

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 and Department of Environmental Services. 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.

PROGRAM FINANCIAL SUMMARY

	FY 2005 Actual	FY 2006 Adopted	FY 2007 Proposed	% Change '06 to '07
Personnel	\$455,753	\$513,956	\$576,428	12%
Non-Personnel	103,602	83,434	98,891	19%
Total Expenditures	559,355	597,390	675,319	13%
Fees	1,645,433	657,420	807,472	23%
Grants	-	-	-	-
Total Revenues	1,645,433	657,420	807,472	23%
Net Tax Support	(\$1,086,078)	(\$60,030)	(\$132,153)	120%
Authorized FTEs	8.0	8.0	9.0	
Funded FTEs	8.0	8.0	9.0	

SIGNIFICANT BUDGET HIGHLIGHTS

- ↑ The increase in personnel costs reflects a two percent market pay line adjustment, a 10% increase in employer health insurance costs, and an increase in employer retirement contributions to maintain full funding of the retirement fund and the addition of an FTE and funds (\$50,348) as approved by the County Board in FY 2006.
- ↑ The increase in non-personnel costs (\$15,457) reflects an increase in County telephone charges from DTS (\$4,037) and full year funding for the 1.0 FTE approved by the County Board during FY 2006 (\$11,420).
- ↑ Division-wide revenues for FY 2005, FY 2006 and FY 2007 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

	FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate	FY 2007 Estimate	FY 2007 Goal
Number of customers served at the counter	17,144	19,240	19,876	20,015	21,000	22,000	22,000
Percent of customers satisfied with service received	N/A	N/A	85%	90%	95%	95%	95%
Construction permits issued	11,370	11,082	12,567	13,113	13,500	14,000	14,000
Valuations of buildings (millions)	\$488	\$663	\$712	\$949	\$949	\$900	\$900
Square footage of permits (millions)	10.6	10.2	12	14	14	15	15
Customers per hour served (average)	21.43	24.05	25.76	25	25	25	25
Inspections scheduled through the Interactive Voice Response (IVR) System	17,122	19,573	22,132	24,124	24,000	24,000	25,000
Inspections scheduled through the Website	N/A	765	1,048	1,548	2,000	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 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.