

**DEPARTMENT OF COMMUNITY PLANNING, HOUSING AND DEVELOPMENT  
INSPECTION SERVICES DIVISION**

**PERMIT PROCESSING SECTION**

**PROGRAM MISSION:** The Permit Processing Section provides residents, contractors and others with technical information and support regarding permit applications and submission requirements for permits.

The Construction Codes Technicians (counter staff) are the first to greet permit applicants who want to build or renovate a structure in the County. The staff takes applications; performs a cursory review of plans to ensure completeness; routes them to the appropriate plan reviewer; files the necessary documents; creates and updates an electronic record of the permit; and calculates and collects the appropriate fees for CPHD, DES, and Zoning. Before a permit is issued, staff ensures the plans have been approved by the technical review staff in other agencies, as required, through the automated permit tracking system. Also, staff provides technical information regarding procedures; logs requests for inspections; updates information; and schedules elevator and fire protection inspections.

<b>Permit Processing Section</b>				
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>% Change:</b>
	<u>Actual</u>	<u>Adopted</u>	<u>Proposed</u>	<u>'05 to '06</u>
<b>Personnel</b>	\$438,143	\$478,617	\$490,806	3%
<b>Non-Personnel</b>	76,744	91,849	83,434	-9%
<b>Total Expenditures</b>	514,887	570,466	574,240	1%
<b>Fees</b>	1,228,900	720,104	756,988	5%
<b>Grants</b>	-	-	-	-
<b>Total Revenues</b>	1,228,900	720,104	756,988	5%
<b>Net Tax Support</b>	(\$714,013)	(\$149,638)	(\$182,748)	22%
<b>Authorized FTEs</b>	8.0	8.0	8.0	
<b>Funded FTEs</b>	8.0	8.0	8.0	

**SIGNIFICANT BUDGET HIGHLIGHTS:**

- ↑ An increase in personnel costs (\$12,189) reflects normal salary and benefits adjustments.
- ↓ The net decrease (\$8,415) in non-personnel reflects a reduction in DTS telephone charges (\$6,613) and a reallocation of funds (\$1,802) within the other two programs in the Division.
- ↑ The revenue increase reflects an increase in activity (\$36,884).
- ❖ Division-wide revenues for FY 2004, FY 2005 and FY 2006 have been allocated to show full cost recovery in the Code Compliance and Plan Review Sections, with the remaining revenues allocated to this program.

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**PERFORMANCE MEASURES:**

	<b>FY 2002 <u>Actual</u></b>	<b>FY 2003 <u>Actual</u></b>	<b>FY 2004 <u>Actual</u></b>	<b>FY 2005 <u>Estimate</u></b>	<b>FY 2006 <u>Estimate</u></b>	<b>FY 2006 <u>Goal</u></b>
<i><u>Mission Outcome</u></i>						
Number of customers served at the counter	17,144	19,240	19,876	20,000	21,000	20,000
<i><u>Customer Measures</u></i>						
Percent of customers satisfied with service received	N/A	N/A	85%	85%	90%	95%
<i><u>Workload Measures</u></i>						
Construction permits issued	11,370	11,082	12,567	13,000	13,500	13,500
Valuation of buildings (millions)	\$488	\$663	\$712	\$700	\$750	\$750
Square footage of permits (millions)	10.6	10.2	12.0	13.0	14.0	14.0
Customers per hour served	21.43	24.05	25.76	25.00	25.00	25.00
<i><u>Efficiency Measures</u></i>						
Inspections scheduled through the Interactive Voice Response (IVR) System	17,122	19,573	22,132	23,000	23,000	23,000
Inspections scheduled through the Website	N/A	765	1,048	1,700	2,000	2,000

**FUTURE BUDGET CONSIDERATIONS:**

- ❖ Architects and others in the construction industry have inquired about the availability of online permitting and plan submission. In order to prepare for service expansions such as these, hardware, software, and staff training will need to be funded.
- ❖ Update the phone automation system to better serve the public when they call for assistance.
- ❖ Additional staff will become necessary to help meet the increased daily workload demands as indicated above. Currently support staff is pulled from their primary duties to assist as needed. This leaves their primary work duties unattended and they also become backlogged with work.