

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 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.

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.

Budget Highlights

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. Four staff members included in the complement have their personnel expenditures reimbursed, via interdepartmental transfer, by the appropriate department related to the services furnished. Those reimbursements for

Annual Fiscal Plan

<u>Description</u>	<u>FY16 Actual</u>	<u>FY17 Original</u>	<u>FY18 Proposed</u>	<u>Change 17 to 18</u>
Personnel	\$ 1,080,673	\$ 1,109,951	\$ 1,147,761	3.4%
Operation	18,014	25,353	25,353	0.0%
Capital	4,256	4,950	4,950	0.0%
Sub-Total	<u>\$ 1,102,943</u>	<u>\$ 1,140,254</u>	<u>\$ 1,178,064</u>	<u>3.3%</u>
Interdepartmental Billings	(258,136)	(270,618)	(269,298) *	(0.5%)
Total Budget	<u><u>\$ 844,807</u></u>	<u><u>\$ 869,636</u></u>	<u><u>\$ 908,766</u></u>	<u><u>4.5%</u></u>
Personnel Complement ⁽¹⁾	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 Center (cont'd)

Performance Measures				
	FY16	FY17	FY18	Change 17 to 18
Workload Measures				
Total Number of Inquiries	16,345	16,448	16,776	328
Permit Applications Received	5,519	5,648	5,760	112
Reviews Performed	10,283	10,620	10,832	212
Business Licenses Reviewed	2,898	2,470	2,519	49

FY2017-18 will be from the Public Works and Public Utilities departments. The sum of these reimbursements, totaling \$269,298, is shown as a negative amount in the Permit Centers' budget.

The Permit Centers' budget for FY2017-18 is \$908,766. This represents an increase of \$39,130, or 4.5 percent from the prior year approved budget. The personnel portion of the budget is increasing \$37,810, or 3.4 percent. This increase was driven by updates estimates for personnel including a 2.5 percent salary increase and rising health care costs.

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. Customers can also have copies of maps within fifteen minutes. The department continues to evaluate areas to improve operational efficiencies as an ongoing effort toward continual service improvement. For example,

the department has implemented new management practices to make the staff more flexible in responding to citizens' request for assistance. In addition, regular staff rotations have continued between the East and West Permit Centers, allowing junior staff the opportunity to experience a wider variety of public service environments, hone and exercise leadership skills and practice supervisory techniques. Also, the department continues to work closely with cooperating agencies through consultation with their counterparts to ensure that customer assistance is being provided consistent with established policies, regulations and interpretation.

In an effort to increase employee engagement and job satisfaction, a policy was established allowing technicians to shadow employees in other departments whose missions align with the overall objectives of the Permit Centers, and are of personal and professional interest to the technicians. This effort has broadened the scope of technicians' understanding of services delivered by cooperating agencies, increasing employee morale and contributing to a more comprehensive perspective of the Permit Centers' processes and enhanced customer service.



**Department Operating Budget
Henrico County, Virginia
FY2017-18
PERMIT CENTERS**

Account Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50100 Full-Time Salaries and Wages - Regular	781,934	861,140	851,720	-9,420	-1.1%
50101 Full-Time Salaries and Wages - Overtime	0	2,000	2,000	0	0.0%
50107 27th Pay Adjustment	0	-38,006	0	38,006	100.0%
50108 Hybrid Disability Prgm (Prev Wage Adj)	312	0	0	0	0.0%
50109 Vacancy Savings	0	-20,524	-15,614	4,910	23.9%
50110 FICA	57,660	66,030	65,310	-720	-1.1%
50111 Retirement VRS	118,586	112,034	110,809	-1,225	-1.1%
50112 Hospital/Medical Plans	112,870	115,824	122,208	6,384	5.5%
50113 Group Insurance - Life (VRS)	9,311	11,453	11,328	-125	-1.1%
50211 Maintenance Service Contracts	593	675	675	0	0.0%
50240 Printing and Binding	-27	200	200	0	0.0%
50410 Postal Services	119	300	300	0	0.0%
50412 Telecommunications	4,514	6,000	6,000	0	0.0%
50430 Mileage	0	200	200	0	0.0%
50431 Education and Training	150	1,000	1,000	0	0.0%
50450 Dues And Association Memberships	693	1,200	1,200	0	0.0%
50455 Tuition	5,220	5,188	5,188	0	0.0%
50500 Office Supplies	6,635	7,440	7,440	0	0.0%
50501 Food Supplies and Food Service Supplies	0	200	200	0	0.0%
50506 Repair and Maintenance Supplies	0	300	300	0	0.0%
50512 Books and Subscriptions	117	350	350	0	0.0%
50514 Other Operating Supplies	0	2,000	2,000	0	0.0%
50521 Computer Software	0	300	300	0	0.0%
50832 Furniture and Fixtures-Replacement Less Than \$5000	4,256	3,650	3,650	0	0.0%
50833 Telecommunications Equipment-Replacement Less Than \$5000	0	300	300	0	0.0%
50835 Computer Equipment-Replacement Less Than \$5000	0	1,000	1,000	0	0.0%

Account Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50911 Interdepartmental Billings	-258,136	-270,618	-269,298	1,320	0.5%
Total Department	844,807	869,636	908,766	39,130	4.5%