

Planning, Building and Code Enforcement Department

Chris Burton, Director

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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 Areas

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 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, Pandemic Response, and Safety/Wellness

Planning, Building and Code Enforcement Department

Service Delivery Framework

PROGRAM	DESCRIPTION
<i>Citywide Land Use Planning Core Service</i>	
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; 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 is included in San José's land use planning decision-making process. The Historic Preservation Program seeks to preserve buildings 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.
<i>Development Plan Review and Building Construction Inspection Core Service</i>	
Building Development Services	Ensures 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, regulations and 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.
<i>Code Enforcement Core Service</i>	
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.
Multiple Housing Code Enforcement	Ensures multi-family 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.
Code Enforcement Administration	Provides management and oversight to the Code Enforcement Division along with administrative and analytical support, budget preparation, billing, and monitoring.

Planning, Building and Code Enforcement Department

Service Delivery Framework

PROGRAM	DESCRIPTION
<i>Strategic Support Core Service</i>	
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 Pandemic Response	Provides for the coordination and delivery of emergency services and recovery activities in response to the COVID-19 pandemic.

Planning, Building and Code Enforcement Department

Department Budget Summary

Expected 2021-2022 Service Delivery

- Implement the amended Diridon Station Area Plan and the subsequent review of individual buildings within the approved Downtown West Mixed-Use Project area.
- Complete the second Four-Year Review of the Envision San José General Plan (General Plan) Update.
- Complete the development and bring forward for City Council consideration the Citywide Parking Strategy.
- Bring forward for City Council approval the Berryessa BART and North First Street Urban Village Plans.
- Continue to rezone properties consistent with the General Plan as guided by City Council and SB1333, focusing on rezonings that facilitate housing and protect lands designated for industrial and agricultural and open space uses.
- Streamline process improvements to support the City Manager's Office of Civic Innovation's efforts to fulfill the City's Smart City Vision, which includes the Broadband and Digital Inclusion Strategy.
- Continue to promote the Accessory Dwelling Unit (ADU) Program, including streamlining the permitting process.
- Continue to explore and enhance the availability and capability of remote video inspections.
- Complete Code Enforcement field inspection services for Emergency complaints within 24 hours and Priority complaints within 72 hours.
- Complete inspections of multiple 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.
- Continue implementation and updates of the Integrated Permit System.

2021-2022 Key Budget Actions

- Adds 2.0 Associate Engineer and 1.0 Principal Permit Specialist positions permanently and continues 1.0 Analyst II position through June 30, 2022 for the Accessory Dwelling Unit (ADU) Ally Program.
- Adds 1.0 Planner III position permanently and continues 3.0 Planner I/II/III positions through June 30, 2022 to support Environmental Review of special and capital programs.
- Eliminates 11.0 positions (1.0 Principal Office Specialist and 10.0 Office Specialist) in the Development Services Imaging and Call Center as a result of the implementation of process and technology improvements.
- Decreases non-personal/equipment of \$190,000 to recognize departmental savings in professional services, supplies and materials, and computer data processing.
- Eliminates the non-personal/equipment funding of \$266,237 for the Open Counter Project as the contractual services is no longer needed.
- Continues 1.0 Planner II and 1.0 Planner III positions through June 30, 2022 to support the Google Downtown West mixed-use development project.

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

	2019-2020 Actuals ***	2020-2021 Adopted	2021-2022 Forecast	2021-2022 Adopted
Dollars by Core Service				
Citywide Land Use Planning	6,427,316	7,801,973	6,183,363	8,055,331
Code Enforcement	10,501,467	12,401,056	11,985,023	11,831,496
Development Plan Review and Building Construction Inspection	33,750,908	38,536,115	37,491,454	36,329,416
Strategic Support - Community & Economic Development	4,696,157	1,942,739	1,964,357	2,447,797
Strategic Support - Neighborhood Services	547,312	636,137	659,448	659,448
Strategic Support - Other - Community & Economic Development	903,592	8,229,751	6,447,183	6,990,173
Strategic Support - Other - Neighborhood Services	292	0	0	0
Total	\$56,827,044	\$69,547,771	\$64,730,828	\$66,313,661
Dollars by Category				
<i>Personal Services and Non-Personal/Equipment</i>				
Salaries/Benefits	49,215,249	55,720,596	54,451,271	54,555,749
Overtime	758,081	181,622	181,622	181,622
Subtotal Personal Services	\$49,973,330	\$55,902,218	\$54,632,893	\$54,737,371
Non-Personal/Equipment	3,573,929	5,908,322	4,176,438	4,798,092
Total Personal Services & Non-Personal/Equipment	\$53,547,259	\$61,810,540	\$58,809,331	\$59,535,463
<i>Other Costs*</i>				
City-Wide Expenses	3,189,865	1,192,848	203,000	942,791
General Fund Capital	0	0	0	0
Housing Loans and Grants	0	0	0	0
Other	22,149	12,093	12,093	107,000
Overhead Costs	67,770	6,532,290	5,706,404	5,728,407
Total Other Costs	\$3,279,785	\$7,737,231	\$5,921,497	\$6,778,198
Total	\$56,827,044	\$69,547,771	\$64,730,828	\$66,313,661

* 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 amounts in the 2020-2021 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.

** The positions displayed in the 2019-2020 Actuals column reflect those included in the 2019-2020 Adopted Budget.

*** 2019-2020 Actuals may not subtotal due to rounding.

Planning, Building and Code Enforcement Department

Department Budget Summary

	2019-2020 Actuals ***	2020-2021 Adopted	2021-2022 Forecast	2021-2022 Adopted
Dollars by Fund				
General Fund (001)	54,612,055	17,144,259	15,218,424	16,356,679
Building Development Fee Program Fund (237)	0	37,304,973	36,593,002	36,006,834
Planning Development Fee Program Fund (238)	0	6,719,353	6,332,023	6,267,258
Citywide Planning Fee Program Fund (239)	0	4,187,214	3,673,550	4,242,650
Fire Development Fee Program Fund (240)	0	613,009	476,610	246,757
Public Works Development Fee Program Fund (241)	0	628,109	330,548	235,001
Low And Moderate Income Housing Asset Fund (346)	234,705	304,758	6,568	283,097
Coronavirus Relief Fund (401)	525,572	0	0	0
American Rescue Plan Fund (402)	0	0	0	75,000
Emergency Reserve Fund (406)	5,660	0	0	0
Integrated Waste Management Fund (423)	332,056	405,412	279,922	268,712
Community Development Block Grant Fund (441)	556,201	1,300,248	1,276,768	1,326,465
Storm Sewer Operating Fund (446)	83,855	135,905	142,841	142,841
Multi-Source Housing Fund (448)	0	26,472	26,758	26,758
Rental Stabilization Program Fee Fund (450)	34,915	30,724	37,058	37,058
Inclusionary Fee Fund (451)	24,359	0	27,308	27,308
Airport Maintenance And Operation Fund (523)	37,584	94,388	98,543	98,543
Sewer Service And Use Charge Fund (541)	74,218	138,094	145,359	145,359
Capital Funds	305,863	514,853	65,546	527,341
Total	\$56,827,044	\$69,547,771	\$64,730,828	\$66,313,661
Positions by Core Service**				
Citywide Land Use Planning	35.69	36.00	29.49	36.49
Code Enforcement	71.00	70.32	68.28	68.11
Development Plan Review and Building Construction Inspection	208.35	195.29	184.58	174.75
Strategic Support - Community & Economic Development	12.55	10.23	10.23	13.23
Strategic Support - Neighborhood Services	4.75	4.13	4.21	4.21
Strategic Support - Other - Community & Economic Development	4.16	4.53	2.21	2.21
Total	336.50	320.50	299.00	299.00

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Planning, Building and Code Enforcement Department

Department Budget Summary

	2019-2020	2020-2021	2021-2022	2021-2022	2021-2022
	Actuals**	Adopted	Forecast	Adopted	Adopted Positions
Dollars by Program*					
Code Enforcement					
Code Enforcement Administration	123,611	161,720	166,868	148,439	0.66
Community Code Enforcement	4,945,623	5,825,609	5,809,410	5,685,449	32.79
Multiple Housing Code Enforcement	4,069,322	4,620,524	4,254,645	4,244,033	24.79
Solid Waste Code Enforcement	1,362,912	1,793,203	1,754,100	1,753,575	9.87
Sub-Total	10,501,467	12,401,056	11,985,023	11,831,496	68.11
Development Plan Review and Building Construction Inspection					
Building Development Services	25,062,801	28,247,433	29,032,360	29,570,291	137.61
Development Services Administration	3,955,191	5,035,894	3,492,700	1,932,340	9.14
Planning Development Services	4,732,917	5,252,788	4,966,394	4,826,785	28.00
Sub-Total	33,750,908	38,536,115	37,491,454	36,329,416	174.75
Citywide Land Use Planning					
Citywide Planning	5,782,003	6,532,279	5,671,611	6,797,649	32.38
Planning Administration	414,193	410,479	432,613	432,613	1.32
Planning Environmental Review and Historic Preservation	231,120	859,215	79,139	825,069	2.79
Sub-Total	6,427,316	7,801,973	6,183,363	8,055,331	36.49
Strategic Support - Community & Economic Development					
PBCE Information Technology - Community and Economic Development	1,673,682	0	0	0	0.00
PBCE Management and Administration - Community and Economic Development	2,491,243	1,942,739	1,964,357	2,372,797	13.23
PBCE Pandemic Response	531,232	0	0	75,000	0.00
Sub-Total	4,696,157	1,942,739	1,964,357	2,447,797	13.23
Strategic Support - Neighborhood Services					
PBCE Management and Administration - Neighborhood Services	547,312	636,137	659,448	659,448	4.21
Sub-Total	547,312	636,137	659,448	659,448	4.21
Strategic Support - Other - Community & Economic Development					
PBCE Other Departmental - City-Wide - Community and Economic Development	492,619	1,205,200	351,260	807,247	1.21
PBCE Other Departmental - Grants - Community and Economic Development	408,136	492,261	389,519	454,519	1.00
PBCE Other Operational - Administration - Community and Economic Development	1,587	0	0	0	0.00

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Planning, Building and Code Enforcement Department

Department Budget Summary

	2019-2020 Actuals**	2020-2021 Adopted	2021-2022 Forecast	2021-2022 Adopted	2021-2022 Adopted Positions
PBCE Overhead - Community and Economic Development	1,250	6,532,290	5,706,404	5,728,407	0.00
Sub-Total	903,592	8,229,751	6,447,183	6,990,173	2.21
Strategic Support - Other - Neighborhood Services					
PBCE Other Departmental - Grants - Neighborhood Services	292	0	0	0	0.00
Sub-Total	292	0	0	0	0.00
Total	\$56,827,044	\$69,547,771	\$64,730,828	\$66,313,661	299.00

* 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.

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Planning, Building and Code Enforcement Department

Budget Reconciliation

Personal Services and Non-Personal/Equipment (2020-2021 Adopted to 2021-2022 Adopted)

	Positions	All Funds (\$)	General Fund (\$)
Prior Year Budget (2020-2021):	320.50	61,810,540	15,951,411
Base Adjustments			
One-Time Prior Year Expenditures Deleted			
• Rebudget: Expedited Housing Development Staffing		(400,000)	0
• Rebudget: Policy and Ordinance Development Assistance		(250,000)	(250,000)
• Rebudget: San José Sign Ordinance and Lighting Policy Update		(170,000)	0
• Rebudget: North San José Area Development Policy and Environmental Impact Report		(141,000)	(141,000)
• Rebudget: Cannabis Regulatory Program CEQA Review		(95,000)	(95,000)
• Rebudget: Green House Gas Reduction Strategy Update		(73,000)	(73,000)
• Rebudget: Envision San José 2040 General Plan Four-Year Review		(68,000)	0
• Rebudget: Code Enforcement Mobile Devices		(57,600)	(57,600)
• Rebudget: Integrated Permit System - Revenue Process Redesign		(50,000)	(12,500)
• Rebudget: Urban Village Master Planning		(11,000)	(11,000)
• Diridon Station Area Development Planning Staffing (2.0 Planner II/III)	(2.00)	0	0
• Climate Smart San José Plan Implementation Staffing (1.0 Planner IV)	(1.00)	0	0
• Destination Home Silicon Valley Grant Staffing (1.0 Planner II)	(1.00)	0	0
• Integrated Permitting System Staff Support (1.0 Supervising Applications Analyst and 3.0 Senior Systems Application Programmer)	(4.00)	(806,448)	(104,835)
• Development Fee Program Contractual Services		(414,360)	0
• California Environmental Quality Act Compliance and Review (2.0 Planner III)	(2.00)	(339,905)	0
• Housing Project Staffing (1.0 Planner III)	(1.00)	(169,902)	0
• Accessory Dwelling Unit Ally (1.0 Analyst I/II)	(1.00)	(147,169)	(147,169)
• Environmental Review Staffing (0.5 Planner II PT)	(0.50)	(56,357)	0
One-time Prior Year Expenditures Subtotal:	(12.50)	(3,249,741)	(892,104)
Technical Adjustments to Costs of Ongoing Activities			
• Salary/benefit changes		2,049,605	161,114
• Position Shift: Development Services Technology Staffing (1.0 Department Information Technology Manager, 2.0 Information Systems Analyst, 1.0 Network Technician III, 2.0 Senior Systems Application Programmer, 1.0 Supervising Applications Analyst, and 1.0 Systems Applications Programmer II to Information Technology Department and 1.0 Geographic Information Systems Specialist to Public Works Department)	(9.00)	(1,900,230)	(249,750)
• Fund Shift: Citywide Planning Fee Program	0.00	151,081	0
• Budget Realignment: FirstNet Support		17,237	17,237

Planning, Building and Code Enforcement Department

Budget Reconciliation

Personal Services and Non-Personal/Equipment

(2020-2021 Adopted to 2021-2022 Adopted)

	Positions	All Funds (\$)	General Fund (\$)
Base Adjustments			
Technical Adjustments to Costs of Ongoing Activities			
• Vehicle Maintenance and Operations		11,000	13,000
• Fund Shift: PBCE Shared Resources	0.00	(80,161)	14,516
Technical Adjustments Subtotal:	(9.00)	248,532	(43,883)
2021-2022 Forecast Base Budget:	299.00	58,809,331	15,015,424
Budget Proposals Approved			
1. Accessory Dwelling Unit Staffing	4.00	658,438	151,368
2. Environmental Review Staffing	4.00	652,170	0
3. Body-Worn Cameras		0	0
4. Diridon Station Area Development Planning	2.00	0	0
5. T-Mobile Macro-Site Permitting	1.00	0	0
6. Development Services Imaging and Call Center Staffing	(11.00)	(1,188,630)	(20,565)
7. Open Counter Contractual Services Savings		(266,237)	(33,630)
8. Non-Personal/Equipment Savings		(190,000)	(190,000)
9. Reprographics Contractual Services Savings		(48,309)	(48,309)
10. Rebudget: Expedited Housing Development		400,000	0
11. Rebudget: Policy and Ordinance Development Assistance		208,000	208,000
12. Rebudget: San Jose Sign Ordinance and Lighting Policy Update		169,100	0
13. Rebudget: North San Jose Area Environmental Impact Report		141,000	141,000
14. Rebudget: Green House Gas Reduction Strategy Update		73,000	73,000
15. Rebudget: Cannabis Regulatory Program CEQA Review		60,000	60,000
16. Rebudget: Code Enforcement Inspector Mobile Devices		57,600	57,600
Total Budget Proposals Approved	0.00	726,132	398,464
2021-2022 Adopted Budget Total	299.00	59,535,463	15,413,888

Planning, Building and Code Enforcement Department

Budget Changes By Department Personal Services and Non-Personal/Equipment

2021-2022 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
1. Accessory Dwelling Unit Staffing	4.00	658,438	151,368

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

As directed in the Mayor's March Budget Message for Fiscal Year 2021-2022, as approved by the City Council, this action adds 2.0 Associate Engineer and 1.0 Principal Permit Specialist positions, funded by the Building Development Fee Program Fund, to support expedited review of Accessory Dwelling Unit (ADU) permit applications. The City processed 26 times the number of ADU applications in 2020 as it did in 2015, and ADU's represented 38% of all the housing permits pulled in 2020. This action will enable the Department to meet the growing demand for ADU permits and further support the City's objective to provide more inclusive and affordable housing. In addition, this action continues 1.0 Analyst II position in the General Fund, through June 30, 2022, to serve as the ADU Ally, which will be the City's main point of contact for potential ADU applicants and facilitate the promotion of ADU's. Specifically, the position will conduct outreach, informative workshops, and improve customer service in answering all questions regarding ADU application process and requirements. The position will also streamline review processes for ADU applications and conduct data tracking and analysis to ensure the successful continuity of the program. (Ongoing costs: \$499,570)

2. Environmental Review Staffing	4.00	652,170	0
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***Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning and Planning Environmental Review and Historic Preservation Programs***

This action adds 3.0 Planner I/II/III positions through June 30, 2022, 1.0 Planner III position permanently, and non-personal/equipment funding of \$10,000 to provide environmental review for special and capital programs. The Planner positions, funded by Housing Funds and Environmental Services Funds, will be responsible for reviewing and preparing federal and state environmental documents on all Housing projects and conducting environmental reviews for the Regional Wastewater Facility and other Environmental Services capital projects. Per the California Environmental Quality Act (CEQA), the City is required to disclose the environmental impacts of all its actions, including all Council approvals and many staff-level actions involving development and construction. Furthermore, the City projects that require federal funding or approval by a federal agency require review under the National Environmental Policy Act. In addition, these positions will coordinate with consultants on the preparation of environmental documents and standard review timelines to complete the clearances, review CEQA references for City Council memos, and/or provide direction on project design to comply with CEQA. (Ongoing costs: \$184,624)

3. Body-Worn Cameras		0	0
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***Neighborhood Services CSA
Code Enforcement Core Service
Community Code Enforcement Program***

This action adds non-personal/equipment funding of \$6,000 to fund the subscription cost of body-worn cameras for Code Enforcement Inspectors. This increase is fully offset by a corresponding decrease in the department's supplies and materials allocation. (Ongoing costs: \$0)

Planning, Building and Code Enforcement Department

Budget Changes By Department Personal Services and Non-Personal/Equipment

2021-2022 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
4. Diridon Station Area Development Planning	2.00	0	0

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

This action continues 1.0 Planner II and 1.0 Planner III positions, limit-dated through June 30, 2022, to continue processing Google’s Downtown West mixed-use development project. These positions were approved as part of the 2018-2019 Mid-Year Budget Review, with funding from the Funding and Service Reimbursement Agreement with Google to pay for certain planning and development services in the Diridon Station Area. This continuation allows for further project planning and civic engagement in the Diridon Station Area, including updating the Diridon Station Area Plan, assessing the Google mixed-use development project, reviewing all relevant environmental documents, and negotiating the Development Agreement. These positions will be fully funded by the Diridon Station Area Development Planning City-Wide Expenses allocation as described elsewhere in this document. (Ongoing costs: \$0)

5. T-Mobile Macro-Site Permitting	1.00	0	0
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*Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning Program*

This action adds 1.0 Planner IV position, limit-dated through June 30, 2022, to support the permitting process for the T-Mobile macro sites. The T-Mobile macro sites are in support of the City’s Broadband and Digital Inclusion Strategy and will create a more competitive marketplace and improve voice and data coverage quality for the community. The position will be fully funded by the T-Mobile Macro-Site Permitting City-Wide Expenses allocation, which is fully covered by funds received from T-Mobile and is described elsewhere in this document. (Ongoing costs: \$0)

Planning, Building and Code Enforcement Department

Budget Changes By Department Personal Services and Non-Personal/Equipment

2021-2022 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
6. Development Services Imaging and Call Center Staffing	(11.00)	(1,188,630)	(20,565)

Community and Economic Development CSA
Development Plan Review and Building Construction Inspection and Strategic Support Core Services
Development Services Administration, Planning Development Services, and PBCE Management and Administration Programs

Neighborhood Services CSA
Code Enforcement Core Service
Community Code Enforcement Program

This action eliminates 11.0 positions (1.0 Principal Office Specialist and 10.0 Senior Office Specialist), of which six are vacant and five are filled, and realigns funding for 3.0 positions (1.0 Program Manager, 1.0 Staff Specialist, and 1.0 Principal Office Specialist) to reflect the appropriate amount of staff resources needed to support the Development Services Imaging, Call Center, and Electronic Content Management System (ECMS) function. As part of the Integrated Permit System upgrade and Development Services Transformation program, extensive progress was made to transition the Development Services record management process from all records being manually scanned and organized to a majority of records created via electronic processes such as Electronic Plan Review and digital inspections. These position eliminations and funding reallocations will more accurately reflect the resources needed to support the decreased workload due to technology improvements. (Ongoing savings: \$1,210,123)

7. Open Counter Contractual Services Savings		(266,237)	(33,630)
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Community and Economic Development CSA
Development Plan Review and Building Construction Inspection and Strategic Support Core Services
Building Development Services, Development Services Administration, and Other Departmental – City-Wide Programs

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

This action decreases non-personal/equipment funding by \$266,237 that was originally appropriated for the Open Counter Project. As part of the Development Services Transformation effort, the Development Services Shared Resources partnership received ongoing non-personal/equipment funding as part of the 2019-2020 Adopted Operating Budget to fund the annual software licensing costs of Open Counter. Although Open Counter had the potential to provide a more modern and accessible method of providing permitting information to the public, other software system upgrades like the Geographic Information System and Public Portal have provided similar benefits. (Ongoing savings: \$266,237)

Planning, Building and Code Enforcement Department

Budget Changes By Department Personal Services and Non-Personal/Equipment

2021-2022 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
8. Non-Personal/Equipment Savings		(190,000)	(190,000)

*Community and Economic Development CSA
Citywide Land Use Planning and Strategic Support Core Services
Citywide Planning Program and PBCE Management and Administration Programs*

*Neighborhood Services CSA
Code Enforcement Core Service
Code Enforcement Administration and Community Code Enforcement Programs*

This action decreases non-personal/equipment funding by \$190,000 as a General Fund reduction strategy. The identified reductions will impact the Department's Citywide Planning, Code Enforcement, and Management and Administration programs primarily in professional services, supplies and materials, and computer data processing. These reductions could potentially limit the programs' ability to contract third-party services when workload exceeds budgeted staffing and acquire new or upgraded equipment. (Ongoing savings: \$190,000)

9. Reprographics Contractual Services Savings		(48,309)	(48,309)
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*Community and Economic Development CSA
Strategic Support Core Service
PBCE Management and Administration Program*

*Neighborhood Services CSA
Code Enforcement Core Service
Code Enforcement Administration, Community Code Enforcement, Multiple Housing Code Enforcement, and Solid Waste Code Enforcement Programs*

This action reduces Planning, Building and Code Enforcement Department's non-personal/equipment budget by \$48,309 on an ongoing basis to reflect savings in the reprographics (printing) contract. The Finance and Information Technology Departments jointly worked to re-procure the City's reprographics contract for copier, scanner, fax devices support, and administration software and tools. Savings in the amount of \$363,000 will be generated in the General Fund, \$462,000 in all funds, across all departments from lower rental costs for the multi-function devices and significantly lower cost per copy and consumption rates. Savings can be realized with new green-print options and central administration of devices. (Ongoing savings: \$48,309)

Planning, Building and Code Enforcement Department

Budget Changes By Department Personal Services and Non-Personal/Equipment

2021-2022 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
10. Rebudget: Expedited Housing Development		400,000	0

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

This action rebudgets unexpended 2020-2021 non-personal/equipment funding of \$400,000 in the Citywide Planning Fee Program to support modifications to existing zoning districts and the development of proposed new zoning districts. As directed in the Mayor's June Budget Message for Fiscal Year 2018-2019, as approved by the City Council, the department received additional funding to complete Phase 1 of the Expedited Housing Development, which included a comprehensive update of the Zoning Code to better align with the Envision San Jose 2040 General Plan. This funding will provide for Phase 2, which includes conducting a comprehensive rezoning of properties to be consistent with the General Plan Land Use designation. (Ongoing costs: \$0)

11. Rebudget: Policy and Ordinance Development Assistance		208,000	208,000
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***Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning Program***

This action rebudgets unexpended 2020-2021 non-personal/equipment funding of \$208,000 for policy development coordination to advance the City Council's policy goals. The funding is for temporary staffing assistance for the Planning Division's Policy and Ordinance Team to help research and draft proposed changes to land use regulations in the San Jose Municipal Code and land use policy documents, in order to facilitate the implementation of action items identified in the Envision San Jose 2040 General Plan and economic development. In addition, the funds will be used to draft proposed code and policy changes, such as those identified in the work program of the General Plan's Housing Element (as certified by the State), the phases of the Sign Code Update strategy adopted by City Council in 2010 as part of the Comprehensive Sign Code Update, and various City Council directed policy priorities; simplify the application process for legal, nonconforming uses; and Urban Village financing. (Ongoing costs: \$0)

12. Rebudget: San Jose Sign Ordinance and Lighting Policy Update		169,100	0
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***Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning Program***

This action rebudgets unexpended 2020-2021 non-personal/equipment funding of \$169,100 for consultant services to update the San Jose Sign Ordinance and Lighting Policy. Policy updates include: 1) Sign Ordinance – develop and implement a phased work plan for signage that allows new advertising on City-owned sites throughout the City; the exchange of existing legal static signs to electronic billboards on non-City-owned freeway-facing sites; and new off-site advertising on non-City-owned sites in the Downtown Sign Zone and 2) Outdoor Lighting Policy – provide more specific guidance for the use of Development Agreements, specifically for developments receiving City incentives, as a financing tool for urban villages. (Ongoing costs: \$0)

Planning, Building and Code Enforcement Department

Budget Changes By Department Personal Services and Non-Personal/Equipment

2021-2022 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
<p>13. Rebudget: North San Jose Area Environmental Impact Report</p> <p><i>Community and Economic Development CSA Citywide Land Use Planning Core Service Planning Environmental Review and Historic Preservation Program</i></p> <p>This action rebudgets unexpended 2020-2021 non-personal/equipment funding of \$141,000 to continue the North San Jose Area Development Policy update process. At its meeting on June 9, 2014, the City Council directed staff to 1) develop a short-term solution to allow additional industrial capacity in Phase 1 and a long-term plan to modify the Policy and Environmental Impact Report to align the Policy with the City's General Plan Transportation Goals of maximizing the use of multi-modal opportunities (e.g. light rail, BART, bicycling) to reduce traffic impacts; 2) identify appropriate areas for residential, industrial, commercial, or mixed use opportunities in North San Jose to create a quality community; 3) restructure the environmental mitigation package in the near-term to reflect impacts of early development phases; and 4) redefine funding obligations and/or restructure the Traffic Impact Fee. (Ongoing costs: \$0)</p>		141,000	141,000
<p>14. Rebudget: Green House Gas Reduction Strategy Update</p> <p><i>Community and Economic Development CSA Citywide Land Use Planning Core Service Citywide Planning Program</i></p> <p>This action rebudgets unexpended 2020-2021 non-personal/equipment funding of \$73,000 for consultant services to update the Greenhouse Gas (GHG) Reduction Strategy. The City of San Jose adopted a GHG Reduction Strategy in conjunction with the Envision San Jose 2040 General Plan Update consistent with the implementation requirements of Assembly Bill 32 (AB32), the Global Warming Solutions Act of 2006. AB32 requires State of California to reduce GHG emissions to 1990 levels, and this funding will ensure the City follows this mandate. The GHG Reduction Strategy was adopted by the City Council as an appendix to the Envision San Jose 2040 General Plan on November 1, 2011. (Ongoing costs: \$0)</p>		73,000	73,000
<p>15. Rebudget: Cannabis Regulatory Program CEQA Review</p> <p><i>Community and Economic Development CSA Citywide Land Use Planning Core Service Citywide Planning Program</i></p> <p>This action rebudgets unexpended 2020-2021 non-personal/equipment funding of \$60,000 for consultant services to work on preparing and reviewing environmental analyses (e.g. initial studies and odor reports) for Municipal Code amendments associated with expanding medical marijuana operations in the City and consultant services for preparation of the necessary environmental documents. (Ongoing costs: \$0)</p>		60,000	60,000

Planning, Building and Code Enforcement Department

Budget Changes By Department
Personal Services and Non-Personal/Equipment








2021-2022 Adopted Budget Changes	Positions	All Funds (\$)	General Fund (\$)
16. Rebudget: Code Enforcement Inspector Mobile Devices		57,600	57,600
<i>Neighborhood Services CSA</i>			
<i>Code Enforcement Core Service</i>			
<i>Community Code Enforcement and Multiple Housing Code Enforcement Programs</i>			
<p>This action rebudgets unexpended 2020-2021 non-personal/equipment funding for the purchase of tablet computers for Community Code Enforcement Inspectors (\$30,000) and Multiple Housing Code Enforcement Inspectors (\$27,600) for field use with the ability to remotely run desktop software and conduct mobile inspections. (Ongoing costs: \$0)</p>			
2021-2022 Adopted Budget Changes Total	0.00	726,132	398,464

Planning, Building and Code Enforcement Department

Performance Summary

Code Enforcement

Performance Measures

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
 % of neighborhoods in "good" or better condition, based on a city-wide survey	N/A ¹	45%	N/A ¹	45%
 % of cases resolved through voluntary compliance, based on complexity of case types	82%	84%	75% ²	85%
 Cost per resolved case for non-fee based Community Code Enforcement programs ³	\$825	\$575	\$1,169	\$825
 % of cases resolved within estimated processing standards, based on type and complexity of violations, for non-fee based Community Code Enforcement programs	60%	65%	60%	65%
 % of annual proactive inspections completed on schedule for fee-based Code Enforcement programs: - Community Code Enforcement - Multiple Housing Code Enforcement	72% 69%	70% 70%	48% ² 12% ²	60% ² 50% ²
 % of residents who feel their neighborhood is in the same or better condition compared to previous year (annual Code Enforcement survey)	71%	70%	60% ²	70%
 % of customers who feel they received courteous treatment and timely service from their interaction with Code Enforcement staff	66%	70%	50% ²	70%

¹ Data for this measure is collected through the biennial City-Wide Community Survey. The 2021 survey was not available to be issued in time to report data in the 2021-2022 Adopted Budget; however, results of the survey will be reported as part of the City Auditor's Annual Report on City Services for 2020-2021. The next community survey will be conducted in 2023.

² The figures reflect the continuation of service suspensions due to the impact of the COVID-19 pandemic, as well as forecasted staffing levels (vacancies).

³ The 2020-2021 Estimated costs per violation exceeded the 2020-2021 Target due to the impact of the COVID-19 pandemic and suspension of Code Enforcement services, which resulted in a lower than normal level of cases processed.

Planning, Building and Code Enforcement Department

Performance Summary

Code Enforcement

Activity and Workload Highlights

	2019-2020 Actual	2020-2021 Forecast	2020-2021 Estimated	2021-2022 Forecast
Staff hours devoted to outreach/education/ prevention	123	100	50 ¹	75 ¹
Total # of Multiple Housing Code Enforcement Program buildings proactively inspected	1,051	900	200 ¹	1,688 ²
Total # of inspections for complaints for Code Enforcement programs (initial, compliance, and reinspections):				
- Community Code Enforcement (non-fee based programs)	N/A ³	N/A ³	N/A ³	1,500
- Multiple Housing Code Enforcement	N/A ³	N/A ³	N/A ³	1,500
General Code Compliance Cases:				
- Opened	3,036	3,500	2,500 ¹	3,000
- Resolved	3,031	2,500	2,000 ¹	3,000
Multiple Housing Complaint Cases:				
- Opened	289	250	250 ¹	300
- Resolved	246	200	150 ¹	300
% of cases resolved following an enforcement action:				
- Warning or Inspection Notice	73%	67%	40% ¹	45% ¹
- Citation	18%	13%	4% ¹	5% ¹
- Compliance Order	9%	18%	3% ¹	5% ¹
- Appeals Hearing Board/Litigation	1%	1%	3%	1%

¹ The figures reflect the continuation of service suspensions due to the impact of the COVID-19 pandemic, as well as forecasted staffing levels (vacancies).

² The 2021-2022 Forecast assumes all services are fully opened and back to pre-pandemic levels.





³ New Activity and Workload Highlights starting in 2021-2022.

Planning, Building and Code Enforcement Department

Performance Summary

Development Plan Review & Building Construction Inspection

Performance Measures

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
 % of projects that receive consistent feedback from staff throughout the course of project review: <ul style="list-style-type: none"> - Planning Permit Plan Review - Building Permit Plan Review - Building Inspectors Consistent With Building Plan Check - Building Inspectors Consistent Among Multiple Inspectors 	71%	85%	TBD ¹	80%
	77%	80%	TBD ¹	80%
	78%	80%	TBD ¹	80%
	70%	80%	TBD 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: <ul style="list-style-type: none"> Planning Permit Process Building Plan Check Process Building Inspection Process <ul style="list-style-type: none"> - within 24 hours - within 48 hours 	85%	85%	85%	85%
	74%	88%	64% ²	85%
	66%	85%	85% ³	70% ³
	70%	95%	90%	90%
 % of process participants rating service "good" or better <ul style="list-style-type: none"> Planning Permit Process Building Plan Check Process Building Inspection Process 	69%	80%	TBD ¹	85%
	67%	85%	TBD ¹	85%
	79%	85%	TBD ¹	85%

¹ A Request for Proposal for a consultant for the Development Survey is currently in progress. It is anticipated that the performance measure data will be available for inclusion in the 2022-2023 Proposed Budget.

² While additional positions have been added in the past several years and some positions have been filled, vacancies remain in the Senior Engineer and Associate Engineer classifications. In addition, due to an increased volume of plan check due to higher demands for Accessory Dwelling Units and smaller projects, plan check processing time has experienced an increase. The Administration continues to recruit for a wide range of development services positions.

³ The 2020-2021 Estimated met its target because there were smaller projects which resulted in faster completion time. This level and type of projects is abnormal and is likely due to the COVID-19 pandemic impact on development activity. In 2021-2022, it is anticipated that the workload will return to pre-pandemic levels and the targeted completion time will be lower than 2020-2021.

Planning, Building and Code Enforcement Department

Performance Summary

Development Plan Review & Building Construction Inspection

Activity and Workload Highlights

	2019-2020 Actual	2020-2021 Forecast	2020-2021 Estimated	2021-2022 Forecast
# of building permits issued	34,423	40,000	32,000	40,000
# of customers served in Permit Center ¹	34,592	59,000	N/A	59,000
# of plan checks	8,421	8,000	6,000 ²	8,000
# of field inspections	161,314	180,000	145,000 ²	180,000
# of planning applications and reviews				
- Major	76	80	56	80
- Minor	484	550	410	550
- Permit Center	4,447	4,000	4,481	4,000
# of environmental clearances				
- Major	123	100	183	100
- Minor	267	250	273	250

¹ The Permit Center in City Hall has been closed to customers since March 2020 due to the COVID-19 pandemic, resulting in a lower than normal level of customers served in 2019-2020 and no customers served in 2020-2021. The 2021-2022 Forecast reflects the reopening of City Hall.




² 2020-2021 Estimated reflects the service impacts due to the COVID-19 pandemic.

Planning, Building and Code Enforcement Department

Performance Summary

Citywide Land Use Planning

Performance Measures

	2019-2020 Actual	2020-2021 Target	2020-2021 Estimated	2021-2022 Target
 % of special planning efforts completed within targeted cost: Specific/Area Policy Plans:	100%	100%	100%	100%
 % of special planning efforts completed within targeted time: Specific/Area Policy Plans:	100%	100%	100%	100%
 % of planning process participants rating service as “good” or “excellent”	N/A ¹	85%	85%	85%

¹ Data for this measure is collected through a survey conducted by Citywide Planning. The survey was not conducted in 2017-2018, 2018-2019, and 2019-2020.

Activity and Workload Highlights

	2019-2020 Actual	2020-2021 Forecast	2020-2021 Estimated	2021-2022 Forecast
# of Scheduled/Completed Specific/Area Policy Plans ¹	0 of 4	2 of 4	1 of 4	1 of 4
# of planning policy studies ²	7	4	6	5
# of General Plan Amendments ³	8	10	10	10

¹ In 2019-2020, all Urban Village or Other Area Plans are in progress. In 2020-2021, the Berryessa/BART Urban Village Plan is anticipated to be completed. In 2021-2022, the North 1st Street Urban Village Plan is anticipated to be completed.

² In 2019-2020, the following ordinances were completed: Outdoor Sidewalk Seating, Tiny House on Wheels, Sign codes updates to address signage on urban mixed use developments citywide, code updates to allow special events on private properties, the Density Bonus and Ministerial Approval, ADU Amnesty program, and ADU ordinance updates to align with state laws. Activities for 2020-2021 include new mixed-use and Urban Village zoning districts, the Pawnshop ordinance, amendments to policy H2.9 – the “1.5 acre rule”, development permit extension, emergency resolution to allow drive-through vaccine sites, and amendments associated with the December 2020 Title 20 Quarterly Amendment. Upcoming activities for 2021-2022 include update to cannabis land use regulations, development of YIGBY policy associated with the Citywide Residential Anti-Displacement Strategy, signage in public right-of-way, updates to the Sign Code for mixed-use building signage, and additional updates to the Title 20 Quarterly Amendment.

³ In the 2020-2021 General Plan annual review cycle, there are 10 text and land use amendments that will be considered. For the 2021-2022 General Plan annual review cycle, it is anticipated that 10 private and City initiated land use amendments will be reviewed.

Planning, Building and Code Enforcement Department

Departmental Position Detail

Position	2020-2021 Adopted	2021-2022 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	5.00	5.00	-
Assistant Director of Planning, Bldg and Code Enforcement	1.00	1.00	-
Assistant to the Director	1.00	1.00	-
Associate Engineer	17.00	19.00	2.00
Building Inspection Manager	4.00	4.00	-
Building Inspector Combination Certified I/II/III/Sr	63.00	63.00	-
Building Inspector, Supervisor Certified I/II	15.00	15.00	-
Code Enforcement Inspector I/II	45.00	45.00	-
Code Enforcement Supervisor	6.00	6.00	-
Department Information Technology Manager	1.00	0.00	(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	0.00	0.00	-
Environmental Inspector II	3.00	3.00	-
Geographic Information Systems Specialist II	1.00	0.00	(1.00)
Information Systems Analyst	2.00	0.00	(2.00)
Network Technician I/II/III	1.00	0.00	(1.00)
Permit Specialist	1.00	1.00	-
Planner I/II/III	35.00	35.00	-
Planner II PT	0.50	0.00	(0.50)
Planner IV	14.00	14.00	-
Planning Technician	4.00	4.00	-
Principal Account Clerk	1.00	1.00	-
Principal Office Specialist	4.00	3.00	(1.00)
Principal Permit Specialist	5.00	6.00	1.00
Principal Planner	2.00	2.00	-
Program Manager	3.00	3.00	-
Public Information Manager	1.00	1.00	-
Public Information Representative I	1.00	1.00	-
Senior Account Clerk	1.00	1.00	-
Senior Analyst	2.00	2.00	-
Senior Engineer	7.00	7.00	-
Senior Office Specialist	21.00	11.00	(10.00)
Senior Permit Specialist	16.00	16.00	-
Senior Supervisor, Administration	2.00	2.00	-
Senior Systems Application Programmer	5.00	0.00	(5.00)
Staff Specialist	8.00	8.00	-

Planning, Building and Code Enforcement Department

Departmental Position Detail

Position	2020-2021 Adopted	2021-2022 Adopted	Change
Supervising Applications Analyst	2.00	0.00	(2.00)
Supervising Environmental Services Specialist	1.00	1.00	-
Systems Applications Programmer II	1.00	0.00	(1.00)
Total Positions	320.50	299.00	(21.50)
