

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.

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 location.
- To accurately track, monitor, and administer the costs of providing these services in order to provide them in a cost-efficient manner.

FISCAL YEAR 2023 SUMMARY

Annual Fiscal Plan

Description	FY21 Actual	FY22 Original	FY23 Approved	Change 22 to 23
Personnel	\$ 1,026,196	\$ 1,164,068	\$ 1,336,741	14.8%
Operation	17,827	20,930	25,931	23.9%
Capital	0	9,372	9,372	0.0%
Sub-Total	\$ 1,044,023	\$ 1,194,370	\$ 1,372,044	14.9%
Interdepartmental Billings*	(214,614)	(282,826)	(282,826)	0.0%
Total Budget	\$ 829,409	\$ 911,544	\$ 1,089,218	19.5%
Personnel Complement	16	16	16	0

*Reflects the reimbursement of four positions (2 Public Works; 2 Public Utilities) assigned to the Permit Center, which are reflected in the Permit Centers' personnel complement.

Permit Centers

PERFORMANCE MEASURES

	Performance Measures			Change
	FY21	FY22	FY23	22 to 23
Workload Measures				
Total Number of Inquiries	14,773	9,443	9,632	189
Permit Applications Received	4,933	6,269	6,395	126
Permits Issued	4,444	6,269	6,395	126
Reviews Performed	9,244	8,131	8,293	162
Business Licenses Reviewed	2,450	2,400	2,448	48

BUDGET HIGHLIGHTS

The primary objective of the Permit Centers is to provide accurate, efficient, and professional services to all customers (both internal and external) who come to the Centers needing assistance. The FY23 budget is \$1,089,218. The salaries of four staff positions are paid by other Departments. \$282,826 has been budgeted for the reimbursement of these salary costs.

During the second half of 2021 the Department began using the new POSSE permit submission, review, and tracking software in conjunction with other development agencies. The new system requires all building and trade permit applications be submitted electronically and has been very well received. As a result of the new application procedures the amount of walk-in traffic and telephone/email inquiries to the two Centers has declined, but only because applicants may now apply from their office or home. This saves the applicant time, money, and resources. The reduced "Total Number of Inquires" reflects this new reality. The increased volume of work is reflected in the "Permits Issued," which is projected to rise approximately 40% for the current fiscal year.

The Department continues to work closely with its "sister" agencies. Technicians regularly consult with their counterparts in these other agencies to make sure the customer is receiving assistance consistent with established policies, regulations, and interpretations.

During the coming fiscal year, the Department will continue to use County resources in an efficient, professional manner.