

# Focus Area Service Team (FAST) Pilot Program Status Report

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Neighborhood Services and Education Committee

November 14, 2024

Presented by Rachel Roberts, Deputy Director, Code Enforcement

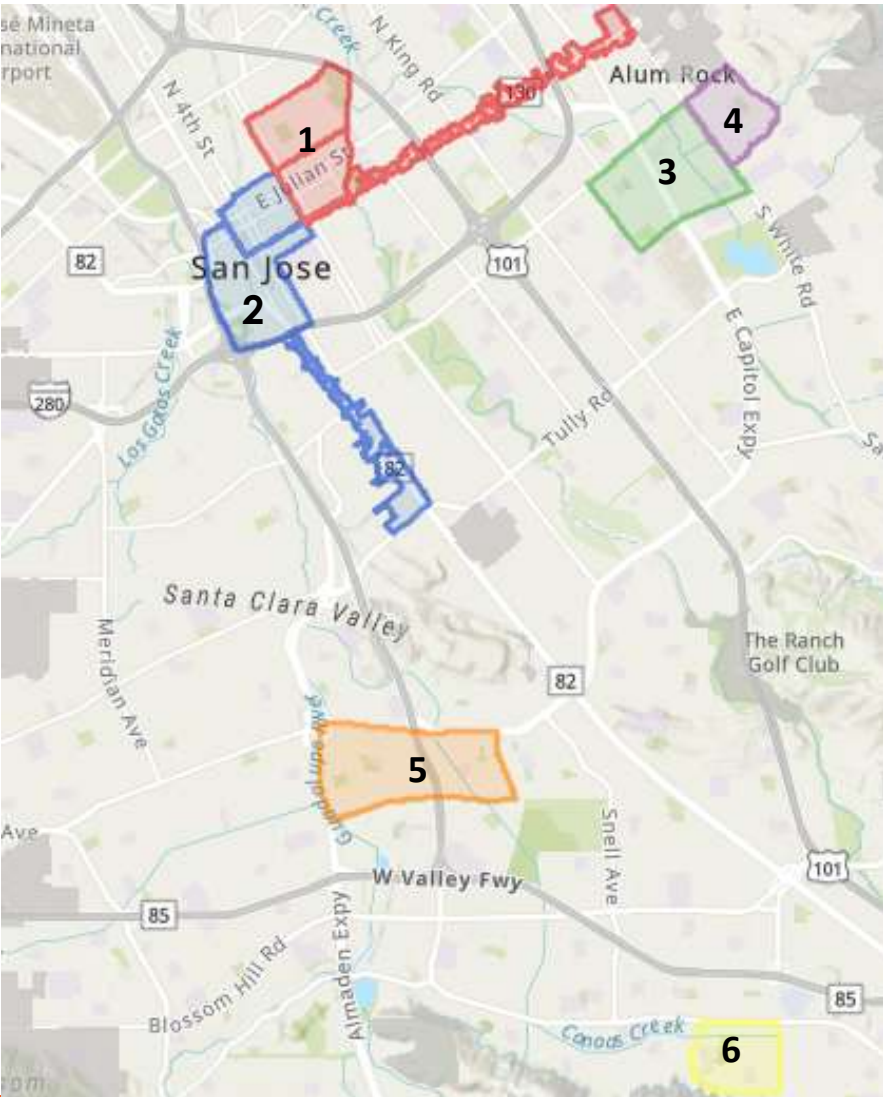


*Planning, Building and  
Code Enforcement*

# FAST Pilot Program Overview

- Explore Proactive, Expedited Blight Enforcement Model
- Six Focus Areas
- Components:
  - Targeted Outreach and Education
  - Proactive Inspection
  - Expedited Enforcement
- Duration: August 2023 to July 2024
- Cost: 303k, 3,072 staff hours





# FAST Areas

Phase 1

- | FAST Area 1   | FAST Area 2  |
|---|--|
| <ul style="list-style-type: none"> <li>• Downtown Core/ Alum Rock CD 3 and 5</li> </ul> | <ul style="list-style-type: none"> <li>• SOFA/ Monterey Corridor CD 3 and 7</li> </ul> |

Phase 2

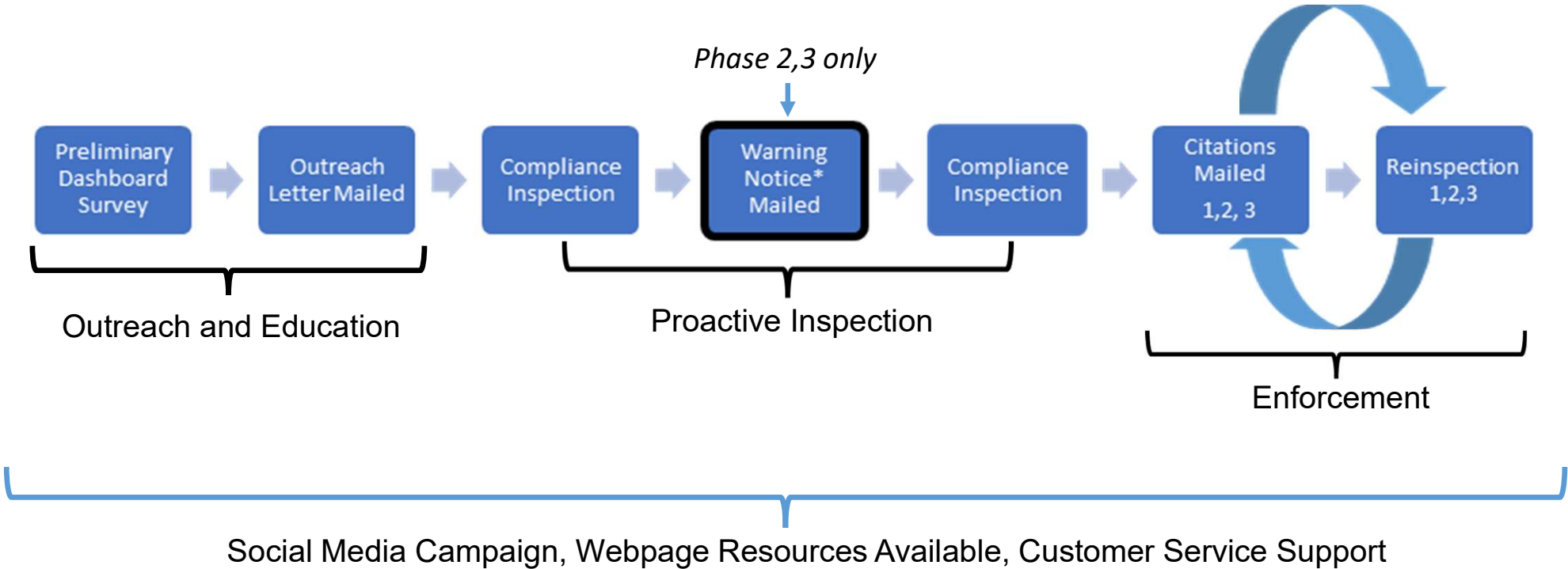
- | FAST Area 3  | FAST Area 4   |
|--|---|
| <ul style="list-style-type: none"> <li>• Cassell CD 5</li> </ul> | <ul style="list-style-type: none"> <li>• Mt. Pleasant CD 5</li> </ul> |

Phase 3

- | FAST Area 5  | FAST Area 6  |
|--|--|
| <ul style="list-style-type: none"> <li>• Pinehurst CD 2 and 9</li> </ul> | <ul style="list-style-type: none"> <li>• La Colina CD10</li> </ul> |

# FAST Process

Average 148 days



\*The warning notice step was added after the first phase due to feedback from the community, Mayor, and Council

# Outreach and Education

**DO NOT ALLOW GRAFFITI TO REMAIN ON PROPERTY**

Xóa các hình vẽ graffiti ở phần tài sản của quý vị, bao gồm tòa nhà, công trình, hàng rào, xe cộ và thuyền.

**CITY OF SAN JOSE**  
CAPITAL OF SILICON VALLEY  
Planning, Building and Code Enforcement

## COMMON EXTERIOR VIOLATIONS AND HOW TO CORRECT THEM TO AVOID A CITATION.

**Do not allow graffiti to remain on property.**  
Remove graffiti from your property, including buildings, structures, fences, vehicles, and boats. For help, you can find tips at [bit.ly/SJRemoveGraffiti](http://bit.ly/SJRemoveGraffiti), and report the possibility of gang-related graffiti at [311.sanjoseca.gov](http://311.sanjoseca.gov) or call 3-1-1.  
Municipal Code 9.57.300, 9.57.310  
Fine Amounts: \$250-\$1,000

**Do not store junk, lumber, dirt, and household items in yards.**  
Remove junk, lumber, dirt, household items, and other debris that are visible from the street.  
Schedule a free large item pickup by calling 3-1-1 or visit [311.sanjoseca.gov](http://311.sanjoseca.gov).  
Municipal Code 17.72.030, 17.72.570 - 17.72.575  
Fine Amounts: \$250-\$1,000

**Do not store inoperable vehicles on driveways or in front yards.**  
If your vehicle isn't working, repair it or store it in a garage. You can also store it in a side yard or backyard where it's not visible from the street, at least five feet from the property line or fence. It cannot block access to any bedroom windows.  
Call (408) 535-7770 or visit [www.sanjoseca.gov/UnwantedCarPickup](http://www.sanjoseca.gov/UnwantedCarPickup) to schedule a free pickup of an unwanted car that is on your property.  
Municipal Code 17.72.30, 17.72.565  
Fine Amounts: \$250-\$1,000

**Do not park on unpaved surfaces such as lawn, turf, gravel, or dirt or between the curb and sidewalk.**  
Park vehicles on the driveway, in the garage, or on the street. Never pave over your front yard; you may be cited and required to pull out the pavement.  
Municipal Code 17.72.600  
Fine Amount: \$100

**Do not allow overgrown or dead vegetation.**  
Overgrown vegetation can be a fire hazard, a visual obstacle, and can harbor rodents. Keep grass and weeds on your property and along your sidewalk trimmed to under 12 inches in height, and remove any dry or dead vegetation.  
Municipal Code 17.72.030, 17.72.575  
Fine Amounts: \$250-\$1,000

**DO NOT**  
Allow graffiti on structures, fences, vehicles, boats, or other personal private property.  
Municipal Code 9.57.300, 9.57.310  
Fine Amounts: \$250-\$1,000

**ACTION**  
Remove graffiti immediately. For help with graffiti removal, visit [311.sanjoseca.gov](http://311.sanjoseca.gov) or call 3-1-1.

**DO NOT**  
Store non-working vehicles in an area visible from the street for more than 72 hours.  
Municipal Code 17.72.30, 17.72.565  
Fine Amounts: \$250-\$1,000

**ACTION**  
Fix the vehicle or store it in a garage, side yard, or backyard, out of public view. Vehicles must be at least five feet from the fence or property line and cannot block access to a bedroom window.  
Call (408) 535-7770 or visit [www.sanjoseca.gov/UnwantedCarPickup](http://www.sanjoseca.gov/UnwantedCarPickup) to schedule a free pickup of an unwanted vehicle that you own. Visit [311.sanjoseca.gov](http://311.sanjoseca.gov) or call 3-1-1 to report inoperable vehicles parked on the street.

**City of San Jose - Planning, Building and Code Enforcement**  
Sponsored -

Reminder! Take action before Feb. 19!

The City's Code Enforcement FAST ... See more

**A cleaner, safer San José starts at home.**  
Fight blight in your neighborhood by taking action on your own property.  
The City's Code Enforcement FAST is conducting a blight abatement project in the area of 10th and 11th Streets, between San Antonio Avenue and San Antonio Avenue. The project will include a free pickup of unwanted cars and other items on the property. The project will also include a free pickup of unwanted cars and other items on the property. The project will also include a free pickup of unwanted cars and other items on the property.

**Remove graffiti**  
Remove graffiti from your property, including buildings, structures, fences, vehicles, and boats. For help, you can find tips at [bit.ly/SJRemoveGraffiti](http://bit.ly/SJRemoveGraffiti), and report the possibility of gang-related graffiti at [311.sanjoseca.gov](http://311.sanjoseca.gov) or call 3-1-1.  
Municipal Code 9.57.300, 9.57.310  
Fine Amounts: \$250-\$1,000

**Keep front yards tidy**  
Remove junk, lumber, dirt, and household items from your front yard. Schedule a free large item pickup by calling 3-1-1 or visit [311.sanjoseca.gov](http://311.sanjoseca.gov).  
Municipal Code 17.72.030, 17.72.570 - 17.72.575  
Fine Amounts: \$250-\$1,000

**Remove non-working vehicles out of view**  
If your vehicle isn't working, repair it or store it in a garage. You can also store it in a side yard or backyard where it's not visible from the street, at least five feet from the property line or fence. It cannot block access to any bedroom windows.  
Call (408) 535-7770 or visit [www.sanjoseca.gov/UnwantedCarPickup](http://www.sanjoseca.gov/UnwantedCarPickup) to schedule a free pickup of an unwanted car that is on your property.  
Municipal Code 17.72.30, 17.72.565  
Fine Amounts: \$250-\$1,000

**Fix vehicles on paved surfaces**  
Do not park on unpaved surfaces such as lawn, turf, gravel, or dirt or between the curb and sidewalk. Park vehicles on the driveway, in the garage, or on the street. Never pave over your front yard; you may be cited and required to pull out the pavement.  
Municipal Code 17.72.600  
Fine Amount: \$100

19 7 comments 16 shares

# Interdepartmental Collaboration

## San Jose 311

- Proactive Referrals
- 61 total

## Dumpster Day Events

- Coordinated with PRNS/BSJ
- 3k informational flyers distributed

## Resource Promotion

- Graffiti Removal Program
- Free Junk Pickup Program

# Enforcement and Compliance

	Outreach and Education	Warning Notice	Citation (Fines)	Total
Closed Cases	194	87	153	434
Compliance Rate	41.9%	18.8%	33.0%	94%

# of Citation Issuance	Compliance Rate	Citation (Fine) Amount Range
1 <sup>st</sup> Citation	62%	\$100 - \$250
2 <sup>nd</sup> Citation	19%	\$200 - \$750
3 <sup>rd</sup> Citation	3%	\$300 - \$800

# FAST v. Normal Operations

	FAST*	Normal Operations**
Timeline	Approx 5 months	12 months
Number of Cases Opened	463	375
Case Duration (Open to Resolution)	66 days	129 days
Compliance Rate after 1 <sup>st</sup> Citation	62%	50%
# of inspections required	2.9	2.1

\*FAST targeted outreach and education, focused, proactive caseload

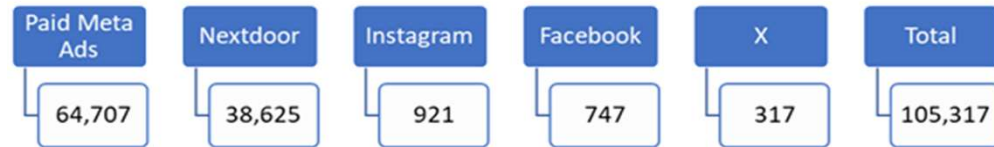
\*\*High volume of caseload, variety of case types- emergency, priority, routine



# Outreach and Education Outcomes



Paid targeted Ads were highly effective- 64k impressions, 105k views overall



Webpage activity influenced by process steps



Survey Results:

- Dumpster Day outreach was also valuable
- Community welcomed information and education
- 80% of survey respondents expressed desire for program to continue

# FAST Costs

## FAST Pilot Program Cost

## Low-Cost Model\*

(approx. 4-5 areas/9k parcels annually)

APPN	Detail	Detail Description	Total
0581	4001	SALARIES-REG-FULL TIME	154,853
	4003	SALARIES-REG-PART TIME	16,476
	4006	SALARIES - OVER TIME	187
	4011	BENEFITS: RETIREMENT CONTRIB	79,908
	4012	OTHER FRINGE BENEFITS	20,506
	4013	OTHER BENEFITS	6,348
<b>0581 Total</b>			<b>\$278,279</b>
0582	4030	SUPPLIES AND MATERIALS	175
	4032	COMM EXPNSE: TELEPHONE-TELEGRPH	16
	4033	COMM EXPNSE: POSTAGE	6,900
	4034	PRINT/ADV-OUTSIDE VENDORS	15,743
	4052	PROF & CONSULTANT SVCS	4,572
<b>0582 Total</b>			<b>\$27,406</b>
<b>Grand Total</b>			<b>\$305,685</b>

Staff	# of Staff	FTE	Total Staff Cost w/ OH	Total Staff Cost w/out OH
CODE INSP I	2	0.50	134,876.38	115,523.00
SUPERVISOR	1	0.08	21,349.60	18,092.88
PUBLIC INFO REP	1	0.06	12,858.64	10,815.66
SENIOR OFFICE SPECIALIST	1	0.10	26,144.26	22,534.95
			<b>195,228.87</b>	<b>166,966.49</b>

\*Inspectors dedicated to FAST operations only; Interdepartmental coordination would be limited; Public Information limited to vendor coordination/webpage maintenance.

# Opportunities

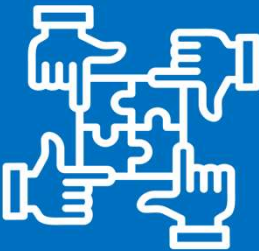
## Implement and Expand

Targeted Outreach & Educational Resources



## Enhance

Interdepartmental Collaboration



## Expand

Community Partnerships



## Increase

Analysis and Evaluation



# More to unpack



Why are some violations more common in certain areas?

What resources can we offer to foster compliance in those areas?



How can we work with other departments to offer more proactive support?