

PERMIT CENTER SERVICE DELIVERY

November 2011

Building Counter Services:

- Walk-in Customer inquiries
 - Monday - Thursday 1:00 p.m. to 4:00 p.m. only
 - No availability on Fridays
- Over-The-Counter Permit issuance
 - Monday - Friday 9:00a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. (Minor counter plan review offered)
- Building Plan submittal without appointment
 - Monday - Friday 9:00 a.m. to 11:00 p.m. and 1:00 p.m. to 3:00 p.m.
 - Customers served as staffing allows
- Building Plan submittal by appointment
 - Monday - Friday at 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4 p.m.
 - All customers with appointments will be served
- Residential and Commercial Express Appointments: Approximately 5 appointments per day from 8:00 a.m. to 4:00 p.m. Monday - Friday

Planning Counter Services:

- Monday-Friday 9:00 to 11:00 a.m. and 1:00 p.m. to 3:00 p.m. as staffing allows (for appointments, walk-in applications and general inquiries).
- Due to staffing levels we are only able to handle one project inquiry per ticket.
- All customers with appointments will be served

Planning Phone Service:

- Call (408) 535-3555
- Monday through Friday 10:00 a.m. through 12:00 p.m.
- Monday through Wednesday 1:00 p.m. through 3:00 p.m.

Public Works Counter Services:

- Walk-in Customer inquiries/general information, Over-The-Counter Permits, and submittal appointments
 - Monday - Friday: 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m.

Website addresses:

Building: <http://www.sanjoseca.gov/building/>

Public Works: <http://www.sanjoseca.gov/publicWorks/>

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