Meetings	Ongoing/ Quarterly	Open	Director
Divisional Managers Mtgs.	Hold Managers Meetings	Ongoing	Open	Director
Manager Staff Meeting	Monthly all level managers meeting to discuss across the board items	Monthly	Ongoing	Managers
Above & Beyond	Program in Place	Ongoing	Open	Managers
Manager Budget Retreat	Management Team annual review retreat	Yearly	Open	Managers
Staffing & Organizational Structure	Succession plan and reorg.	Ongoing	Open	Director
Org. Culture & Leadership	Incorporate the Organizational Culture & Leadership strategy to DSD	Ongoing		Managers
Division Procedures	Inventory, document and consolidate all division procedures	June 2018	In Development	DS Manager
<b>GOAL 2: FACILITATE MEETING OR EXCEEDING BUDGET EXPECTATIONS</b>				
Monthly Budgeting Monitor	Department Tracking	Monthly	Ongoing	Director/Admin Analyst
Work Program Development	Yearly Update	July 2018	Ongoing	Managers
Facilitate Greater Revenue	Fee reviews to ensure comparable to surrounding jurisdictions	June 2017	In Process	Director/Planning Managers
Development Agreement Review	Re-institute DA review process	December 2017	In Process/Ongoing	Administrative Analyst
Development Agreement Automation	Create DA module in Accela to automate the yearly review	June 2018	Open	Administrative Analyst
<b>GOAL 3: DPIP PROJECT IMPLEMENTATION</b>				
Third Track Project	Continue to monitor and work with Capital Corridor to expand rail service to downtown Sacramento	Ongoing	Ongoing	DSD

## Building & Code Enforcement

Goal	Action	Timing	Status	Responsible Party
<b>GOAL 1: ACHIEVE EFFICIENCY &amp; EFFECTIVENESS MEASURES BUDGETED</b>				
Efficiency Measures	Ongoing	June 2018	Open	Managers
<b>GOAL 2: COMPLETE BUDGETED WORK PRODUCT EXPECTATIONS</b>				
Meet Budget Expectations	Ongoing	June 2018	Open	Managers
<b>GOAL 3: ACCOMPLISH WORK PROGRAM WITHING ESTABLISHED BUDGET</b>				
Budget Expectations	Ongoing	June 2018	Open	Managers
<b>GOAL 4: IMPLEMENT KEY PROCESS IMPROVEMENTS OR OPERATIONAL IMPROVEMENTS</b>				
Code Enforcement	Tracking & Data Input Cases	Ongoing	Open	Managers
Building Permit Fees	Implement and update building permit and administration fees	June 2018	Open	Building Official and Administrative Analyst
PASS	Implement PASS – Architect format and submittal process	June 2018	Open	Managers
Electronic Plan Review	Electron Plan Review & Automation of Inspections (implemented January 2017)	October 2017	Open	Managers
ACA	Install ACA improving inspection process	June 2018	Open	Managers
CASP Certification	Continuation of CASP Certification of Inspection Staff for compliance	Ongoing	Open	Managers
AB2188	State mandated implementation of AB2188 requiring expedited proves for permitting and approving residential PV Systems	June 2018	Open	Manager
Certification Program	Continue working with Sacramento Building Officials to create and implement a certification program on plan review for a more efficient process	Ongoing	Open	Managers
Annual Stakeholder Outreach	Working with the development community to refine and improve our processes.	Fall 2017	Open	Managers

## Business Services

Goal	Action	Timing	Status	Responsible Party
<b>GOAL 1: ACHIEVE EFFICIENCY &amp; EFFECTIVENESS MEASURES BUDGETED</b>				
Efficiency Measures	Ongoing	June 2018	Open	Managers
<b>GOAL 2: COMPLETE BUDGETED WORK PRODUCT EXPECTATIONS</b>				
Meet Budget Expectations	Ongoing	June 2018	Open	Managers
<b>GOAL 3: ACCOMPLISH WORK PROGRAM WITHING ESTABLISHED BUDGET</b>				
Meet Budget Expectations	Ongoing	June 2018	Open	Managers
<b>GOAL 4: IMPLEMENT KEY PROCESS IMPROVEMENTS OR OPERATIONAL IMPROVEMENTS</b>				
Accela Automation	Recreate Monthly/Quarterly Development Activity Reports	June 2018	Open	Business Services

	Complete Accela mobile office implementation for Code Enforcement	December 2017	In progress	Business Services
	Complete Accela Citizen Access (ACA) implementation for BD, EN, and PL	Late Fall 2017	In progress	Business Services, DSD
	Electronic Document Review (EDR) implementation for BD, EN, and PL	Late Fall 2017	In progress	Business Services, DSD
	Accela back-end infrastructure upgrade to version 8x	October 2017	In progress	Business Services, IT
	Accela User interface (UI) upgrade to version 8x	June 2018	Open	Business Services, DSD
	Renegotiate Annual Maintenance Agreement	December 2017	In progress	
Rebrand & Realign	Continue Business Services realignment, classification, and succession planning efforts	June 2018	In progress	DSD/HR
	Attend divisional staff meetings	On going	On going	Business Services
Address Committee	Reestablish and chair City Address Committee	June 2017	Open	Business Services
Replace PMT	Replace the Planning Map Tool (PMT) with ArcGIS Online solution	June 2017	Open	Business Services /IT
ULOP/Floodway Zoning Ordinance Update	Continue to provide GIS analysis and mapping support to the ULOP/Floodway Zoning Ordinance Update project team	June 2018	In progress	Business Services
CIS Focus Project	Continue to provide addressing and GIS support to the CIS Focus project team	Late Fall 2017	In progress	Business Services
	DSD Address Management & Process Redesign Project (phase 2) – Implement identified process improvements	June 2018	In progress	Business Services, DSD
2020 Census	Continue to provide City interface with U.S. Census Bureau for upcoming 2020 Census	On going	In progress	Business Services

## Permit Center

Goal	Action	Timing	Status	Responsible Party
<b>GOAL 1: ACHIEVE EFFICIENCY &amp; EFFECTIVENESS MEASURES BUDGETED</b>				
Efficiency Measures	Ongoing	June 2018	Open	Managers
<b>GOAL 2: ACCOMPLISH WORK PROGRAM WITHIN ESTABLISHED BUDGET</b>				
Meet Budget Expectations	Ongoing	June 2018	Open	Managers
<b>GOAL 3: ACCOMPLISH WORK PROGRAM WITHING ESTABLISHED BUDGET</b>				
Meet Budget Expectations	Ongoing	June 2018	Open	Managers

<b>GOAL 4: IMPLEMENT KEY PROCESS IMPROVEMENTS OR OPERATIONAL IMPROVEMENTS</b>				
Production home Permit Plan Check Reviews	Monitor monthly process	On going	On going	Permit Center
	Identify opportunities to streamline current processes	On going	On going	Permit Center
	Identify staff and resources needed to perform plan check reviews	On going	On going	Permit Center
Accela Automation	Implement Accela Citizen Access and Electronic Plan Check service enhancements	Late Fall 2017	In progress	Permit Center
	Implement staff training and document new business processes and procedures	Late Fall 2017	Open	Permit Center
Succession Planning	Continue comprehensive process documentation and Standard Operating Procedures (SOPs)	On going	On going	Permit Center
	Accelerate Permit Technician onboarding and cross training	On going	On going	Permit Center

## Engineering – Land Development

Goal	Action	Timing	Status	Responsible Party
<b>GOAL 1: ACHIEVE EFFICIENCY &amp; EFFECTIVENESS MEASURES BUDGETED</b>				
Efficiency Measures	Ongoing	June 2018/	Open	Managers
<b>GOAL 2: ACCOMPLISH WORK PROGRAM WITHIN ESTABLISHED BUDGET</b>				
Meet Budget Expectations	Ongoing	June 2018	Open	Managers
<b>GOAL 3: IMPLEMENT KEY PROCESS IMPROVEMENTS OR OPERATIONAL IMPROVEMENTS</b>				
Professional Consultants	Maintain professional consultant contracts	June 2018	Open	Managers
Implement Accela	Continue to support efforts in Phase 2 & Electronic Document Review	December 2017	Ongoing	Managers/Staff
Stormwater Program	Implement electronic document review for field inspection	June 2018	Ongoing	Managers/Staff
Stormwater Program	Implement MS4 year 4 mandates and prepare annual report for State.	Winter 2018	Ongoing	Managers/Staff
Stormwater Program	Train inspection staff for use of tablet hardware for stormwater reporting	June 2018	Ongoing	Managers/Staff
Design & Construction Standards	Update Design and Construction Standards	Winter 2018	Ongoing	Managers/Staff
Crosstrain Inspection Staff	Providing training and support to EU & DS inspectors to allow for one inspector to inspect all EU & PW assets.	June 2018	Ongoing	Managers/Staff
Crosstrain plan check staff	Provide training and support to EU & DS plan check staff to allow one plan checker to plan check for both EU and DS.	Fall 2017	Ongoing	Managers/Staff
Crosstrain for Fire Department	Train DS & EU staff to plan check and inspect improvement plans for the Fire Department	June 2017	Ongoing	Managers/Staff
Stormwater Design Standards	Develop stormwater design standards for public infrastructure	Winter 2018	Ongoing	Managers/Staff
City Benchmarks	Update all City benchmarks from a '29 datum to an '88 datum	Winter 2018	Ongoing	Managers/Staff

## Engineering – Special Projects

Goal	Action	Timing	Status	Responsible Party
<b>GOAL 1: SUPPORT CITY'S LONG RANGE PLANNING EFFORTS</b>				
Drainage Fee Update	Oversee the update of the Pleasant Grove/Curry Creek Drainage fee update	October 2017	Ongoing	Staff
PG&E 407	Coordinate the efforts between the SVSP landowners, the City, and PG&E for the forth coming installation of line 407	December 2017	Ongoing	Staff
Placer Ranch Specific Plan	Support the City's review of County's processing of the Placer Ranch and Sunset Industrial Area Plan	Ongoing	Ongoing	Staff
Assist with new development	Provide direction in the implementation and processing within the newly adopted Specific Plan areas.	Ongoing	Ongoing	Staff
General Plan Update	Participate in the GPU relating to Traffic and Drainage	Ongoing	Ongoing	Staff
<b>GOAL 2: SUPPORT CITY'S TRAFFIC PLANNING EFFORTS</b>				
Advisory Committee	Participate in the PCTPA & SPRTA Tech Advisory Committee	Ongoing	Ongoing	Staff
CIP Update	Oversee and update the 2035 CIP program and adjust the Traffic Mitigation fee's accordingly	December 2017	Ongoing	Staff
Regional Roadway Projects	Continue to work with Caltrans and PCTPA to review and comment on the design concepts for regional roadways including, I-80, SR65 & Placer Parkway	Ongoing	Ongoing	Staff
Process Flow Charts	Continue development of process flow charts for the tracking of Tier II and set aside accounts for new projects	Ongoing	Ongoing	Staff

## Planning

Goal	Action	Timing	Status	Responsible Party
<b>GOAL 1: ACHIEVE EFFICIENCY AND EFFECTIVENESS MEASURES BUDGETED</b>				
Efficiency Measures		June 2018	Open	Planning
<b>GOAL 2: COMPETE BUDGETED WORK PRODUCT EXPECTATIONS</b>				
Meet Budget Expectations		June 2018	Open	Planning
<b>GOAL 3: ACCOMPLISH WORK PROGRAM WITHING ESTABLISHED BUDGET</b>				
Meet Budget Expectations	Ongoing	June 2018	Open	Planning
<b>GOAL 4: IMPLEMENT KEY PROCESS IMPROVEMENTS OR OPEATIONAL IMPROVEMENTS</b>				

Implement Ordinance Amendment	Zoning Ordinance amendment, as needed to comply with current and future state mandates (i.e. 200-year Flood Mapping)	FY 18	Open	Current Planning
Implement Ordinance Amendment	RMC amendment for small-cell telecommunication facilities.	Summer 2017	Open	Current Planning
Various clean-up to the Zoning Ordinance	Council Approval	Spring 2018	Open	Current Planning
NEPA Process	Participate in the NEPA process for Army Corps 404 wetland permitting	December 2017	Ongoing	Long Range Planning
Land Use Coordination	Other interagency land use coordination will continue (e.g. Placer Parkway, SACOG, and MTP/Sustainable Communities Strategy and SB 473 issues, and McClellan over flight issues)	December 2017	Ongoing	Long Range Planning

## Planning Projects under Review

Goal	Action	Timing	Status	Responsible Party
Placer Ranch Specific Plan	Participate in review of project and documents (County Project)	FY18	In Review	Long Range Planning
Amoruso Ranch Specific Plan	Project Approval, Tax Share Agreement, and LAFCO Application	FY18	In Review	Long Range Planning
General Plan/Climate Action Plan/EIR	Comprehensive update to General Plan, Preparation of Climate Action Plan & Environmental Impact Report	FY18	In Review	Long Range Planning
Sierra Vista Specific Plan	Continued coordination on 404 Permit	FY18	Ongoing	Long Range Planning
Placer Valley Soccer Complex	Participate in project review and conduct General Plan update	FY18	In Review	Long Range Planning
Regional Coordination	Staff review and coordination in projects on a regional level (SACOG, Placer County Projects, City/County meetings).	FY18	Ongoing	Long Range Planning
Villa Sports & Fitness	Complete DEIR and City Council Approval	FY18	In Review	Current Planning
NCRSP Parcel 44 Senior Housing and Assisted Living	Planning Commission Approval	FY18	In Review	Current Planning
Campus Oaks Retail	Planning Commission Approval	FY18	TBD	Current Planning
Federico Subdivision Amendments (SVSP)	City Council Approval	FY18	In Review	Current Planning

# Appendix 2

## Recognizing Employees

- Above & Beyond Awards



# Above and Beyond

**Chris Herron**  
Well Done!

**Date:** July 12, 2016

**Request/Issue:** Above & Beyond

**Comments:** *Chris brings a wide wealth of knowledge to the job that benefits us all in many ways. This knowledge comes not only from her experience but also from her willingness to help others and assist in any way she can. She brings a positive and productive attitude to work. When permits are pouring in, she recognizes the increased workloads on her co-workers and readily volunteers to help shoulder some of their burden. Recently, in addition to her own full-time responsibilities, she covered the duties of an employee on extended leave. She did this happily and without complaint and did a great job.*

*Her positive attitude, dedication, and volunteerism are Above and Beyond!*

*(Also... She brings us Farm Fresh Eggs!)*

*Thank You Chris!*

Mark Johnson

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Gina McColl**  
Well Done!

**Date:** July 14, 2016

**Request/Issue:** Campus Oaks Fee Update

**Comments:** *Kudos go to Gina McColl for spending a major amount of time winding through all of the discrepancies and working to find a path forward. She has been awesome to work with.*

Dion Louthan  
Director, Parks, Recreation & Libraries

Tara Gee  
Park Planning & Development Superintendent

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Paul Camilleri  
Well Done!**

**Date:** September 20, 2016

**Request/Issue:** Building Code Issues on Commerce Drive, Roseville

**Comments:** *Thank you so much for coming out and listening to everyone's concerns. The folks that attended in that room are really committed to keeping the neighborhood nice. It's an older neighborhood, and sometimes the older neighborhoods are allowed to deteriorate and then bad elements come into the neighborhood.*

*Carol, one of the residents on Ajay Drive, who attended the meeting, said to tell you that she was very impressed with how you handled the meeting and how knowledgeable you were about the various City codes. She said to thank you for coming out and listening to everyone's concerns.*

Thanks again,  
Joanna Oukrop.

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Development Services Director

Recognizing *Excellent Customer Service - Above and Beyond Expectations*

# Above and Beyond

**Darrell Robbison  
Well Done!**

**Date:** October 3, 2016

**Request/Issue:** Campus Oaks - Woodcreek Boulevard Roadway Preparation

**Comments:** *The DS Construction Inspection Manager received a telephone call from Stephen Des Jardins, the developer for the Campus Oaks Specific Plan, thanking the Engineering Inspection Staff and particularly Darrell for quickly lending a helping hand to resolve an "Order of Work" issue pertaining to a Construction Standard interpretation regarding mandrelling underground utilities prior to preparation of the roadway structural section.*

*Stephen thanked Darrell for making himself available to quickly resolve the problem that resulted in saving the developer precious time and money. Stephen complimented Darrell for being "One Great Inspector" and that they were grateful to have him assigned to this significant project.*

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Development Services Director

Recognizing *Excellent Customer Service - Above and Beyond Expectations*

# Above and Beyond

**Lupe Nelson  
Well Done!**

**Date:** November 3, 2016

**Comments:**

The clerical staff have been extremely short handed for the past couple weeks and Lupe has gone above and beyond by assisting with coming in early and helping out on the phones. It has made a monumental difference. Lupe's responsibility does not include being on the phones, making it even more exceptional. Lupe's help is VERY much appreciated. Lupe is an amazing team player always providing exceptional customer service and positive attitude. We are all very lucky to have her in the DS department!

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Development Services Director

Recognizing *Excellent Customer Service - Above and Beyond Expectations*

# Above and Beyond

**James Proper  
Well Done!**

**Date:** November 7, 2016

**Request/Issue:** HVAC Final Inspection

**Comments:** *I had the pleasure of working with Building Inspector James Proper regarding a permit issue and inspection. Inspector Proper was attentive, certainly an expert in his field. He conducted himself in a professional manner and was very helpful in explaining not only what was required but also why it was important. As a result of my interactions with Inspector Proper, I feel like I came away from this experience with a new insight to Code Enforcement. If I were to build a home in Roseville, I certainly would want Inspector Proper to be my inspector.*

Respectfully Submitted,

Italo W. Baraga (George)  
U.S. Department of Homeland Security  
Lead Transportation Security Inspector  
Region 5 & 6 TSI BASE Advisory Panel Representative

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Development Services Director

Recognizing *Excellent Customer Service - Above and Beyond Expectations*

# Above and Beyond

**Mike Helmer  
Well Done!**

**Date:** November 9, 2016

**Request/Issue:** Mentorship

**Comments:** *A shout out to Mike Helmer for his ongoing mentorship to employees. He performs a great service in his mentorship and supervision of the various contract employees we have/had working for us, as well as the permanent staff.*

*I have witnessed his demeanor which incorporates a teaching component that is well received. The contract employees, whether they continue on with us or not, will be more prepared because of his tutelage.*

*Mike sets a good example for others that may end up being the mentors someday.*

Best Regards,  
Chris Herron

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Carla Campos, Justin Laffoon, & Kinnie Shallow  
Well Done!**

**Date:** November 22, 2016

**Request/Issue:** Aloha Street Properties

**Comments:** *I have worked as a planning consultant for many years all over California. Some of the greater challenges I have faced is just getting someone knowledgeable to answer the telephone. It was such a pleasure working with the City of Roseville staff because those who answer the telephone in your Planning and Building Division answered promptly, were knowledgeable, courteous and got right back to me when I left a message or asked a question. Carla, Justin and Kinnie were courteous, helpful, and provided me with the right information.*

Regards,  
Dyana Anderly MA, AICP

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Tricia Stewart**  
Well Done!

**Date:** December 8, 2016

**Request/Issue:** Team Player

**Comments:** *I would like to thank Tricia for stepping up and attending a contentious neighborhood meeting on October 25, 2016. The Highland Reserve Neighborhood Association was meeting to discuss many neighborhood issues and complaints regarding the Topgolf facility. Gina McCol and I were scheduled to attend as City representatives, however, we were delayed at the Burbank Airport. Within three hours, Tricia rearranged her schedule, researched the history of the project, the neighborhood concerns and provided the City Manager with background information. During the meeting, Tricia recorded all the neighborhood comments, and backed up the City Manager in responding to neighborhood comments. I want to thank Tricia for being a great co-worker and team player. She sets a great example and deserves to be recognized!*

Greg Bitter

Planning Manager.

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Chris Gales**  
Well Done!

**Date:** December 22, 2016

**Request/Issue:** Great Customer Service

**Comments:** *I would like to recognize Chris Gales for his efforts and great customer service in helping Lou DeYoung, the homeowner at 104 Earl Ave, resolve an issue with his next door 'commercial' neighbor. Mr. DeYoung was trying to work with his neighbor to repair a broken rain water drain pipe that was flooding his property. After several requests from Mr. DeYoung to his neighbor, with no response, he contacted the Building Division for help. Chris responded to the homeowner and was able to make contact with the owner of the commercial property and get the issue resolved in a timely fashion. Mr. DeYoung called and was very thankful and appreciative of Chris' efforts in helping to resolve the issue.*

*Thank you Chris for a job well done!*

Jim Mangino

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Mitch Raese**  
Well Done!

**Date:** January 18, 2017

**Request/Issue:** 1202 Oakland Avenue Apartments

**Comments:** *On Sunday, January 8, the Fire Department responded to a concern from the mother of a tenant of 1202 Oakland apartments. She stated they had roof leakage into the light fixtures and the walls of the apartment. Later the same day, Fire received another call from the mother stating that the landlord had texted the tenants and told them to get their valuables out and vacate the property for risk of a fire.*

*On Thursday January 12, Building Inspector Mitch Raese inspected the apartments and verified roof, drywall, insulation, and electrical damage at all 4 units due to water intrusion from leaking roof. He posted all 4 units as dangerous and no-occupancy. From the initial inspection to the current status, he spoke with all tenants and gave them information with regards to relocation and legal services available.*

*This was a very stressful situation for all the tenants, but Mitch was well-prepared and took the time to explain our process for getting the situation resolved and handed out documents for temporary housing. He turned a potentially negative and stressful situation into a positive experience. I wanted to thank Mitch for his professionalism and willingness to continue the tradition, pride, and progress that the City of Roseville employees provide for its citizens.*

Paul Camilleri

Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Robert Medina**  
Well Done!

**Date:** February 21, 2017

**Request/Issue:** Encroachment Permit Information

**Comments:** *"Many thanks for the information and for your prompt and courteous service."*

Eloise Marks

ITC Service Group

Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Darin Crockett**  
Well Done!

**Date:** February 21, 2017

**Request/Issue:** Team Player

**Comments:** *Darin's contributions in working with the Oak Street Parking Garage's Contractor and Downtown Roseville Partnership Group was recognized and appreciated from the downtown merchants.*

*"At the February 8, Oak Street Parking Garage construction meeting, Bill Aiken shared a letter addressed to the City Manager's Office from the Downtown Roseville Partnership Group. The letter expresses gratitude and appreciation from the downtown merchants to City staff and the contractor for their interaction with them on the construction of the parking garage. Staff from Environmental Utilities, Building Division and Roseville Electric have also played a key role to minimizing the impacts to the businesses. I would also like to note that Nina Buelna, from Public Works and Darin Crockett, from Development Services, have been instrumental with working with the contractor on developing solutions to minimize construction and traffic impacts in the downtown area." Raul Cervantes, Public Works.*

*Darin is a great example of a team player and deserves to be recognized.*

Guy Howes  
Senior Engineer

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Tiffanie Redmond**  
Well Done!

**Date:** March 14, 2017

**Request/Issue:** Excellent Customer Service

**Comments:** *Heather Riggs from Garden of Eat'n was in to apply for her C of O. She spoke to Tiffanie to find out what she needed to do and Tiffanie was extremely helpful. She appreciated the excellent service.*

Good Job!  
Carla Winter

\_\_\_\_\_  
Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

Lauren Hocker  
Well Done!

**Date:** March 21, 2017

**Request/Issue:** CEQA Templates

**Comments:** *In the past several months, I've had the distinct pleasure of preparing several CEQA documents for various projects (Roseville Automall Electronic Reader Board, Adventist Health Headquarters, Sutter Roseville Medical Center expansion, Sikh Temple). For each of these projects, I have relied on the templates on our "E" drive (at Lauren's suggestion [insistence]). Each time I have used a template, it has been updated with the most current information available, recognizing recent changes in City policy, City EIR updates, changes to CEQA rules, Tribal Consultation requirements, etc. This is thanks to Lauren's CEQA knowledge and dedication to keeping Planning up-to-date on all things CEQA. Thanks to Lauren's efforts, preparation of CEQ documents has become significantly less challenging and stressful, as one has a high degree of confidence that the background information utilized in preparation is the most current information available. Lauren's efforts in keeping our CEQA templates current, and keeping Planning up-to-date on CEQA issues definitely go "Above and Beyond." A HUGE THANK YOU to Lauren for her dedication and willingness to assist others in the sometimes foggy CEQA world.*

Ron Miller

Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

Ranjit Dosanjh  
Well Done!

**Date:** March 22, 2017

**Request/Issue:** 633 Encinal Avenue

**Comments:** *633 Encinal Avenue has been a problem property in Roseville since 2004. This was a hoarder house and we received numerous complaint over the years. The complaints varied from unsatisfactory living conditions, house is a blight in the neighborhood, backyard is equally a hazard, front yard is serving as a junk yard, people living in trailers in the backyard, etc. This property has also been a visual blight from the rear as well, because the backyard area is visible from Washington near the city recycling center, which is across the street from the County fairgrounds.*

*Ranjit spent many hours of working with the property owner, which included site visits, emails, phone calls, etc. She also worked with the Police and City Attorney in a team effort to try to resolve this on-going blighted property. After voluntary efforts for compliance were unsuccessful, she issued multiple citations with the hopes to get compliance. All of these efforts combined were successful, because the property has been sold and the new owner has removed all of the junk and debris!*

*Thank you Ranjit for your professionalism, diligence, and willingness to continue the tradition, pride, and progress that the City of Roseville employees provides for its citizens.*

Paul Camilleri

Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Wayne Wiley**  
Well Done!

**Date:** April 12, 2017

**Request/Issue:** Public Speaking

**Comments:** *I have received multiple compliments of Wayne this month relating to public speaking. Wayne recently led an Appreciating Differences Training, a comment received, "I want to formally (if an email is formal) say great job today on facilitating your first Appreciating Differences Workshop. You were well prepared and thoughtful in your stories."*

*Another comment received, "On April 11, 2017, Wayne facilitated a contentious neighborhood meeting in Fiddymont. The Neighborhood Association was meeting to discuss a proposed gas station. The neighbors are not happy with the proposal. Wayne did a wonderful job keeping the meeting on track and mostly positive. I have to commend his efforts handling this tough crowd and encourage him to keep up the good work. Even though this project is not a high priority type of project, these kind of experiences really prepare us planners for tough hearings and future meetings."*

Kathy Pease  
Planning Manager

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Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Mitch Raese**  
Well Done!

**Date:** April 14, 2017

**Request/Issue:** Appeals Hearing

**Comments:** *On Tuesday April 11, 2017, Mitch Raese attended an appeals hearing for a citation he issued on a code enforcement case. Not only did he win his case, but one of the commissioners that sat in on the Board of Appeals hearing was very impressed with Mitch's presentation. The commissioner sent Mitch an email stating "Just wanted to let you know you did an excellent job in case preparation, in having every contact documented, and every event you did on this incident date stamped. Also, the pictures were of great value. For me, it made for an easy decision."*

*Thank you Mitch for your professionalism, diligence, and willingness to continue the tradition, pride, and progress that the City of Roseville employees provide for its citizens.*

Paul Camilleri

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Development Services Director

Recognizing Excellent Customer Service - Above and Beyond Expectations

# Above and Beyond

**Lorne Green**  
Well Done!

**Date:** April 14, 2017

**Request/Issue:** Excellent Service

**Comments:** *Lorne was recently assigned multiple cases that have been very challenging and difficult to resolve. These included numerous buildings in Historic Downtown Roseville that had unpermitted and unsafe conditions. In addition to these locations, he was also assigned another similar case at The Station on 1100 Orlando. His building inspection and code enforcement experience enabled him to act quickly and resolve potentially dangerous conditions in a timely and efficient manner.*

*Thank you Lorne for your professionalism, diligence and willingness to continue the tradition, pride, and progress that the City of Roseville employees provide for its citizens.*

Paul Camilleri

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**Justin Laffoon**  
Well Done!

**Date:** April 19, 2017

**Request/Issue:** Plan Review

**Comments:** *Justin, I thought your name sounded familiar, and it turns out you were the plans examiner for an earlier project I did (permit #BD16-3771) back in September. It was a very clean review and I appreciate your professionalism. I recently moved my office from Grass Valley (after 25 years) to Colfax and hope to be doing more work with and in the City of Roseville.*

Elaine M. Lieske  
Architect

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**Joe Allen & Colin Parks  
Well Done!**

Date: May 15, 2017

Request/Issue: Accela & Electronic Permit Submittal Project

*Comments: Both Joe and Colin are tirelessly dedicated to this project. They are determined to make this system work and be the best possible product to meet both City staff and our customers business practice needs. They listen to all comments, even when I'm sure they are annoying (like when I ask for the 100<sup>th</sup> time "what does ACA and EPC stand for" or "can you move that box over to the left"), and really try to find the best solution to the concern. They continue to charge ahead even when others aren't so enthusiastic. Yesterday they held a stakeholder meeting to demo the new electronic permit submittal. Joe and Colin were well prepared, the demo went smoothly, and they were able to respond to all questions. They did a great job. I could tell they were more determined than ever to make this system be better than "Sacramento's". Praise to Joe and Colin for caring about their fellow employees needs and not just rolling out the basic system, but putting in the energy and heart to roll out the best system possible.*

Gina McColl

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**Chris Kraft  
Well Done!**

Date: May 15, 2017

Request/Issue: Pleasant Grove Neighborhood Association Meeting

*Comments: I want to extend my gratitude to Chris Kraft for attending the Pleasant Grove Neighborhood Association meeting. I was asked to attend to give an update on the HP Campus Oaks project and talk about traffic in the City. As I am not a traffic expert, I asked Chris to join me and he agreed. We did not know the issues or concerns ahead of the meeting. Chris provided an informative, light-hearted, easy to understand presentation on traffic and how the City plans for traffic. All attendees, including myself, were engaged. Chris respectfully and knowledgeably answered questions in a way that made the complexity of traffic engineering understandable to the residents. Chris even helped me with some of the background details of HP Campus Oaks plan that I was not as familiar with. I was very appreciative of his support and I know the residents were appreciative of his time and attention.*

Gina McColl

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## Tony Ebster Well Done!

**Date:** May 25, 2017

**Request/Issue:** Soft Opening

**Comments:** *Tony was helping a customer apply for a sign permit and the applicant was telling Tony about the "soft opening" they were going to have on Friday. The applicant also stated that they were going to have Health and Fire inspections on Thursday. Tony took it upon himself to check on this project to see if they have had any final inspections from the Building Division. When Tony discovered that they had not yet scheduled a building final he notified the Building division of the upcoming plans for a "soft opening". This information prompted the final inspection to be done and corrections to be completed in time for the business to have their "soft opening". Tony's action on this situation prevented a very disappointing outcome for a customer and is greatly appreciated.*

Scott Byrnes

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## Ron Miller, Matt Todd, Craig Hamner & Dave Samuelson Well Done!

**Date:** May 26, 2017

**Request/Issue:** Adventist Health West Project

**Comments:** *I would like to recognize Ron Miller, Matt Todd, Craig Hamner and Dave Samuelson for their help, patience and professionalism on the AH West project. I know we have not completed the entire permit process, but I have no doubt that the remainder of the process will flow smoothly. I have worked on projects throughout the Country in my career and I can honestly say that I have never worked with review folks who are as accessible and helpful as the staff in Roseville.*

*I am sure that when they see that 704 area code come up on the phone they must be thinking not them again. But they always pick up the phone and are genuinely interested in explaining a process to me that I have not done correctly or helping work through a comment.*

*The project would not be moving in the field today without their assistance and I am truly appreciative.*

David C. Powlan  
Little Diversified Architectural Consulting

Development Services Director

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