

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, and Emergency Response and Recovery

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; 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 citywide land use planning and Development Review decision-making process. The Historic Preservation Program seeks to identify, preserve, and protect buildings and resources of historical and cultural 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 private development building projects in San José are built to meet City and State standards by providing customer information, supporting small businesses, conducting plan reviews, issuing building permits, and inspecting building projects to ensure compliance with applicable codes and regulations.
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.
<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 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.

Planning, Building and Code Enforcement Department

Service Delivery Framework

PROGRAM	DESCRIPTION
<i>Code Enforcement Core Service</i>	
Code Enforcement Administration	Provides management and oversight to the Code Enforcement Division along with administrative and analytical support, budget preparation, billing, and monitoring.
<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 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 2025-2026 Service Delivery

- Complete the Environmental Impact Report (EIR) for the draft Five Wounds Urban Village Plan and bring draft Plan and EIR to Council for consideration.
- Bring the Eastside Alum Rock Urban Village Plan forward for City Council consideration.
- The Development Review team will continue to process entitlements and quickly adapt to new state laws.
- Facilitate City streamlined development review processes and assess the expansion of streamlined review to more projects.
- 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 the review and permitting of new housing units for construction, including affordable housing development, market-rate residential development, adaptive reuse of existing commercial to residential, SB 9 units, and ADUs.
- 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.

2025-2026 Key Budget Actions

- Adds one-time non-personal/equipment funding of \$280,000, supported by the respective Development Fee Program Funds, to upgrade the ProjectDox electronic file submission, review, and processing software used in multi-departmental development permitting processes.
- As directed by the Mayor's March Budget Message for Fiscal Year 2025-2026, as approved by the City Council, adds one-time funding of \$250,000 for consultant services and temporarily shifts funding for 1.0 Planner IV and 1.0 Principal Office Specialist positions from the Planning Development Fee Program Fund to the General Fund to prioritize California Environmental Quality Act (CEQA) reform.
- As directed by the Mayor's March Budget Message for Fiscal Year 2025-2026, as approved by the City Council, adds one-time funding of \$150,000 for temporary staffing to continue vacant building blight enforcement efforts in Downtown San José.
- Realigns staffing levels with operational demands in the Management and Administration teams by eliminating 1.0 Accountant I/II and 1.0 Staff Specialist positions.

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

	2023-2024 Actuals ***	2024-2025 Adopted ****	2025-2026 Forecast	2025-2026 Proposed
Dollars by Core Service				
Citywide Land Use Planning	8,027,632	8,541,199	6,828,222	7,028,985
Code Enforcement	12,482,884	14,912,573	14,618,981	14,768,981
Development Plan Review and Building Construction Inspection	42,215,215	42,528,016	45,061,993	44,633,964
Strategic Support - Community & Economic Development	3,225,830	2,883,736	3,368,381	3,265,278
Strategic Support - Neighborhood Services	898,554	631,465	598,223	578,664
Strategic Support - Other - Community & Economic Development	1,640,291	7,976,261	7,072,099	6,893,938
Strategic Support - Other - Neighborhood Services	30,768	161,659	142,882	142,882
Total	\$68,521,174	\$77,634,909	\$77,690,781	\$77,312,692
Dollars by Category				
Personal Services and Non-Personal/Equipment				
Salaries/Benefits	56,256,347	64,023,414	66,893,178	66,123,026
Overtime	721,481	231,622	231,622	231,622
Subtotal Personal Services	\$56,977,828	\$64,255,036	\$67,124,800	\$66,354,648
Non-Personal/Equipment	3,878,390	5,708,722	3,761,172	4,291,172
Total Personal Services & Non- Personal/Equipment	\$60,856,218	\$69,963,758	\$70,885,972	\$70,645,820
Other Costs *				
City-Wide Expenses	1,221,382	955,012	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	6,443,574	6,680,306	6,733,976	6,596,039
Total Other Costs	\$7,664,956	\$7,671,151	\$6,804,809	\$6,666,872
Total	\$68,521,174	\$77,634,909	\$77,690,781	\$77,312,692

* 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 2023-2024 Actuals column reflect those included in the 2023-2024 Adopted Budget.

*** 2023-2024 Actuals may not subtotal due to rounding.

**** The amounts in the 2024-2025 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

	2023-2024 Actuals ***	2024-2025 Adopted ****	2025-2026 Forecast	2025-2026 Proposed
Dollars by Fund				
General Fund (001)	18,123,238	19,945,573	18,763,362	19,242,313
Airport Maintenance And Operation Fund (523)	76,807	101,730	26,929	0
Building Development Fee Program Fund (237)	37,207,132	40,502,210	43,395,767	43,389,923
Citywide Planning Fee Program Fund (239)	4,156,986	5,672,550	4,351,188	4,137,215
Community Development Block Grant Fund (441)	912,421	1,344,800	1,038,105	1,038,105
Fire Development Fee Program Fund (240)	47,731	124,343	119,521	157,976
Inclusionary Fee Fund (451)	6,417	24,398	27,602	27,602
Integrated Waste Management Fund (423)	226,874	286,518	298,386	298,386
Low And Moderate Income Housing Asset Fund (346)	250,077	541,364	237,356	237,356
Multi-Source Housing Fund (448)	78	0	0	0
Planning Development Fee Program Fund (238)	6,949,700	8,273,073	8,712,345	8,002,297
Public Works Development Fee Program Fund (241)	143,941	217,516	220,568	303,117
Rental Stabilization Program Fee Fund (450)	43,042	71,361	77,752	77,752
San José-Santa Clara Treatment Plant Operating Fund (513)	25,423	58,569	0	0
Sewer Service And Use Charge Fund (541)	109,497	156,345	164,161	164,161
Storm Sewer Operating Fund (446)	98,860	144,861	165,630	144,380
Capital Funds	142,950	169,698	92,109	92,109
Total	\$68,521,174	\$77,634,909	\$77,690,781	\$77,312,692
Positions by Core Service **				
Citywide Land Use Planning	33.59	30.55	28.35	29.38
Code Enforcement	71.31	71.64	71.77	71.77
Development Plan Review and Building Construction Inspection	192.75	184.34	186.57	182.31
Strategic Support - Community & Economic Development	15.27	13.15	13.43	12.88
Strategic Support - Neighborhood Services	4.87	3.13	2.87	2.77
Strategic Support - Other - Community & Economic Development	3.21	2.19	2.01	1.89
Total	321.00	305.00	305.00	301.00

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Planning, Building and Code Enforcement Department

Department Budget Summary

	2023-2024 Actuals **	2024-2025 Adopted	2025-2026 Forecast	2025-2026 Proposed	2025-2026 Proposed Positions
Dollars by Program*					
Citywide Land Use Planning					
Citywide Planning	7,395,412	7,603,205	6,716,221	6,916,984	29.09
Planning Administration	414,634	591,064	0	0	0.00
Planning Environmental Review and Historic Preservation	217,586	346,930	112,001	112,001	0.29
Sub-Total	8,027,632	8,541,199	6,828,222	7,028,985	29.38
Code Enforcement					
Code Enforcement Administration	461,839	666,432	511,474	511,474	2.66
Community Code Enforcement	6,699,033	7,607,900	7,027,378	7,177,378	34.74
Multiple Housing Code Enforcement	4,123,050	5,243,823	5,568,209	5,568,209	27.32
Solid Waste Code Enforcement	1,198,962	1,394,418	1,511,920	1,511,920	7.05
Sub-Total	12,482,884	14,912,573	14,618,981	14,768,981	71.77
Development Plan Review and Building Construction Inspection					
Building Development Services	34,379,859	33,748,342	35,501,285	35,501,285	141.37
Development Services Administration	1,889,525	2,365,234	2,753,104	2,945,081	11.85
Planning Development Services	5,945,831	6,414,440	6,807,604	6,187,598	29.09
Sub-Total	42,215,215	42,528,016	45,061,993	44,633,964	182.31
Strategic Support - Community & Economic Development					
PBCE Emergency Response and Recovery	732	0	0	0	0.00
PBCE Information Technology - Community and Economic Development	163,740	0	0	0	0.00
PBCE Management and Administration - Community and Economic Development	3,061,358	2,883,736	3,368,381	3,265,278	12.88
Sub-Total	3,225,830	2,883,736	3,368,381	3,265,278	12.88
Strategic Support - Neighborhood Services					
PBCE Management and Administration - Neighborhood Services	898,554	631,465	598,223	578,664	2.77
Sub-Total	898,554	631,465	598,223	578,664	2.77
Strategic Support - Other - Community & Economic Development					

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Planning, Building and Code Enforcement Department

Department Budget Summary

	2023-2024 Actuals **	2024-2025 Adopted	2025-2026 Forecast	2025-2026 Proposed	2025-2026 Proposed Positions
PBCE Other Departmental - City-Wide - Community and Economic Development	392,299	1,329,209	481,005	440,781	1.89
PBCE Other Departmental - Grants - Community and Economic Development	869,099	128,405	0	0	0.00
PBCE Other Operational - Administration - Community and Economic Development	12,040	0	0	0	0.00
PBCE Overhead - Community and Economic Development	366,853	6,518,647	6,591,094	6,453,157	0.00
Sub-Total	1,640,291	7,976,261	7,072,099	6,893,938	1.89
Strategic Support - Other - Neighborhood Services					
PBCE Capital - Neighborhood Services	143	0	0	0	0.00
PBCE Other Departmental - Grants - Neighborhood Services	30,465	0	0	0	0.00
PBCE Overhead - Neighborhood Services	160	161,659	142,882	142,882	0.00
Sub-Total	30,768	161,659	142,882	142,882	0.00
Total	\$68,521,174	\$77,634,909	\$77,690,781	\$77,312,692	301.00

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Planning, Building and Code Enforcement Department

Budget Reconciliation

Personal Services and Non-Personal/Equipment

(2024-2025 Adopted to 2025-2026 Proposed)

	Positions	All Funds (\$)	General Fund (\$)
Prior Year Budget (2024-2025):	305.00	69,963,758	18,990,561
Base Adjustments			
One-Time Prior Year Expenditures Deleted			
• Rebudgets		(1,415,550)	(951,550)
• General Plan Update - Environmental Justice Mandatory Element Consultant Services		(375,000)	0
• Code Enforcement Operational Assessment		(200,000)	(200,000)
• Office and Commercial Buildings Adaptive Re-use Ordinance Consultant Services		(100,000)	0
One-time Prior Year Expenditures Subtotal:	0.00	(2,090,550)	(1,151,550)
Technical Adjustments to Costs of Ongoing Activities			
• Salary/benefit changes and the following position reallocations:		2,979,485	946,999
- 2.0 Office Specialist I/II to 2.0 Senior Office Specialist			
- 1.0 Planner IV to 1.0 Planner III			
- 1.0 Senior Office Specialist to 1.0 Staff Specialist			
• Vehicle Operations & Maintenance		27,000	(31,000)
• Living Wage Adjustment		6,279	6,279
• Fund Shift: Planning Development Services		0	69,929
• Fund Shift: PBCE Administration		0	(102,856)
Technical Adjustments Subtotal:	0.00	3,012,764	889,351
2025-2026 Forecast Base Budget:	305.00	70,885,972	18,728,362
Budget Proposals Recommended			
1. ProjectDox Software Upgrade		280,000	0
2. CEQA Process Improvement	0.00	250,000	531,752
3. Enhanced Vacant/Dangerous Downtown Building Inspection		150,000	150,000
4. Building Development Fee Program - Vehicle Replacements		0	0
5. Administration and Fiscal Oversight Staffing	(2.00)	(346,411)	(62,024)
6. Planning Staffing	(1.00)	(335,185)	(140,777)
7. Permit Center - Supervision Staffing	(1.00)	(238,556)	0
Total Budget Proposals Recommended	(4.00)	(240,152)	478,951
2025-2026 Proposed Budget Total	301.00	70,645,820	19,207,313

Planning, Building and Code Enforcement Department

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2025-2026 Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
1. ProjectDox Software Upgrade		280,000	0

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

This action adds one-time non-personal/equipment funding of \$280,000, supported by the respective Development Fee Program Funds, to upgrade the ProjectDox electronic file submission, review, and processing software used in multi-departmental development permitting processes, as the existing version’s plan reviewer and markup tool will no longer be supported in 2025. Upgrading will ensure continued software support, resolve several outstanding technical issues, and provide more user-friendly and responsive tools, but will also require transitioning to a higher cost Software-as-a-Service (SaaS) model inclusive of hosting fees. (Ongoing costs: \$0)

2. CEQA Process Improvement	0.00	250,000	531,752
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***Community and Economic Development CSA
Citywide Land Use Planning Core Service
Citywide Planning Program
Development Plan Review and Building Construction Inspection Core Service
Planning Development Services Program***

As directed in the Mayor’s March Budget Message for Fiscal Year 2025-2026, as approved by the City Council, this action adds one-time non-personal/equipment funding of \$250,000 for consultant services and shifts funding for 1.0 Planner IV and 1.0 Principal Office Specialist positions from the Planning Development Fee Program Fund to the General Fund on a one-time basis to prioritize California Environmental Quality Act (CEQA) reform. The Planner IV position will lead efforts to streamline the CEQA review process, develop project management tools, and ensure that consultant coordination aligns with City standards. The Principal Office Specialist position will support the Planner IV position by ensuring efficient document processing, project scheduling, and stakeholder communication. One-time non-personal/equipment funding will support the development of standardized environmental review tools, training, project management dashboards and digital tracking systems to streamline the CEQA review process. (Ongoing costs: \$0)

Planning, Building and Code Enforcement Department

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2025-2026 Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
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3. Enhanced Vacant/Dangerous Downtown Building Inspection		150,000	150,000
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*Neighborhood Services CSA
Code Enforcement Core Service
Community Code Enforcement Program*

As directed by the Mayor’s March Budget Message for Fiscal Year 2025-2026, as approved by the City Council, this action adds one-time personal services funding of \$150,000 for temporary staffing to continue supporting vacant building blight enforcement efforts in Downtown San José. This funding will support proactive and complaint-based inspections of properties included in the Neglected Vacant Building/Storefronts Mandatory Registration Program, as well as addressing visible code violation of occupied buildings. Department staff will also explore the potential to assess a fee to improve cost recovery for this position. (Ongoing costs: \$0)

4. Building Development Fee Program - Vehicle Replacements		0	0
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*Community and Economic Development CSA
Development Plan Review and Building Construction Inspection Core Service
Building Development Services Program*

This action reallocates \$135,000 of ongoing non-personal/equipment funding in the Building Development Fee Program Fund to proactively replace two vehicles per year without impacting Building Development fees. Approximately 44 of the 73 vehicles operated by the Building Division are over nine years old, exceeding the age threshold in the City’s vehicle replacement policy which makes General Fleet sedans and SUVs eligible to be replaced after eight years or 90,000 miles. Funds previously allocated for supplies and materials and information technology services no longer needed will offset the vehicle replacement costs. (Ongoing costs: \$0)

Planning, Building and Code Enforcement Department

Budget Changes by Department

Personal Services and Non-Personal/Equipment

2025-2026 Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
5. Administration and Fiscal Oversight Staffing	(2.00)	(346,411)	(62,024)

Community and Economic Development CSA

Citywide Land Use Planning Core Service

Citywide Planning Program

Development Plan Review and Building Construction Inspection Core Service

Development Services Administration and Planning Development Services Programs

Strategic Support – Community & Economic Development Core Service

PBCE Management and Administration - Community and Economic Development Program

Neighborhood Services CSA

Strategic Support – Neighborhood Services Core Service

PBCE Management and Administration - Neighborhood Services Program

This action eliminates 1.0 filled Accountant I/II and 1.0 vacant Staff Specialist positions from the Management and Administration teams, realigning staffing levels with operational demands. With the addition of a Senior Accountant position as part of the 2022-2023 Adopted Budget to enhance fiscal oversight and compliance and filled in February 2024, the department’s reassessment of fiscal operations determined the Accountant I/II position is now redundant. Duties previously assigned to the Staff Specialist position, including Council Liaison tasks, project closeouts, records management, and permit certifications, will be reassigned among administrative support staff in the PBCE Director’s Office and Planning Development Support. (Ongoing savings: \$358,417)

Planning, Building and Code Enforcement Department

Budget Changes by Department

Personal Services and Non-Personal/Equipment





2025-2026 Proposed Budget Changes	Positions	All Funds (\$)	General Fund (\$)
6. Planning Staffing <i>Community and Economic Development CSA</i> <i>Citywide Land Use Planning Core Service</i> <i>Citywide Planning Program</i> <i>Development Plan Review and Building Construction Inspection Core Service</i> <i>Planning Development Services Program</i> Strategic Support – Other – Community & Economic Development Core Service <i>PBCE Other Departmental - City-Wide - Community and Economic Development Program</i>	(1.00)	(335,185)	(140,777)
<p>As a cost reduction to help bring the Planning Development Fee Program Fund into structural alignment, this action eliminates 1.0 vacant Deputy Director position and realigns funding of 1.0 Deputy Director from the Citywide Planning Fee Program Fund to the Planning Development Fee Program Fund to enhance operational streamlining, reduce redundancy, optimize resource allocation, and consolidate department management responsibilities of the Citywide Planning and Planning Divisions. Recent trends, including a year-over-year decline in revenue for the Planning Development Fee Program Fund and reduced private development activity, suggest a slowdown in private projects. The 2026-2030 Five-Year Forecast (Appendix D) projects a 9.5% decrease in permit activity in 2025-2026, with no growth expected in 2026-2027 due to reduced industrial and commercial development. Eliminating this position will help maintain financial resilience in the Planning Development Fee Program Fund amid declining revenue and reduced plan review and permitting activities. This staffing reduction aligns resources with anticipated workload levels, mitigating financial risks and ensuring long-term viability. (Ongoing savings: \$334,308)</p>			
7. Permit Center - Supervision Staffing <i>Community and Economic Development CSA</i> <i>Development Plan Review and Building Construction Inspection Core Service</i> <i>Planning Development Services Program</i>	(1.00)	(238,556)	0
<p>This action eliminates 1.0 vacant Planner IV position supported by the Planning Development Fee Program Fund to align staffing with declining permit activity and revenue. Funding for this position was previously shifted to the Planning Development Fee Program Fund as part of the 2023-2024 Adopted Budget to enhance customer service and supervisory management at the Permit Center, with the goals of reducing the eight-month backlog, streamlining reviews, and supporting staff development. Its elimination is not expected to negatively impact current service levels. (Ongoing savings: \$244,818)</p>			
2025-2026 Proposed Budget Changes Total	(4.00)	(240,152)	478,951

Planning, Building and Code Enforcement Department

Performance Summary

Citywide Land Use Planning

Performance Measures

	2023-2024 Actual	2024-2025 Target	2024-2025 Estimated	2025-2026 Target
 PM 1	% of work programs (i.e., General Plan Amendments, Urban Village Plans, Ordinances, etc.):			
	- Total in workplan (active and backlog)			
	71	N/A ¹	71	70
	- Total active			
	52 (73%)	70%	50 (70%)	50 (70)%
	- Total completed			
	22	15	20	20
 PM 2	% of development entitled inside of growth areas by type:			
	- Residential (# units)			
	88%	95%	88%	84%
	- Commercial (sq.ft.)			
	40%	85%	94%	91%
 PM 3	Environmental Review:			
	- % of administrative drafts completed per time targets			
	61%	80%	60%	70%
	- Average review timelines for major environmental review documents (in months):			
	o Environmental Impact Report (EIR)			
	73	20	25	23
	o Mitigated Negative Declaration (MND) and Negative Declaration (ND) ²			
	21.7	15	20	18
	o Addendum			
	17.1	12	14	12
 PM 4	% of historic preservation projects by type:			
	- Historic Resource Surveys			
	17%	23%	24%	14%
	- Historic Resource Inventory Updates			
	9%	15%	8%	6%
	- Property designations			
	12%	5%	12%	9%
	- Mills Act			
	12%	5%	0%	5%
	- Environmental review			
	12%	5%	12%	14%
	- Review of Discretionary Development projects:			
	o Planning			
	8%	10%	5%	5%
	o Other City Departments			
	1%	2%	2%	3%
	- Review of Administrative Planning and Building Permits			
	11%	15%	11%	16%
	- Historic Landmarks Commission Administration			
	18%	15%	24%	27%

¹ Target was not established for workload levels in the 2024-2025 Adopted Budget.

² Mitigated Negative Declaration and Negative Declaration use the same review process and have similar review times.

Planning, Building and Code Enforcement Department

Performance Summary

Citywide Land Use Planning

Activity and Workload Highlights

		2023-2024 Actual	2024-2025 Forecast	2024-2025 Estimated	2025-2026 Forecast
	# of work programs (i.e., General Plan Amendments, Urban Village Plans, Ordinances, etc.):				
<i>AWH 1</i>	- Total in workplan (active and backlog)	71	N/A ¹	71	70
	- Total active	52 (73%)	N/A ¹	50 (70%)	50 (70)%
	- Total completed	22	N/A ¹	20	20
<i>AWH 2</i>	# of privately-initiated General Plan Amendments	1	5	0	3
	Community outreach efforts:				
<i>AWH 3</i>	- # of attendees	1,451	N/A ²	770	650
	- # of meetings held	40	N/A ²	40	35
	Environmental Review:				
	- # of administrative drafts completed	105	120	100	120
	- Total # of approved major environmental review documents:				
<i>AWH 4</i>	o Environmental Impact Report (EIR) ³	2	6	8	8
	o Mitigated Negative Declaration (MND)	27	24	10	15
	o Negative Declaration (ND)	2	1	0	1
	o Addendum	11	12	10	12

Planning, Building and Code Enforcement Department

Performance Summary

Citywide Land Use Planning

Activity and Workload Highlights

	2023-2024 Actual	2024-2025 Forecast	2024-2025 Estimated	2025-2026 Forecast
# of historic preservation projects by type:				
- Historic Resource Surveys	2	2	2	2
- Historic Resource Inventory Updates	115	100	22	0
- Property designations	2	3	2	2
- Mills Act	3	3	0	0
- Environmental review	57	50	45	45
- Review of Discretionary Development projects				
o Planning	37	40	16	18
o Other City Departments	9	5	14	14
- Review of Administrative Planning and Building Permits	89	75	60	65
- Historic Landmarks Commission Administration Hours	146	250	150	150

¹ Targets were not established for workload levels in the 2024-2025 Adopted Budget.

² The 2024-2025 Forecast was not established as part of the 2024-2025 Adopted Budget.

³ Environmental Impact Report (EIR) data does not include Class 32 In-Fill exemptions included in Major Environmental Reviews.




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




Performance Summary

Four Key Budget Performance Measure Measurement Areas

	★★★		
Access and Quality - How well does a service enable participation, visitation, and usage? How well does the service lead to its intended outcome, condition, state of compliance, 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

	2023-2024 Actual	2024-2025 Target	2024-2025 Estimated	2025-2026 Target
 PM 1 % of new General Code Program cases receiving an initial inspection within targeted response times: - Emergency Inspection within Target Response Times - Priority Inspection within Target Response Times - Routine Inspections within Target Response Times	99%	100%	100%	100%
 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) - Tier 2 (must be inspected once every 5 years) - Tier 3 (must be inspected once every 3 years)	33%	96%	73%	100%
- Tier 2 (must be inspected once every 5 years) - Tier 3 (must be inspected once every 3 years)	161%	82%	147%	66%
- Tier 3 (must be inspected once every 3 years)	81%	94%	41%	100%
★★★ PM 3 Violations Closed per Month (Multiple Housing Program)	987	850	629	808
 PM 4 % of annual proactive inspections completed on schedule for fee-based Code Enforcement programs: - Special Programs - Multiple Housing Program	90%	100%	73%	81%
	105%	80%	101%	89%

Planning, Building and Code Enforcement Department

Performance Summary

Code Enforcement

Activity and Workload Highlights

		2023-2024 Actual	2024-2025 Forecast	2024-2025 Estimated	2025-2026 Forecast
	General Code Program Complaint Cases:				
<i>AWH 1</i>	- Opened	3,527	3,200	3,033	3,280
	- Resolved	3,320	3,500	2,925	3,130
<i>AWH 2</i>	Total # of Multiple Housing Program buildings proactively inspected	1,747	1,600	1,767	1,760
<i>AWH 3</i>	# of units inspected annually (Multiple Housing Program)	8,513	7,600	8,683	8,600
	Total # of inspections conducted for complaints (including initial, compliance, and re-inspections):				
<i>AWH 4</i>	- General Code Program (non fee-based programs)	5,938	3,000	5,246	5,600
	- Multiple Housing Program	1,005	700	885	950
<i>AWH 5</i>	# of calls received by support staff	11,736	11,000	12,983	12,360

Data Sources: Code Enforcement






Number	Data Source
<i>PM 1</i>	Code Enforcement Division Dashboard Crystal Report
<i>PM 2</i>	AMANDA database report
<i>PM 3</i>	Code Enforcement Division Dashboard Crystal Report
<i>PM 4</i>	AMANDA database report
<i>AWH 1</i>	Code Enforcement Division Dashboard Crystal Report
<i>AWH 2</i>	AMANDA database report
<i>AWH 3</i>	AMANDA database report
<i>AWH 4</i>	Code Enforcement Division Dashboard Crystal Report
<i>AWH 5</i>	Antigen Report

Planning, Building and Code Enforcement Department

Performance Summary

Development Plan Review & Building Construction Inspection

Performance Measures

	2023-2024 Actual	2024-2025 Target	2024-2025 Estimated	2025-2026 Target
Building Plan Review and Inspections:				
- Average # of days for Single Family Residential initial plan review:				
	24	20	24	20
	13	10	11	10
 PM 1	- Average # of days for Commercial/Industrial tenant improvement initial plan review			
	14	10	11	10
	7	2	4	2
	- Inspection utilization (daily capacity vs daily assignments dispatched)			
	103%	100%	103%	100%
Development Services Call Center:				
 PM 2	- Average call duration			
	5.35	5	7	5
	- Average hold time			
	2.81	2.5	4	2.5
Average response time to initial email inquiries:				
 PM 3	- Planning General Questions			
	3.2 bus. days	3-5 bus. day	5 bus. days	3-5 bus. days
	- Building's Customer Success Team			
	N/A ¹	2	3	3
Planning Development Review:				
 PM 4	- Average wait time for application submittal appointment (in months)			
	1.91	1.5	1	1
	- % of 45-day comment letter issued on time			
	90.71%	90%	85%	85%
	- Average review cycle for completed projects			
	3.14	2.5	2.8	3
Average weekly review rates of Planning Permit Center projects and inquiries processed by type:				
- Planning Review of Building Permits:				
	70	60	75	72
	99	89	110	100
 PM 5	- Administrative Planning Permits and Applications:			
	24	25	24	24
	24	25	24	24
	- Planning General Questions:			
	107	111	86	90
	86	85	80	80

¹ This is a new performance measure for 2023-2024 and Building Division did not have a Customer Success Team.

Planning, Building and Code Enforcement Department

Performance Summary

Development Plan Review & Building Construction Inspection

Activity and Workload Highlights

	2023-2024 Actual	2024-2025 Forecast	2024-2025 Estimated	2025-2026 Forecast
Building Plan Review and Inspections:				
- # building application intakes received (online portal and by staff in-person)				
	23,620	25,000	26,500	25,500
o Residential				
o Commercial/Industrial	1,473	1,600	1,300	1,300
- # of plan checks				
o Residential	3,084	3,300	3,400	3,300
o Commercial/Industrial	1,219	1,200	1,110	1,100
- # of building permits issued through SJPermits online portal				
<i>AWH 1</i> o Residential	18,400	19,000	20,000	20,000
o Commercial/Industrial	258	300	300	300
- # of building permits issued by staff in person				
o Residential	5,012	4,700	5,600	5,300
o Commercial/Industrial	1,232	1,300	1,150	1,100
- # of field inspections				
o Combination (Single Family Residential)	77,866	89,845	85,000	86,000
o Specialty (Multifamily/Commercial/Industrial)	17,748	16,104	14,000	15,000
Development Services Call Center:				
<i>AWH 2</i> - # of calls answered	53,320	55,000	53,000	55,000
- # of calls lost (hung up)	7%	5%	10%	7%
# of Planning Permit Center projects and inquires processed by type:				
- Planning Review of Building Permits:				
o Submitted	3,504	3,120	3,400	3,480
o Reviewed	4,986	4,508	5,150	5,180
<i>AWH 3</i> - Administrative Planning Permits and Applications:				
o Submitted	1,246	1,225	1,250	1,240
o Completed	1,240	1,263	1,245	1,235
- Planning General Questions:				
o Received	5,577	5,780	5,370	5,470
o Answered	4,499	4,425	4,330	4,430

Planning, Building and Code Enforcement Department

Performance Summary

Development Plan Review & Building Construction Inspection

Activity and Workload Highlights

		2023-2024	2024-2025	2024-2025	2025-2026
		Actual	Forecast	Estimated	Forecast
Planning Development Review:					
	- # of applications submitted	608	534	500	500
	- # of 45-day comment letters sent	183	125	200	225
<i>AWH 4</i>	- # of community meeting, ministerial project, and public hearing notices sent (initial and re-notices)	304,566	375,000	250,000	400,000
	- # of projects approved	346	360	290	296

Data Sources: Development Plan Review & Building Construction Inspection

Number	Data Source
<i>PM 1</i>	Yellowfin report 'Building RS_CI Application Process' for plan review data Inspection Module for inspection data
<i>PM 2</i>	Antigen Report
<i>PM 3</i>	FreshDesk queries
<i>PM 4</i>	Fullslate online appointment, AMANDA – PL-30 day letter report, ProjectDox and Tracking sheets
<i>PM 5</i>	AMANDA manual queries & AMANDA report – “Completed Planning Review in Building Folders,” Outlook manual count (zoningquestions@sanjoseca.gov)
<i>AWH 1</i>	AMANDA database for intake, plan review, permit data Inspection activity (Checkerboard Report) for inspection data.
<i>AWH 2</i>	Antigen Report
<i>AWH 3</i>	AMANDA manual queries & AMANDA report – “Completed Planning Review in Building Folders,” Outlook manual count (zoningquestions@sanjoseca.gov)
<i>AWH 4</i>	Planning Application Submittals Total Counts, AMANDA – PL-30 day letter report, Logs, Hearing Agendas

Planning, Building and Code Enforcement Department

Department Position Detail

Position	2024-2025 Adopted	2025-2026 Proposed	Change
Accountant I/II	1.00	0.00	(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	1.00	1.00	-
Assistant to the Director	1.00	1.00	-
Associate Engineer	17.00	17.00	-
Building Inspection Manager	3.00	3.00	-
Building Inspector Combination Certified I/II/III/Sr	54.00	54.00	-
Building Inspector, Supervisor Certified I/II	15.00	15.00	-
Code Enforcement Inspector I/II	45.00	45.00	-
Code Enforcement Supervisor	7.00	7.00	-
Community Activity Worker	1.00	1.00	-
Deputy Director	4.00	3.00	(1.00)
Director of Planning, Building and Code Enforcement	1.00	1.00	-
Division Manager	9.00	9.00	-
Engineer I/II	3.00	3.00	-
Environmental Inspector I/II	3.00	3.00	-
Office Specialist	6.00	4.00	(2.00)
Permit Specialist/Senior Permit Specialist	20.00	20.00	-
Permit Specialist PT	1.00	1.00	-
Planner I/II/III	30.00	31.00	1.00
Planner IV	13.00	11.00	(2.00)
Planning Technician	4.00	4.00	-
Principal Account Clerk	1.00	1.00	-
Principal Office Specialist	3.00	3.00	-
Principal Permit Specialist	6.00	6.00	-
Principal Planner	4.00	4.00	-
Program Manager	4.00	4.00	-
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	4.00	4.00	-
Senior Engineer	6.00	6.00	-
Senior Office Specialist	11.00	12.00	1.00
Senior Public Information Representative	1.00	1.00	-
Senior Supervisor, Administration	2.00	2.00	-
Staff Specialist	8.00	8.00	-
Supervising Environmental Services Specialist	1.00	1.00	-
Total Positions	305.00	301.00	(4.00)