

Planning Counter Service **Information Bulletin**

This memo provides information about the changes to Planning Counter Service. These changes have been implemented to ensure that we continue to deliver the best possible customer service to the public and development community given the recent retirements and resignations in the Department of Planning Building and Code Enforcement (see reverse side).

The Permit Center staff remain committed to meet your needs, to get your questions answered, submit applications and schedule appointments for planning consultation.

Please visit our Planning Division and Development Services Web Sites for other information, where you will find answers to most of your questions. You may also use the self-help computers in the Permit Center for your convenience.

Planning Division:

<http://www.sanjoseca.gov/planning/>

Development Services:

<http://www.sanjoseca.gov/development/>

Thank you.

For questions, please email Susan Walsh, Senior Planner at susan.walsh@sanjoseca.gov, or James Son, Acting Permit Center Manager at james.son@sanjoseca.gov.

Changes to Planning Counter Service
April 2011

Planning Counter Application Submittals:

- Two appointments are available in the morning at 9:00 a.m. and 10:00 a.m. to submit Permit Adjustments and Single Family House Permit Applications (Walk-In Applications may be submitted, as staff is available). Applications may also be submitted in the afternoon from 1:00 p.m. to 3:00 p.m.

- All other Planning Counter Applications should be submitted in the Planning Drop-Off Box at the Planning Counter or by mail (to the address noted below) from 9:00 a.m. to 11:00 a.m. and 1:00 p.m. to 3:00 p.m. (for the following Planning Counter Applications: Preliminary Reviews, Tree Removals, Administrative Permits for Small Recycling Facilities, Public Information Letter Applications (including Comprehensive Research and Basic Zoning Research, Alcoholic Beverage Control (ABC), Department of Motor Vehicle (DMV), and Legal Non-Conforming Letters etc.) and Parking Analyses.

Walk-In General Inquiries:

- Morning: Walk-In General Inquiries are accepted from 9:00 a.m. to 11:00 a.m., as staffing is available.
- Afternoon: Walk-In General Inquiries are available from 1:00 p.m. to 3:00 p.m.

Planning Consultation Appointments are also available with a fee. Call (408) 535-3555 to schedule an appointment.

Please mail applications to:
Planning Counter, Permit Center
200 East Santa Clara St, 1st Floor Tower
San Jose, CA 95113