

PERMIT CENTERS

Description

The Department of Community Development, better known as the Permit Centers, is a convenient “one-stop shop” for residents seeking community development services including permits and applications. The Department has two locations referred to as the Permit Center-East and the Permit Center-West. The Permit Center-East has been in service since 1989. Due to the success of the eastern location, services were expanded to a western location that opened in April 2001. The Permit Centers are staffed by representatives from Building Inspections, Planning, Public Utilities, and Public Works.

- To provide information to the public concerning the requirements and regulations related to zoning and subdivisions of property, building construction, and other aspects of the development process.
- To assist the public with questions concerning the agendas and processes of the Planning Commission and Board of Zoning Appeals.
- To provide a streamlined development review process at a convenient, one-stop location.
- To accurately track, monitor, and administer the costs of providing these services in order to provide them in a cost efficient manner.

Objectives

- To consistently provide quality services to all citizens and customers in a professional, accurate, and efficient manner.
- To assist the public – including private citizens, builders, developers, and engineers – with their permitting and licensing needs.

Budget Highlights

The Permit Centers’ budget for FY2012-13 is \$884,218, which reflects an increase of \$79,476,

Annual Fiscal Plan

<u>Description</u>	<u>FY11 Actual</u>	<u>FY12 Original</u>	<u>FY13 Approved</u>	<u>Change 12 to 13</u>
Personnel	\$ 1,039,545	\$ 1,029,748	\$ 1,084,322	5.3%
Operation	42,387	54,540	31,175	(42.8%)
Capital	967	0	1,140	0.0%
Sub-Total	<u>\$ 1,082,899</u>	<u>\$ 1,084,288</u>	<u>\$ 1,116,637</u>	<u>3.0%</u>
Interdepartmental Billings	(217,223)	(279,546)	(232,419)	(16.9%)
Total Budget	<u>865,676</u>	<u>804,742</u>	<u>884,218</u>	<u>9.9%</u>
Personnel Complement*	18	17	17	0

*One vacant position was moved to the County's hold complement in FY2011-12.

Permit Centers (cont'd)

Performance Measures				
	FY11	FY12	FY13	Change 12 to 13
Workload Measures				
Total Number of Inquiries	13,295	13,707	13,981	274
Permit Applications Received	4,519	5,208	5,312	104
Reviews Performed	7,113	7,840	7,997	157
Permits Issued	4,447	5,141	5,244	103
Business Licenses Reviewed	3,192	2,787	2,842	55

or 9.9 percent when compared to the FY2011-12 budget. The personnel component reflects an increase of \$54,574, or 5.3 percent due to the increases in salaries and benefit rates. The remainder of the increase is related to the budgeted interdepartmental billings, which is discussed in greater detail below. Operating costs for both Centers will decrease \$23,365 as a result of a number of targeted reductions, including the global adjustment of suspending contributions to the technology replacement fund, which accounted for \$17,625 of the decrease. There is \$1,140 allocated for capital outlay, which will be utilized for unanticipated computer and telecommunication replacements throughout the fiscal year.

The one-stop convenience at both the East and West locations simplifies the process for obtaining permits for the customer and improves overall service levels. Services provided include the processing of building permits and answering inquiries regarding code regulations, zoning, water/sewer availability, as well as road and drainage issues. Staff is utilized from Building Inspections, Public Works, Public Utilities, and Planning. Funds to pay for staff serving these functions are in the Permits Centers' budget and complement. With one position moved to the hold complement in FY2011-12, four staff members now have their personnel expenditures reimbursed, via interdepartmental transfer, by the

appropriate department related to the services furnished. Those reimbursements for FY2012-13 will be from Public Works for one Engineering Aide III and one Engineering Technician and Public Utilities for two Engineering Technicians at the West Center. The sum of these reimbursements, totaling \$232,419, is shown as a negative amount in the Permit Centers' budget. Due to the one position previously reimbursed being moved to the hold complement, the reimbursement is budgeted for \$47,127 less than in FY2011-12.

The Permit Centers were designed to make it more convenient to process and approve a permit at a central location. Technology was one of the driving forces to accomplish this process through the use of the Geographic Information System (GIS) and the Tidemark software system. Now, when a resident or builder enters the Permit Centers, they can leave with an approved permit for additions, decks, and accessory structures in one hour or less.

The Permit Centers were also designed to make it more convenient for customers to view and purchase copies of County maps at the public map section. There continues to be positive feedback from customers who can now be in and out of the center within fifteen minutes with copies of maps in their possession.