

PLANNING, BUILDING AND CODE ENFORCEMENT

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

PLANNING, BUILDING & CODE ENFORCEMENT

The Planning, Building & Code Enforcement (PBCE) Department guides the physical development of San José. Through its three Divisions, it reviews construction applications and issues permits consistent with law and policy.

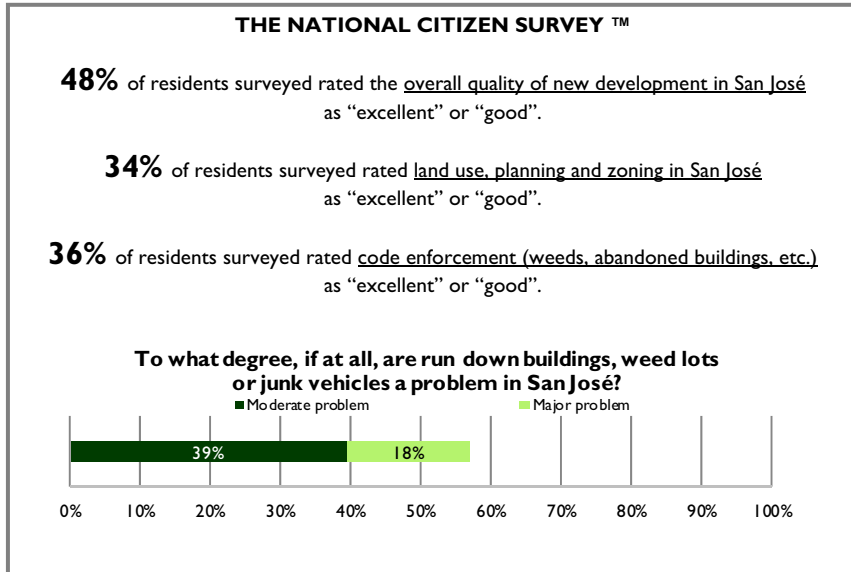
In 2012-13, the Department's operating expenditures were \$30.4 million. This budget followed two years of increases, but was still 19 percent less than five years ago. The Department had 231 authorized positions.

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

PLANNING

PBCE's Planning Division administers the City's long-range planning projects, and processes land development applications to match the City's planning goals. The recent *Envision San José 2040 General Plan* identified twelve major strategies, including Urban Villages, which promote active, walkable, bicycle-friendly, transit-oriented, mixed use urban settings for new housing and job growth. Planning completed four Urban Villages plans in 2012-13 and initiated another six. See the *Development Services pages of this chapter for more on Planning's work.*

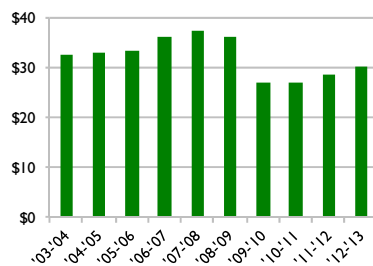
***Envision San José 2040 General Plan*, available at www.sanjoseca.gov/index.aspx?nid=1737. See also *Planning in San José: A Community Guide*, available at www.sanjoseca.gov/index.aspx?nid=1731.



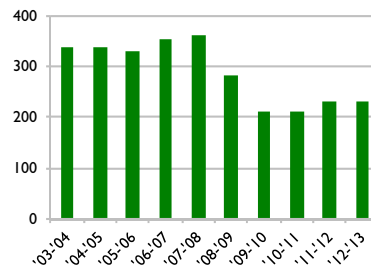
Examples of Planning Timelines

- < 30 days: single family house permit, dead tree removal, sign permit
- < 60 days: retail site modifications, residential addition
- < 90 days: church, school, child care conversions; some commercial & industrial sites
- < 120 days: gas stations, nightclubs
- < 180 days: high density residential permit (> 3 stories), large hotels/motels
- > 180 days: large public / quasi-public use requiring EIR

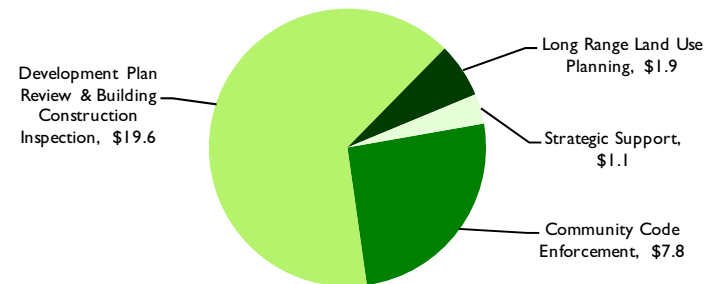
PBCE Operating Expenditures (\$millions)



PBCE Authorized Positions



PBCE 2012-13 Expenditures by Service (\$millions)



PLANNING, BUILDING & CODE ENFORCEMENT

COMMUNITY CODE ENFORCEMENT

PBCE's Code Enforcement Division enforces laws that promote the health, safety, and appearance of existing buildings and neighborhoods.

In 2012-13, PBCE opened up a total of 5,900 general code enforcement cases. It inspected over 4,500 of these and sent letters to the remaining 1,400 cases. It responded to all 52 emergency complaints within 24 hours, and 68 percent of 1,300 priority complaints within 72 hours.* Staff now send letters in response to other types of complaints and only respond personally on an as-available basis.

PBCE provides routine inspections on a 6-year cycle of multiple unit housing properties and charges an annual Residential Occupancy Permit Fee for those inspections. In 2012-13, PBCE inspected 12,000 of the 84,000 units that qualify for the Residential Occupancy Permit Program.

PBCE also inspects businesses selling alcohol or tobacco; the property or business owners fund these inspections with fees.

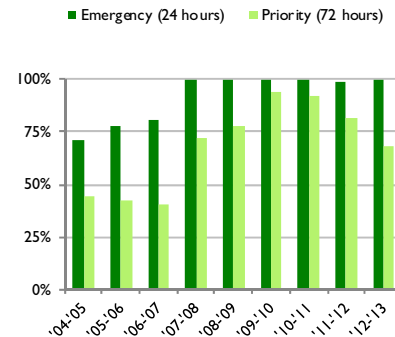
Read more about the work of the Code Enforcement Division in the recent audit report "Code Enforcement: Improvements are Possible, But Resources are Significantly Constrained". <http://www.sanjoseca.gov/DocumentCenter/View/23918>

BUILDING

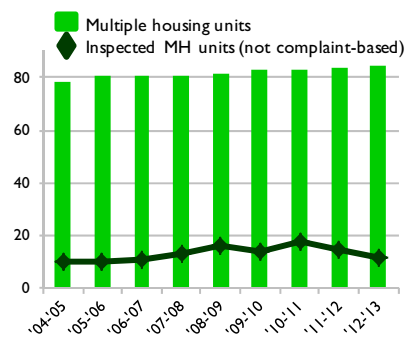
PBCE's Building Division reviews new construction projects within the City, making sure they meet health and safety requirements. It achieved 83 percent of plan checks within cycle times and 34 percent of building inspections within its goal of 24 hours. It is the largest Development Services program, processing over 27,000 building permits in 2012-13, and seeing gains in construction volume and value for three consecutive years. See *Development Services on the next page for more on Building's work.*

*Emergency complaints involve an immediate threat to life or property, like an unsecured pool fence. Priority complaints involve possible threats to life or property, like unpermitted construction.

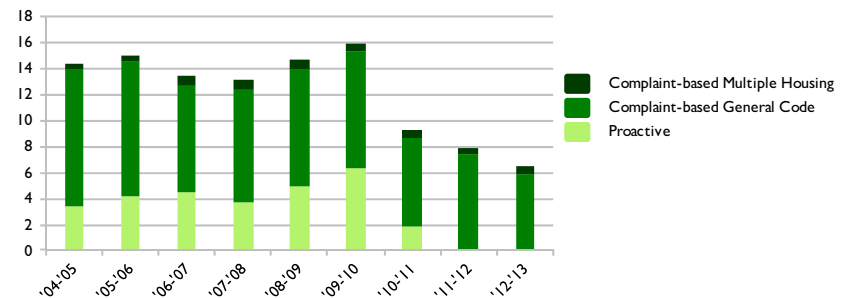
Response Timeliness for General Code Cases



Multiple Housing Units and Inspections (thousands)



Code Enforcement Cases Opened (thousands)



DEVELOPMENT SERVICES

The Permit Center at City Hall provides one-stop construction permit services for residents' and businesses' new building projects and changes to existing structures.

The **Development Services partners** in the Permit Center are

- Planning Division
- Building Division
- Fire Department (*also see Fire section*)
- Public Works Department (*also see Public Works section*)

Planning applications, plan checks, field inspections and building permits all bottomed out in 2009-2010, but have been on the rise since then. The City provided 39 percent more plan checks, 53 percent more field inspections, and 30 percent more building permits in 2012-13 than five years ago. The size and value of building projects overall has also increased since then.

In 2012-13, Development Services

- issued 27,646 building permits,
- served 31,868 Permit Center customers, and
- processed 2,200 planning applications.



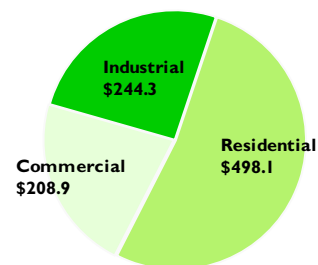
The Permit Center, located in City Hall.

Development Services 2012-13 Summary (\$millions)

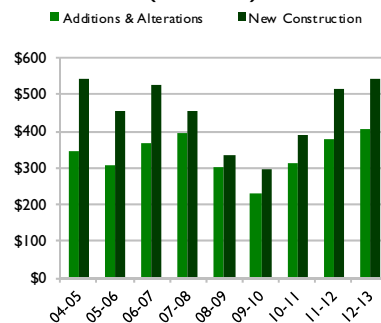
Partner	Revenue	Cost	% Cost Recovery*	Positions (rounded)
Building	\$25.2	\$22.3	112.9%	136
Public Works	\$7.7	\$6.5	118.8%	44
Fire	\$6.2	\$5.8	107.1%	28
Planning	\$3.4	\$3.7	93.2%	20
TOTAL	\$42.5	\$38.2	111.1%	228

*Fee revenue above 100 percent cost recovery increases fee reserves.

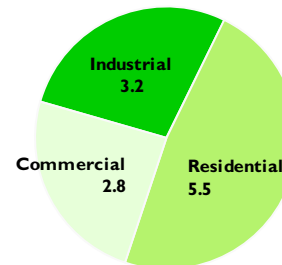
Value of 2012-13 Building Activity (in \$millions)



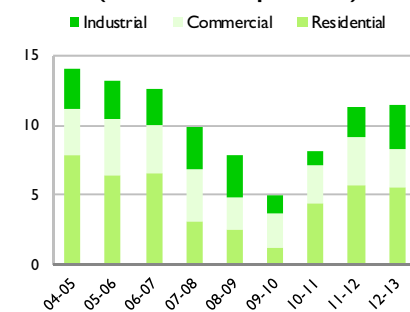
Value of Construction (\$millions)



Volume of 2012-13 Building Activity (in millions of square feet)



Volume of Construction* (in millions of square feet)



DEVELOPMENT SERVICES

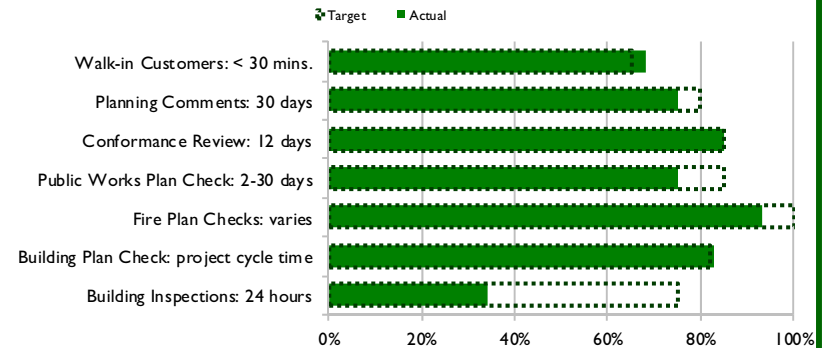
Across all the partner departments, Development Services was a \$42 million business of the City of San José in 2012-13, with revenues up 12 percent over the previous year. Seventeen development fee positions were added mid-year to accommodate the increased development activity.

Two programs expedite project delivery: Special Tenant Improvement (STI) and Industrial Tool Installation (ITI). In 2012-13, the STI Program issued permits for approximately 215 projects with 2.7 million square feet of tenant space, and ITI Program permits numbered approximately 211. Additionally, a Small Business Services “ally” provides a single point of contact for small business going through the permitting process.

Projects using Development Services vary broadly, from replacing a residential water heater to large, mixed-use developments of many thousands of square feet. One project may require multiple permits and inspections. Some development projects require approval through a public hearing, but most (an estimated 86 percent*) require only administrative approval. Projects only go through Public Works or the Fire Department when they have impacts on public facilities (e.g., traffic, streets, sewers, utilities, flood hazard zone) or fire-related issues (e.g. need for fire sprinkler systems or fire alarm systems), respectively.

*86 percent of Development Services customers in a 2012 survey reported that their most recent project required only administrative approval.

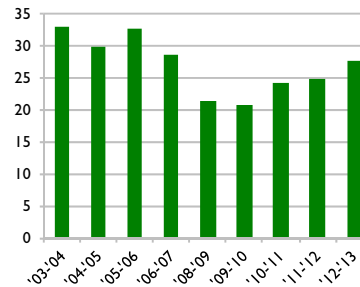
Timeliness of Development Services*



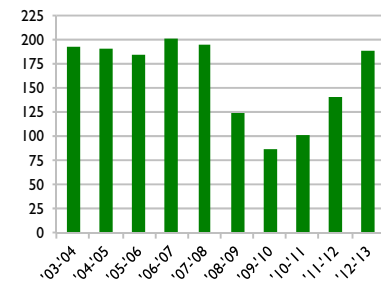
Source: Development Services Performance Measures Report, August 2013

*The selected measures above may occur simultaneously; some are dependent on completion of particular processes. For other Fire and Public Works measures related to Development Services, see the Fire and Public Works chapters.

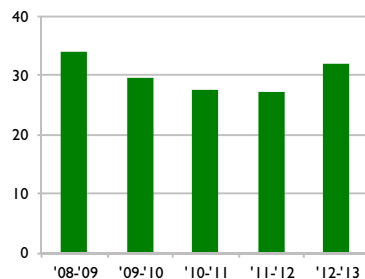
Building Permits (thousands)



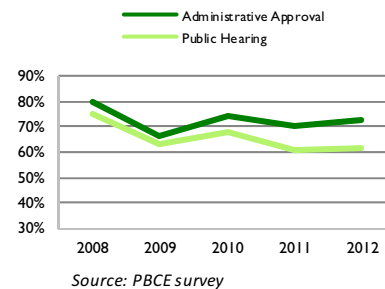
Field Inspections (thousands)



Development Services Permit Center Customers (thousands)



Development Services Overall Customer Satisfaction by Project Type



Plan Reviews

