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

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 and Development Review 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 2024-2025 Service Delivery

- Complete the EIR for the draft Five Wounds Urban Village Plan and bring draft Plan and EIR to Council for consideration.
- Complete the Coyote Valley Corridor Study and EIR and bring recommendations to Council.
- Complete recommendations on allowing SB 9 type housing on R-2 zoned properties and historic properties.
- Complete proposed zoning framework and design standards to allow housing in Neighborhood Business Districts.
- The Development Review team will continue to process entitlements and quickly adapt to new state laws.
- Complete entitlement processing – development and environmental review for major real estate development projects.
- Continue Historic Preservation activities to support the analysis of Development Review, Permit Center and Environmental Review projects and to contribute to the development of Citywide urban villages.
- Continue to support the construction of ADUs with the ADU Ally service.
- Complete Code Enforcement field inspection services for Emergency complaints within 24 hours and Priority complaints within 72 hours.
- Code Enforcement will continue to respond to complaints and conduct inspections for code violations citywide to address blight, substandard housing, illegal occupancy, unpermitted construction, etc., contributing to the overall health, safety, and quality of life of our residents, businesses, and the community.

2024-2025 Key Budget Actions

- As directed in the Mayor's March Budget Message for Fiscal Year 2024-2025, as approved by the City Council, this adds one-time non-personal/equipment funding of $200,000 to fund an assessment of Code Enforcement operations.
- Adds one-time non-personal/equipment funding of $100,000 to develop a citywide adaptive reuse ordinance to make it easier to convert vacant office and commercial spaces into housing and encourage the conversion of underutilized building that are at least fifteen years old.
- Adds one-time non-personal/equipment funding of $375,000 to comply with State requirements to update the Safety and Open Space sections of City's General Plan, and add a new mandatory Element related to Environmental Justice.
- Eliminates 1.0 Associate Engineer and adds 1.0 Engineer I/II position within the Building Development Fee Fund as recommended in the City Auditor's Report 23-07 to develop a long-term staffing strategy that continues and potentially prioritizes recruitment of entry-level positions.
- Adds 1.0 Community Activity Worker position to the Multiple Housing team to assist the Tenant Landlord Resource Centers in providing all Code Enforcement related functions, customer service and support to tenants and customers of multiple housing units.

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

	2022-2023 Actuals ***	2023-2024 Adopted ****	2024-2025 Forecast	2024-2025 Proposed
Dollars by Core Service				
Citywide Land Use Planning	5,878,075	8,897,680	7,897,587	7,783,649
Code Enforcement	10,885,670	13,387,663	14,198,516	14,336,173
Development Plan Review and Building Construction Inspection	33,269,948	40,029,278	45,421,104	42,528,016
Strategic Support - Community & Economic Development	2,949,072	2,840,046	2,731,771	2,883,736
Strategic Support - Neighborhood Services	860,384	809,989	631,465	631,465
Strategic Support - Other - Community & Economic Development	6,013,624	9,133,143	7,429,470	7,036,249
Strategic Support - Other - Neighborhood Services	30,502	0	161,659	161,659
Total	**$59,887,277**	**$75,097,799**	**$78,471,572**	**$75,360,947**
Dollars by Category				
Personal Services and Non-Personal/Equipment				
Salaries/Benefits	48,238,340	60,264,612	67,359,818	63,907,414
Overtime	767,962	181,622	181,622	231,622
Subtotal Personal Services	**$49,006,303**	**$60,446,234**	**$67,541,440**	**$64,139,036**
Non-Personal/Equipment	3,641,253	5,879,831	3,785,772	4,470,772
Total Personal Services & Non-Personal/Equipment	**$52,647,556**	**$66,326,065**	**$71,327,212**	**$68,609,808**
***Other Costs ***				
City-Wide Expenses	1,873,548	1,796,333	35,000	35,000
Housing Loans and Grants	0	0	0	0
Other	0	35,833	35,833	35,833
Other - Capital	0	0	0	0
Overhead Costs	5,366,174	6,939,568	7,073,527	6,680,306
Total Other Costs	**$7,239,721**	**$8,771,734**	**$7,144,360**	**$6,751,139**
Total	**$59,887,277**	**$75,097,799**	**$78,471,572**	**$75,360,947**

*   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 2022-2023 Actuals column reflect those included in the 2022-2023 Adopted Budget.
*** 2022-2023 Actuals may not subtotal due to rounding.
**** The amounts in the 2023-2024 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

	2022-2023 Actuals ***	2023-2024 Adopted ****	2024-2025 Forecast	2024-2025 Proposed
Dollars by Fund				
General Fund (001)	16,757,543	19,538,702	18,156,014	18,074,011
Airport Maintenance And Operation Fund (523)	48,390	84,408	101,730	101,730
Building Development Fee Program Fund (237)	32,284,066	39,429,017	43,516,395	40,502,210
Citywide Planning Fee Program Fund (239)	2,638,644	5,076,053	4,722,078	5,208,550
Community Development Block Grant Fund (441)	566,225	1,349,259	1,428,319	1,406,400
Fire Development Fee Program Fund (240)	102,367	282,785	124,343	124,343
Inclusionary Fee Fund (451)	0	22,355	24,398	24,398
Integrated Waste Management Fund (423)	171,380	276,381	286,518	286,518
Low And Moderate Income Housing Asset Fund (346)	196,992	485,458	738,097	541,364
Multi-Source Housing Fund (448)	0	28,054	0	0
Planning Development Fee Program Fund (238)	6,479,600	7,580,091	8,364,576	8,273,073
Public Works Development Fee Program Fund (241)	204,016	305,331	217,516	217,516
Rental Stabilization Program Fee Fund (450)	61,353	35,600	71,361	71,361
San José-Santa Clara Treatment Plant Operating Fund (513)	76,075	157,195	162,347	58,569
Sewer Service And Use Charge Fund (541)	73,511	133,137	156,345	156,345
Storm Sewer Operating Fund (446)	44,444	118,895	144,861	144,861
Capital Funds	182,670	195,078	256,674	169,698
Total	**$59,887,277**	**$75,097,799**	**$78,471,572**	**$75,360,947**
**Positions by Core Service ** **				
Citywide Land Use Planning	33.59	33.59	33.55	30.55
Code Enforcement	71.11	71.31	71.64	71.64
Development Plan Review and Building Construction Inspection	184.75	192.75	198.34	184.34
Strategic Support - Community & Economic Development	14.87	15.27	12.15	13.15
Strategic Support - Neighborhood Services	4.47	4.87	3.13	3.13
Strategic Support - Other - Community & Economic Development	3.21	3.21	2.19	2.19
Total	**312.00**	**321.00**	**321.00**	**305.00**

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Planning, Building and Code Enforcement Department

Department Budget Summary

	2022-2023 Actuals **	2023-2024 Adopted	2024-2025 Forecast	2024-2025 Proposed	2024-2025 Proposed Positions
Dollars by Program*					
Citywide Land Use Planning					
Citywide Planning	5,288,129	7,827,728	6,929,191	6,989,205	27.94
Planning Administration	330,541	478,435	591,064	591,064	1.82
Planning Environmental Review and Historic Preservation	259,405	591,517	377,332	203,380	0.79
Sub-Total	**5,878,075**	**8,897,680**	**7,897,587**	**7,783,649**	**30.55**
Code Enforcement					
Code Enforcement Administration	668,183	439,969	466,432	666,432	2.57
Community Code Enforcement	5,409,844	7,033,194	7,536,218	7,231,500	36.34
Multiple Housing Code Enforcement	3,832,553	4,595,675	4,801,448	5,043,823	25.78
Solid Waste Code Enforcement	975,090	1,318,825	1,394,418	1,394,418	6.95
Sub-Total	**10,885,670**	**13,387,663**	**14,198,516**	**14,336,173**	**71.64**
Development Plan Review and Building Construction Inspection					
Building Development Services	26,075,143	31,777,697	36,532,535	33,748,342	141.74
Development Services Administration	1,402,216	2,353,814	2,365,234	2,365,234	10.45
Planning Development Services	5,792,590	5,897,767	6,523,335	6,414,440	32.15
Sub-Total	**33,269,948**	**40,029,278**	**45,421,104**	**42,528,016**	**184.34**
Strategic Support - Community & Economic Development					
PBCE Emergency Response and Recovery	30,419	**0**	**0**	**0**	0.00
PBCE Information Technology - Community and Economic Development	201,878	**0**	**0**	**0**	0.00
PBCE Management and Administration - Community and Economic Development	2,716,775	2,840,046	2,731,771	2,883,736	13.15
Sub-Total	**2,949,072**	**2,840,046**	**2,731,771**	**2,883,736**	**13.15**
Strategic Support - Neighborhood Services					
PBCE Management and Administration - Neighborhood Services	860,384	809,989	631,465	631,465	3.13
Sub-Total	**860,384**	**809,989**	**631,465**	**631,465**	**3.13**
Strategic Support - Other - Community & Economic Development					
PBCE Other Departmental - City-Wide - Community and Economic Development	431,595	1,314,296	517,602	517,602	2.19
PBCE Other Departmental - Grants - Community and Economic Development	1,326,059	879,279	0	0	0.00
PBCE Other Operational - Administration - Community and Economic Development	59,021	0	0	0	0.00

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** 2022-2023 Actuals may not subtotal due to rounding.

Department Budget Summary

	2022-2023 Actuals **	2023-2024 Adopted	2024-2025 Forecast	2024-2025 Proposed	2024-2025 Proposed Positions
PBCE Overhead - Community and Economic Development	4,196,949	6,939,568	6,911,868	6,518,647	0.00
Sub-Total	**6,013,624**	**9,133,143**	**7,429,470**	**7,036,249**	**2.19**
Strategic Support - Other - Neighborhood Services					
PBCE Other Departmental - Grants - Neighborhood Services	30,502	0	0	0	0.00
PBCE Overhead - Neighborhood Services	0	0	161,659	161,659	0.00
Sub-Total	**30,502**	**0**	**161,659**	**161,659**	**0.00**
Total	**$59,887,277**	**$75,097,799**	**$78,471,572**	**$75,360,947**	**305.00**

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** 2022-2023 Actuals may not subtotal due to rounding.

Planning, Building and Code Enforcement Department

Budget Reconciliation

Personal Services and Non-Personal/Equipment

(2023-2024 Adopted to 2024-2025 Proposed)

	Positions	All Funds ($)	General Fund ($)
Prior Year Budget (2023-2024):	**321.00**	**66,326,065**	**17,742,369**
Base Adjustments			
One-Time Prior Year Expenditures Deleted			
• Rebudgets		(1,188,849)	(700,969)
• Market Ready Urban Villages (CEQA Pre-Clearance)		(300,000)	0
• SJ Permits (Smart Guide) Software Upgrade		(192,000)	(10,000)
• Vacant Building Blight Enforcement		(170,000)	(170,000)
• AMANDA - Geocortex Software Upgrade		(150,000)	(21,000)
• Policy Support Staffing (1.0 Analyst I/II)	(1.00)	(144,148)	0
• Re-Zone Land Use Streamline Resources		(117,210)	0
• Environmental Review Process Consultant Services		(110,000)	0
• Schiele Avenue and Alameda Park Historic District		(100,000)	(100,000)
• City Planning Post-Secondary Fellowship Program		(50,000)	0
• Destination Home Silicon Valley Staffing (1.0 Planner III)	(1.00)	0	0
One-time Prior Year Expenditures Subtotal:	**(2.00)**	**(2,522,207)**	**(1,001,969)**
Technical Adjustments to Costs of Ongoing Activities			
• Salary/benefit changes and the following position reallocations:		7,034,770	1,489,425
-1.0 Planner IV to 1.0 Program Manager			
-1.0 Planner IV to 1.0 Principal Planner			
-1.0 Permit Specialist to 1.0 Permit Specialist PT			
• Shift from the Office of the Economic Development and Cultural Affairs for Housing Navigator Staffing (1.0 Senior Analyst)	1.00	228,293	0
• Shift from the Office of the Economic Development and Cultural Affairs for Development Services Facilitation Staffing (1.0 Planner IV)	1.00	191,291	0
• Contract Services: Legal Publishing		50,000	0
• Vehicle Operations & Maintenance		19,000	(5,000)
• Fund Shift: Development Services		0	(103,811)
Technical Adjustments Subtotal:	**2.00**	**7,523,354**	**1,380,614**
2024-2025 Forecast Base Budget:	**321.00**	**71,327,212**	**18,121,014**

Planning, Building and Code Enforcement Department

Budget Reconciliation

Personal Services and Non-Personal/Equipment

(2023-2024 Adopted to 2024-2025 Proposed)

		Positions	All Funds ($)	General Fund ($)
Budget Proposals Recommended				
1.	General Plan Update - Environmental Justice Mandatory Element Consultant Services		375,000	0
2.	Code Enforcement Operational Assessment		200,000	200,000
3.	Policy and Technology Support Staffing	1.00	151,965	0
4.	Office and Commercial Buildings Adaptive Re-use Ordinance Consultant Services		100,000	0
5.	Code Enforcement Multiple Housing Fee Program Staffing	1.00	99,499	99,499
6.	Illegal Dumping and Graffiti Response		50,000	50,000
7.	Vacant Position Elimination	(16.00)	(3,215,055)	0
8.	Citywide Planning - Ordinances and Policy Staffing	(1.00)	(219,660)	(219,660)
9.	Cannabis Regulation Program Staffing	(1.00)	(211,842)	(211,842)
10.	Building Development Fee Program Staffing (Engineering and Plan Review)	0.00	(47,311)	0
Total Budget Proposals Recommended		**(16.00)**	**(2,717,404)**	**(82,003)**
2024-2025 Proposed Budget Total		**305.00**	**68,609,808**	**18,039,011**

Planning, Building and Code Enforcement Department

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2024-2025 Proposed Budget Changes	Positions	All Funds ($)	General Fund ($)
1. General Plan Update - Environmental Justice Mandatory Element Consultant Services		**375,000**	**0**

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

This action adds one-time non-personal/equipment funding in the Citywide Planning Fee Program Fund of $375,000 for consultant services to comply with State requirements. This will require updating the Safety and Open Space sections to add Environmental Justice mandatory elements to the City's General Plan. California state law mandates each city and county to adopt a general plan that must include nine required elements – Air Quality, Circulation, Conservation, Environmental Justice, Housing, Land Use, Noise, Open Space, and Safety. The Envision San José 2040 General Plan will require mandatory element updates within Open Space by January 2026 and the Safety element due to the City's Local Hazard Mitigation Plan revision. The Open Space element aims to preserve natural resources, promote recreational opportunities, enhance public health, mitigate climate change, bolster economic benefits, and safeguard cultural and historic landscapes within the urban environment. The Safety element aims to mitigate risks and hazards, such as natural disasters and human activities, by identifying, addressing, and minimizing potential threats to public safety and community well-being. The Environmental Justice element became a requirement in 2016 with California Senate Bill 1000, triggering the new element once the adoption or revision of two or more elements occurring in a jurisdiction's General Plan. The Environmental Justice element aims to address historical and ongoing environmental inequities by ensuring fair treatment and meaningful involvement of all communities in environmental decision-making processes and promoting equitable distribution of environmental benefits and protections. This action will provide funding for consultant services to work on the General Plan Update, consisting of community engagement, equity-based framework identification, data analysis, policy development and CEQA analysis. (Ongoing costs: $0)

	Positions	All Funds ($)	General Fund ($)
2. Code Enforcement Operational Assessment		**200,000**	**200,000**

Neighborhood Services CSA
Code Enforcement Core Service
Code Enforcement Administration Program

As directed in the Mayor's March Budget Message for Fiscal Year 2024-2025, as approved by the City Council, this action adds one-time non-personal/equipment funding of $200,000 to fund an assessment of Code Enforcement operations. The City will seek to identify how to modernize the code enforcement process and organizational structure including assessing fees and fines structure to allow for a more rapid and effective resolution of code enforcement issues throughout the City of San José. This action will lead to identifying future actions in helping Code Enforcement efficiently close cases, reduce the backlog, and ensure more responsive delivery of services. (Ongoing costs: $0)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2024-2025 Proposed Budget Changes	Positions	All Funds ($)	General Fund ($)
3. Policy and Technology Support Staffing	**1.00**	**151,965**	**0**

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

This action makes permanent 1.0 Analyst I/II position, funded by the Development Fee Program Funds, to continue supporting and implementing updates to the Planning, Building and Code Enforcement Department's Policy and Procedure Hub and Customer Service Charter, launched in 2022, and assist with maintaining and improving Development Services Information Technology systems. 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 position will assist supervisors in updating and maintaining the Customer Service Charter and communicating it to the public; manage the Policy and Procedure Hub ensuring consistency, timeliness, and access to all department policies to provide clear expectations of work; and work with policy owners/authors to create and share new policies, maintain the customer support system, ensure timely responses, and implement improvements such as automation and knowledge base articles. Key upcoming deliverables include: building operational policies, creating productivity measures, developing a customer-centric dashboard, establishing a business continuity plan, and expanding customer support software. (Ongoing costs: $153,217)

4. Office and Commercial Buildings Adaptive Re-use Ordinance Consultant Services		**100,000**	**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 $100,000 in the Citywide Planning Fee Fund to develop a citywide adaptive reuse ordinance to facilitate converting vacant office and commercial buildings into housing. The proposed adaptive reuse ordinance seeks to simplify code requirements, focusing on alignment with the General Plan to facilitate project approvals and maximize building conversions for housing. This involves accommodating various unit configurations, mezzanine spaces, and shared amenities, as well as incentivizing reuse through exceptions for certain building parameters. This funding will support consultant services to develop this policy, aiming to streamline approval processes and encourage the conversion of underutilized buildings of at least fifteen years old, fostering economic growth and housing opportunities while preserving the City of San José's unique identity. (Ongoing costs: $0)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2024-2025 Proposed Budget Changes	Positions	All Funds ($)	General Fund ($)
5. Code Enforcement Multiple Housing Fee Program Staffing	**1.00**	**99,499**	**99,499**

Neighborhood Services CSA
Code Enforcement Core Service
Multiple Housing Code Enforcement Program

This action adds 1.0 Community Activity Worker position to assist the Tenant/Landlord Resource Centers in providing Code Enforcement related functions, customer service, and support to tenants and customers of multiple housing units. The Multiple Housing Program serves rental housing of three units or more in San José through proactive and complaint-based services. The City's Housing Element Work Plan aims to enhance affordable housing quality, preservation, and accessibility, notably through Strategy S-1, which involves establishing Tenant/Landlord Resource Centers to address Code Enforcement issues, support tenant associations, and facilitate Code violation reporting. By 2025, the Housing Element aims to have at least 3 Tenant Resource Centers operational. Other strategies include updating relocation assistance ordinances (S-4) and developing a Proactive Code Enforcement model (S-6). This position will support the execution of S-4 and S-6 by conducting outreach, research, and assistance on Code matters to tenants. This position will also collaborate with tenant associations, community organizations, and Code Enforcement, aiming to expedite case resolution, increase service access, and improve housing quality. The cost of this position will be offset by revenues from the Multiple Housing Fee Program. (Ongoing costs: $100,176)

2024-2025 Proposed Budget Changes	Positions	All Funds ($)	General Fund ($)
6. Illegal Dumping and Graffiti Response		**50,000**	**50,000**

Neighborhood Services CSA
Code Enforcement Core Service
Community Code Enforcement Program

As directed in the Mayor's March Budget Message for Fiscal Year 2024-2025, as approved by the City Council, this action adds ongoing overtime funding of $50,000 to engage in enforcement activities at illegal dumping and graffiti hotspots in coordination with the Beautify San José team. In 2022-2023, Beautify San José collected 7.5 million pounds of debris and abated 2.9 million square feet of graffiti. (Ongoing costs: $50,000)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2024-2025 Proposed Budget Changes	Positions	All Funds ($)	General Fund ($)
7. Vacant Position Elimination	(16.00)	(3,215,055)	0

Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning and Planning Environmental Review and Historic Preservation Programs
Development Plan Review and Building Construction Inspection Core Service
Building Development Services and Planning Development Services Programs

This action eliminates 16.0 positions – 1.0 Building Inspection Manager, 8.0 Building Inspector Combination Certified I/II/III/Sr, 1.0 Permit Specialist, 4.0 Planner I/II/III, 1.0 Principal Permit Specialist, and 1.0 Senior Engineer – as part of an organization-wide effort to evaluate the elimination of vacant positions in consideration of vacancy status and recruitment history, operational priority, and forecasted supporting revenues for 2024-2025, including Development Fee Programs, other supporting revenues, and capital project funding. A total of 64 positions in the City are recommended to be eliminated as part of this effort, a reduction of approximately 1% of the Base Budget level. The eliminated positions in the Planning, Building and Code Enforcement Department are primarily driven by the reduction of current and forecasted development. The recommended deletion of these positions will ensure that future expenditures are aligned with forecasted revenues and activity level. It is important to note that the Administration will bring forward recommendations to City Council to restore any Development Fee Program staffing, as necessary, once development activity rebounds. This action result in savings of $2.5 million in the Building Development Fee Program Fund, $356,595 in the Planning Development Fee Program Fund, $175,793 in the Low and Moderate Income Housing Asset Fund, $86,976 in the San José -Santa Clara Treatment Plant Operating Fund, $86,976 in the San José-Santa Clara Treatment Plant Capital Fund, and $19,533 in the Community Development Block Grant Fund. (Ongoing savings: $3,243,148)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2024-2025 Proposed Budget Changes	Positions	All Funds ($)	General Fund ($)
8. **Citywide Planning - Ordinances and Policy Staffing**	(1.00)	(219,660)	(219,660)

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

As a cost reduction to help bring the General Fund into structural alignment, this action eliminates 1.0 Planner I/II/III position from the Ordinance and Policy team in the Citywide Division, which is responsible for regularly updating the ordinances within the Municipal Code that govern land use and development in the City of San José. This action reduces the Ordinance and Policy team down to three members, consisting of 1.0 Planner IV and 2.0 Planner I/II/III positions. Ordinance and policy updates will experience a slight delay as the Citywide Division prioritizes other projects. Key projects such as the billboard and tree replacement projects will be completed by the Planner IV, supervisor of the Ordinance and Policy team. The Citywide Division key projects for the coming year will be amendments to implement the Council approved Housing Element, City initiated private property rezonings as required by the Senate Bill 1333, preparing Urban Village Plans - Alum Rock East (grant funded), Saratoga Urban Villages, and Five Wounds Urban Villages (grant funded), initial process for the redevelopment of the Pleasant Hills Golf Course, and conducting a study with land use recommendations for the Coyote Valley Corridor. Additionally, the Division will add General Plan amendments to the Open Space and Safety elements while having to develop an Environmental Justice element. (Ongoing savings: $222,540)

9. **Cannabis Regulation Program Staffing**	(1.00)	(211,842)	(211,842)

Neighborhood Services CSA
Code Enforcement Core Service
Community Code Enforcement and Multiple Housing Code Enforcement Programs

This action eliminates 1.0 Code Enforcement Inspector position and shifts various positions between the Cannabis Regulation Program and Multiple Housing Fee Program in the Planning, Building and Code Enforcement Department to address reductions in the Cannabis Regulation Annual Operating Fee. The staff that previously supported the Cannabis Regulation program will now focus on providing support to the Multiple Housing Fee Program. The Planning, Building and Code Enforcement Department will still provide a lower level of services to the Cannabis Regulation Program, but it will no longer be tied to the annual operating fee and will be recovered through other fees and permits. Additional information regarding the Cannabis Regulation Program, including alternative fee reductions, will be included in a forthcoming Manager's Budget Addendum to be issued later in the budget process. (Ongoing savings: $209,982)

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2024-2025 Proposed Budget Changes	Positions	All Funds ($)	General Fund ($)
10. Building Development Fee Program Staffing (Engineering and Plan Review)	**0.00**	**(47,311)**	**0**

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

This action eliminates a 1.0 Associate Engineer position and adds 1.0 Engineer I/II position within the Building Development Fee Program Fund, and realigns 1.0 Planner IV position by shifting funds from the Building Development Fee Program Fund to the Planning Development Fee Program Fund. The City Auditor's Report 23-07, completed in November 2023, recommended the Planning, Building and Code Enforcement Department develop a long-term staffing strategy that continues and potentially prioritizes recruitment of entry-level positions, such as Engineer I/II. In addition, the Department has had success in retaining staff with the latest Engineer I/II recruitments in which staff have the opportunity for career growth into the Associate Engineer classification within the Building Division. The Permit Center requires on-the-spot decisions on complex inquiries and higher level oversight on legal non-conforming verifications, staff work load assessments, administrative permits review, complex plan conformance reviews, and public record requests, which are now processed at the permit counter. This action better aligns the Building and Planning Development funding sources with various roles and responsibilities within the Building and Planning Divisions. (Ongoing savings: $45,407)

2024-2025 Proposed Budget Changes Total	**(16.00)**	**($2,717,404)**	**($82,003)**

Planning, Building and Code Enforcement Department

Performance Summary

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?

Code Enforcement

Performance Measures

			2022-2023 Actual	2023-2024 Target	2023-2024 Estimated	2024-2025 Target
	PM 1	% of new General Code Program cases receiving an initial inspection within targeted response times:				
		- Emergency Inspection within Target Response Times	98%	100%	100%	100%
		- Priority Inspection within Target Response Times	81%	75%	80%	75%
		- Routine Inspections within Target Response Times	44%	60%	45%	50%
	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)	6%	100% (204 buildings)	24%	96%
		- Tier 2 (must be inspected once every 5 years)	45%	100% (600 buildings)	146%	82%
		- Tier 3 (must be inspected once every 3 years)	147%	100% (876 buildings)	92%	94%
★★★	PM 3	% of General Code Program cases resolved within processing time targets, based on case type	57%	65%	64%	65%
★★★	PM 4	Violations Closed per Month (Multiple Housing Program)	N/A[1]	550	1,075	850
	PM 5	% of annual proactive inspections completed on schedule for fee-based Code Enforcement programs:				
		- Special Programs	91%	100%	98%	100%
		- Multiple Housing Program	89%	100%	75%	80%

[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

		2022-2023 Actual	2023-2024 Forecast	2023-2024 Estimated	2024-2025 Forecast
AWH 1	General Code Program Complaint Cases:				
	- Opened	3,067	2,500	3,300	3,200
	- Resolved	2,765	2,800	3,500	3,500
AWH 2	Total # of Multiple Housing Program buildings proactively inspected	1,448	1,700	1,300	1,600
AWH 3	# of units inspected annually (Multiple Housing Program)	6,769	7,000	8,450	7,600
AWH 4	Total # of inspections conducted for complaints (including initial, compliance, and re-inspections):				
	- General Code Program (nonfee-based programs)	794	1,500[1]	3,100	3,000
	- Multiple Housing Program	640	250[1]	700	700
AWH 5	# of calls received by support staff	11,190	11,000	11,000	11,000

[1] The 2023-2024 Forecast is restated from what was published in the 2023-2024 Adopted Budget due to report generation being updated. In the 2023-2024 Adopted Budget, the 2023-2024 Forecast for General Code Programs and Multiple Housing Program were recorded as TBD.

Data Sources: Code Enforcement	
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

Planning, Building and Code Enforcement Department

Performance Summary

Performance Measures

		2022-2023 Actual	2023-2024 Target	2023-2024 Estimated	2024-2025 Target
PM 1	**Building Plan Review and Inspections:**				
	- Average # of days for Single Family Residential initial plan review:				
	o New construction	22	20	24	20
	o Additions or alterations	31	10	14	10
	- Average # of days for Commercial/Industrial tenant improvement initial plan review	30	10	14	10
	- Average # of days to next available inspection	12	2	6	2
	- Inspection utilization (daily capacity vs daily assignments dispatched)	106%	100%	105%	100%
PM 2 ★★★	**Development Services Call Center:**				
	- Average call duration	5.56	5.0	5.3	5.0
	- Average hold time	3.06	2.5	2.6	2.5
PM 3	**Average response time to initial email inquiries:**				
	- Planning General Questions	3-5 bus. day [1]	3-5 bus. day	3-5 bus. day	3-5 bus. day
	- Building's Customer Success Team	N/A[2]	3	4.5	2
PM 4	**Planning Development Review:**				
	- Average wait time for application submittal appointment (in months)	1[3]	1	2	1.5
	- % of 45-day comment letter issued on time	84.37%	80%	90%	90%
	- Average review cycle for completed projects	N/A[4]	2.5	2.9	2.5
PM 5	**Average weekly review rates of Planning Permit Center projects and inquires processed by type:**				
	- Planning Review of Building Permits:				
	o Received	67[1]	61	62	60
	o Reviewed	81[1]	89	86	89
	- Administrative Planning Permits and Applications:				
	o Submitted	24[1]	23	22	25
	o Completed	24[1]	25	23	25
	- Planning General Questions:				
	o Received	127[1]	114	108	111
	o Answered	90[1]	86	84	85

[1] This is a new performance measure for 2023-2024 and data does not represent a full year as tracking began in August 2022.
[2] This is a new performance measure for 2023-2024 and Building Division did not have a Customer Success Team.
[3] This is a new performance measure for 2023-2024 and data does not represent a full year as tracking began in October 2022.
[4] This is a new performance measure for 2023-2024 and data tracking began in May 2023. Staff will have data available and report 2023-2024 actuals in the 2025-2026 Proposed Budget.

Performance Summary

Development Plan Review & Building Construction Inspection

Activity and Workload Highlights

		2022-2023 Actual	2023-2024 Forecast	2023-2024 Estimated	2024-2025 Forecast
AWH 1	Building Plan Review and Inspections:				
	- # building application intakes received (online portal and by staff in-person)				
	o Residential	27,800	28,000	24,000	25,000
	o Commercial/Industrial	1,550	1,600	1,500	1,600
	- # of plan checks				
	o Residential	3,300	3,400	3,300	3,300
	o Commercial/Industrial	1,275	1,375	1,200	1,200
	- # of building permits issued through SJPermits online portal				
	o Residential	22,800	23,000	18,300	19,000
	o Commercial/Industrial	250	300	250	300
	- # of building permits issued by staff in person				
	o Residential	4,000	4,200	4,630	4,700
	o Commercial/Industrial	1,250	1,350	1,280	1,300
	- # of field inspections				
	o Combination (Single Family Residential)	86,339	86,950	88,192	89,845
	o Specialty (Multifamily/Commercial/Industrial)	16,960	17,080	15,808	16,104
AWH 2	Development Services Call Center:				
	- # of calls answered	62,207	57,000	54,737	55,000
	- # of calls lost (hung up)	9%	5%	7%	5%
AWH 3	# of Planning Permit Center projects and inquires processed by type:				
	- Planning Review of Building Permits:				
	o Submitted	3,086[1]	3,216	3,183	3,120
	o Reviewed	3,757[1]	4,548	4,467	4,508
	- Administrative Planning Permits and Applications:				
	o Submitted	1,130[1]	1,200	1,180	1,225
	o Completed	937[1]	1,243	1,223	1,263
	- Planning General Questions:				
	o Received	5,843[1]	5,928	5,632	5,780
	o Answered	4,160[1]	4,467	4,383	4,425

Planning, Building and Code Enforcement Department

Performance Summary

Development Plan Review & Building Construction Inspection

Activity and Workload Highlights

		2022-2023 Actual	2023-2024 Forecast	2023-2024 Estimated	2024-2025 Forecast
AWH 4	Planning Development Review:				
	- # of applications submitted	538	532	610	534
	- # of 45-day comment letters sent	256	150	147	125
	- # of community meeting, ministerial project, and public hearing notices sent (initial and re-notices)	427,004	N/A[2]	350,000	375,000
	- # of projects approved	408	325	329	360

[1] This is a new performance measure for 2023-2024 and data does not represent a full year as tracking began in August 2022.
[2] This is a new performance measure for 2023-2024 and 2023-2024 Forecast was not identified in in 2023-2024 Adopted Budget.

Data Sources: Development Plan Review & Building Construction Inspection	
Number	**Data Source**
PM 1	Yellowfin report 'Building RS_CI Application Process' for plan review data Inspection Module for inspection data
PM 2	Antigen Report
PM 3	Customer success Freshdesk data and Reporting, Outlook (zoningquestions@sanjoseca.gov
PM 4	Fullslate online appointment, AMANDA – PL-30 day letter report, ProjectDox and Tracking sheets
PM 5	AMANDA manual queries & AMANDA report – "Completed Planning Review in Building Folders," Outlook manual count (zoningquestions@sanjoseca.gov)
AWH 1	AMANDA database for intake, plan review, permit data Inspection activity (Checkerboard) Report) for inspection data.
AWH 2	Antigen Report
AWH 3	AMANDA manual queries & AMANDA report – "Completed Planning Review in Building Folders," Outlook manual count (zoningquestions@sanjoseca.gov)
AWH 4	Planning Application Submittals Total Counts, AMANDA – PL-30 day letter report, Logs, Hearing Agendas

Planning, Building and Code Enforcement Department

Performance Summary

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<tr><td colspan="6" style="text-align:center">Citywide Land Use Planning</td></tr>
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Performance Measures

		2022-2023 Actual	2023-2024 Target	2023-2024 Estimated	2024-2025 Target
PM 1	% of work programs (i.e., General Plan Amendments, Urban Village Plans, Ordinances, etc.):				
	- Total in workplan (active and backlog)	N/A[1]	45 (100%)	45 (100%)	N/A[2]
	- Total active	N/A[1]	12 (62%)	12(62%)	70%
	- Total completed	N/A[1]	13	13	15
PM 2	% of development entitled inside of growth areas by type:				
	- Residential (# units)	91%	95%	80%	95%
	- Commercial (sq.ft.)	98%	85%	60%	85%
PM 3	Environmental Review:				
	- % of administrative drafts completed per time targets	47%[3]	80%	60%	80%
	- Average review timelines for major environmental review documents (in months):				
	o Environmental Impact Report (EIR)	27.8	20	48.5	20
	o Mitigated Negative Declaration (MND) and Negative Declaration (ND) [4]	19.3	15	22.8	15
	o Addendum	14.8	12	16.7	12
PM 4	% of historic preservation projects by type:				
	- Historic Resource Surveys	N/A[1]	20%	20%	23%
	- Historic Resource Inventory Updates	N/A[1]	20%	20%	15%
	- Property designations	N/A[1]	2%	2%	5%
	- Mills Act	N/A[1]	2%	2%	5%
	- Environmental review	N/A[1]	7%	7%	5%
	- Review of Discretionary Development projects:				
	o Planning	N/A[1]	7%	7%	10%
	o Other City Departments	N/A[1]	2%	2%	2%
	- Review of Administrative Planning and Building Permits	N/A[1]	15%	15%	15%
	- Historic Landmarks Commission Administration	N/A[1]	25%	25%	15%

[1] This is a new performance measure for 2023-2024 and data was not tracked for 2022-2023.
[2] Future targets are not established for workload levels and fluctuate based on many factors.
[3] This is a new performance measure for 2023-2024 and data does not represent a full year as tracking began in August 2022.
[4] Mitigated Negative Declaration and Negative Declaration use the same review process and have similar review times.

Planning, Building and Code Enforcement Department

Performance Summary

Activity and Workload Highlights

		2022-2023 Actual	2023-2024 Forecast	2023-2024 Estimated	2024-2025 Forecast
AWH 1	# of work programs (i.e., General Plan Amendments, Urban Village Plans, Ordinances, etc.):				
	- Total in workplan (active and backlog)	N/A[1]	45	45	N/A[2]
	- Total active	N/A[1]	28	28	N/A[2]
	- Total completed	N/A[1]	13	13	N/A[2]
AWH 2	# of privately-initiated General Plan Amendments	4	N/A[3]	2	5
AWH 3	Community outreach efforts:				
	- # of attendees	772	N/A[4]	N/A[4]	N/A[4]
	- # of meetings held	41	N/A[4]	N/A[4]	N/A[4]
AWH 4	Environmental Review:				
	- # of administrative drafts completed	75	N/A[3]	106	120
	- Total # of approved major environmental review documents:				
	o Environmental Impact Report (EIR) [5]	19	N/A[3]	4	6
	o Mitigated Negative Declaration (MND)	14	N/A[3]	28	24
	o Negative Declaration (ND)	2	N/A[3]	3	1
	o Addendum	15	N/A[3]	13	12
AWH 5	# of historic preservation projects by type:				
	- Historic Resource Surveys	1	2	2	2
	- Historic Resource Inventory Updates	133	100	100	100
	- Property designations	3	3	2	3
	- Mills Act	3	3	2	3
	- Environmental review	40	40	40	50
	- Review of Discretionary Development projects				
	o Planning	40	30	40	40
	o Other City Departments	7	10	12	5
	- Review of Administrative Planning and Building Permits	70	70	75	75
	- Historic Landmarks Commission Administration Hours	N/A[1]	N/A[2]	300	250

[1] This is a new performance measure for 2023-2024 and data was not tracked for 2022-2023.
[2] Future targets are not established for workload levels and fluctuate based on many factors.
[3] This is a new performance measure for 2023-2024 and 2023-2024 Forecast was not identified in in 2023-2024 Adopted Budget.
[4] City staff do not organize community meetings for private development projects. Many are initiated as the result of privately initiated development project timelines.
[5] Environmental Impact Report (EIR) data does not include Class 32 In-Fill exemptions included in Major Environmental Reviews.

Performance Summary

Data Sources: Citywide Land Use Planning	
Number	**Data Source**
PM 1	Citywide Planning Dashboard
PM 2	Amanda Permit Data Analysis by General Plan team on Citywide Planning
PM 3	PBCE CSC Measures Data, AMANDA, Environmental Tracking Sheet
PM 4	AMANDA & Self tracking on excel
AWH 1	Citywide Planning Dashboard
AWH 2	Envision San Jose 2040 General Plan Annual Report
AWH 3	Envision San Jose 2040 General Plan Annual Report
AWH 4	Environmental Tracking Sheet
AWH 5	AMANDA & Self tracking on excel

Planning, Building and Code Enforcement Department

Department Position Detail

Position	2023-2024 Adopted	2024-2025 Proposed	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	8.00	8.00	-
Assistant Director of Planning, Bldg and Code Enforceme	1.00	1.00	-
Assistant to the Director	1.00	1.00	-
Associate Engineer	18.00	17.00	(1.00)
Building Inspection Manager	4.00	3.00	(1.00)
Building Inspector Combination Certified I/II/III/Sr	62.00	54.00	(8.00)
Building Inspector, Supervisor Certified I/II	15.00	15.00	-
Code Enforcement Inspector I/II	46.00	45.00	(1.00)
Code Enforcement Supervisor	7.00	7.00	-
Community Activity Worker	0.00	1.00	1.00
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	2.00	3.00	1.00
Environmental Inspector I/II	3.00	3.00	-
Office Specialist	6.00	6.00	-
Permit Specialist	5.00	3.00	(2.00)
Permit Specialist PT	0.00	1.00	1.00
Planner I/II/III	36.00	30.00	(6.00)
Planner IV	14.00	13.00	(1.00)
Planning Technician	4.00	4.00	-
Principal Account Clerk	1.00	1.00	-
Principal Office Specialist	3.00	3.00	-
Principal Permit Specialist	7.00	6.00	(1.00)
Principal Planner	3.00	4.00	1.00
Program Manager	3.00	4.00	1.00
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	4.00	1.00
Senior Engineer	7.00	6.00	(1.00)
Senior Office Specialist	11.00	11.00	-
Senior Permit Specialist	17.00	17.00	-
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	**321.00**	**305.00**	**(16.00)**