

Development Services Process Improvements and Dashboard Status Report

PBCE Customer Service Charter

Community and Economic Development Committee
March 25, 2025, Item (d)3

Department of Planning, Building, and Code Enforcement
Chris Burton, Director
Sylvia Do, Planning Division Manager
Alex Powell, Chief of Staff


[Access to All Individual Dashboards](#)


PBCE Customer Service Dashboard


Hover over the line chart to see results or click on the "focus mode" to see a larger diagram. Click the measure name for more information. To view our department-wide initiatives dashboard, please click [here](#).


Planning


Permit Center

[Customer Inquiry Resolution Time](#)

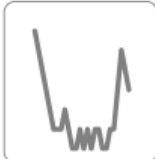
[New Apps Submitted](#)


[Applications Completed](#)


[Bldg Reviews Received](#)

[Bldg Reviews Processed](#)


Development Review


[Wait Time for Permit Appt](#)


[Comment Letters on Time](#)

[Avg No. of Projects By Mgr](#)

CEQA Review

[Admin Drafts Completed](#)

[Months for Major Env Docs](#)

[Env Docs Approved](#)

[Click HERE to see all Planning's dashboards.](#)


[Citywide Planning Dashboard](#)


[Citywide Housing Catalyst Work Plan](#)


[PBCE Housing Production Dashboard](#)


Building


Permit Center

[Walk-In Customers](#)


[Building Apps. Processed](#)


[Permits Issued on SJ Permits](#)


[Permits Issued By Staff](#)

[Time to Resolution](#)


Plan Review


[New Projects in Queue](#)


[Overdue Projects](#)

[SFR Time To 1st Comments](#)


Call Center


[Total Calls Answered](#)


[Avg Call Duration](#)

[Hang Up Percent](#)

Inspection

[Daily Inspection Counts](#)


[Inspection Utilization](#)


[Days to Next Inspection](#)

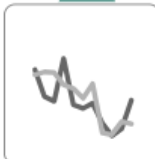
[Click HERE to see all Building Division dashboards.](#)

Code Enforcement


General Code


[Inspections On-Time](#)


[Total Active Caseload](#)

[New & Closed Cases](#)


Multiple Housing

[# of Bldgs Inspected](#)

[# of Units Inspected](#)

[Violations Closed](#)

[Click HERE to see all Code Enforcement Division dashboards.](#)



2

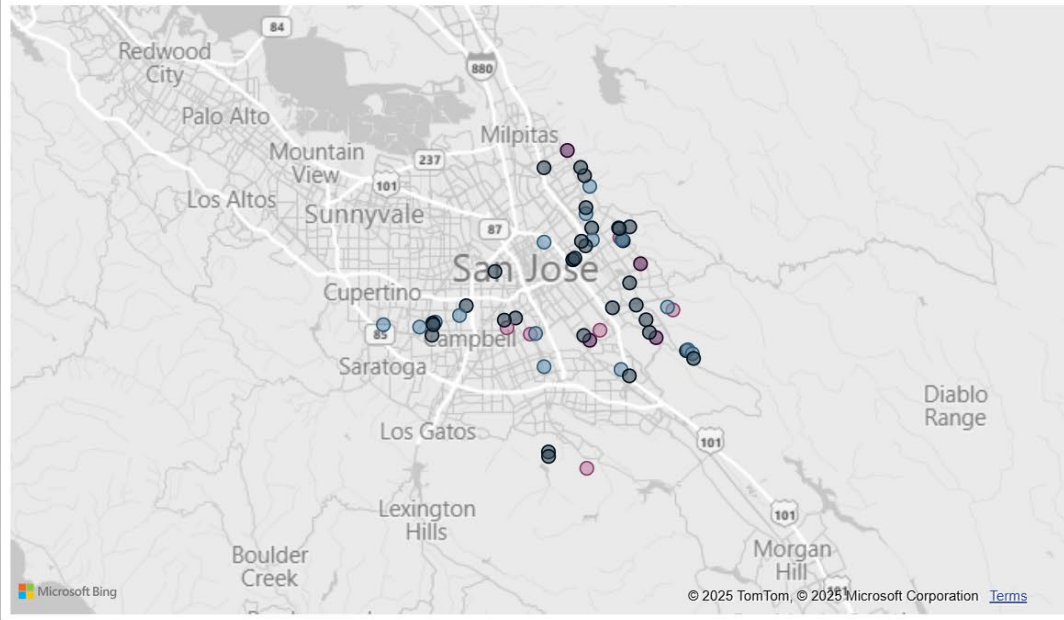
SB 9 Lot Splits

Senate Bill 9 enables the creation of a duplex on a single-family lot and/or subdivision of the lot to construct either a single-family residence or duplex home on each subdivision. The information below shows the number of applications received and approved for SB 9 lot splits.

SB 9 applications are updated on a monthly basis*. For additional project information, visit www.sjpermits.org to search permit records.

SB 9 Lot Splits

Status ● Approved ● Pending Approval ● Recorded ● Under Review



Microsoft Bing

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Applications Submitted

58

Lot Splits Approved

19

Public Works Application Submittal Date

5/12/2022

2/14/2025

Status

All

**Last updated February 2025.*



Phase 1

Launched
Sept 2024

- New ADU Construction
- New Single-Family Residential

Phase 2

Launched
Dec 2024

- Commercial Tenant Improvements
Restaurant, Retail, Office, etc. space retrofit

Strategic Design

- ✓ Simple questions
- ✓ Comparable permits
- ✓ Finds most recent examples

Future Phases:

- Phase 3 – New Multifamily Construction (*Spring 2025*)
- Phase 4 – Single-Family Addition/Alteration



Previously Completed

- | | |
|----|---|
| 1 | Expansion of Improvements Initiatives |
| 1a | Populating Improvement Initiatives |
| 2 | Incorporate Audit Recommendations In Dashboards |
| 3 | Solicit Input from Development Community |
| 4 | Results from Customer Survey |
| 6a | Evaluate Existing Pathways For Feedback |
| 6c | Evaluate Citation of Regulations in Comment Letters |

Recently Completed

- | | |
|----|--|
| 6b | Evaluate Multiple Round of Review Process Improvements |
| 6f | Plan Review Phone Support |

Up Next

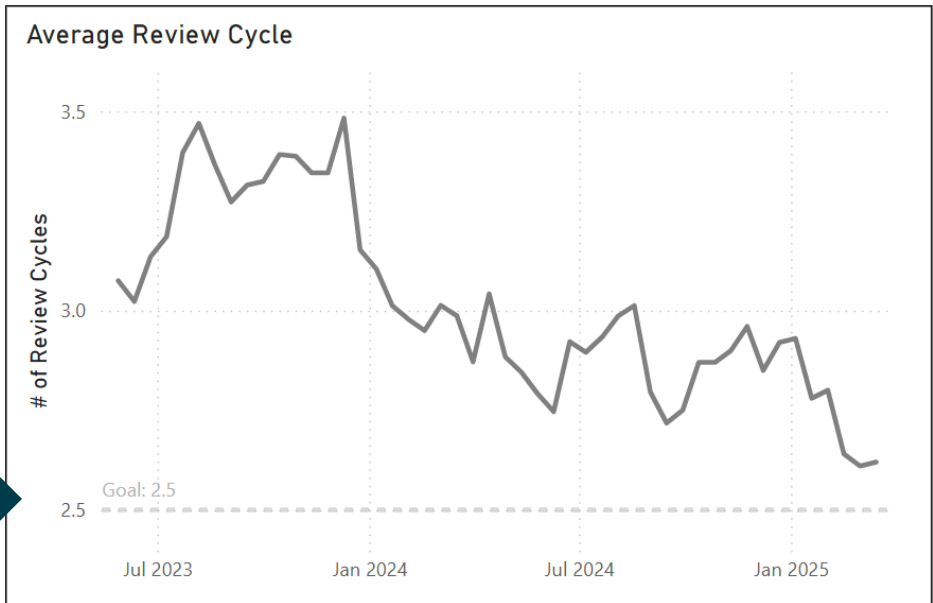
- | | |
|----|--|
| 5 | Assess Cost Implications of Regulatory Framework |
| 6d | Staff Capacity for Studies |
| 6e | Simplify Regulatory Framework |



#6b Evaluate Multiple Round of Review Process Improvements

Potential process improvements that could reduce the need for multiple rounds of review.

Reasons for Multiple Rounds	Potential Improvements
Incomplete Submittals	<input checked="" type="checkbox"/> Consolidate information on website
Poor quality plan sets	<input checked="" type="checkbox"/> Applicant Comment Meetings
Significant Design Changes	N/A
Additional Comments Found After First Round	<input type="checkbox"/> Staff Training and Development
Complex Projects	<input checked="" type="checkbox"/> Project Schedules



Planning Development Review



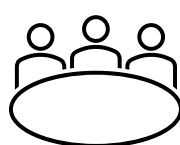
#6c – Plan Review Phone Support



Comment letters and markup drawings are the primary communication method



Additional conference call support could add 1-3 hours to each project



Focus on scheduling meetings for projects reaching 3rd review cycle



Applications Completed

[Dashboard List](#)[Planning Dashboard](#)

Measure Definition

Measure of a ministerial planning permits completed by the Planning Permit Center team each week.

Division

Planning

Operation

Permit Center

Applications Completed

30

2/23/2025

8/7/2022

4/13/2025

Summary

The Planning Permit Center team processes administrative planning applications that do not require any public hearing process. These permits tend to be smaller in nature and includes minor adjustments to previously approved permits, sign permits, zoning verification letters, dead tree removals and other similarly small permits. This measure shows the number of administrative planning applications that have been reviewed and completed. This measure shows the one of the major service outputs of the Planning Permit Center team.

The Planning Permit Center has five allocated staff spending 40% of their time reviewing new Planning applications submitted by appointment and submitted without an appointment, 45% of their time reviewing Building permits, and 15% of their time responding to general inquiries and completing administrative tasks.

Goal Description: The Planning Division aims to accommodate up to 32 new applications each week, with 32 appointment slots available. Our goal is to fill all available appointments weekly to maximize service capacity and

Applications Completed Per Week



Owner

Sylvia Do

Goal/Standard

32

Disruptions

- **July 22nd-Aug 16, 2024- Staff Absence:** During this time one planner took a leave of absence resulting in less applications completed than normal.
- **June 11, 2023- Staff Time Off:** During this period 3 planners had time off that overlapped.
- **Jan 2023- Holiday Closures:** Holiday closures resulted in a decrease in applications completed.

Staffing



of Staff Assigned to This Work

7

General Impacts

- Increased development and construction activity during times of economic growth
- Staff resources shifted to other priority work and services
- Staff vacancies
- Staff sick or time off
- City holidays and closures



Days to Next Building Inspection

Days to Response

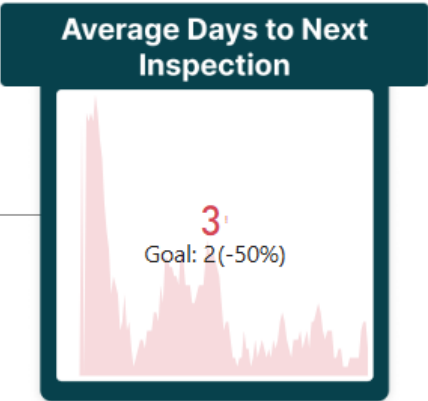
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INSPECTIONS

Here you will find a range of inspection information.

TO SCHEDULE AN INSPECTION

- Self-schedule an inspection at www.sjpermits.org -- it's easy -- just click the "Schedule an Inspection" button.
- For assistance with scheduling an inspection, call **408-535-3555** during normal business hours.



Microsoft Power BI

CONNECT WITH US

SERVICE	CONTACT
Speak with a City Planner about a planning permit process or zoning	Email: ZoningQuestions@sanjoseca.gov , or: Call 408-535-3555. Press 1. Then press 1 again during these hours: PLANNING PHONE SERVICE HOURS Monday - 10:30am-Noon; 1:00-4:00pm Tuesday-Friday - 9:00am-Noon; 1:00-4:00pm We get many calls and there may be a wait; we appreciate your patience.
Questions about a proposed or existing development	Go to www.SJPermits.org and enter the project address or Project Reference Number. Info that shows up includes how to contact the City Planner who is managing the project. All staff email addresses are: firstname.lastname@sanjoseca.gov
Schedule an application submittal appointment	Go to the Applications and Appointments webpage.
Tree removal permits	Use the Tree Removal Permit Application . Schedule an in-person or virtual appointment at Applications and Appointments or email ZoningQuestions@sanjoseca.gov for an appointment.
Environmental Review	General inquiries, email: David.Keyon@sanjosecagov For questions about the Santa Clara Valley Habitat Conservation Plan

Planning Public Info Email Response Times

Average Business Days to First Response

1.33[!]

Goal: 1 (-32.71%)

Hover for more info

Average Business Days to Resolution

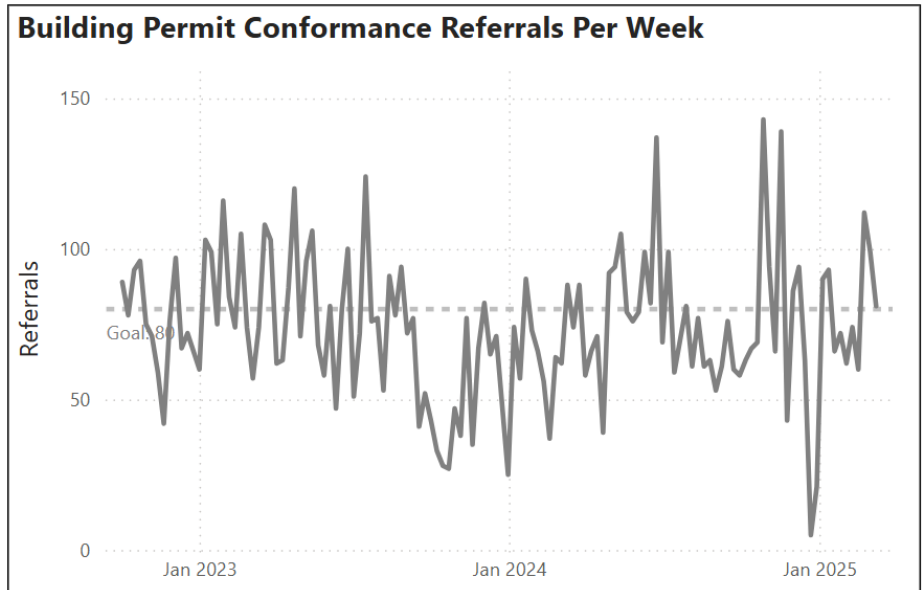
2.63[✓]

Goal: 5 (+47.5%)

Hover for more info

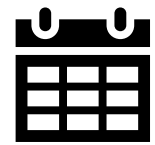


New
Conformance
Reviews



↓ 8%

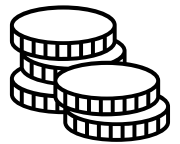
Planning Permit
Center Key Trends



Pre-Screen
Appointments

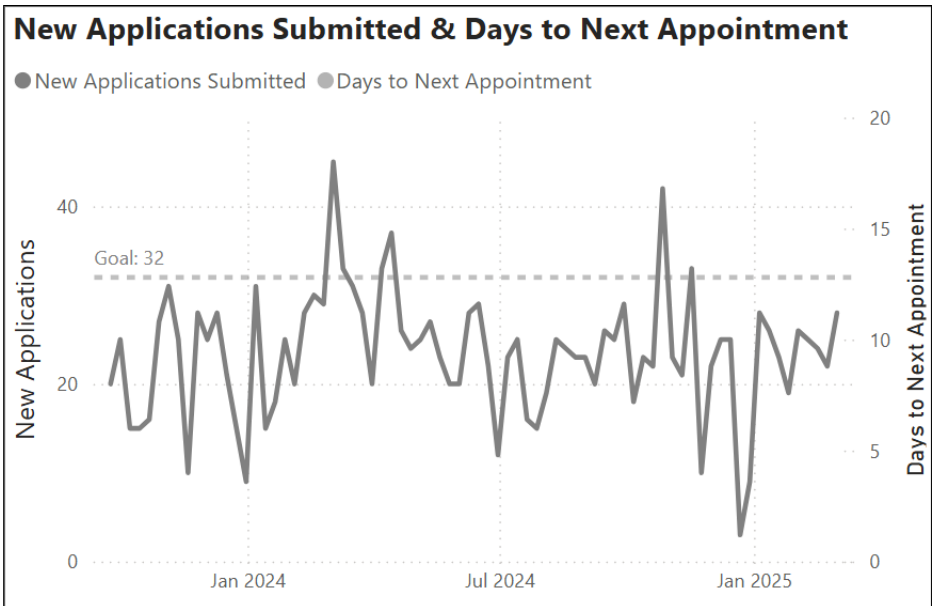


Prioritize Building
Conformance
Reviews



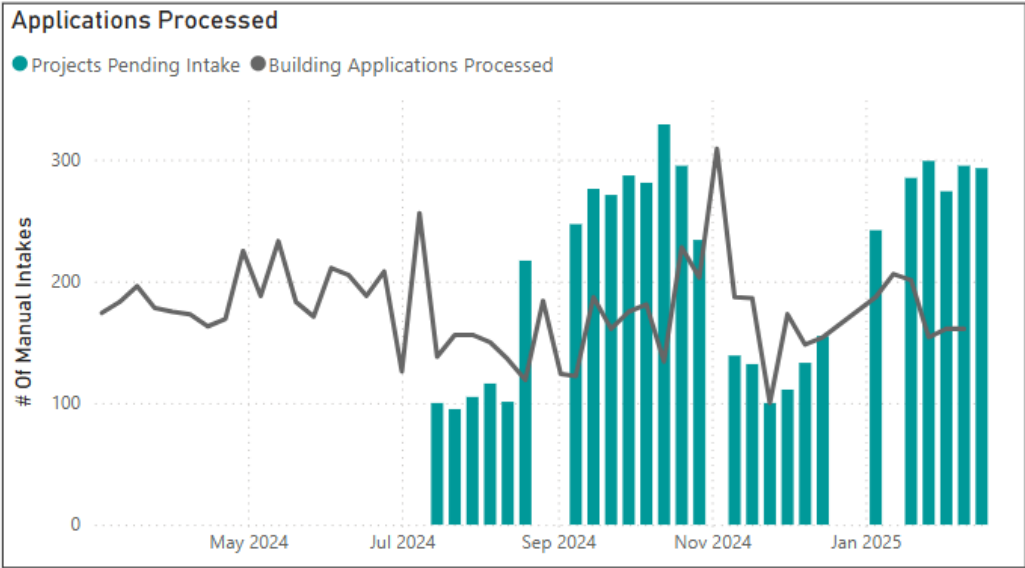
Impact Fee Revenue

New
Administrative
~~Admin~~
Planning
Applications



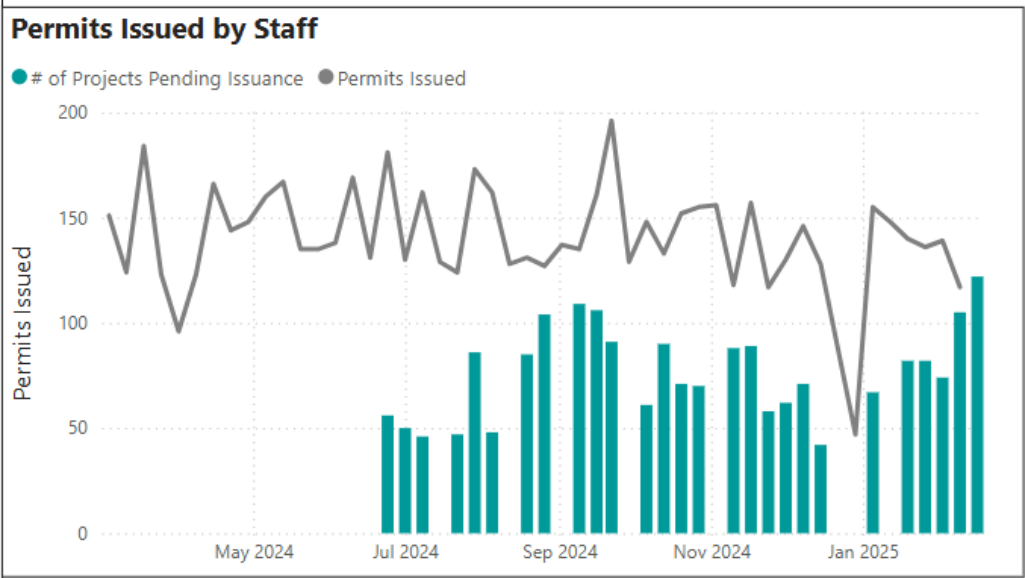
↓ 7%

Building Applications Processed



↓ 6%

Building Permits Issued



↓ 11%

Development Services Process Improvements and Dashboard Semi-Annual Status Report

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