

PERMIT PROCESSING SECTION

PROGRAM MISSION

To provide residents, contractors and others with technical information and support regarding permit applications and submission requirements for permits.

The Construction Codes Technicians are the first to greet 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; creates and updates an electronic record of the permit; and calculates and collects the fees for DCPHD and the Department of Environmental Services. Before a permit is issued, staff ensures the plans have been approved by the technical review staff in other agencies 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.

PROGRAM FINANCIAL SUMMARY

	FY 2006 Actual	FY 2007 Revised	FY 2008 Proposed	% Change '07 to '08
Personnel	\$407,041	\$731,103	\$787,189	8%
Non-Personnel	163,470	268,898	268,898	-
Total Expenditures	570,511	1,000,001	1,056,087	6%
Fees	1,606,287	1,171,778	1,375,065	17%
Grants	-	-	-	-
Total Revenues	1,606,287	1,171,778	1,375,065	17%
Net Tax Support	(1,035,776)	(171,777)	(318,978)	86%
Authorized FTEs	8.0	11.0	11.0	
Funded FTEs	8.0	11.0	11.0	

SIGNIFICANT BUDGET HIGHLIGHTS

- ↑ Personnel expenditures include normal salary increases and corresponding increases to overtime pay, an increase in employer retirement contributions to maintain full funding of the retirement fund, and a 15 percent increase in employer health insurance rates. The increase also reflects staff turnover and new employees hired at higher salary levels.
- ↑ Division-wide revenues for FY 2006, FY 2007 and FY 2008 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

Critical Measures	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate	FY 2008 Estimate	FY 2008 Goal
Number of customers served at the counter	19,240	19,876	20,015	21,850	21,850	22,000	22,000
Construction permits issued	11,082	12,567	13,113	12,902	14,000	14,000	14,000
Square footage of permits (millions)	10.2	12.0	14.0	13.0	15.0	15.0	15.0

Supporting Measures	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate	FY 2008 Estimate	FY 2008 Goal
Percent of customers satisfied with service received	N/A	85%	90%	84%	95%	95%	95%
Valuations of buildings	\$663 Million	\$712 Million	\$949 Million	\$982 Million	\$1 Billion	\$1 Billion	\$1 Billion
Customers per hour served at the permit processing counter (average)	24	26	25	25	56	56	56
Inspections scheduled through the Interactive Voice Response (IVR) System	19,573	22,132	24,124	28,509	30,000	31,000	31,000
Inspections scheduled through the Website	765	1,048	1,548	4,363	5,000	6,000	7,500

- Valuation of buildings reflects the total amount of the estimated value of construction put on permits by applicants in a given year.

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 would need to be funded.
- DCPHD needs to update the phone automation system to better serve those calling for assistance.
- Additional staff will become necessary to help meet the increased daily workload demands as indicated above. Currently support staff are pulled from their primary duties to assist as needed. This leaves their primary work duties unattended and they also become backlogged with work.