

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. The volume of customers the Permit Center-East serves has grown as awareness of the Center has increased. Due to the success of the eastern location, services were expanded to a western location, which began operations in April 2001. The Permit Centers are staffed by representatives from Building Inspections, Planning, Public Utilities, and Public Works.

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.

- 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.

Budget Highlights

The Permit Centers’ budget for FY2010-11 is \$880,910, which reflects a decrease of \$64,762 or 6.8 percent when compared to the FY2009-10 budget. The personnel component reflects a decrease of \$74,271, or 6.5 percent due to the

Annual Fiscal Plan

Description	FY09 Actual	FY10 Original	FY11 Approved	Change 10 to 11
Personnel	\$ 1,071,400	\$ 1,140,896	\$ 1,066,625	(6.5%)
Operation	72,936	81,196	61,362	(24.4%)
Capital	294	0	2,500	0.0%
Sub-Total	<u>\$ 1,144,630</u>	<u>\$ 1,222,092</u>	<u>\$ 1,130,487</u>	<u>(7.5%)</u>
Interdepartmental Billings	\$ (239,561)	\$ (276,420)	\$ (249,577)	(9.7%)
Total Budget	<u>\$ 905,069</u>	<u>\$ 945,672</u>	<u>\$ 880,910</u>	<u>(6.8%)</u>

Personnel Complement

19

19

18 *

(1)

*One vacant position is being eliminated.

Permit Centers (cont'd)

	Performance Measures			Change 10 to 11
	FY09	FY10	FY11	
Workload Measures				
Total Number of Inquiries	15,248	13,787	14,602	815
Permit Applications Reviewed	4,253	4,288	4,374	86
Reviews Performed	6,954	7,355	7,502	147
Permits Issued	4,168	4,219	4,303	84
Business Licenses Reviewed	3,255	3,149	3,212	63

elimination of one vacant position and the budgeting of vacancy savings. Operating costs for both Centers will decrease \$19,834 in FY2010-11. There is \$2,500 for capital outlay for the purchase of printers for plan review staff.

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. Five staff members have their personnel expenditures reimbursed, via interdepartmental transfer, by the appropriate department related to the services furnished. Those reimbursements for FY2010-11 are from Public Works for one Engineering Aide III and one Engineering Technician and Public Utilities for two

Engineering Technicians at the West Center and one Engineering Technician at the East Center. The sum of these reimbursements, totaling \$249,577, is shown as a negative amount in the Permit Centers' budget.

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.