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San José Opens “One-Start Center”
“Making it easier to do business in San Jose”



San José ---- Doing business with the City of San José has now become easier with the opening of the San Jose’s new “One-Start Center” today at City Hall.

The new center provides a customer-friendly and convenient location for project applicants to meet with city staff from many different departments at one time to expedite development projects of all sizes. It’s a new way of doing business for San José, ensuring that applicants hear all City staff speaking with one voice to get answers and permit approvals faster and more conveniently.

“The One-Start Center streamlines the way we work with businesses, and it will result in faster approvals and well-coordinated services that reduce costly uncertainty,” said San Jose Mayor Ron Gonzales.



“This is one more example of how we are strengthening our ability to help employers to locate and grow in San Jose and create jobs for our residents.”

The first development to use the new One-Start Center today was the CIM Group, which is preparing to build a mixed-use residential and commercial project in Downtown San José.

CIM is developing several mixed-use projects in partnership with the city and the San Jose Redevelopment Agency. Groundbreaking for the first CIM project at Second and Santa Clara streets currently is scheduled for mid-February.

“San Jose is clearly committed to providing solutions through innovation,” said Gene Eagle, CIM project manager who led his team through the One-Start Center today. “In our business, time is money. When we can work with all the right people at once, we can make faster progress to create a high quality project that will both meet our business objectives and the community’s goals.”

The One-Start Center is a direct outcome from the forums about getting families back to work held last August by Mayor Gonzales and the city council to identify ways to improve the San Jose business climate. Business leaders told the city council that City Hall needed to establish an integrated system to facilitate business location and retention.

Although a one-start center is already included in the plans for the new San Jose city hall currently under construction and will open in mid 2005, the Mayor recommended the immediate creation of a one-start center to help businesses now.

The City's development services partners embraced the concept and converted an existing conference room on the first floor of City Hall at minimal cost.

“The new One-start Center is the prototype for the way we will do business in our new city hall,” said City Manager Del Borgsdorf. “We are committed to seamless service delivery and excellent customer service to meet the needs of our business community and help them stay competitive.”

The two primary functions offered in the new center are preliminary review and integrated expedited project review services. During preliminary reviews, city staff from the Office of Economic Development, Redevelopment Agency, and Planning, Public Works, and Fire departments work with the applicant’s team of engineers and architects to determine project feasibility, identify technical issues that need to be addressed during design of projects, and seek cost savings through design solutions.

The center will also be used for project review meetings for the city’s Special Tenant Improvement program and other expedited project processing that allow businesses to move quickly through the development review process.

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