

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 2024 SUMMARY

Description	Annual Fiscal Plan			
	FY22 Actual	FY23 Original	FY24 Approved	Change 23 to 24
Personnel	\$ 1,058,343	\$ 1,336,741	\$ 1,315,014	(1.6%)
Operation	15,352	25,931	25,931	0.0%
Capital	460	9,372	9,372	0.0%
Sub-Total	<u>\$ 1,074,155</u>	<u>\$ 1,372,044</u>	<u>\$ 1,350,317</u>	<u>(1.6%)</u>
Interdepartmental Billings*	(231,158)	(282,826)	(282,826)	0.0%
Total Budget	<u>\$ 842,997</u>	<u>\$ 1,089,218</u>	<u>\$ 1,067,491</u>	<u>(2.0%)</u>
Personnel Complement	16	15 **	15	0

*Reflects the reimbursement for positions assigned to the Permit Center, which are reflected in the Permit Centers' personnel complement.

**In FY23 a vacant position was transferred to Police to increase the number of School Resource Officers.

Permit Centers

PERFORMANCE MEASURES

	Performance Measures			Change
	FY22	FY23	FY24	23 to 24
Workload Measures				
Total Number of Inquiries	10,178	10,453	10,662	209
Permit Applications Received	7,432	7,715	7,869	154
Permits Issued	4,849	4,752	4,847	95
Reviews Performed	6,925	9,275	9,460	185
Business Licenses Reviewed	2,691	2,353	2,400	47

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 FY24 budget is \$1,067,491. 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 increased volume of work is reflected in the "Permits Issued," which is projected to rise approximately 34% 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.