

## **PLANNING, BUILDING AND CODE ENFORCEMENT**

The mission of the Planning, Building and Code Enforcement Department is to facilitate the preservation and building of a safe, attractive, vibrant and sustainable San José through partnership with and exceptional service to our diverse communities and customers.

## PLANNING, BUILDING AND CODE ENFORCEMENT

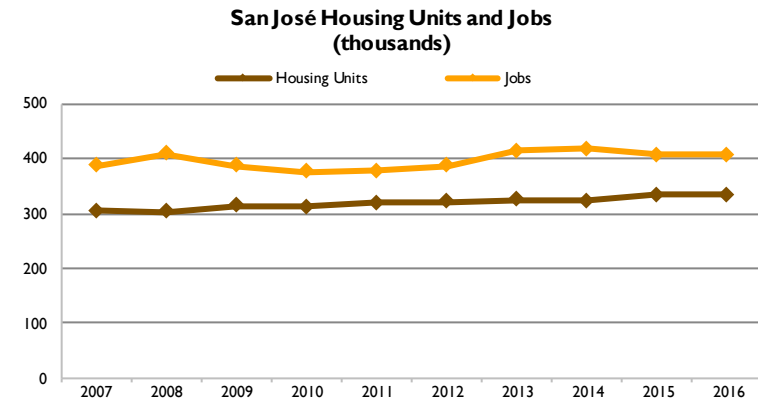
The Planning, Building and Code Enforcement (PBCE) Department guides the physical development of San José. Through its three divisions, it reviews construction applications and issues permits for consistency with law and policy. PBCE's 2016-17 operating budget totaled \$53 million\* across all funds. The Department's staffing, at 319 authorized positions, remained 12 percent lower than it was in 2007-08, when it had a peak of 363 authorized positions.

Under the collaborative umbrella of Development Services, PBCE works with other City departments to deliver the City's permitting function. Subsequent pages of this chapter discuss Development Services.

### PLANNING

PBCE's Planning Division administers the City's long-range planning projects and processes land development applications to match the City's planning goals. The [Envision San José 2040 General Plan](#), last updated in December 2016, identifies twelve major strategies that promote active, walkable, bicycle-friendly, transit-oriented, mixed use urban settings for new housing and job growth. The U.S. Census estimates that San José had 406,000 jobs and 333,000 housing units in 2016. The City has begun reviewing the goals developed during the Envision 2040 General Plan process. See the [Development Services pages of this chapter for more on the Planning Division's work](#). Also see [Planning in San José: A Community Guide](#) available online.

\* In addition to expenditures paid out of its operating budget, PBCE was also responsible for \$930,000 in actual Citywide expenditures, including \$840,000 for the development fee program integrated permitting system.



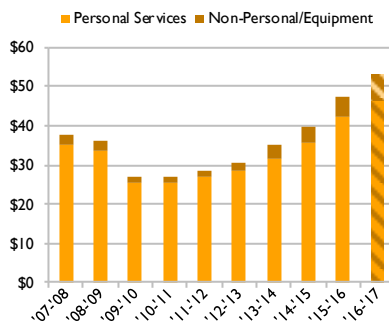
Source: American Community Survey, U.S. Census

Note: Of the 2,712 building permits issued for new residential units in 2016-17, 201 were for single-family units (including second units and duplexes), and 2,511 were for multi-family units.

### Urban Villages in San José

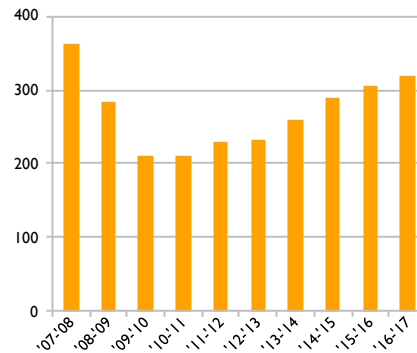
The development of urban villages is a major strategy included in the Envision San José 2040 General Plan. Urban villages are walkable, bicycle-friendly, transit-oriented, mixed use settings that provide both housing and jobs, thus supporting the General Plan's environmental goals. Thirteen urban village plans have been approved, including four that are currently under development.

### PBCE Operating Expenditures (\$millions)



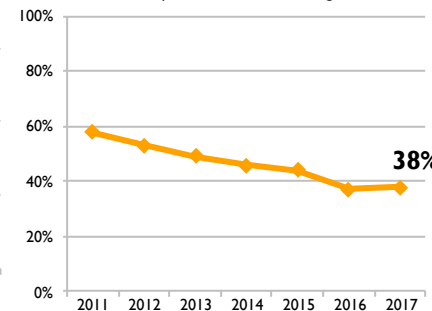
Note: 2016-17 is adopted budget data. All other years are actual expenses.

### PBCE Authorized Positions



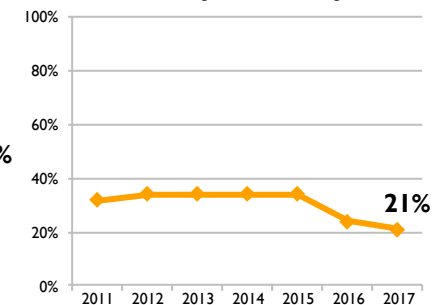
### RESIDENT SURVEY

% of San José residents rating overall quality of new development as "excellent" or "good"



### RESIDENT SURVEY

% of San José residents rating land use, planning and zoning as "excellent" or "good"



# PLANNING, BUILDING AND CODE ENFORCEMENT

## BUILDING

PBCE's Building Division reviews new construction projects within the City, ensuring they meet health and safety codes and City zoning requirements. It is the largest Development Services program. With 38,400 building permits processed, 2016-17 saw modest growth in the number of permits issued. This increased workload, and staffing challenges in the department, contributed to the Building Division falling short of its timeliness targets. It achieved 82 percent of plan checks within cycle times and 30 percent of building inspections within its goal of 24 hours. See *Development Services on the next page for more on the Building Division's work.*

## COMMUNITY CODE ENFORCEMENT

PBCE's Code Enforcement Division enforces laws that promote the health, safety, and appearance of existing buildings and neighborhoods. It also inspects businesses selling alcohol or tobacco; property and business owners fund these inspections with fees.

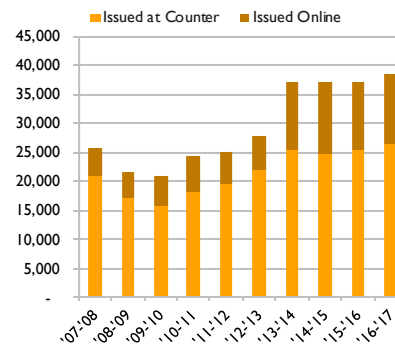
In 2016-17, PBCE opened about 5,700 general code enforcement cases. Code Enforcement staff responded to 95 percent of 129 emergency complaints within PBCE's 24-hour target, and 75 percent of the 1,292 priority complaints within the 72-hour target.\* However, in response to budget and staffing shortages, staff now sends letters in response to other types of complaints and only responds personally on an as-available basis.\*\*

Previously, PBCE provided routine inspections on a 6-year cycle of multiple unit housing properties. Back in 2013-14, PBCE inspected 15,300 of the 90,100 units in the Residential Occupancy Permit Program. In 2014-15, the department implemented a risk-based tiered inspection program whereby inspections are targeted to properties at higher risk of violations. Based on this approach, in 2016-17, PBCE inspected buildings that cumulatively had about 7,800 housing units out of the estimated 98,000 units on the Multiple Housing Roster.\*\*

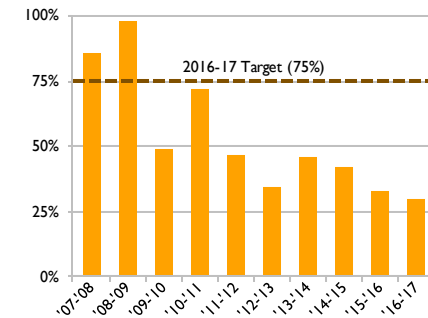
\*Emergency complaints involve an immediate threat to life or property, such as unsecured pool fence. Priority complaints involve possible threats to life or property, such as unpermitted construction. The proportions of such complaints that met response targets—95 percent and 75 percent, respectively, as noted above—are annual averages of monthly averages.

\*\*For more information, see the November 2013 audit report [Code Enforcement: Improvements are Possible, But Resources are Significantly Constrained](#).

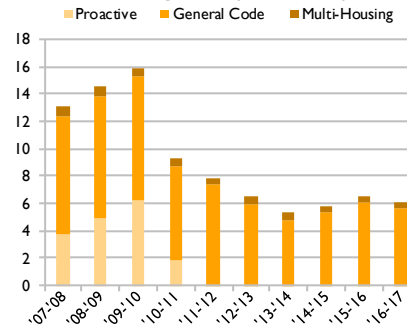
**Building Permits**



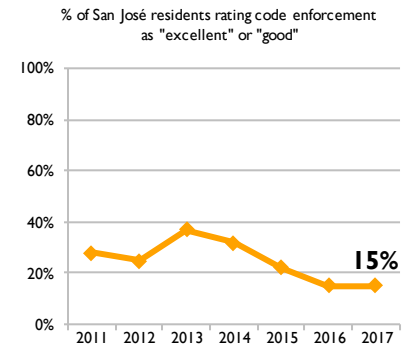
**% of Building Inspections Completed Within 24 Hours**



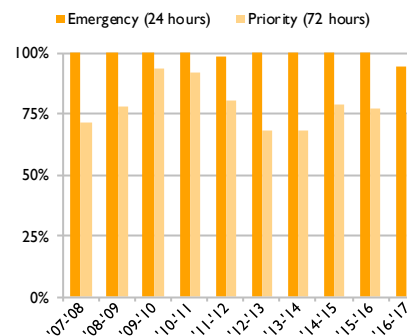
**Code Enforcement Cases Opened (thousands)**



**RESIDENT SURVEY**



**Response Timeliness for General Code Cases**



**Multiple Housing Units and Inspections (thousands)**

