

Ad-Hoc Committee Final Status Report – Code Enforcement Neighborhoods Commission 2021-2022

March 31, 2022

Purpose of Ad-Hoc:

To Review how Code Enforcement is interfacing with the community and which way the community uses Code Enforcement for neighborhood issues.

What services does Code Enforcement Cover within San Jose?

Opening a dialog with the Code Enforcement department

Ad-Hoc Committee Membership:

Jackie Vasquez	D3 Commissioner
Richard Wong	D3 Commissioner
Terry Martin	D3 Commissioner
Anthony Rossello	D4- Commissioner (Resigned)

Ad-How Committee Meetings:

Occurrences: 4 planned, 2 official, 3 informal one on one
Meeting Hours: 2x1=2 hours + 3x1= hours
Commissioner Hours 2x3=6 + 3x1=3 hours +12 hours? Survey + 4hours Admin, Neighborhood
leaders review 6 hours
Total Hours = 31+

Start and End Date:

October 2021 to April 2022

Findings:

From a survey and discussions with neighborhood leaders, residents are dissatisfied with the level of service and follow up provided once the compliant is submitted. Along with the basic transparency of the process. See the attached survey.

Provided brochure from code enforcement with contact information provided for our neighborhood commissioners to hand out

Code enforcement to speak at Neighborhood Commission.

Recommendation:

To create a platform that will allow two-way discussion on the status of a code case.

Code enforcement should use a “Zendesk” type model that many tech support organizations use: Opening a case with the app, email, web site, or phone create an online ticket where both the residential and the CE agent can view status, add and read case notes, and make other updates.

Re-route cases internally. Do not close out a case and tell the reporter/resident to re-open with the correct department. Do this internally.

Summary:

It is clear to this committee that there are staffing and funding shortages for this department to perform the needed services. The Neighborhood Commission should keep code enforcement updates on their work plan for the following years to review the progress of the Code Enforcement Departments interface with our neighborhoods.

Attachments:

Code Enforcement Contacts with list of covered violations.

Code Enforcement brochure (please forward this to your neighborhood Leaders)

District 3 survey

CONTACT US

Code Enforcement

200 E. Santa Clara St. 4th Floor

San Jose, CA 95113

Phone: (408) 535-7770

Hours

Monday-Friday

8:00am - 12:00pm

1:00pm - 5:00pm

Closed: Noon - 1:00pm

[Service Request Form](#)

SERVICES

Code Enforcement works to support a safe, healthy and attractive community using education and compliance tools.

COMMON CODE VIOLATIONS

We address these and similar types of violations of the San Jose Municipal Code:

- Abandoned or inoperable vehicles on private property
- Blighted and unmaintained properties
- Building Code violations
- Construction or change of occupancy without permits
- Disruptive and illegal businesses in neighborhoods
- Early setout of garbage and recycling
- Graffiti on private property
- Junk and debris in the front of residential properties
- Parking violations on private property on unimproved surfaces, including lawns, dirt, gravel, and plywood.
- Signs in the public right-of-way, that don't comply with Codes, or that lack a permit.
- Substandard housing conditions



[Code Enforcement Services Brochure](#)

- Smoking in bars and restaurant
- Smoking in unapproved outdoor areas
- Vacant buildings that are unsecured
- Vegetation that is hazardous or overgrown
- Zoning violations for structures and land use, including the use of the structure, location, configuration and size.

ISSUES THAT ARE NOT CODE VIOLATIONS

Code Enforcement does not address the following:

- Civil disputes between private parties
- Evictions
- Personal grievances
- Vehicles or RVs abandoned or illegally parked on the street. For these, please report the abandoned vehicle through San José 311.



Chúng tôi làm gì. Ban Thi Hành Luật giúp cư dân, doanh nghiệp và chủ sở hữu tài sản tại San José tuân thủ luật lệ nhằm hỗ trợ một cộng đồng an toàn, lành mạnh và thu hút. Dịch vụ của chúng tôi chủ yếu dành cho tài sản tư và bao gồm hành động đối với:

- Xe đẩy siêu thị bỏ hoang trên đất công
- Hư hại mất thẩm mỹ (vẽ bậy, cửa sổ vỡ, sân vườn bẩn, v.v.)
- Vi phạm điều lệ xây dựng
- Xây cất không giấy phép
- Thùng rác thải và thùng tái chế đem ra quá sớm
- Bất động sản ở tình trạng nguy hiểm
- Tình trạng gia cư vi phạm tiêu chuẩn vệ sinh, an toàn
- Đổ rác bất hợp pháp
- Xe cộ hư không vận hành được
- Đạp xe trên bề mặt không lát hay sân cỏ trước nhà
- Lát đường lấn sân
- Bảng hiệu không tuân theo điều lệ hoặc không có giấy phép
- Hút thuốc nơi công cộng
- Khu vực trồng trọt để mọc cao quá khổ
- Vi phạm luật quy hoạch

Cách nhận sự giúp đỡ. Đây là những cách cảnh giác chúng tôi về vi phạm hay khi có thắc mắc. **Chúng tôi sẽ bảo mật tên và thông tin liên lạc của quý vị.**

- Sử dụng **Đơn Yêu Cầu Dịch Vụ** trên mạng
- Gọi 408-535-7770
- Ghé thăm tại Tòa Thị Chính, tầng 4

Giờ nhận cuộc gọi và dịch vụ tại Tòa Thị Chính: Thứ Hai tới Thứ Sáu
Mở: 8:00 a.m.-12 p.m.; 1:00-5:00 p.m.

Đóng: 12:00-1:00 p.m.

Chúng tôi hồi đáp các báo cáo về nguy hiểm nội trong 24 tiếng
Luôn gọi **911** nếu bạn gặp tình huống đe dọa tính mạng

Cách chúng tôi thực thi luật lệ. Giáo Dục là bước đầu giúp các cá nhân biết được luật cần được tuân thủ. Chúng tôi làm việc với người có trách nhiệm và cho ra thời hạn để xử lý vấn đề. Nếu cần, chúng tôi có thể thúc ép, sử dụng một hay nhiều hơn các biện pháp sau để đảm bảo tuân thủ:

- **Phạt Hành Chánh** – Trát phạt có thể đưa ra cho nhiều loại vi phạm. Các khoản phạt có trong “Lịch Trình Khoản Phạt” tại www.sanjoseca.gov/cityclerk.
- **Phạt Dân Sự** – Cho các xử phạt chưa giải quyết. Tiền phạt lên tới \$2,500 một ngày có thể áp dụng cho mỗi vi phạm sau khi điều trần trước **Hội Đồng Xử Khiếu Nại San Jose**.
- **Hủy Bỏ** – Giải pháp được áp dụng khi Thành Phố cần ngăn chặn vi phạm trật tự công cộng. Các chi phí không thanh toán có thể dẫn tới siết tài sản
- **Đền Bù Pháp Lý** – Truy tố hình sự và lệnh dân sự là các biện pháp Thành Phố có thể thực hiện
- **Giới Thiệu** – Nếu không có vi phạm nhưng các cá nhân có than phiền, Ban thực thi điều lệ có thể giới thiệu Đường dây nóng của **Văn Phòng Nhân Vụ Quận Santa Clara** về Chương Trình Tranh Chấp Nghị Quyết tại số 408-993-4130.

Code Enforcement Services in San José

Servicios de cumplimiento de códigos

Dịch Vụ Thi Hành Luật Thành Phố



What we do. San José’s Code Enforcement Division helps residents, businesses, and property owners in San José comply with regulations that support a safe, healthy and attractive community. Our services primarily apply to private property and include taking action on:

- Abandoned shopping carts on public property
- Blight (graffiti, broken windows, littered yards, etc.)
- Building code violations
- Construction without permits
- Garbage and recycling containers set out too early
- Hazardous property conditions
- Housing conditions that violate safe, sanitary standards
- Illegal dumping
- Inoperable vehicles
- Parking on unpaved surfaces or lawns
- Paving over yards
- Signs that don’t comply with code or lack a permit
- Smoking in establishments that are open to the public
- Vegetation that is overgrown
- Zoning violations

How to get help. Here are ways to alert us to a violation or to reach us with your questions. **We will keep your name and contact information confidential.**

- Use our online **Service Request Form**
- Call 408-535-7770
- Visit us at City Hall, 4th Floor

Hours of Service (phone/City Hall): Monday through Friday

Open: 8:00 a.m.-Noon; 1:00-5:00 p.m.

Closed: Noon-1:00 p.m.

We respond to complaints that indicate a hazard within 24 hours.
Always call **911** if you see a situation that is life-threatening.



How we enforce regulations. Education is the first step to help individuals know that regulations need to be followed. We work with the responsible person and provide a timeframe to resolve the issue. If necessary, we will also take an enforcement action, using one or more of these approaches to secure compliance:

- **Administrative Citation** – Citations may be issued for various violations. Fines are outlined in the “Schedule of Fines” at www.sanjoseca.gov/cityclerk.
- **Civil Penalties** – For unresolved violations, penalties up to \$2,500 per day may apply for each violation after a hearing before the **San José Appeals Hearing Board**.
- **Abatement** – This approach is used when the City needs to halt or clear up a public nuisance. Unpaid costs can result in a property lien.
- **Judicial Remedies** – Criminal prosecution or civil injunction are options that the City may take.
- **Referral** – If no violation is present but individuals have a grievance, Code Enforcement may refer them to the **Santa Clara County Office of Human Relations’** Dispute Resolution Program Hotline at 408-993-4130.

Safety

La seguridad
An Toàn



Working together

Trabajando juntos
Cộng tác

Quality of life

Calidad de vida
Chất lượng cuộc sống



Qué hacemos. La División de Cumplimiento de Códigos ayuda a los residentes y negocios en San José cumplir con las regulaciones que apoyan una comunidad segura, saludable y atractiva. Nuestros servicios se aplican principalmente a la propiedad privada e incluyen la adopción de medidas de:

- Carritos de compra abandonados en la propiedad pública
- Propiedad deteriorada como graffiti, ventanas rotas, yardas con basura
- Violaciones del código de construcción
- Construcción sin permisos
- Contenedores de basura y reciclaje colocados demasiado pronto
- Condiciones peligrosas de propiedad
- Condiciones de vivienda, que violan las normas de seguridad y saneamiento
- Desecho ilegales
- Vehículos inoperables
- Estacionamiento en el césped o superficies no pavimentadas
- Pavimentación del césped
- Letreros que no cumplen con del código o sin permiso
- Fumar en lugares públicos
- Vegetación que haya crecido demasiado
- Violaciones de zonificación

Como pedir ayuda. Aquí hay maneras de ponerse en contacto con nosotros. **Mantendremos su información de contacto confidencial.**

- Utilice nuestra **Solicitud de Servicio** en línea
- llame al 408-535-7770
- Visite el Ayuntamiento, 4º piso

Horas de servicios (teléfono/Ayuntamiento): Lunes a Viernes
Abierto: 8:00 a.m. - 12:00 p.m.; 1:00 - 5:00 p.m.
Cerrado: 12:00 p.m. - 1:00 p.m.

Respondemos a las quejas que indican un peligro dentro de 24 horas.
Siempre llame al **911** si usted ve una situación que amenaza la vida

Cómo hacemos cumplir las regulaciones. La educación es el primer paso para ayudar a las personas saber que normas deben seguirse. Trabajamos con la persona responsable y damos un plazo para resolver el problema. Si es necesario, también tomaremos acción de cumplimiento, usando uno o más de estos métodos para asegurar conformidad:

- **Citación Administrativa** – Este remedio está diseñado para resolver problemas menores. Las multas se describen en el “Calendario de multas” en www.sanjoseca.gov/cityclerk.
- **Penalidad Civil** – Para violaciones sin resolver, penalidades de hasta \$2,500 por día pueden aplicar por cada violación, después de una audiencia antes el **Consejo de Apelaciones de San José**.
- **Eliminación** – Este remedio se usa cuando la Ciudad necesita detener o aclarar una alteración al orden público. Costos sin pagar pueden resultar en un embargo de la propiedad.
- **Remedio Judicial** – Otras opciones son acusación criminal o orden civil.
- **Referencia** – Si no existe infracción pero individuos tienen conflicto, Cumplimiento de Códigos puede referirlos al **Condado de Santa Clara, Oficina de Relaciones Humanas** en el 408-993-4130.

Neighborhoods Commission Code Enforcement Survey

Summary of key findings

Jackie Vasquez, District 3 Neighborhood Commissioner
December 2021

Survey overview

Goal of survey: Understand San Jose residents' experience with code enforcement.

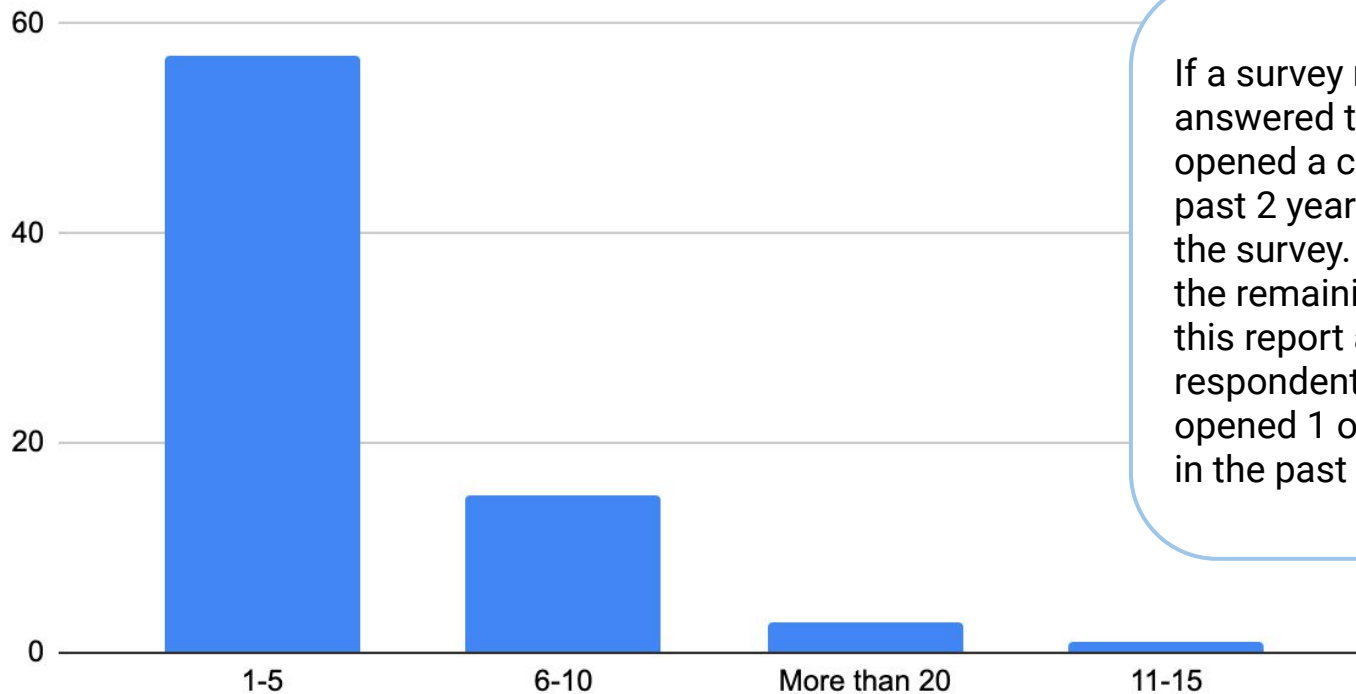
Method: Social media and email distributions of a Google Forms survey

Responses: ~145 responses.

Notes:

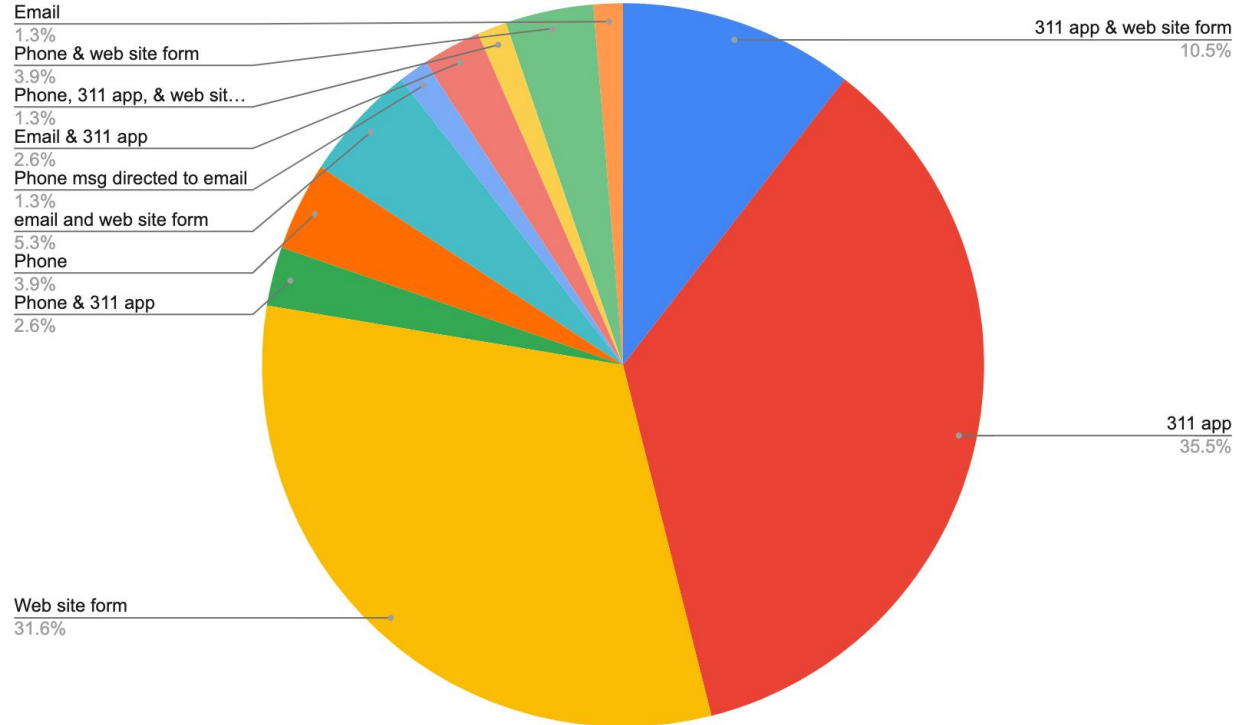
- *Because the survey was developed by D3 Commissioner Jackie Vasquez, and shared among her neighborhood networks, the results are weighted for D3. It's possible these findings don't accurately reflect the experience of residents in other districts.*
- *All neighborhood commissioners were asked several times by email to share the form with their neighborhood networks.*

About how many cases have you opened with Code Enforcement in the past 2 years?



If a survey respondent answered that have not opened a case within the past 2 years, they exited the survey. The data in the remaining slides in this report are for 83/145 respondents who have opened 1 or more cases in the past 2 years.

How do you typically open a code enforcement case?



Your Government • Departments & Offices • Planning, Building & Code Enforcement • Code Enforcement • Request Service & Check Status

CODE ENFORCEMENT SERVICE REQUEST FORM

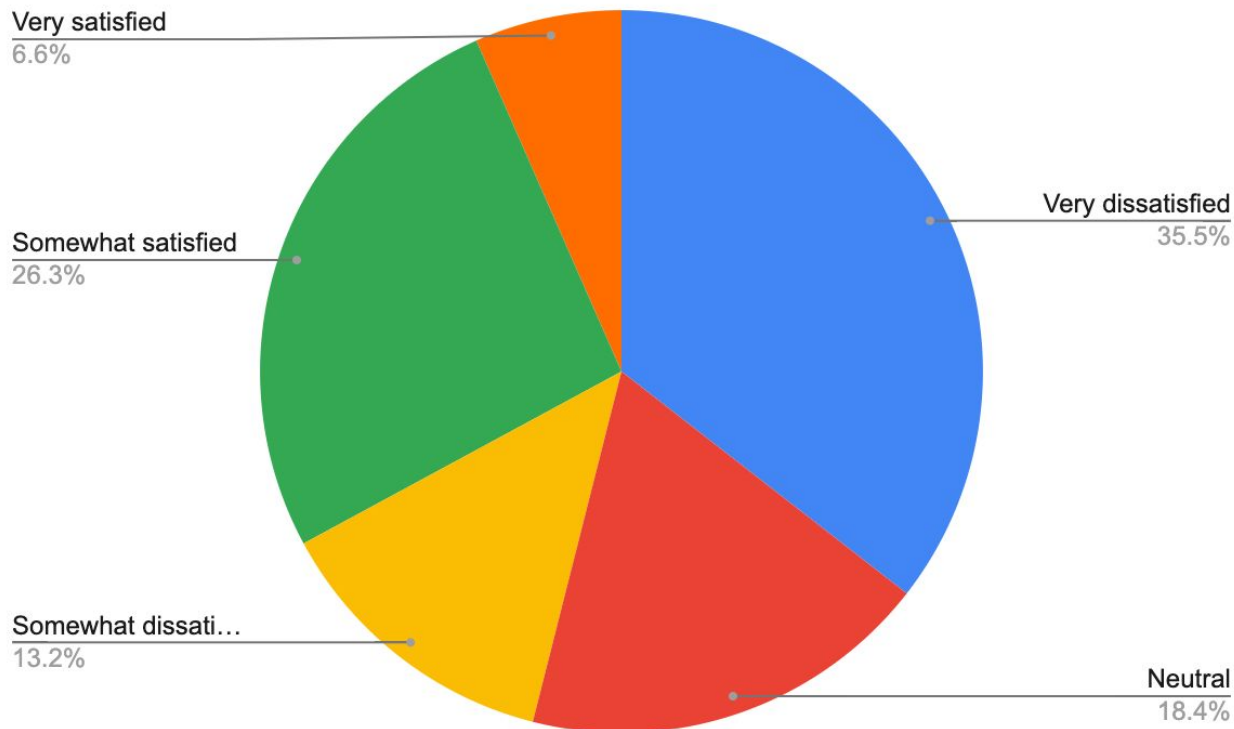
Address of Property | Alleged Violations | Contact Information

ADDRESS OF PROPERTY IN SUSPECTED VIOLATION

Provide the address of the property that you are requesting a Code Enforcement Service Request for.

*Address of Property in Suspected Violation

How satisfied are you with how code enforcement handled your cases in the last 2 years?



Top reasons for **Very dissatisfied** or **Dissatisfied**

- My case was never resolved
- My case was closed as Resolved but the problem wasn't fixed
- I was never informed about the resolution of my case

Top reasons for **Very satisfied** or **Satisfied**

- I got a confirmation when my case was opened
- I got a confirmation when my case was closed
- I was able to find out the status of my case
- The issue that I reported in my case was resolved to my satisfaction
- The issue was resolved and the case closed in a timely manner
- I was able to contact Code Enforcement when I needed to
- The agent assigned to my case contacted me with status updates

Sample comments from survey respondents

- I reported a dumping of garbage in the park using the 311 app and it was immediately closed because it happened in the park instead of on the street. I was given a number to call but when I did, I was told to report it in the app and they wouldn't take a report over the phone. In general, I think the city is all too happy to close a case because of a minor problem in how it came to them instead of taking the slightest bit of initiative to solve the problem. I didn't report the problem to the right department? Inform the right department! I didn't tell In & Out Burger about garbage in the park, I informed the city that operates the park and is responsible for keeping it clean!
- Streetlights and graffiti. Feel as if app performance has regressed. Used to be a great experience, but no longer getting updates. Issues often closed without being resolved.
- When I inquire as to the status of many of my cases, sometimes I don't get any response. Other times I get a generic reply that my case is being worked on, but no details and no ETA when it will be resolved.
- They are great when responding to graffiti and illegal dumping. Really slow with vehicle abandonments.
- It's frustrating when I submit a request but Code Enforcement rejects it as I need to report it to another agency.
- Have not seen Code Enforcement out in our neighborhood for 9-12 months. People from other neighborhoods use the street parking for long term storage of vehicles. Business' that are in area park their work vans and trucks long term , we have double parking where the drivers turn off car and lock up and don't return until hours later. Visitors of neighbors park on sidewalks blocking walk way. No use on calling because rarely will anyone show. Parking Officers have been known to reveal the names of the complainants.

All comments are in the [spreadsheet of raw survey data](#).

Recommendations by ad-hoc committee

- (Jackie) Code enforcement should use a “Zendesk”-type model that many tech support organizations use: Opening a case with the app, email, web site, or phone creates an online ticket where both the resident and the CE agent can view status, add and read case notes, and make other updates. This type of software is readily available out-of-the-box.
- (Jackie) Re-route cases internally. Do not close out a case and tell the reporter/resident to re-open with the correct department. Do this internally.

Appendix

Raw data

- [Survey results raw data](#) (Google sheet)

Questions

San Jose Code Enforcement Survey



Feedback from San Jose residents

Tell us about your code enforcement experience

The San Jose Neighborhoods Commission wants to learn about your experience with San Jose's Code Enforcement department.

Have you opened one or more cases with San Jose Code Enforcement in the past 2 years? *

- Yes
- No
- Don't know

Tell us about your overall experience with Code Enforcement



Description (optional)

About how many cases have you opened with Code Enforcement in the past 2 years? Your best ^{*} guess is fine.

1. 1-5
2. 6-10
3. 11-15
4. 16-20
5. More than 20
6. Not sure

How do you typically open a case with Code Enforcement? Select all that apply: *

- Phone
- Email
- Code Enforcement Service Request Form web site, from my phone, tablet, or computer
- San Jose 311 app, from my phone or tablet
- Other...

Overall, how satisfied are you with how Code Enforcement handled your cases in the past 2 years? *

1. Very satisfied
2. Somewhat satisfied
3. Neutral
4. Somewhat dissatisfied
5. Very dissatisfied

Give us a few more details about your experience



Neutral, Somewhat dissatisfied, or Very dissatisfied

What are the reasons you weren't satisfied with how code enforcement handled your cases? *

Select all that apply:

- I didn't get confirmation that my case was opened
- I didn't get confirmation if or when my case was closed
- I didn't know how to find out the status of my case
- The issue that I reported in my case was never resolved
- I tried to contact Code Enforcement about my case, but didn't get a response
- My case took too long to be resolved
- My case was closed as resolved but the problem wasn't fixed
- Other...

Give us a few more details about your experience



Satisfied or Very Satisfied

What are the reasons you were satisfied with how code enforcement handled your cases? *

Select all that apply:

- I got a confirmation when my case was opened
- I got a confirmation when my case was closed
- I was able to find out the status of my case
- The issue that I reported in my case was resolved to my satisfaction
- The issue was resolved and the case closed in a timely manner
- I was able to contact Code Enforcement when I needed to
- The agent assigned to my case contacted me with status updates
- Other...

What district do you live in? *

1. 1

2. 2

3. 3

4. 4

5. 5

6. 6

7. 7

8. 8

9. 9

10. 10

11. I'm not sure

Optional: Enter any additional feedback, comments, or questions below:

Long answer text
