



Audit of Development Noticing

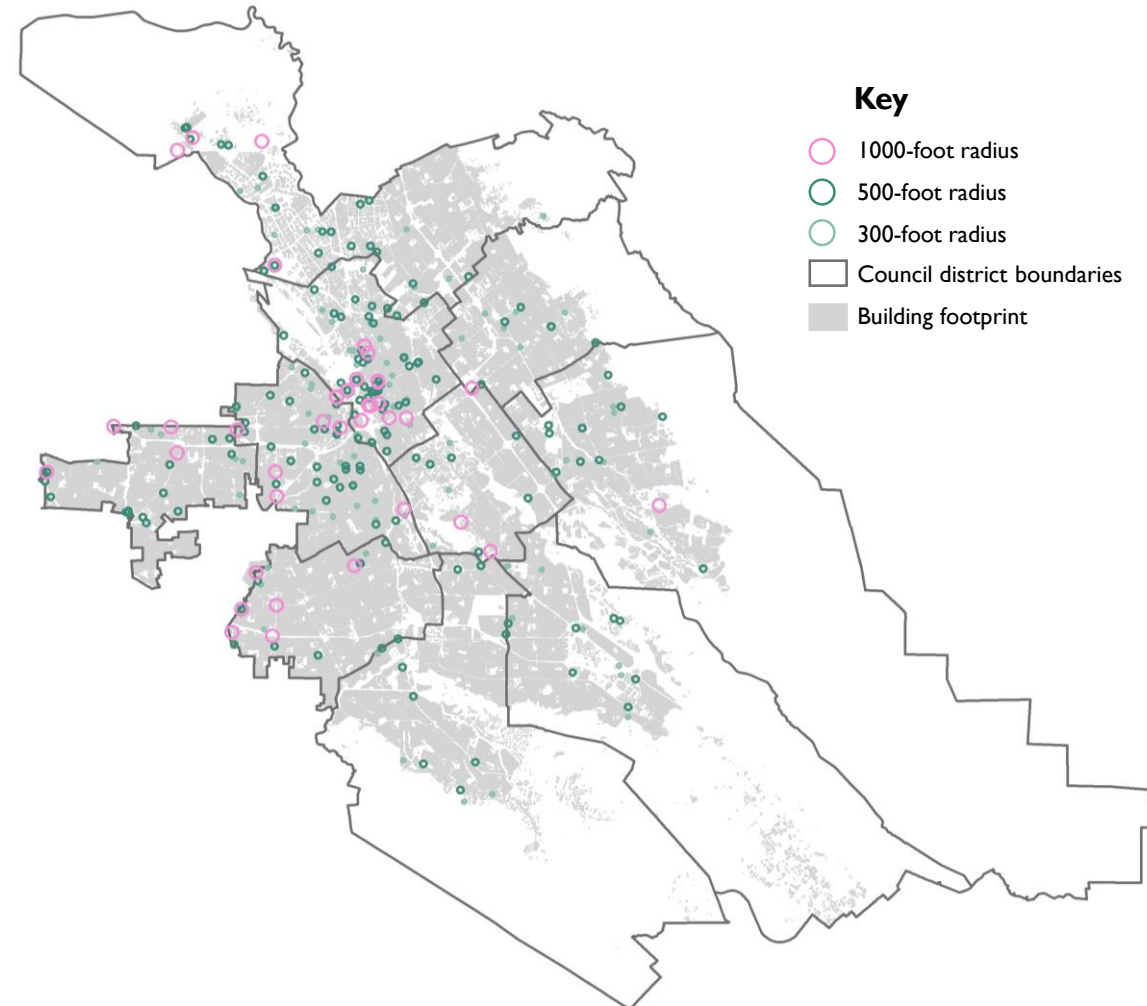
Presentation to the City Council

April 23, 2019

San José City Auditor's Office

Exhibit 5: Location of Development Proposals and Mailing Radii for Hearing and Community Meeting Notices in FY 2017-18

- State requirements
 - Property owners
 - 300-foot radius
 - 10 days' notice
 - Newspaper notice (zoning)
- City requirements (6-30)
 - Tenants and property owners
 - 300- to 1,000-foot + radius
 - 14 days' notice (minimum)
 - On-site notice
 - Online information



Finding I: Planning Prepares and Mails Tens of Thousands of Hearing Notices

Exhibit 2: Three Support Staff Centrally Manage Development Noticing

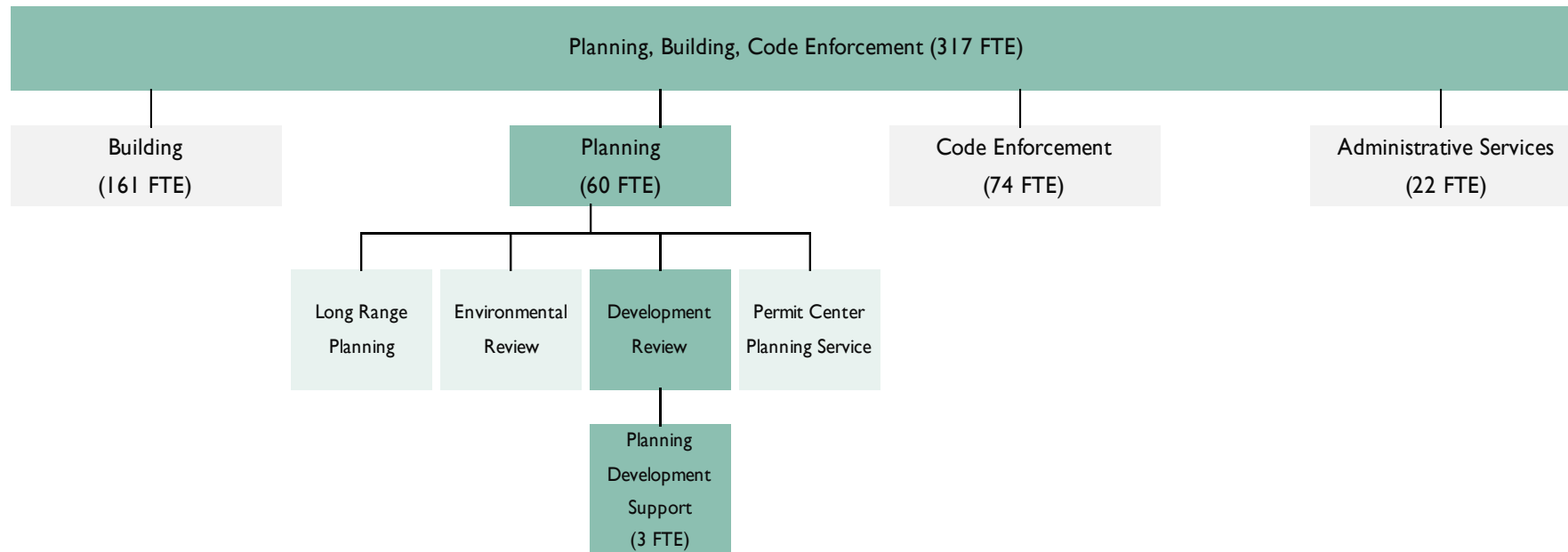


Exhibit 6: Number of Mailing Sent for Hearings and Community Meetings Held in FY 2017-18

- Hearing notices
 - 374 projects
 - 109,741 mailings
 - \$276,300 in public notice fees
- Community meeting notices
 - 44 projects
 - 39,515 mailings
 - \$68,900 in public notice fees

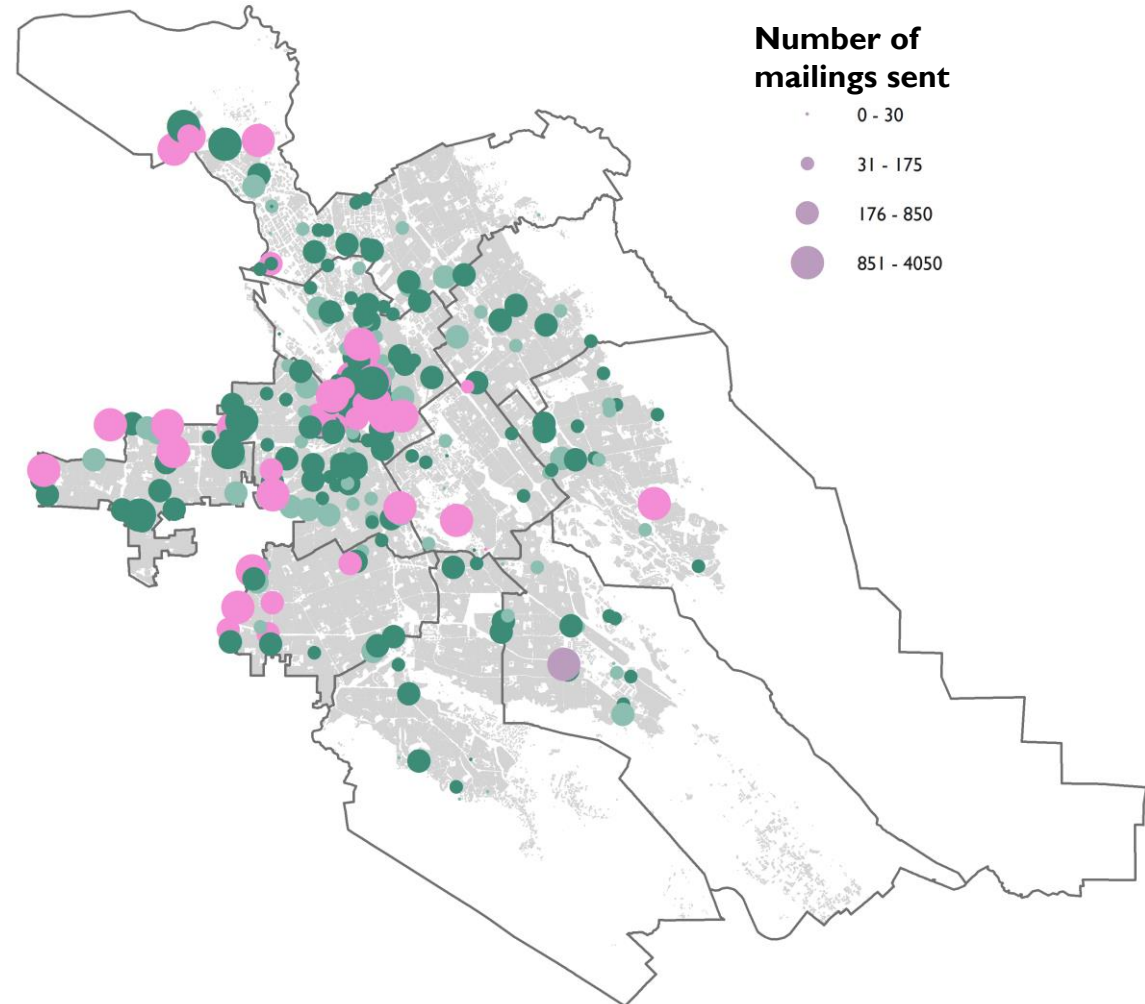


Exhibit 7: Example On-Site Notices in San José, Santa Clara County, Oakland, and San Francisco

San José



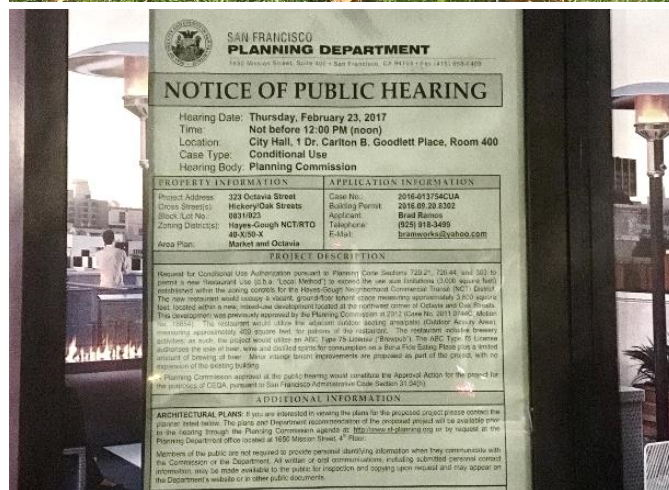
Oakland



Santa Clara



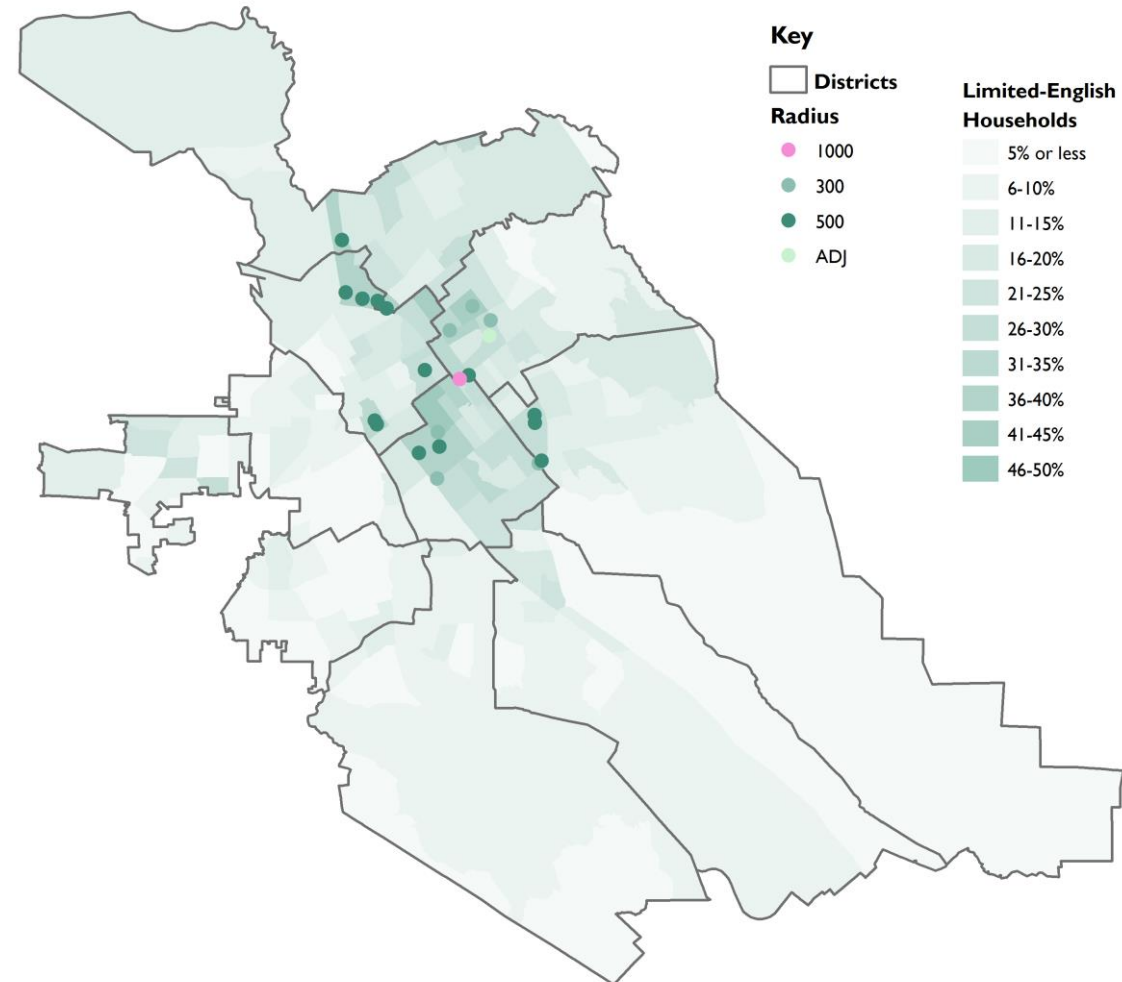
San Francisco



Finding 2: The City Should Improve Mechanisms for Reaching Neighborhood Associations and Limited English Speaking Communities

- Regularly involving neighborhood associations early in the process can help identify projects that may warrant additional outreach.
- Establishing procedures for the use interpreters at meetings, and translation of notices can help improve access for limited English-speaking communities.

Exhibit 8: In FY 2017-18, Just 28 Development Projects Occurred in Census Tracts Where at Least a Quarter of Households Were Limited English Speaking



Finding 3: Further Improvements Can Enhance Public Outreach

- Last updated in 2004, Policy 6-30 should be updated:
 - To account for changes to the Municipal Code, as well as provide clearer guidance for some types of permits, and
 - To provide goals on the availability of information online.
- Hearing notices can incorporate more plain language.
- Develop materials for the community explaining purpose of planning process, as well as to collect feedback from the public.

- Our audit report includes a total of 8 recommendations to ensure outreach policies meet community expectation.
- We would like to thank Planning, PRNS, Public Works, the Office of Immigrant Affairs, the City Attorney's Office, and San José residents for their time and insight.

The audit report is available at: www.sanjoseca.gov/auditor