

## Attachment B

### Performance Metrics Definitions

#### Outcome 1. Thriving, inclusive, and attractive communities and vibrant public spaces

##### Community Indicators:

- Income diversity ratio. *Ratio of 80% percentile income limit to 20% percentile income limit. (U.S. Census Bureau).*
- Population diversity. *Percent of population composition by race/ethnicity. (U.S. Census Bureau).*

##### Performance Measures:

- Housing public service utilization rate. *Percent of funding utilized for public service programs by type. (Neighborhood Capital Investment and Public Services).*
- Eviction Help Center utilization rate. *Percent of tenants that file eviction petitions at Santa Clara Superior Court that use the Eviction Help Center. (Rent Stabilization and Tenant Protection).*

#### Outcome 2. Strong, responsive, and equitable economy and development services

##### Community Indicators:

- Income growth. *Percent change in earned income for full-time wage and salary workers by income percentile. (Bay Area Equity Atlas).*
- Jobs held by residents. *Percent of residents who work in other cities/areas and Percent of jobs in San José held by residents or someone living elsewhere. (U.S. Census Longitudinal Employer-Household Dynamics).*
- Residential development project cost rate. *Percent of total market rate and affordable project cost by type (e.g., hard costs, soft costs, insurance rates, average residual value, insurance costs, construction costs, target return rates, average rents). (Century 1 Urban).*

##### Performance Measures:

- None.

#### Outcome 3. Accessible and diverse range of housing and business opportunities

##### Community Indicators:

- Residential displacement risk. *Percent of low-income households by race/ethnicity and neighborhood displacement risk level. (Bay Area Equity Atlas).*
- Housing cost burden. *Percent of owner- and renter-occupied households that are cost-burdened (spending more than 30% of income on housing costs). (Bay Area Equity Atlas).*
- Excessive housing cost burden. *Percent of owner- and renter-occupied households that are "severely" cost-burdened (spending more than 50% of income on housing costs). (Bay Area Equity Atlas).*
- Total housing occupancy rate. *Percent of total housing units occupied. (U.S. Census).*

### **Cont'd – Outcome 3. Accessible and diverse range of housing and business opportunities**

- Homeowner housing vacancy rate. *Percent of housing units vacant for homeowner housing. (U.S. Census).*
- Rental housing vacancy rate. *Percent of housing units vacant for rental housing. (U.S. Census).*
- Median monthly rent. *Dollar-cost for median monthly rent. (Bay Area Equity Atlas).*
- Living wage income. *Hourly wage that a sole provider working full-time must earn to support themselves and their family by benefit category (with both health and retirement benefits, with either health or retirement benefits, and without health or retirement benefits). (Santa Clara County).*
- Median earnings. *Annual median earnings for full-time workers. (Bay Area Equity Atlas).*
- Overcrowded residential housing. *Percent of overcrowded housing units (occupied by 1.01 persons or more per room, excluding bathrooms and kitchens) by tenure (owner, renter). (U.S. Census).*
- Severely overcrowded residential housing. *Percent of severely overcrowded housing units (occupied by 1.5 persons or more per room, excluding bathrooms and kitchens) by tenure (owner, renter). (U.S. Census).*

#### **Performance Measures:**

- Affordable housing production rates. *Percent of target achieved for total affordable housing units produced by area (e.g., continued investment area, housing expansion area). (Affordable Housing Production and Preservation Core Service).*
- Extremely low-income household funding rates. *Percent of Housing Department funds committed to extremely low-income households. (Affordable Housing Production and Preservation Core Service).*
- Housing production rates. *Percent of San José housing production compared to regional fair share number target by income level (e.g., above-moderate, moderate, low, and very low-income) and by phase (e.g., entitled, building permit issued, certificate of occupancy issued). (Affordable Housing Production and Preservation Core Service).* Affordable housing subsidy rates. *Percent of affordable housing units receiving City subsidy by phase (e.g., entitled, building permit issued, certificate of occupancy issued). (Affordable Housing Production and Preservation Core Service).*
- Housing rehabilitation completion rates. *Percent of rehabilitation projects completed by type (e.g., rehabilitation, minor repair) and earning level (e.g., residents earning 30% area median income or less, 50% area median income or less, 80% area median income or less). (Neighborhood Capital Investment and Public Services Core Service).*
- Rent stabilization rates. *Percent of rent-stabilized housing units that did not have vacancy turnover in the past year. (Rent Stabilization and Tenant Protection).*

## **Core Service 1. Affordable Housing Portfolio Management**

### **Performance Measures:**

- Portfolio unit compliance rate. *Percent of portfolio units brought into compliance with safe and sanitary condition requirements within 90 days by type (e.g., projects inspected, units inspected).*
- Housing portfolio occupancy. *Percent and number of affordable housing portfolio households occupied by ethnicity.*

### **Activity and Workload Highlights:**

- Single-family loan management transactions. *Number of single-family loan management transactions by type (e.g., refinance, subordination, assumption, payoff).*
- Single-family rehabilitation and homebuyer loans. *Dollar amount of total loan principal and number of loans by type (e.g., project loans, rehabilitation and homebuyer loans, multi-family acquisition/rehabilitation loans).*
- City invested and issued bonds for affordable rental units. *Number of direct investment/loans and issued bonds.*
- Income restricted for sale homes. *Number of income-restricted for sale homes.*
- Units refinanced for affordability. *Number of existing units refinanced to keep them affordable.*

## **Core Service 2. Affordable Housing Production and Preservation**

### **Performance Measures:**

- Developer funding commitment rates. *Percent of funding committed to black, indigenous, and people of color /Emerging Developers (e.g., developers, consultants, architects, municipal advisors, outside attorneys).*
- Regional Housing Needs Allocation Accessory Dwelling Unit rates. *Percent of City annual moderate housing Regional Housing Needs Allocation goal met through Accessory Dwelling Units permits approved.*
- Affordable housing unit subsidy rate. *Average per unit subsidy in funding commitments for new construction projects.*
- Affordable housing unit preservation rates. *Percent of housing units preserved by type (e.g., disabled, family, permanent supportive housing, rapid rehousing, seniors, veterans, youth).*
- Affordable housing unit completion rates. *Percent of housing units completed by type (e.g., disabled, family, permanent supportive housing, rapid rehousing, seniors, veterans, youth).*

### **Activity and Workload Highlights:**

- Affordable housing units completed. *Number of affordable housing units completed.*
- New construction funding subsidy. *Dollars in funding commitments for new construction.*
- Affordable housing funding commitments. *Dollars in funding commitments for total affordable housing units by area (e.g., continued investment areas, housing expansion areas).*

## **Cont'd – Core Service 2. Affordable Housing Production and Preservation**

- Affordable housing unit preservation. *Numbers of housing units preserved by type (e.g., disabled, family, permanent supportive housing, rapid rehousing, seniors, veterans, youth).*
- Affordable housing unit completion. *Numbers of housing units completed by type (e.g., disabled, family, permanent supportive housing, rapid rehousing, seniors, veterans, youth).*

## **Core Service 3. Neighborhood Capital Investment and Public Services**

### **Performance Measures:**

- Community Development Block Grant invoice reimbursement rate. *Percent of Community Development Block Grant reimbursement invoices processed within 30 days of receipt containing required documentation.*
- Community Development Block Grant project funding rate. *Percent of Community Development Block Grant funds used for projects by type (e.g., Public Services, Community Development Investment Non-Construction Projects, Community Development Investment Construction Projects).*

### **Activity and Workload Highlights:**

- Rehabilitation project completion. *Number of rehabilitation projects completed by type (e.g., rehabilitation projects, minor repair).*
- Necessity grant funding. *Dollar amount of grant funding for low-income residents to provide necessities and number of residents.*
- U.S. Housing and Urban Development grant disbursement. *Number of U.S. Department of Housing and Urban Development grants disbursed to the community by type (e.g., residents impacted, programs supported, organizations supported).*

## **Core Service 4. Rent Stabilization and Tenant Protection**

### **Performance Measures:**

- Eviction diversion rate. *Percent of households stabilized by eviction diversion program of total cases received.*
- Tenant/landlord petition resolution rate. *Percent of tenant/landlord petitions resolved.*
- Tenant/landlord voluntary agreement rate. *Percent of tenant/landlord petitions that resulted in voluntary agreement without an appeal.*
- Rent registry rate. *Percent of rent-stabilized units registered annually with the Rent Stabilization Program rent registry.*
- Rent stabilization inquiry rate. *Percent of Rent Stabilization Program inquiries received by intake channel (e.g., Rent Stabilization Program, legal services advice hotline, eviction prevention hotline).*

### **Activity and Workload Highlights:**

- Rent stabilization client interactions. *Number of mobilehome and apartment client interactions with the Rent Stabilization Program.*
- Tenant petition submissions. *Number of tenant petitions submitted by type (e.g., housing services reduction, unlawful rent).*

#### **Cont'd – Core Service 4. Rent Stabilization and Tenant Protection**

- Rent stabilization and tenant protection outreach. *Number of rent stabilization and tenant protection outreach by type (e.g., events, attendees).*
- Rent stabilization and tenant protection property owner workshops. *Number of rent stabilization and tenant protection workshops for property owners (e.g., events, attendees).*
- Eviction prevention cases. *Number of eviction prevention cases by type (e.g., eviction concern interactions, individuals assisted during unlawful detainer calendar at Santa Clara County Superior Court, total cases received, total households stabilized).*