

PERMIT PROCESSING SECTION

PROGRAM MISSION

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

The Permitting Specialists 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 the Department of Community Planning, Housing and Development (DCPHD) and the Department of Environmental Services (DES). 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 2007 Actual	FY 2008 Revised	FY 2009 Proposed	% Change '08 to '09
Personnel	\$519,708	\$796,694	\$1,261,587	58%
Non-Personnel	483,382	268,898	3,701,016	1276%
Total Expenditures	1,003,090	1,065,592	4,962,603	366%
Fees	952,596	1,331,850	5,483,868	312%
Total Revenues	952,596	1,331,850	5,483,868	312%
Net Tax Support	50,494	(266,258)	(521,265)	96%
Permanent FTEs	7.0	7.0	15.0	
Temporary FTEs	4.0	4.0	-	
Total Authorized FTEs	11.0	11.0	15.0	

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 ten percent increase in employer health insurance rates. The increase also reflects the transfer of a Permitting Specialist (1.0 FTE) from the Code Compliance Section and the addition of three new Permitting Specialists (3.0 FTEs) approved by the County Board in FY 2008.
- ↑ Non-personnel expenditures increase primarily due to additional operating expenses to support the four new positions (\$40,896). In addition, certain administrative and overhead costs for the DCPHD Development Fund are budgeted centrally in the Permit Processing Section. Increases are included to fund the following items: a lease for the space DCPHD Development Fund staff will occupy (\$880,000), various technology improvements in support of improved customer service (\$900,000), and a move to new space, including new furniture (\$325,518). In addition, the DCPHD Development Fund, like other enterprise funds in the County, will pay a County overhead charge to the County's General Fund to cover the cost of support services, such as human resources, legal, and finance (\$1,285,704).

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- ↑ Fee revenue includes \$3,707,633 due to fee increases as of October 1, 2007. In addition, revenue increases to reflect a proposed 3.3 percent increase in fee rates and a projected increase in permitting and construction activity (\$444,385).
- Upon creation of the DCPHD Development Fund, four temporary FTEs were converted to permanent FTEs.

PERFORMANCE MEASURES

Critical Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Number of customers served at the counter	19,876	20,015	21,850	20,867	22,000	22,000	22,000
Construction permits issued	12,567	13,113	12,902	11,792	14,000	14,000	14,000
Square footage of permits (millions)	12	14	13	13	14	14	14

Supporting Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Percent of customers satisfied with service received	85%	90%	84%	92%	95%	95%	95%
Valuations of buildings	\$712 Million	\$949 Million	\$982 Million	\$1.146 Billion	\$1 Billion	\$1 Billion	\$1 Billion
Customers per hour served (average)	26	25	25	11	10	10	8
Inspections scheduled through the Interactive Voice Response (IVR) System	22,132	24,124	28,509	25,929	31,000	29,000	29,000
Inspections scheduled through the Website	1,048	1,548	4,363	5,602	6,000	8,000	8,000

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