

# Planning & Community Development

department



## Department Description

The Planning & Community Development Department provides long-range planning for the City's future development; processes building and land use applications; protects the life, health, and safety of our community through plan review and inspection; facilitates green building practices; issues permits for construction and inspects for code compliance; facilitates citizen participation in the land use decision-making process; coordinates and develops the City's sustainability programs with other departments; and performs other policy work as required by the City.

The Planning & Community Development Department's primary objective is to provide the best level of service related to planning, permitting, and building safety elements within the City of Santa Cruz.

The Planning & Community Development Department is organized by the following divisions: Administration including the Records program; Advance Planning, Building & Safety; Code Compliance, including Rental Inspection Services; and Current Planning.



# FY 2018 Accomplishments

## Advance Planning Division

### Engineering & Traffic Engineering

Adopted the Short-Term Rental ordinance to ensure effective regulation and management of residential rentals for short-term use, and secured California Coastal Commission approval of the Short Term Rental Ordinance adopted by City Council.

### Downtown Plan

Adopted amendments to the Downtown Plan (formerly the Downtown Recovery Plan) to promote a more active Riverwalk and provide for additional housing opportunities, and secured California Coastal Commission approval of Downtown Plan amendments adopted by City Council.

### Submitted grant applications for city assets, such as infrastructure

In partnership with Public Works, drafted grant applications for various climate adaptation, urban greening and bicycle/pedestrian improvement projects; implemented the city bike share program.

### Citywide Cannabis Ordinance

Adopted updates to the municipal code to address recent state-wide cannabis legalization (Proposition 64). Secured California Coastal Commission approval of municipal code updates approved by City Council related to cannabis legalization.



## Additional Accomplishments

- Completed background analysis to move towards completion of an update to the City's Cultural Resources Report.
- Supported and participated in Climate Action Plan implementation initiatives.
- Participated in and supported interagency collaboration in the areas of traffic and transportation, workforce housing, economic development, watershed protection, campus development, climate action, etc.

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# Current Planning Division

## Review Process Improvements

Implemented an Interdepartmental Review Process for purposes of eliminating conflicting comments among City departments reviewing projects, as well as to facilitate communication with applicants.



- In an effort to clarify project review comments for applicants, updated the 30 day letter template to distinguish between those items required for the application to be deemed complete, items that might be inconsistent with required findings for the entitlement or General Plan policies, and items that will be required as conditions of approval and/or addressed at the building permit phase.
- In the wake of significant code enforcement efforts relating to compliance with certain use permit conditions, worked with project reviewers from other City departments to develop a template of standard conditions for use permits that include measures to address potential nuisance impacts.

## Core Services

- Reviewed an estimated total of 500 plan checks.
  - Reviewed an estimated total of 200 discretionary permits.
  - Reviewed an estimated total of 350 Zoning Clearances.
  - Served an estimated total of 3,500 customers at the zoning counter, with 77% (through March 2018) meeting the division's goal of being assisted within 15 minutes of arrival.
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# **Building & Safety Division**

## Increased Online Services

Streamlined permit applications with the launch of online residential roofing permits for licensed and registered roofing contractors to apply, pay, and issue residential roofing permits all online through the eTrakiT portal.

## Facilitated an increase in hotel supply and quality in the City of Santa Cruz.

- Finalized inspections and issued a certificate of occupancy for a new four story Hyatt Hotel that includes 106 guest rooms, restaurant, gym, business center, meeting rooms, and pool.
- Issued a building permit and currently performing inspections for a new four story Courtyard Marriott hotel to include offices, dining, meeting rooms, and kitchen.
- Currently performing inspections on the Coastview Inn to upgrade the existing two story hotel into a four story hotel, increasing the amount of available rooms and adding in a lobby.
- Issued a building permit for the new three story Surf Colony hotel to include 10 guest rooms, retail, and a rooftop deck.
- Accepted an application and currently in the process of plan review for a new 60 room, three story Hampton Inn hotel.
- Currently coordinating with applicant and expect to accept a building application for plan review for a new 60 room, three story La Quinta Inn & Suites hotel to include 60 guest rooms, fitness facility, and lobby before the end of the fiscal year.

- Conducted plan review and inspection for a multitude of hotel repairs, maintenance, and upgrades.

### Facilitated the completion of significant projects in the City of Santa Cruz.

- Finalized inspections and issued certificates of occupancy for the Museum of Art History/Abbott Square project that included the resurfacing of Abbott Square, restaurants, and dining areas.
- Finalized inspections and issued certificate of occupancy for Santa Cruz Apartments at FIVE55, a four story mixed use building which includes 94 residential living units, rooftop deck, multiple lounges, outdoor kitchen, fitness facility, shell of future restaurant, shell of future retail, and underground parking.
- Issued a building permit and currently performing inspections on an addition to Breakers Apartments to result in an additional 20 residential units on the existing apartment complex.
- Issued a building permit and staff is available for inspections on new Water Street Apartments 41 unit affordable housing apartment complex.
- Issued a building permit and currently performing inspections for Park Pacific, a 4 story mixed use building which includes 79 residential units, commercial space, and underground parking.
- Performed plan review and inspections on a multitude of accessory dwelling units, single-family detached, duplex, triplex, and multi-family dwelling units.

### Core Services

- Protect and contribute to the life, health, and safety of our community and perform our core duties of plan review, inspection, customer service, and community support.
  - Performed over 9,500 inspections.
  - Performed over 2,200 plan reviews.
  - Served over 6,800 customers at the public building counter.
  - Issued over 1,600 permits.
  - Accepted over 1,900 building permit applications.

## Continued Green Building Outreach

The Green Building Program engaged the community through outreach, education, and collaboration with the Climate Action Program. This included attending special events and conferences, developing future planning measures with Climate Action, and developing a library of informational emails on Green Building measures to reduce building related emissions.

## Staff Development and Training

Staff attended trainings including state sponsored, local, and in house staff trainings on topics including but not limited to electrical safety, disabled access, photovoltaic solar, structural, and other trades that support the life, health and safety of the community. Hosted regional meeting attended by 75 to 100 Building Officials from Monterey to San Francisco where they gained training on state standards from speakers from various state agencies.

## Filled Remaining Vacant Positions

The Building Department filled important Management Analyst position to enhance customer service and internal operations for the Building and Safety Division. Promoted and filled important Supervising Inspector role that has elevated inspection operations and performance and provided cohesion for inspection staff. One vacant Building Inspector position was filled.

Recruitments for remaining vacant positions have been challenging due in part to industry trends, cost of living in the community, and competition with other jurisdictions.



## Communication/Outreach Advancements

Increased and enhanced communications and outreach with our applicants, contractors, design professionals, and community.

- Began contributing updates to the City Manager Report for major milestones and project updates.
- Provided community support and information on 2016 adopted code cycle major changes, ADUs, Green Building, and multi-family residential projects at City Hall to You event.
- Successfully held a training to educate and register California State License Board licensed roofing contractors to pull permits using our online permit portal eTrakiT.
- Trained and registered applicants, contractors, design professionals, homeowners, tenants, and property owners to use our online permit portal to track projects, receive plan review responses, and to get an overall better understanding of the permit process.
- Facilitated in-house meetings with applicants to mitigate and overcome obstacles that come up during the design and construction of projects.

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## **Code Enforcement**

### Maintaining Safe and Quality Housing for All

- Closed 356 code cases.
- Completed 618 Code Compliance inspections.
- Completed 3,228 Rental Housing inspections.
- Working with 89 properties to legalize units in the ADU legalization program.
- Completion of the four neighborhood clean ups for Lower Ocean and Beach Flats areas.
- Successful adoption of changes to Chapter 4 of the Municipal Code and implementation of procedures for the City to impose and recover costs for code enforcement action taken, which helps assure properties are maintained in a safe and sanitary condition and which promotes compliance of the Municipal Codes.



- Successful adoption of changes to Chapter 21 of the Municipal Code to provide property owners and tenants with specific requirements and guidelines on the relocation process and enforcement action when a residential structure needs to be vacated due to unsafe and hazardous conditions.

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## Administrative Division

### Digital Plan Review

Installed Bluebeam software on building and planning computers, been initial user training, and interdepartmental current process review. Building & Safety Division completed review of their existing process with the Current Planning and Code Division to complete existing review prior to FY18 year end.



### General Outreach and Communication Improvements

- Added new communication features using City website such as online submittal of property complaints and public records requests in English and Spanish.
- Changed business practices from paper to digital process for advisory body agenda creation and note-taking, allowing for audio files of public meetings and faster posting of final actions.
- Began a website redesign and developed future design and maintenance strategy for the department, focusing on education and engagement.
- Implemented outreach tools available, such as news and surveys on city website, to inform and engage public on upcoming public hearings and policy changes.

# FY 2019 Goals

## Advance Planning Division

### Strategic Goal: Housing

#### FOCUS AREA 2 - *Housing Policy Updates*

- Examine current ADU permitting process, evaluating Zoning requirements and fee requirements that might be modified to facilitate increased ADU development.
- Develop creative and progressive options for the legalization of unpermitted dwelling units/ADUs.
- Update Parking Standards in Zoning Ordinance to promote increased housing options, prioritizing the update and related codification of existing downtown parking standards for residential development, to increase efficiency of land use and improve affordability.
- Analyze the feasibility of revised parking ratios and/or in-lieu fees for affordable housing projects.
- Continue to incentivize development of housing, including affordable and inclusionary options, through use of inclusionary and density bonus regulations, and updating those regulations as needed.

### Strategic Goal: Public Safety and Well-Being

#### FOCUS AREA 3 - *Inclusive Community*

- Develop a community outreach policy aimed at increasing public access to information and ensuring that meaningful community input is secured early in the process, for current and advance planning projects.

### Strategic Goal: Infrastructure

#### FOCUS AREA 1 - *Asset Management*

- Continue to seek and secure grants for programs and projects.

#### FOCUS AREA 4 - *Downtown Library Project*

- Continue work with interdepartmental team to facilitate the library relocation and public parking garage project.

## Core Services

### Planning and Economic Development

- Update our local coastal program.
  - Continue to make updates to the City's Zoning Ordinance to ensure its overall consistency with our adopted General Plan 2030.
  - Continue to facilitate the creation of economic development opportunities in the City's industrial areas, protecting them from incompatible uses.
  - Rezone Ocean Street to ensure the area is consistent with recently adopted Area Plan and General Plan.
  - Continue to support and participate in Climate Action Plan implementation initiatives.
  - Continue to participate in and support interagency collaboration in the areas of traffic and transportation, workforce housing, watershed protection, economic development, campus development, climate action, etc.
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## **Current Planning Division**

### Strategic Goal: Housing

#### FOCUS AREA 4 - *Downtown Projects*

- Continue to facilitate an increase in the supply and variety of retail shopping options in the Downtown and other commercial corridors.
- Continue to facilitate the construction of significant projects in and outside the Downtown, such as Park Pacific, Delaware Addition, Courtyard Marriott (Riverside), Hampton Inn, Lanai Lodge, La Bahia, Water Street Affordable Housing, and other residential projects ranging from ADUs to multi-family.
- Prioritize significant new high density mixed use projects consistent with recently adopted Downtown Plan Amendments.
- Provide technical and permit processing support for the library/parking garage, which will benefit the downtown and community through efficient use of centrally available land in the downtown core.
- Work with interdepartmental teams to facilitate the library relocation and

public parking garage project evaluating options for and use of City-owned lands.

## Strategic Goal: Safety & Well-Being

### FOCUS AREA 3 - *Inclusive Community*

- Develop a community engagement policy in coordination with the Advance Planning Division that increases public access to information and provides opportunities for the meaningful public input on projects.
- Continue to engage the development community for feedback on how to improve our services.

## Core Services

- Continue pre-planning work on the residentially zoned land adjacent to Antonelli Pond that maximizes density while providing strong resource protection suitable for this important coastal property.
  - Continue to facilitate an increase in the supply and quality of hotels in the City in order to generate year round jobs and grow the tourism sector of the economy.
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# **Building & Safety Division**

## Strategic Goal: Safety & Well-Being

### FOCUS AREA 3 - *Inclusive Community*

- Attend neighborhood and special events to inform on department activities and gather feedback.
- Continue to hold training and information sessions for members of the public and development community on department processes and programs.
- Continue outreach and community participation to support goals of the Green Building Program in concert with the Climate Action Program.
- Continue to engage the development community for feedback on how to improve our services.

## Strategic Goal: Housing

### FOCUS AREAS - *Downtown Projects, Community Outreach & Education*

- Continue to improve and streamline permit information and process including implementation of certain online permit applications and digital plan review.



- Facilitate the construction of significant projects in and outside the Downtown, such as Park Pacific, Delaware Addition, Courtyard Marriott (Riverside), Extra Space Storage, Hampton Inn, Breakers Apartment Addition, Water Street Apartments, and other residential projects from ADUs to multi-family.
- Continue outreach and community participation to support goals of the Green Building Program in concert with the Climate Action Program.
- Continue updating website to increase ease of navigation and to include educational information, process explanations, and FAQs.
- Continue internal review of processes related to building permit application through issuance to eliminate inefficiencies.
- Explore opportunities to streamline the permit process with a focus on facilitating housing for our community through work with legislative analysts and partnerships with housing providers and design professionals.

## Core Services

- Fill remaining vacant positions in Department and evaluate best ways to attract and retain qualified employees.
- Continue to provide training and career development opportunities to staff. Provide improved public services by remodeling and centrally locating public counter and other department services.
- Continue preparations for implementation of a Building fee study.

- Protect and contribute to the life, health, and safety of our community and perform our core duties of plan review, inspection, customer service, and community support.
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## **Code Enforcement Division**

### Strategic Goal: Housing

FOCUS AREAS - *Downtown Projects, Community Outreach & Education*

- Update the SOP's (Standard Operating Procedures) for the Residential Rental Inspection Services and Code.

### Strategic Goal: Housing & Public Safety & Well-Being

FOCUS AREAS - *Downtown Projects, Community Outreach & Education, Inclusive Community*

- Update the Relocation Packets for displaced tenants due to imminent life and hazards.
- Continue to work with the property owners through the ADU Legalization Program to provide legal, safe housing.
- Continue to work to the Code Compliance website to better assist the community with Code Compliance and Rental Inspection Services questions.
- Continue coordination with other city departments and property owners to address deficiencies on the property.
- Working with Finance Department to achieve for code compliance with new Short Term Rentals ordinance.

### Strategic Goal: Safety & Well-Being

FOCUS AREA 3 - *Inclusive Community*

- Continue to engage the customers for feedback on how to improve our services.
- Continue to improve communications with customers, and use technology to facilitate improved communications.

## Core Services

- Fill vacant positions for the Rental Program and Code Compliance.
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# **Administration Division**

## Strategic Goal: Safety & Well-Being and Housing

### *FOCUS AREA - Inclusive Community and Community Outreach & Education*

- Complete review of existing plan review process for Current Planning and Code Enforcement in preparation of moving from a paper process to a digital one, using Bluebeam Revu software. Submitting digital plans results in a number of benefits including time and money savings; and improved communication between departments and applicants.
- Continue to hold training and information sessions for members of the public and development community on department processes and programs.
- Continue to attend neighborhood and business association meetings to inform on department activities and gather feedback.
- Continue to develop regular reports on development projects proposed, approved, and underway.
- Continue development and implementation of a communication strategy that covers mailing, website outreach, and other information handouts and mediums to keep the public engaged and informed of process changes and new developments.
- Review and refine existing permit tracking processes that can be automated in preparation for the TrakiT software upgrade (T9).



## Core Services

- Provide improved public services by continuing the remodeling and relocation of the public counter and other department services.
- Continue to provide training and career development opportunities to staff.
- Fill remaining vacant positions in the Department.
- Continue coordination with IT Department to support rollout of a comprehensive update of the City's permitting software.





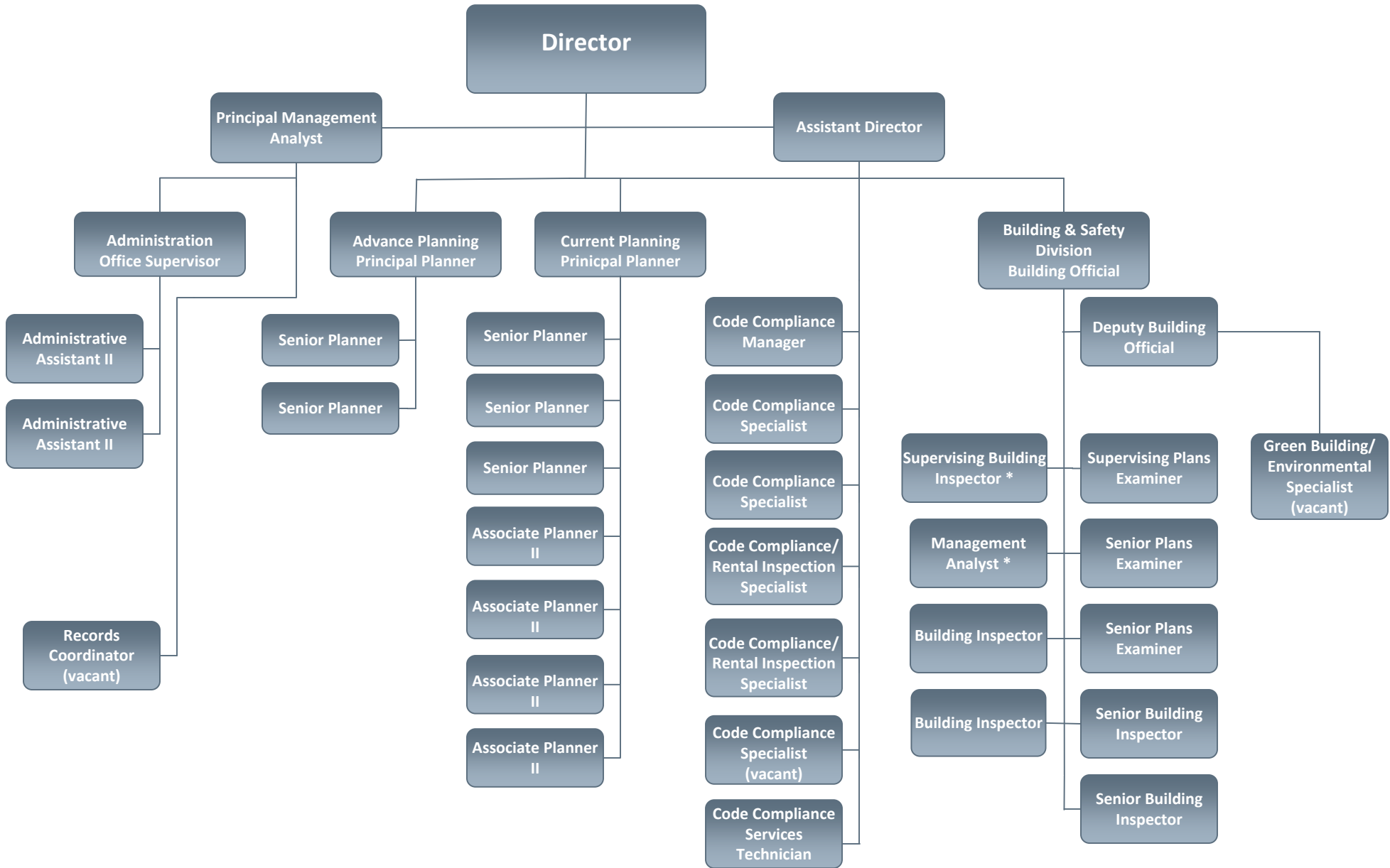
# Planning and Community Development

## DEPARTMENT SUMMARY

	Fiscal Year* 2017 Actuals	Fiscal Year 2018			Fiscal Year 2019 Adopted
		Adopted Budget	Amended* Budget	Estimated Actual	
<b>EXPENDITURES BY CHARACTER:</b>					
Personnel Services	4,801,916	5,837,774	5,837,774	4,562,606	5,574,294
Services, Supplies, and Other Charges	993,416	1,592,544	1,883,033	1,486,582	1,614,708
Capital Outlay	4,992	-	-	-	-
Total Expenditures	<u>5,800,323</u>	<u>7,430,318</u>	<u>7,720,807</u>	<u>6,049,188</u>	<u>7,189,002</u>
<b>EXPENDITURES BY ACTIVITY:</b>					
Planning Administration	1301 1,143,800	1,545,421	1,540,910	1,332,598	1,486,756
Current Planning	1302 1,129,534	1,680,737	1,657,560	1,346,518	1,485,929
Advance Planning	1303 187,692	1,168,857	1,420,834	833,827	1,087,789
Inspection Services	2301 1,497,955	1,947,235	1,917,235	1,557,151	1,948,311
Code Enforcement	2302 503,434	700,883	693,683	628,613	460,954
SB 1186 Accessibility Programs	2303 2,678	5,000	5,000	5,000	5,000
Rental Programs	2304 -	-	8,400	-	221,894
Subtotal General Fund	<u>4,465,093</u>	<u>7,048,133</u>	<u>7,243,622</u>	<u>5,703,707</u>	<u>6,696,633</u>
Planning Administration	1301 4,706	-	-	-	-
Advance Planning	1303 1,020,003	-	-	-	-
Inspection Services	2301 223,172	322,585	322,585	223,625	323,968
Code Enforcement	2302 24	59,600	59,600	26,856	73,401
Subtotal Other General Funds	<u>1,247,905</u>	<u>382,185</u>	<u>382,185</u>	<u>250,481</u>	<u>397,369</u>
CDBG Code Enforcement	5206 87,325	-	95,000	95,000	95,000
Subtotal Other Funds	<u>87,325</u>	<u>-</u>	<u>95,000</u>	<u>95,000</u>	<u>95,000</u>
Total Expenditures	<u>5,800,323</u>	<u>7,430,318</u>	<u>7,720,807</u>	<u>6,049,188</u>	<u>7,189,002</u>
<b>RESOURCES BY FUND</b>					
General Fund	101 2,463,805	7,956,100	7,956,100	4,357,538	3,857,650
Code Enforcement/Civil Penalties	103 (1,164)	-	-	20,771	85,600
General Plan Update Reserve Fund	107 493,256	-	-	-	-
Green Bldg Educational Resource Fund	108 152,478	-	-	250,000	250,000
Housing In-lieu Program	150 14	40	40	14	-
Total Resources	<u>3,108,388</u>	<u>7,956,140</u>	<u>7,956,140</u>	<u>4,628,323</u>	<u>4,193,250</u>
<b>Net General Fund Cost</b>	<u>(2,001,289)</u>	<u>907,967</u>	<u>712,478</u>	<u>(1,346,169)</u>	<u>(2,838,983)</u>
	<b>FY 2017</b>			<b>FY 2018</b>	<b>FY 2019</b>
<b>TOTAL AUTHORIZED PERSONNEL:</b>	<u>38.50</u>			<u>39.00</u>	<u>38.00</u>

\*Sums may have discrepancies due to rounding

# Planning & Community Development Department



\* Positions will be created only after the Senior Building Inspector positions become vacant.