Planning, Building and Code Enforcement Department

Chris Burton, Director

MISSION

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

CITY SERVICE AREA

Community and Economic Development
Neighborhood Services

CORE SERVICES

CITYWIDE LAND USE PLANNING

Develop land use plans and policies to guide the future physical growth of the City.

DEVELOPMENT PLAN REVIEW AND BUILDING CONSTRUCTION INSPECTION

Manage and review private development and construction applications to allow issuance of permits in compliance with applicable codes and policies.

CODE ENFORCEMENT

Enforce and promote compliance with local and State codes to ensure a safe, healthy, and attractive community.

Strategic Support: Administration, Clerical Services, Budget Preparation, Fiscal Services, Human Resources, Information Systems, Marketing and Outreach, Emergency Response and Recovery, and Safety/Wellness

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Planning, Building and Code Enforcement Department

Service Delivery Framework

PROGRAM	DESCRIPTION
Citywide Land Use Planning Core Service	
Citywide Planning	Guides the physical design and development of San José by maintaining and updating the Envision San José 2040 General Plan; preparing and updating Urban Village Plans, Area Development Policies, and Specific Plans; conducting long-range planning studies and participating with local partners on regional planning; and updating City ordinances and policies as they relate to land use and development; and conducting data analysis.
Planning Environmental Review and Historic Preservation	Ensures environmental protection and considerations are included in San José's land use planning decision-making process. The Historic Preservation Program seeks to identify, preserve, and protect buildings and resources of historical significance in San José.
Planning Administration	Provides administrative support to Planning Development Services for preparation of public hearings and land use entitlement documents.
Development Plan Review and Building Construction Inspection Core Service	
Building Development Services	Ensures private development building projects in San José are built to meet City and State standards by providing customer information, supporting small businesses, issuing building permits, conducting plan reviews, and inspecting building projects to ensure compliance with applicable codes and policies.
Planning Development Services	Ensures development within the City is consistent with the City's General Plan by processing land use entitlement applications for consistency with the City's General Plan, zoning regulations and land use policies; reviewing building permit applications for consistency with the City's requirements and permit approvals; and providing land use and permitting information to the public.
Development Services Administration	Supports the Shared Resources Programs by providing oversight of information technology system development and maintenance support for the department and AMANDA integrated permit and electronic content management systems, imaging documents and processing customer document requests, scheduling building inspections, and assisting customers in person and by phone for appointments.
Code Enforcement Core Service	
Community Code Enforcement	Ensures the health and safety and quality of life for San José residents and businesses by enforcing the municipal code and land use requirements on private property.
Multiple Housing Code Enforcement	Ensures multifamily buildings are maintained in safe, decent, and sanitary conditions by conducting proactive, routine, and complaint-based inspections under the Multiple Housing Residential Occupancy Permit Program.
Solid Waste Code Enforcement	Regulates and inspects solid waste facilities to ensure that each permitted facility is in full compliance with federal, state, and local regulations governing health and operational standards.

Service Delivery Framework

PROGRAM	DESCRIPTION
Code Enforcement Core Service	
Code Enforcement Administration	Provides management and oversight to the Code Enforcement Division along with administrative and analytical support, budget preparation, billing, and monitoring.
Strategic Support Core Service	
PBCE Financial Management	Manages the budget and all financial transactions for the department; assists in annual budget development.
PBCE Management and Administration	Provides administrative oversight for the department, including executive management, employee services, human resources, grant tracking/reconciliation, contract management and analytical support.
PBCE Emergency Response and Recovery	Provides for the coordination and delivery of emergency services and recovery activities.

Planning, Building and Code Enforcement Department

Department Budget Summary

Expected 2023-2024 Service Delivery

- Continue and complete development and environmental review processes for the entitlement of 13 Downtown and 4 Outside-of-Downtown major real estate projects.
- Complete the update and merger process for the Five Wounds, Little Portugal, Roosevelt Park and 24th Street and William urban village plans (the Five Wounds Urban Village).
- Consistent with City Council's direction and the requirements of Senate Bill SB 1333, the Planning Division will complete all conforming rezonings to align the rezoning of all property in the City of San José with the properties' General Plan land use designation.
- Per Council direction, Planning will complete General Plan amendments on all 55 mobile home parks in San José to a Mobile Home Park land use designation to further protect these parks from conversion to other uses.
- Complete entitlement processing – development and environmental review for major real estate development projects including but not limited to: Seely Avenue Mixed-Use project in North San José (Hanover Companies), Westgate West Costco, Good Samaritan Hospital Plan, Kaiser Santa Teresa Plan, Coleman/Guadalupe Gardens General Plan Amendment and Zoning, and Microsoft Data Center off Trimble Road.
- Complete Code Enforcement field inspection services for Emergency complaints within 24 hours and Priority complaints within 72 hours.
- Complete inspections of multifamily family residential properties to ensure buildings receive a routine inspection within the designated 3-year, 5-year, or 6-year cycle time as required by the building's tier assessment.
- Procure new Code Enforcement case management software and begin implementation.
- Procure new City-Generated Tow Service Delivery contract administration and/or software and begin implementation and transfer of contract to the Police Department.

2023-2024 Key Budget Actions

- Adds 4.0 Office Specialist positions to better address customer service demand in Building Development services, both in person and via email.
- Eliminates 1.0 Planning Technician position and adds 1.0 Planner I/II/III position to assist in the processing Planning review of Building permit applications for zoning conformance, and response to customer inquiries, and makes permanent 1.0 Planner IV position to improve external and internal customer outcomes and ensure consistent service levels and managing team members workload.
- Adds one-time non-personal/equipment funding of $110,000 for consultant services to prepare guidelines with threshold of significant guide for preparation of CEQA clearance and $300,000 to continue CEQA pre-clearance for urban village plans.
- Adds one-time non-personal/equipment funding of $240,000 to help preserve existing affordable housing stock by changing the General Plan Land Use designations on the 43 remaining mobile home parks in the City to a Mobile Home Park Land Use Designations.
- As directed in the City Council-approved Mayor's June Budget Message for Fiscal Year 2023-2024, adds one-time funding of $170,000 for Vacant Building Blight Enforcement.

Operating Funds Managed

- Building Development Fee Program Fund
- Citywide Planning Fee Program Fund
- Planning Development Fee Program Fund

Planning, Building and Code Enforcement Department

Department Budget Summary

	2021-2022 Actuals ***	2022-2023 Adopted ****	2023-2024 Forecast	2023-2024 Adopted
Dollars by Core Service				
Citywide Land Use Planning	5,741,363	8,901,908	7,305,388	8,897,680
Code Enforcement	9,795,074	13,054,357	13,068,424	13,387,663
Development Plan Review and Building Construction Inspection	32,678,249	39,289,367	38,732,132	40,029,278
Strategic Support - Community & Economic Development	5,254,960	2,665,537	2,627,433	2,840,046
Strategic Support - Neighborhood Services	696,550	707,888	733,122	809,989
Strategic Support - Other - Community & Economic Development	7,383,066	9,924,979	7,308,021	9,133,143
Strategic Support - Other - Neighborhood Services	30,826	0	0	0
Total	**$61,580,089**	**$74,544,036**	**$69,774,519**	**$75,097,799**
Dollars by Category				
Personal Services and Non-Personal/Equipment				
Salaries/Benefits	47,660,036	58,907,435	59,043,339	60,264,612
Overtime	463,325	181,622	181,622	181,622
Subtotal Personal Services	**$48,123,361**	**$59,089,057**	**$59,224,961**	**$60,446,234**
Non-Personal/Equipment	3,210,516	5,967,976	3,679,176	5,879,831
Total Personal Services & Non-Personal/Equipment	**$51,333,877**	**$65,057,033**	**$62,904,137**	**$66,326,065**
***Other Costs ***				
City-Wide Expenses	2,208,387	2,424,443	35,000	1,796,333
Housing Loans and Grants	0	0	0	0
Other	2,707,777	35,833	35,833	35,833
Other - Capital	0	0	0	0
Overhead Costs	5,330,049	7,026,727	6,799,549	6,939,568
Total Other Costs	**$10,246,212**	**$9,487,003**	**$6,870,382**	**$8,771,734**
Total	**$61,580,089**	**$74,544,036**	**$69,774,519**	**$75,097,799**

*   Fund Balance, Transfers, and Reserves for funds that may be managed by this department have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document.

** The position counts displayed in the 2021-2022 Actuals column reflect those included in the 2021-2022 Adopted Budget.

*** 2021-2022 Actuals may not subtotal due to rounding.

**** The amounts in the 2022-2023 Adopted Budget column may vary from the published Adopted Budget due to the realignment of Other Costs (primarily City-Wide Expenses and General Fund Capital) between Departments.

Planning, Building and Code Enforcement Department

Department Budget Summary

	2021-2022 Actuals ***	2022-2023 Adopted ****	2023-2024 Forecast	2023-2024 Adopted
Dollars by Fund				
General Fund (001)	15,753,537	20,066,357	16,776,913	19,538,702
Airport Maintenance And Operation Fund (523)	81,961	98,223	84,408	84,408
American Rescue Plan Fund (402)	6,622	0	0	0
Building Development Fee Program Fund (237)	32,081,217	39,523,481	38,508,276	39,429,017
Citywide Planning Fee Program Fund (239)	2,550,877	4,609,688	4,126,772	5,076,053
Community Development Block Grant Fund (441)	613,942	1,200,167	1,327,258	1,349,259
Emergency Reserve Fund (406)	2,701,155	0	0	0
Fire Development Fee Program Fund (240)	226,459	252,769	254,785	282,785
Inclusionary Fee Fund (451)	0	24,480	22,355	22,355
Integrated Waste Management Fund (423)	274,206	292,379	272,381	276,381
Low And Moderate Income Housing Asset Fund (346)	260,376	492,661	479,458	485,458
Multi-Source Housing Fund (448)	0	33,150	28,054	28,054
Planning Development Fee Program Fund (238)	6,480,641	7,015,482	7,006,624	7,580,091
Public Works Development Fee Program Fund (241)	214,942	242,705	247,331	305,331
Rental Stabilization Program Fee Fund (450)	28,069	40,460	35,600	35,600
San José-Santa Clara Treatment Plant Operating Fund (513)	0	149,866	157,195	157,195
Sewer Service And Use Charge Fund (541)	85,093	155,226	133,137	133,137
Storm Sewer Operating Fund (446)	108,248	154,799	118,895	118,895
Capital Funds	112,743	192,143	195,077	195,078
Total	**$61,580,089**	**$74,544,036**	**$69,774,519**	**$75,097,799**
Positions by Core Service **				
Citywide Land Use Planning	36.49	33.59	33.59	33.59
Code Enforcement	68.11	71.11	71.11	71.31
Development Plan Review and Building Construction Inspection	174.75	184.75	183.75	192.75
Strategic Support - Community & Economic Development	13.23	14.87	13.87	15.27
Strategic Support - Neighborhood Services	4.21	4.47	4.47	4.87
Strategic Support - Other - Community & Economic Development	2.21	3.21	2.21	3.21
Total	**299.00**	**312.00**	**309.00**	**321.00**

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*** 2021-2022 Actuals may not subtotal due to rounding.
**** The amounts in the 2022-2023 Adopted Budget column may vary from the published Adopted Budget due to the realignment of Other Costs (primarily City-Wide Expenses and General Fund Capital) between Departments.

Planning, Building and Code Enforcement Department

Department Budget Summary

	2021-2022 Actuals **	2022-2023 Adopted	2023-2024 Forecast	2023-2024 Adopted	2023-2024 Adopted Positions
Dollars by Program*					
Citywide Land Use Planning					
Citywide Planning	5,030,679	7,964,117	6,464,872	7,827,728	30.48
Planning Administration	461,604	450,508	478,435	478,435	1.32
Planning Environmental Review and Historic Preservation	249,080	487,283	362,081	591,517	1.79
Sub-Total	**5,741,363**	**8,901,908**	**7,305,388**	**8,897,680**	**33.59**
Code Enforcement					
Code Enforcement Administration	135,718	443,443	439,970	439,969	2.62
Community Code Enforcement	4,481,927	6,773,748	6,913,955	7,033,194	38.24
Multiple Housing Code Enforcement	3,786,987	4,482,835	4,395,675	4,595,675	23.50
Solid Waste Code Enforcement	1,390,442	1,354,331	1,318,825	1,318,825	6.95
Sub-Total	**9,795,074**	**13,054,357**	**13,068,424**	**13,387,663**	**71.31**
Development Plan Review and Building Construction Inspection					
Building Development Services	25,849,366	31,776,621	31,235,244	31,777,697	150.61
Development Services Administration	1,740,140	2,003,406	2,021,817	2,353,814	9.14
Planning Development Services	5,088,744	5,509,340	5,475,071	5,897,767	33.00
Sub-Total	**32,678,249**	**39,289,367**	**38,732,132**	**40,029,278**	**192.75**
Strategic Support - Community & Economic Development					
PBCE Emergency Response and Recovery	2,728,743	**0**	**0**	**0**	0.00
PBCE Information Technology - Community and Economic Development	191,707	**0**	**0**	**0**	0.00
PBCE Management and Administration - Community and Economic Development	2,334,510	2,665,537	2,627,433	2,840,046	15.27
Sub-Total	**5,254,960**	**2,665,537**	**2,627,433**	**2,840,046**	**15.27**
Strategic Support - Neighborhood Services					
PBCE Management and Administration - Neighborhood Services	696,550	707,888	733,122	809,989	4.87
Sub-Total	**696,550**	**707,888**	**733,122**	**809,989**	**4.87**
Strategic Support - Other - Community & Economic Development					
PBCE Other Departmental - City-Wide - Community and Economic Development	1,170,981	2,175,437	297,965	1,314,296	1.21
PBCE Other Departmental - Grants - Community and Economic Development	899,133	722,815	210,507	879,279	2.00
PBCE Other Operational - Administration - Community and Economic Develomnt	67,232	0	0	0	0.00

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** 2021-2022 Actuals may not subtotal due to rounding.

Department Budget Summary

	2021-2022 Actuals **	2022-2023 Adopted	2023-2024 Forecast	2023-2024 Adopted	2023-2024 Adopted Positions
PBCE Overhead - Community and Economic Development	5,245,721	7,026,727	6,799,549	6,939,568	0.00
Sub-Total	**7,383,066**	**9,924,979**	**7,308,021**	**9,133,143**	**3.21**
Strategic Support - Other - Neighborhood Services					
PBCE Other Departmental - Grants - Neighborhood Services	30,826	0	0	0	0.00
Sub-Total	**30,826**	**0**	**0**	**0**	**0.00**
Total	**$61,580,089**	**$74,544,036**	**$69,774,519**	**$75,097,799**	**321.00**

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** 2021-2022 Actuals may not subtotal due to rounding.

Planning, Building and Code Enforcement Department

Budget Reconciliation

Personal Services and Non-Personal/Equipment

(2022-2023 Adopted to 2023-2024 Adopted)

	Positions	All Funds ($)	General Fund ($)
Prior Year Budget (2022-2023):	**312.00**	**65,057,033**	**17,641,914**

Base Adjustments

One-Time Prior Year Expenditures Deleted

	Positions	All Funds ($)	General Fund ($)
• Rebudgets		(589,700)	(420,600)
• Coyote Valley Monterey Corridor Study		(575,000)	(575,000)
• Expedited Housing Development		(400,000)	0
• Urban Village Planning		(400,000)	0
• Racial Equity Staffing (1.0 Senior Public Informaiton Representative)	(1.00)	(180,000)	0
• Planning Development Fee Program CEQA Review Staffing (1.0 Planner I)	(1.00)	(140,192)	0
• Building Permit Technology Improvements		(137,000)	0
• Building Code and Reference Updates (2022 California Building Code)		(100,000)	0
• Alviso Historic Survey Grant		(70,000)	(70,000)
• Permit Center Staffing		(12,500)	0
• Code Enforcement Fee Programs Staffing		(4,600)	(4,600)
• Code Enforcement Policy and Program Policy Support Staffing		(2,500)	(2,500)
• Administrative Services Staffing		(2,500)	(600)
• Fiscal Oversight Staffing		(2,500)	(600)
• Citywide Planning Staffing		(2,500)	0
• Destination Home Silicon Valley Staffing (1.0 Planner III)	(1.00)	0	0
One-time Prior Year Expenditures Subtotal:	**(3.00)**	**(2,618,992)**	**(1,073,900)**

Technical Adjustments to Costs of Ongoing Activities

	Positions	All Funds ($)	General Fund ($)
• Salary/benefit changes and the following position reallocations:	0.00	277,582	137,899
-1.0 Associate Engineer to 1.0 Engineer I/II			
• Fund Shift: Citywide Planning		178,514	0
• Software/Information Services: Data Processing		15,000	0
• Vehicle Maintenance and Operations		(5,000)	36,000
Technical Adjustments Subtotal:	**0.00**	**466,096**	**173,899**

	Positions	All Funds ($)	General Fund ($)
2023-2024 Forecast Base Budget:	**309.00**	**62,904,137**	**16,741,913**
* Personal Services Rounding Adjustment		1	(0)

Budget Proposals Approved

	Positions	All Funds ($)	General Fund ($)
1. Market Ready Urban Villages (CEQA Pre-Clearance)		300,000	0
2. Permit Center Team - Customer Service General Support Staffing	4.00	279,954	0
3. Preapproved Vendors for Inspections (Best Prepared Installer) and Plan Review (Best Prepared Designer) Programs Staffing	3.00	262,498	0

Budget Reconciliation

Personal Services and Non-Personal/Equipment

(2022-2023 Adopted to 2023-2024 Adopted)

		Positions	All Funds ($)	General Fund ($)
Budget Proposals Approved				
4.	Planning, Building and Code Enforcement Community Outreach Staffing	1.00	192,170	96,085
5.	SJ Permits (Smart Guide) Software Upgrade		192,000	10,000
6.	Vacant Building Blight Enforcement		170,000	170,000
7.	AMANDA - Geocortex Software Upgrade		150,000	21,000
8.	Permit Center - Supervision Staffing	1.00	145,338	0
9.	Policy Support Staffing	1.00	144,149	0
10.	Environmental Review - Captial Improvement Planning Staffing	1.00	141,443	0
11.	Re-Zone Land Use Streamline Resources		117,210	0
12.	Environmental Review Process Consultant Services		110,000	0
13.	Schiele Avenue and Alameda Park Historic District		100,000	100,000
14.	City Planning Post-Secondary Fellowship Program		50,000	0
15.	Destination: Home Silicon Valley Staffing	1.00	0	0
16.	Building Code Compliance Staffing	0.00	(89,194)	(89,194)
17.	Planning Review - Zoning Conformance Staffing	0.00	(24,085)	0
18.	California Network and Telecommunications (CalNet) Program Savings		(8,404)	(8,404)
19.	Rebudgets		1,188,849	700,969
Total Budget Proposals Approved		**12.00**	**3,421,927**	**1,000,457**
2023-2024 Adopted Budget Total		**321.00**	**66,326,065**	**17,742,369**

* 2023-2024 Adopted Budget totals presented in this publication include minor technical adjustments to personal services values that were calculated as unrounded during the development of the 2023-2024 Operating Budget. The net total of these adjustments were incorporated into Manager's Budget Addendum #61, Adoption of the 2023-2024 Operating and Capital Budgets.

Planning, Building and Code Enforcement Department

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
1. Market Ready Urban Villages (CEQA Pre-Clearance)		**300,000**	**0**

Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning Program

As directed in the City-Council approved Mayor's March Budget Message for Fiscal Year 2023-2024, this action adds one-time non-personal/equipment funding of $300,000, funded by the Citywide Planning Fee Fund, for contractual services to support future development projects by conducting California Environmental Quality Act (CEQA) preclearance documents. The City Council-approved Mayor's March Budget Message for Fiscal Year 2023-2024 directed the Administration to prioritize allocating resources for CEQA preclearance for "market ready" urban villages. This action will streamline CEQA work and reduce the permitting review and approval process for future urban villages. This action will help reduce workload for other team members by reducing the number of hours spent developing CEQA supporting documents. Staff will re-evaluate available funding sources to support ongoing funding as part of a future budget process. (Ongoing costs: $0)

	Positions	All Funds ($)	General Fund ($)
2. Permit Center Team - Customer Service General Support Staffing	**4.00**	**279,954**	**0**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Building Development Services Program

This action adds 4.0 Office Specialist positions and associated non-personal/equipment funding of $20,000 to support customers who arrive at the Permit Center Assistance Desk without an appointment and answer general inquiries over email. The Assistance Desk is a core function for the Development Services Permit Center in assisting customers that arrive without an appointment, provide basic information, forms, project status, and connect customers with best resources or City services. During the COVID-19 pandemic closure, the City shifted to a virtual assistance model for Permit Center services. The City experienced an increase in email inquiries and continues to receive a large volume of emails. As part of the 2021-2022 Adopted Operating Budget as approved by City Council, 1.0 Principal Office Specialist and 10.0 Senior Office Specialist positions were eliminated to reflect the resources needed at that time to support the decrease workload as a result of technology improvements. The City plans to increase Permit Center services and shift into a hybrid model of virtual appointments, in-person appointments, and customers without appointments. The City is working on a model where customers do not spend the whole day waiting at City Hall for assistance, which was the model pre-pandemic. Pre-pandemic, the Permit Center desk would assist an average of 200 customers without appointments and be able to help 68% of customers within 30 minutes. Upon full reopening, it is estimated the Assistance Desk will experience 25 customers per hour in person and respond to 300 weekly emails. The positions will assist in reducing response time and reduce demand on other staff currently helping with responses. (Ongoing costs: $410,552)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
3. Preapproved Vendors for Inspections (Best Prepared Installer) and Plan Review (Best Prepared Designer) Programs Staffing	**3.00**	**262,498**	**0**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Building Development Services Program

This action adds 2.0 Office Specialist and 1.0 Engineer I/II positions and associated non-personal/equipment funding of $15,000 in the Building Development Fee Program Fund to manage the Best Prepared Installer and Best Prepared Designer programs. The Best Prepared Installer program eliminates certain inspections and streamlines approvals by a digital verification process. The preapproved contractor will email pictures of the installation with a signed affidavit stating compliance with all building codes/approved plans. A final inspection is scheduled if the review is satisfactory, otherwise an additional inspection of the installation is required. The Best Prepared Designer program will defer upfront plan reviews and reduce the time to issue permits for preapproved designers on certain project types (residential remodels, small additions, etc.). In both programs, City staff will audit 20% of a contractor's installation details and designer's plan review and inspections feedback. Audit success rates of less than 90% results in preapproved vendors removal from the programs. The Best Prepared Installer program launched as a pilot in Fall 2022 and 425 projects have since utilized the program for Energy Storage System Bracket Inspections. This action will expand Best Prepared Installer program to move past the pilot stage to include additional project types. The Best Prepared Designer Program officially launched in August 2023. PBCE has conducted two in-person trainings for nearly 200 unlicensed designers wanting to enroll (no training is required for licensed designers). Currently, 86 individuals have enrolled (66 licensed and 20 unlicensed) and 13 projects have been submitted through the program since the official launch. The Office Specialist positions will be the points of contact, assist with tracking the projects, enter the inspections into the AMANDA database, and maintain the list of program participants. The Engineer position will verify the record of the unlicensed applicants, maintain the list of approved designers, track projects, close the building review in the AMANDA database, and perform the audits. (Ongoing costs: $386,557)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	**Positions**	**All Funds ($)**	**General Fund ($)**
4. Planning, Building and Code Enforcement Community Outreach Staffing	**1.00**	**192,170**	**96,085**

Community and Economic Development CSA
Strategic Support – Community & Economic Development Core Service
PBCE Management and Administration – Community & Economic Development Program

Neighborhood Services CSA
Code Enforcement and Strategic Support – Neighborhood Services Core Services
Community Code Enforcement and PBCE Management and Administration – Neighborhood Services Programs

This action adds 1.0 Senior Public Information Representative position to manage the communication and outreach efforts for Code Enforcement Division programs and support the Planning Division's community engagement efforts and the Building Division's Accessory Dwelling Unit (ADU) Grant program. Since 2015, the department has maintained a small Public Information team that has primarily focused on promulgating new building codes and planning programs (200+ evolving bulletins and 50+ planning application forms); handling media relations (typically 200+ media actions per year); overseeing department's social media (a key form of public notification); and developing the department's web page which represents 25% of the entire City website and 25% of all public-facing documents on the website. The current team cannot support the growth in projects requiring community engagement and Code Enforcement's growing need to reduce caseload. This position will expand outreach efforts for Code Enforcement programs by conducting campaigns and presentations using behavior-change principles to reduce or prevent cases of blight, front yard paving, unpermitted auto repair, storage of inoperable vehicles, and illegal garage conversions to help reduce general code cases; improving compliance for Tobacco Retail License, ongoing ban of Flavored Tobacco sales, Massage, Vacant Buildings and Storefronts, Building Code Compliance, Abandoned Carts, and other special programs to help reduce code inspection workload; translating Residential Occupancy Permit Guide and Inspection Preparation Guide, producing Code Connection newsletter, and expanding subscriber user base to help increase rental property code compliance amongst Multiple Housing rental property owners. This position will support the Citywide Planning Division by focusing on small business and neighborhood outreach, as currently performed for Five Wounds Urban Village Plan Update, and supporting future urban village plans or ordinance proposals. In the Planning Division, this position will support smaller community engagement efforts (e.g., current Five Wounds Historic Resources Survey) and provide a degree of support as needed on large development community engagement. In the Building Division, this position will support outreach efforts currently underway on the Accessory Dwelling Unit Grant program. In addition, this position will serve as the Language Access Coordinator, provide trainings on using language access tools, develop glossaries for consistent, culture-sensitive translations, provide quality control on translation services, and support City response to non-English media requests. (Ongoing costs: $192,169)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
5. SJ Permits (Smart Guide) Software Upgrade		**192,000**	**10,000**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection and Strategic
Support – Other – Community & Economic Development Core Services
Development Services Administration and PBCE Other Departmental – City-Wide
Programs

As directed in the City Council-approved Mayor's March Budget Message for Fiscal Year 2023-2024, this action adds one-time non-personal/equipment funding of $192,000, funded by the Development Services Fee Programs, to upgrade SJPermits.org (Smart Guide) to improve customers experience of using the online portal. As part of the Development Services Transformation initiative, the City replaced the existing online portal with a new portal technology called Smart Guide in November 2020. The portal is continuing to expand in functionality with the inclusion of an application wizard that will assist customers with selecting the appropriate permit type, expand available self-started permit types for Building permits that cannot be self-administered online, and become the starting point for all permits saving staff time. The portal technology (Smart Guide) is still in its original version (7.0) when development first started in 2018. Since the initial launch, version 10.0 has been released with several improvements and new features have been added including security enhancements, page loading spinner notification, attaching multiple files at once, pop-up windows, smart forms, new permit types available for self-administration, and enhancement allowing customers to start and submit their application (but not self-administer) for Public Works, Fire, and Planning permits. This action includes funding for the vendor to implement these improvements and make other user experience improvements to ensure customers encounter the least number of issues online. The total amount needed for this upgrade is $200,000 of which $8,000 will be funded by the Construction Excise Tax Fund included in the 2024-2028 Adopted Traffic Capital Improvement Program for the Transportation Department's share of the costs. (Ongoing costs: $0)

	Positions	All Funds ($)	General Fund ($)
6. Vacant Building Blight Enforcement		**170,000**	**170,000**

Neighborhood Services CSA
Code Enforcement Core Service
Community Code Enforcement Program

As directed by the Mayor's June Budget Message for Fiscal Year 2023-2024, as approved by the City Council, this action adds one-time personal services funding of $165,000 and one-time non-personal/equipment funding of $5,000 to support vacant building blight enforcement efforts in Downtown San José. Vacant buildings create a negative visual impact and can deter potential investors, businesses, and visitors. These buildings can also become magnets for criminal activities and pose safety hazards. This funding will support proactive and complaint-based inspections of properties included in the Neglected Vacant Building/Storefronts Mandatory Registration Program. (Ongoing costs: $0)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
7. AMANDA - Geocortex Software Upgrade		**150,000**	**21,000**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Development Services Administration Program

This action adds one-time non-personal/equipment funding of $150,000, funded by the Development Services Fee Programs, to upgrade the Geocortex software to the latest version with enhanced security, new features, and compatibility to other City systems. Geocortex is the geographic system software integrated with the AMANDA permitting database that connects permits with addresses in the City and used for public notice of planning applications as part of the public engagement process. Geocortex was integrated as part of the AMANDA 7 upgrade in 2019. The current version of Geocortex is two versions behind and is not compatible with the latest version of ArcGIS Server 10.9.1 (or future) versions used for general updates creating compatibility and functionality problems with other City systems. The Geocortex software has had no updates, patches, or enhancements since 2019. This action will provide the necessary funds to upgrade the Geocortex software which includes costs for license, Virtual Machine equipment, and vendor services to perform bi-directional integration. (Ongoing costs: $0)

	Positions	All Funds ($)	General Fund ($)
8. Permit Center - Supervision Staffing	**1.00**	**145,338**	**0**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Planning Development Services Program

This action continues a temporary position on an ongoing basis by adding 1.0 Planner IV position and associated non-personal/equipment funding of $5,000 in the Planning Development Fee Program Fund to improve external and internal customer service with increased supervisory management for the Permit Center. The Permit Center team provides daily, direct customer service to applicants, residents, business owners, and the development community. The Permit Center team previously had two Planner IV positions until June 2021 when one position was eliminated as part of the 2021-2022 Adopted Budget. The Permit Center processed 7,857 permits in 2022-2023, 7,564 in 2021-2022, and 6,469 in 2020-2021. This position will supervise the day-to-day operations of Planner I/II/III and Planning Technician positions at the Permit Center, provide guidance and support to the team when assisting Permit Center customers and applicants, make immediate decisions on difficult or unusual development project proposals, review and approve minor discretionary permits, and be responsible for assigning projects and managing each team members workload. This position will also coordinate with other Development Services partners in the Permit Center to ensure consistent service levels between the partners, gathers and analyzes data on permit and customer activity, and uses this data to make changes to operations to improve service levels. This position will aid in addressing the backlog in managing pending applications, reviews, and delays in responding to customers inquiring about project statuses, concerns, and complaints. (Ongoing costs: $215,507)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
9. Policy Support Staffing	**1.00**	**144,149**	**0**

Community and Economic Development CSA
Strategic Support Core Service
PBCE Management and Administration – Community and Economic Development Program

This action adds 1.0 Analyst I/II position, through June 30, 2024, to support and implement updates to Planning, Building, and Code Enforcement Department's Policy and Procedure Hub and Customer Service Charter, launched in 2022. The Policy and Procedure Hub is the central location for department operational policies. The Customer Service Charter is a webpage that includes the services, metrics, and resources that illustrate the pursuit to provide excellent customer service and help make informed management decisions. The Policy and Procedure Hub and Customer Service Charter are two of the foundational elements of the management framework and require ongoing support and maintenance to implement as part of the modus operandi of the department. The position will assist the supervisors in updating and maintaining the Customer Service Charter and communicating it to the public. The position will manage the Policy and Procedure Hub ensuring consistency, timeliness, and access to all department policies to provide clear expectations of work. The position will work with policy owners/authors to ensure new policies are created and shared with the Department, help maintain the customer support system that gathers customer inquiries into a single location, monitor the system to ensure timely responses, and implement improvements including automation, canned responses, and public knowledge base articles. This action will ensure the continuity of core management framework systems while also expanding customer service and operational infrastructure. Expected benefits include clearer direction for employees, retaining institutional knowledge, and development opportunities for staff who create new policies. (Ongoing costs: $0)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
10. Environmental Review - Capital Improvement Planning Staffing	**1.00**	**141,443**	**0**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Planning Development Services Program

This action continues a temporary position on an ongoing basis by adding 1.0 Planner I position and associated non-personal/equipment funding of $1,000 in the Planning Development Fee Program Fund to provide timely environmental review support in CEQA and NEPA for public projects and capital improvement projects managed by other City Departments. Under the California Environmental Quality Act (CEQA), the City is required to disclose the environmental impacts of all its actions including all City Council approvals, many staff-level actions involving development and construction, and policy implementation. Furthermore, City projects that require Federal funding or approval by a Federal agency require review under the National Environmental Policy Act (NEPA). The Planning Division has sole authority to issue CEQA clearance on behalf of the City of San José. (Ongoing costs: $142,632)

11. Re-Zone Land Use Streamline Resources		**117,210**	**0**

Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning Program

This action adds one-time non-personal/equipment funding of $117,210, funded by the Citywide Planning Fee Fund, to provide peak staffing resources to streamline aligning zoning district of properties with their General Plan Land Use Designation in accordance with California Senate Bill 1333. California Senate Bill 1333 became effective January 2019 and requires charter cities to bring zoning designations of parcels into conformance with their general plan. The City has approximately 12,000 properties that need to be rezoned and City staff have completed approximately 4,000 properties, with approximately 8,000 properties left. This funding will help streamline rezoning, facilitate housing, reduce confusion among property owners, and save property owner's time and money, and cover the costs to rezone the remaining properties. (Ongoing costs: $0)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
12. Environmental Review Process Consultant Services		110,000	0

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Planning Development Services Program

As directed in the City-Council approved Mayor's March Budget Message for Fiscal Year 2023-2024, this action adds one-time non-personal/equipment funding of $110,000, in the Planning Development Fee Program Fund, for consultant services to address three recommendations from the City Auditor's Report 22-02. In March 2022, the Office of the City Auditor completed the audit of the City's environmental review process which included 12 recommendations to reduce review times and improve consistency. Recommendations included preparation of Environmental Consultant guidelines, a significance thresholds guide for preparing CEQA clearance documents, and standard CEQA documents templates for City staff and Environmental consultants. The guidelines and templates will help environmental consultants and City staff prepare CEQA documents have a standard layout and approach to analysis. This action will strengthen the adequacy of the City's documents and help reduce total review times by minimizing the number of administrative draft reviews. The guidelines will also help train new Planners on the Environmental Review team and aide in the implementation of Audit Recommendation 1 - to expand the model in which planners handle both the entitlement and environmental review. (Ongoing costs: $0)

13. Schiele Avenue and Alameda Park Historic District		100,000	100,000

Community and Economic Development CSA
Citywide Land Use Planning Core Service
Planning Environmental Review and Historic Preservation Program

As directed in the Mayor's June Budget Message for Fiscal Year 2023-2024, as approved by the City Council, this action adds one-time non-personal/equipment funding of $100,000 to complete historic preservation work for the Schiele Avenue and Alameda Park Historic District that was approved by the Rules and Open Government Committee on January 11, 2023. The Planning, Building and Code Enforcement Department intends to complete the historic preservation services through contracted services, and will return to City Council with a designation recommendation. (Ongoing costs: $0)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
14. City Planning Post-Secondary Fellowship Program		**50,000**	**0**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Planning Development Services Program

As directed in the City-Council approved Mayor's March Budget Message for Fiscal Year 2023-2024, this action adds one-time personal services funding of $50,000 for a San José State University (SJSU) student fellowship program in the Planning Development Fee Program Fund. The City Council-approved Mayor's March Budget Message for Fiscal Year 2023-2024 directed the Administration to continue developing opportunities to attract entry-level planners by leveraging local educational institutions as bridges between graduates and careers. This action will help foster a pipeline of part-time student employees who would be eligible for employment upon graduation. (Ongoing costs: $0)

15. Destination: Home Silicon Valley Staffing	**1.00**	**0**	**0**

Community and Economic Development CSA
Strategic Support Core Service
PBCE Other Departmental - Grants – Community and Economic Development Program

This action continues 1.0 Planner III position, through June 30, 2024, funded by the Destination: Home Silicon Valley (SV) grant. On November 6, 2018, City Council accepted a grant agreement with Destination: Home SV in the amount of $540,000 to expedite supportive or extremely low-income (ELI) housing developments and affordable housing policy work for three years. A new grant agreement approved by City Council on September 14, 2021 extends the program with Destination: Home SV for an additional three years, through June 30, 2024. The executed grant agreement will be paid in three installments of $180,000 annually, of which $180,000 in revenue is reflected in the General Fund Revenue Estimate section of this document and represents the third and final installment of the grant. The Planner position will provide support and assistance in supportive and low-income affordable housing development projects. (Ongoing costs: $0)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
16. Building Code Compliance Staffing	**0.00**	**(89,194)**	**(89,194)**

Neighborhood Services CSA
Code Enforcement Core Service
Community Code Enforcement Program

This action adds 1.0 Senior Permit Specialist position and eliminates 1.0 vacant Building Inspector II position to reallocate and realign resources to improve overall compliance, total cases completed, and customer experience. The Building Code case process requires coordination between multiple divisions which can lead to confusion. The process requires that the applicant work with the Code Enforcement Inspector to develop the plans/application before submitting a Building permit. The customer must then coordinate with two divisions to ensure the violation is addressed accurately. Customers are often inexperienced with the process, lack sufficient expertise/resources, and need additional assistance which attributes to the backlog of open cases. Permit process delays contribute to a backlog of over 2,000 Code Enforcement building cases which are 50% of General Code open cases and 36% of all open cases across all programs. This position will serve as the point of contact through the process and serve as a liaison between customer, Code Enforcement, and the Building Division providing a streamlined process to correct the building code violations. The position will also provide critical customer support and allow Code Enforcement to transfer duties, such as process and review application submittals, provide counter and telephone service to general public, answer code related issues, supply information regarding permit processing, policies, and procedures, perform minor clerical and filing duties, and track, research, and retrieve permitted plans for residential and commercial properties. This action will reduce process bottlenecks, and customers will experience more equitable service delivery. (Ongoing savings: $47,645)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
17. Planning Review - Zoning Conformance Staffing	**0.00**	**(24,085)**	**0**

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Planning Development Services Programs

This action adds 1.0 Planner I/II/III position and eliminates 1.0 vacant Planning Technician position in the Planning Development Fee Program Fund to improve process times in planning review of Building permit applications for zoning conformance, improve Planning's lead time in taking in Planning applications and fees, and improve response time to customer inquiries. The Planning Division's review of building permit applications has increased beyond pre-pandemic levels, with 4,216 zoning conformance reviews in 2018-2019 compared to 4,931 in 2021-2022. Planning review of applications have remained steady during the pandemic, averaging 1,556 applications annually across 2019-2020, 2020-2021, and 2021-2022. The Planning Division pivoted from assisting customers in-person to email inquiries, thereby extending the accessibility for customers seeking assistance on preapplication zoning and planning questions. Since the Planning Division began providing services via email during the pandemic, emailed inquiries have increased from 6,087 inquiries in 2020-2021 to 6,964 inquiries in 2021-2022. This position will provide support, greater technical knowledge, and experience in processing Planning applications and reviewing building permits for zoning compliance. This position will support increased development activity on Planning's permit center team to respond to emailed zoning and planning inquiries, to process minor Planning applications, and other administrative-type work related to processing development projects. (Ongoing costs: $20,592)

18. California Network and Telecommunications (CalNet) Program Savings		**(8,404)**	**(8,404)**

Community and Economic Development CSA
Strategic Support Core Service
PBCE Management and Administration – Community and Economic Development Program

This action decreases the Planning, Building, and Code Enforcement Department's non-personal/equipment funding by $8,404 on an ongoing basis to reflect cost savings for internet-based telephony and hardware related services. These funds are allocated to individual departmental budgets. The California Network and Telecommunications (CalNet) Program, managed by the California Department of Technology, awarded updated service contracts. The City uses a State contract for advantageous pricing and the service used by the City had a price reduction. Contractual savings from the new contract in the amount of $210,882 will be generated in the General Fund, $275,672 in all funds, across departments as a result of lower service costs. (Ongoing savings: $8,404)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2023-2024 Adopted Budget Changes	Positions	All Funds ($)	General Fund ($)
19. Rebudgets		**1,188,849**	**700,969**

Community and Economic Development CSA
Neighborhood Services CSA
Core Service: Department-wide
Program: Department-wide

The rebudget of unexpended 2022-2023 funds will allow for the completion of previously approved projects or other expenditure items in 2023-2024. The items listed below were approved by the City Council as part of a previous budget action. (Ongoing costs: $0)

Urban Village Planning	$400,000
Coyote Valley Monterey Corridor Study	$312,762
Code Consultant Study	$200,000
Policy and Ordinance Support	$145,000
Expedited Housing Development	$87,880
Caltrans Eastside Alum Rock Grant	$43,207

2023-2024 Adopted Budget Changes Total	Positions	All Funds ($)	General Fund ($)
2023-2024 Adopted Budget Changes Total	**12.00**	**$3,421,927**	**$1,000,457**

Performance Summary

Code Enforcement

Performance Measures

			2021-2022 Actual	2022-2023 Target	2022-2023 Estimated	2023-2024 Target
	PM 1	% of new General Code Program cases receiving an initial inspection within targeted response times:				
		- Emergency Inspection within Target Response Times	84%	100%	97%	100%
		- Priority Inspection within Target Response Times	66%	75%	80%	75%
		- Routine Inspections within Target Response Times	39%	60%	48%	60%
	PM 2	% of Multiple Housing Program buildings receiving a proactive, routine inspection within annual target by tier:				
		- Tier 1 (must be inspected once every 6 years)	27%	10%	9%	100% (204 buildings)
		- Tier 2 (must be inspected once every 5 years)	42%	50%	38%	100% (600 buildings)
		- Tier 3 (must be inspected once every 3 years)	68%	70%	100%	100% (876 buildings)
★★☆	PM 3	% of General Code Program cases resolved within processing time targets, based on case type	54%	65%	54%	65%
★★☆	PM 4	Violations Closed per Month (Multiple Housing Program)	524	N/A [1]	554	550
	PM 5	% of annual proactive inspections completed on schedule for fee-based Code Enforcement programs:				
		- Special Programs	67%	80%	80%	100%
		- Multiple Housing Program	55%	70%	71%	100%

[1] This is a new performance measure for 2023-2024 and historical targets are not applicable.

Planning, Building and Code Enforcement Department

Performance Summary

Code Enforcement

Activity and Workload Highlights

		2021-2022 Actual	2022-2023 Target	2022-2023 Estimated	2023-2024 Forecast
AWH 1	General Code Program Complaint Cases:				
	- Opened	2,882	3,000	2,500	2,500
	- Resolved	2,644	3,000	2,400	2,800
AWH 2	Total # of Multiple Housing Program buildings proactively inspected	978	1,700	1,300	1,700
AWH 3	# of units inspected annually (Multiple Housing Program)	4,451	5,000	5,400	7,000
AWH 4	Total # of inspections conducted for complaints (including initial, compliance, and re-inspections):				
	- General Code Program (nonfee-based programs)	N/A [1]	1,500	TBD [2]	TBD [2]
	- Multiple Housing Program	N/A [1]	250	TBD [2]	TBD [2]
AWH 5	# of calls received by support staff	11,964	11,000	11,000	11,000

[1] This is a new performance measure for 2023-2024 and historical targets are not applicable.
[2] Report generation is being updated and staff will have data available for inclusion in the 2024-2025 Proposed Budget.

Four Key Budget Performance Measure Measurement Areas

Access - How well does a service enable access, participation, visitation, and usage? How well does the service lead to its intended outcome or opportunity pathway?

Customer Satisfaction - How well does a service meet customer needs? How well does a service resolve a customer's problem? How well does a service deliver its intended experience for a customer?

Reliability and Responsiveness - How well does a service meet response time targets? How well does a service deliver resolution? How well does a service meet its efficiency goals?

Cost Effectiveness - How well does a service resource deliver its intended outcome? How well does a service resource deliver its intended output?

Data Sources	
Number	**Data Source**
PM 1	Code Enforcement Division Dashboard Crystal Report
PM 2	AMANDA database report
PM 3	Code Enforcement Division Dashboard Crystal Report
PM 4	Code Enforcement Division Dashboard Crystal Report
PM 5	AMANDA database report
AWH 1	Code Enforcement Division Dashboard Crystal Report
AWH 2	AMANDA database report
AWH 3	AMANDA database report
AWH 4	Code Enforcement Division Dashboard Crystal Report
AWH 5	Antigen Report

Performance Summary

Development Plan Review & Building Construction Inspection

Performance Measures

	2021-2022 Actual	2022-2023 Target	2022-2023 Estimated	2023-2024 Target
% of projects that receive consistent feedback from staff throughout the course of project review:				
- Planning Permit Plan Review	N/A[1]	80%	68%[1]	80%
- Building Permit Plan Review	N/A[1]	80%	68%[1]	80%
- Building Inspectors Consistent with Building Plan Check	N/A[1]	80%	76%[1]	80%
- Building Inspectors Consistent among Multiple Inspectors	N/A[1]	80%	62%[1]	80%
Ratio of current year fee revenue to development fee program cost (includes reserve funding)	100%	100%	100%	100%
Development projects completed within processing time targets:				
- Planning Permit Process	36%[2]	85%	75%[2]	100%
- Building Plan Check Process	61%[3]	85%	60%[3]	85%
- Building Inspection Process				
• Within 24 hours	79%	70%	82%	70%
• Within 48 hours	82%	90%	85%	90%
% of process participants rating service good or better:				
- Planning Permit Process	N/A[1]	85%	67%[1]	85%
- Building Plan Check Process	N/A[1]	85%	50%[1]	85%
- Building Inspection Process	N/A[1]	85%	74%[1]	85%

[1] A Request for Proposal for a consultant for the Development Survey was in progress in 2020-2021 and did not conclude in time for a survey to be completed. The Development Survey was completed in June 2023 and performance measure data for the 2022-2023 Estimate has been updated for the 2023-2024 Adopted Budget.

[2] Planning activities were impacted due to the COVID-19 pandemic and staff vacancies.

[3] The Expedited Plan Review team have not been operating in person and have seen decreased efficiency in 2020-2021 and 2021-2022 due to plans needing to be routed to the 2nd floor Plan Review team instead of on-the-spot expedited review.

Planning, Building and Code Enforcement Department

Performance Summary

Development Plan Review & Building Construction Inspection

Activity and Workload Highlights

	2021-2022 Actual	2022-2023 Forecast	2022-2023 Estimated	2023-2024 Forecast
# of building permits issued	39,938	40,000	39,408	39,000
# of customers served in Permit Center[1]	6,298	59,000	8,000	40,000
# of plan checks	9,004	8,000	9,412	9,000
# of field inspections[2]	101,360	180,000	99,255	99,000
# of planning applications and reviews				
- Major	66	70	54	71
- Minor	456	500	510	461
- Permit Center	5,081	5,500	4,913	4,644
# of environmental clearances				
- Major	149	135	162	152
- Minor	374	250	368	330

1   The Permit Center in City Hall was closed to customers beginning March 2020 due to the COVID-19 pandemic and has since been re-opened by appointment only. Building Division has vacancies in 2022-2023 that impact building permit applications, which means lower conformance review volume. The 2023-2024 Forecast reflects projected activity lower than 2022-2023 because of the economy and construction activity decreasing.

2   The 2021-2022 Actual and 2022-2023 Estimate reflect the service impacts due to the COVID-19 pandemic. COVID-19 protocols coupled with supply chain issues affected construction sites and reduced the volume of inspections. In addition, permit issuance has not returned to pre-pandemic levels. The 2023-2024 Forecast reflects a projected decrease because of the economy and construction activity decreasing.

Planning, Building and Code Enforcement Department

Performance Summary

Citywide Land Use Planning

Performance Measures

		2021-2022 Actual	2022-2023 Target	2022-2023 Estimated	2023-2024 Target
$	% of special planning efforts completed within targeted cost:				
	Specific/Area Policy Plans:	100%	100%	N/A[1]	100%
🕐	% of special planning efforts completed within targeted time:				
	Specific/Area Policy Plans:	100%	100%	N/A[1]	100%
🎗	% of planning process participants rating service as "good" or "excellent"	N/A[2]	85%	N/A[2]	85%

[1] No Special Area Policy Plans were scheduled to be completed or were completed in 2022-2023.

[2] Data for this measure is collected through a survey conducted by Citywide Planning. The survey was not conducted in 2017-2018, 2018-2019, 2019-2020, 2020-2021, and 2021-2022. The survey will not be conducted in 2022-2023 but Citywide Planning Division plans to conduct the survey in 2023-2024.

Activity and Workload Highlights

	2021-2022 Actual	2022-2023 Forecast	2022-2023 Estimated	2023-2024 Forecast
# of Scheduled/Completed Specific/Area Policy Plans[1]	1 of 1	1 of 4	0 of 0[1]	4 of 4[1]
# of planning policy studies[2]	6	7	4	2
# of General Plan Amendments[3]	16	18	7	56

[1] The update of the Little Portugal, Five Wounds, Roosevelt Park, and 24th Street and William Street Urban Village Plans (Four Plans total) are scheduled to be completed in 2023-2024.

[2] In 2021-2022, updates to cannabis land use regulations were approved, as well as the Senate Bill 9 (SB9) Emergency ordinance. In addition, staff completed four large policy efforts tied to the Four-Year Review of the General Plan: Coyote Valley, Urban Village policies, Neighborhood Business Districts policies, and Opportunity Housing. Work Items that have either been completed in 2022-2023, or are anticipated to be completed, include the Parking and TDM ordinance framework, updates to Council Policy 5-1 Transportation Policy, updates to Council Policy 5-1 for transportation analysis/VMT policy and the Housing Element update.   Upcoming work items for 2023 - 2024 include proposing development standards for SB 9 housing, and completing all the conforming rezoning of 12,000 properties as required by state law SB 1333.

[3] In 2021-2022, there were 6 privately initiated General Plan Amendments (GPA's) and 10 City-initiated GPA's for the Four-Year Review; note there is overlap between the Planning Policy Study and General Plan Amendments performance measures as some of the Four-Year Review of the General Plan Policy work resulted in General Plan Amendments. In 2022-2023, there were 2 City initiated GPA's and four privately initiated GPA's. There were three additional anticipated privately initiated GPA's that did not move forward for various reasons. The Housing Element and an additional City initiated GPA are anticipated by the end of 2022-2023. Anticipated General Plan amendments for 2023-2024 include changing the General Plan land use designation on 55 mobile home parks, and one privately initiated GPA.

Planning, Building and Code Enforcement Department

Department Position Detail

Position	2022-2023 Adopted	2023-2024 Adopted	Change
Accountant I/II	1.00	1.00	-
Accounting Technician	1.00	1.00	-
Administrative Assistant	1.00	1.00	-
Administrative Officer	1.00	1.00	-
Analyst I/II	7.00	8.00	1.00
Assistant Director of Planning, Bldg and Code Enforceme	1.00	1.00	-
Assistant to the Director	1.00	1.00	-
Associate Engineer	19.00	18.00	(1.00)
Building Inspection Manager	4.00	4.00	-
Building Inspector Combination Certified I/II/III/Sr	63.00	62.00	(1.00)
Building Inspector, Supervisor Certified I/II	15.00	15.00	-
Code Enforcement Inspector I/II	46.00	46.00	-
Code Enforcement Supervisor	7.00	7.00	-
Deputy Director	4.00	4.00	-
Director of Planning, Building and Code Enforcement	1.00	1.00	-
Division Manager	9.00	9.00	-
Engineer I/II	0.00	2.00	2.00
Environmental Inspector I/II	3.00	3.00	-
Office Specialist	0.00	6.00	6.00
Permit Specialist	5.00	5.00	-
Planner I/II/III	35.00	36.00	1.00
Planner IV	13.00	14.00	1.00
Planning Technician	5.00	4.00	(1.00)
Principal Account Clerk	1.00	1.00	-
Principal Office Specialist	3.00	3.00	-
Principal Permit Specialist	7.00	7.00	-
Principal Planner	3.00	3.00	-
Program Manager	3.00	3.00	-
Public Information Manager	1.00	1.00	-
Public Information Representative I/II	1.00	1.00	-
Senior Accountant	1.00	1.00	-
Senior Account Clerk	1.00	1.00	-
Senior Analyst	3.00	3.00	-
Senior Engineer	7.00	7.00	-
Senior Office Specialist	11.00	11.00	-
Senior Permit Specialist	16.00	17.00	1.00
Senior Public Information Representative	1.00	1.00	-
Senior Supervisor, Administration	2.00	2.00	-
Staff Specialist	8.00	8.00	-
Supervising Environmental Services Specialist	1.00	1.00	-
Total Positions	**312.00**	**321.00**	**9.00**