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matrix

of the trade

INSIDE THE CITY OF SACRAMENTO'S
MATRIX PROGRAM

Tools of Transparency: Providing Greater Accessibility

When MATRIX was launched as a pilot program in 2005, one of the changes it brought to the Development Services Department was greater transparency for customers.

On March 29, DSD will continue in its efforts to provide a transparent development review process by launching more **Tools of Transparency**. These primarily Web-based tools help make the development process more transparent to all customers.

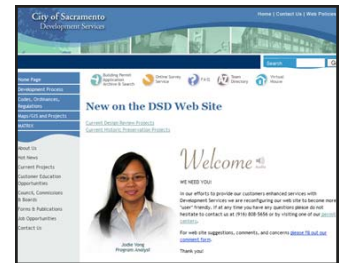
One of the Tools of Transparency is an online search engine that allows customers, employees, community members and other stakeholders to browse building permits and planning applications that have been submitted to the City of Sacramento. Visitors can look up specific addresses, permits and planning

application numbers, and review information ranging from a property's permits and planning applications to inspection history for a specific project.

One Voice Sacramento—an online “bulletin board” system enabling members of the public to read and post comments about Sacramento development projects and related issues—is also being launched. Content on this site is not considered official public comment. Rather, the tool is intended to allow for open and efficient discussion about project-related questions, ideas or concerns.

Supplementing these tools is the DSD Web site itself, which now provides regularly updated reports regarding recent development applications and activity.

Additional tools, including customer education opportunities such as Lunch and Learn sessions and wireless technology for all inspectors, are already in place.



See the Tools of Transparency for yourself! Effective March 29, log on to:

- www.cityofsacramento.org/dsd, click on “building permit and application search”
- www.onevoicesacramento.org

To learn more, join us for a Lunch and Learn on March 29! (See back page for details.)



DSD OPERATING PRINCIPLES

- Get the customer to success.
- Promote safety, livability, and economic vitality.
- Value our co-workers and customers.

**Meet MATRIX
team member
Kimberly
Kaufmann-
Brisby**



With a father who was a general contractor, Kimberly Kaufmann-Brisby has been connected to development from an early age. After joining the City of Sacramento in 1999, the Colorado native is now a Team Lead for the MATRIX Commercial Product Type.

Kaufmann-Brisby brings a varied and intriguing background to the MATRIX team. She earned her Bachelors in Fine Arts at the University of Colorado at Denver. She later combined her fine arts education with her life experience in surveying, civil engineering and drafting work and became a graphics coordinator with the firm Nolte and Associates. She eventually became a planning project manager for another local firm.

Of working in development services, Kaufmann-Brisby states, "I like helping people and developing creative solutions to development challenges, as well as learning about the various disciplines involved in development."

Her customer commitment brings an added level of service to the MATRIX team.

Public Counter Cross-Training

When customers visit the City of Sacramento Development Services public counters to ask project-related questions, they probably don't anticipate talking to one person about zoning requirements, another staff member about questions related to building code, and someone else about their encroachment permits. They expect to have a seamless and efficient experience.

The Development Services MATRIX process has empowered employees to provide predictable, timely, clear, and seamless service to customers. To that end, the DSD Customer Service Division is cross training staff to improve the service provided at the counter while also offering employees opportunities for advancement.

Previously, DSD staff were trained and assigned by discipline—planning, building and engineering. In order to gather all the information required for their project, a customer might have to work with three different technicians.

In fall 2006, the DSD created a new classification of Development Services Technician, which will help combine knowledge in all three disciplines into one position. Navigating through the

development process at the counter will be simplified with the assistance of a Development Services Technician. The cross-training increases efficiency and enhances problem-solving by identifying potential issues with various codes and guidelines earlier in the process.

Although the amount of information required to perform the functions of only one discipline is challenging, the foundation of knowledge required is significant when all three areas are combined.

Currently, there are two Development Service Technicians at the second level, meaning they have successfully performed in two disciplines. The Customer Service Division is aiming for staff to reach the third level where the technician can perform required tasks for all three disciplines.

In addition to benefiting the customer, the Development Services Technician position provides employees with opportunities for professional growth and increased salary. It is just one more example of how the City of Sacramento continues to improve the organizational structure and guide cultural change.



Learn More About MATRIX

If your organization or business is interested in learning more about the MATRIX program and its evolution, contact Jill Scofield to arrange for a presentation by DSD staff. Call (916) 808-1969 or e-mail jscofield@cityofsacramento.org.



PROJECT UPDATE: 621 Capitol Mall



A skyward glimpse of 621 Capitol Mall, currently under construction.

With its 400-foot shell under construction, it's hard to miss the silhouette of 621 Capitol Mall when you look at downtown Sacramento's skyline. The 25-story office building, also known as the U.S. Bank Building, began in 2004.

Hensel Phelps Construction is building the high rise, which will include 7,000 square feet of restaurant space, 14,765 square feet of retail space, and 367,670 square feet of office space. It also will include a 278,760 square-foot public parking garage. US Bank will

occupy the office space, and there are currently no contracts in place for the retail and restaurant space. The City hopes to assist in any way possible to streamline the permit process for the tenants that may occupy this new structure.

The first steps of 621 Capitol Mall included excavation, shoring and test pile driving, which is done to ensure the next phase of the foundation is capable of supporting the 668,195 square-foot high rise. The full shell permit was issued in October 2006, and the expected occupancy date is November 2008.

According to Willie Harris, Process Manager for the project, there was no opposition to the development, and the process was "smooth sailing."

Keep watching Sacramento's skyline to see the progress of this exciting project!

Meet **MATRIX**
committee
member
Hector Barron



Originally from the small town of Riverbank, Calif., Hector Barron always thought he would return to that region. After obtaining his BS in Civil Engineering from the University of California at Davis, his career initially led him to the City of Los Angeles and then to the City of Modesto.

In early 2000, Barron joined the City of Sacramento Department of Transportation (DOT) Funding and Project Development Section. He is currently the Traffic Engineering Manager for DOT, overseeing traffic operations and looking to enhance traffic safety. He also serves as a member of the MATRIX Support and Training Committee.

Barron has worked on several major initiatives, including the update of the Transportation Programming Guide (TPG) and the development of the Transportation Capital Improvement Program (CIP). Over the last 20 years he has worked on the planning, design, and construction of many projects related to transportation facilities, buildings, and parks.

What is a High Rise Product Type?

Of the 10 MATRIX product types, the high rise may be one of the easiest to identify.

The high rise product type is defined as any building that exceeds 75 feet. The exact measurement is "buildings with habitable space measured from the lowest point of fire department access to the highest habitable floor."



Examples of high rise projects currently under construction or near completion in Sacramento include 500 Capitol Mall and the Marriott Hotel at 1501 L Street, which is slated to open later this spring.

Additionally, several other high rise projects are making their way through the development review process at this time.

Questions about MATRIX product types?
E-mail matrix@cityofsacramento.org.

A Look Ahead: Events You Should Know About!

Event	Date/Time	Location
DSD Homeowners' Nights	Every Wednesday, 5:30 to 7:30 p.m.	North Natomas Permit Center 2101 Arena Blvd., 2nd Floor
City Holiday: Cesar Chavez Day	Monday, March 26	Citywide
Lunch & Learn: DSD Tools of Transparency (E-mail ldelmen@cityofsacramento.org to sign up.)	Thursday, March 29, Noon to 1:30 p.m.	North Natomas Permit Center 2101 Arena Blvd., 2nd Floor
Commission Meetings: <ul style="list-style-type: none"> • Design • Development Oversight • Planning • Preservation 	Visit our Web site for meeting details! www.cityofsacramento.org/dsd	
Questions? Contact Jill Scofield at (916) 808-1969.		

Development Services Department

New City Hall
915 I Street
Sacramento, CA 95814

North Natomas Permit Center
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Sacramento, CA 95834

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Contest: What building am I?

You'll recognize me by my distinctive curved copper roof with a cleft in the middle. Inside, you will find a five-story clear glass atrium with granite and marble walls. I won the BOMA (Building Owners and Managers Association) Building of the Year Award for 1994, and I take up a lot of space—an entire 2.3 acre city block, to be exact.

Do you know which building I am?

E-mail your answer (either the building name or the address, or both), name and contact information by **March 30** to:

MATRIX@cityofsacramento.org

All correct answers will be entered into a drawing and one winner will be randomly selected.

Answer to February 2007 contest: The Pioneer Telegraph Station, located at 1015 2nd Street in Old Sacramento. Congratulations to Dana Allen in Development Services, winner of February's contest!



This month's building graces Sacramento's skyline. Can you guess which one it is?



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