

Report on Planning and Development Department Permitting Processes

FY18-19 - 4th Quarter
April 2019 - June 2019

August 7, 2019
Board of Commissioners Meeting

Report on Planning and Development Department Permitting Processes FY18-19, 4th Q

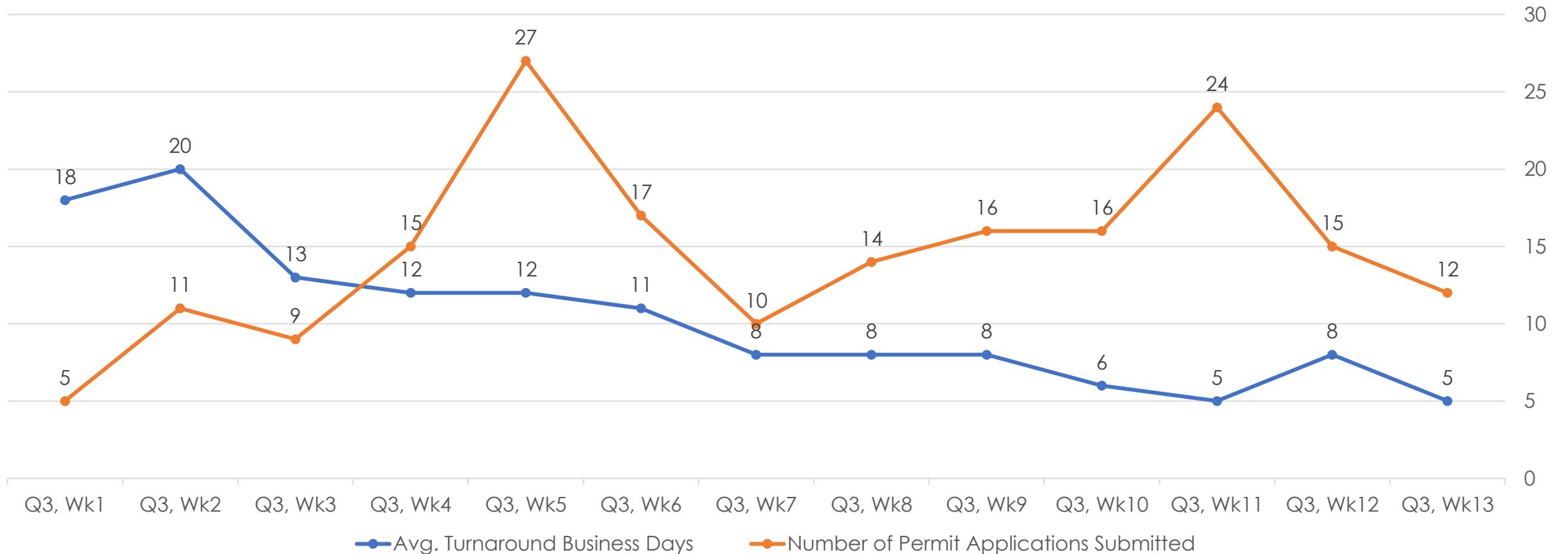
- Completed/Instituted
 - Bi-weekly Permit Tracking benchmarks reduced
 - Focus on internal and external communication improvements
 - Monthly Permitting, Inspections, and Enforcement Team Meeting
 - Fees increased consistent with adjacent communities and to offset cost of services
 - Coordination of zoning, E&S, and stormwater pre- and post-construction inspections
 - Require final zoning and stormwater inspections prior to final building inspections
 - Code Enforcement Officer received probationary building inspection certificate

Report on Planning and Development Department Permitting Processes FY18-19, 3rd Q

- Next Steps/Moving Forward
 - Improve MUNIS reporting, forms, current owner information
 - Take advantage of MUNIS training opportunities
 - Document and improve permitting workflows
 - Create separate review processes for less complicated permits/work
 - Prepare Development Manual as part of UDO adoption
 - Plan workshops for Home Builders, Real Estate Association, residents, etc.
 - Rollout Citizen Self Service for online trade permits

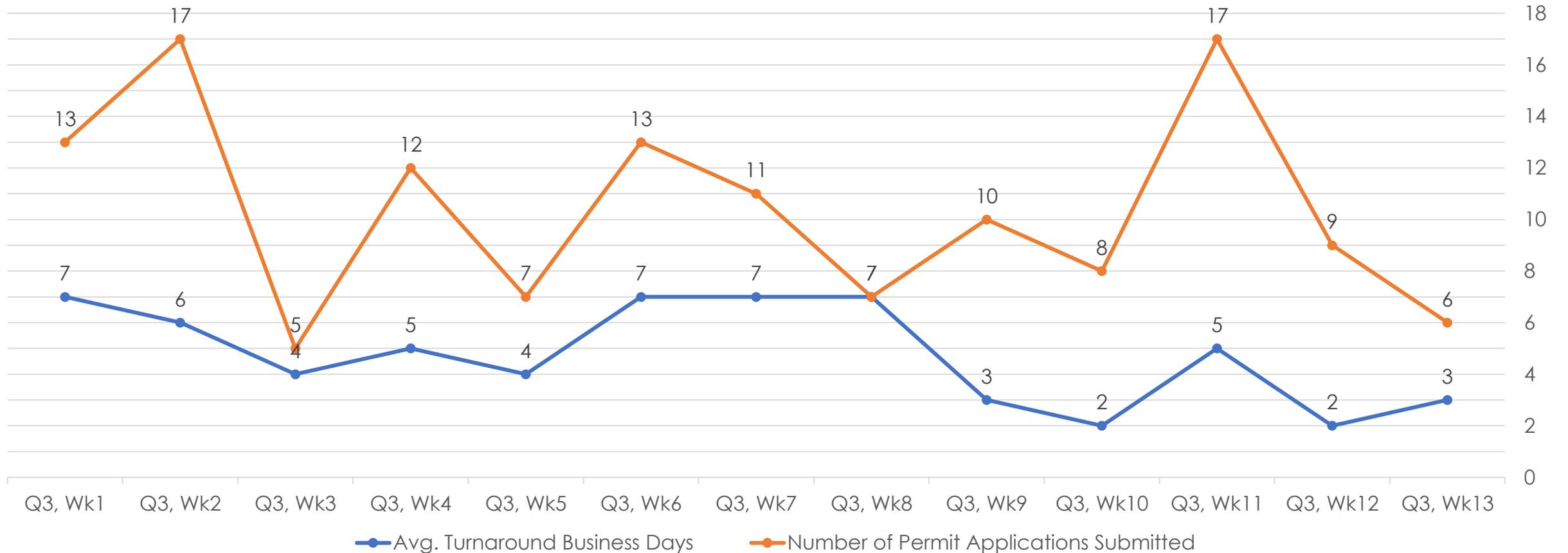
Report on Planning and Development Department Permitting Processes FY18-19, 3rd Q

FY18-19, 3rd Quarter - Permits Applied & Turnaround
191 Permit Applications Submitted; 8.89 Days Avg. Turnaround



Report on Planning and Development Department Permitting Processes FY18-19, 4th Q

FY18-19, 4th Quarter - Permits Applied & Turnaround
135 Permit Applications Submitted; 5.11 Days Avg. Turnaround



Report on Planning and Development Department Permitting Processes FY18-19, 4th Q

	3 rd Quarter	4 th Quarter
Total Number of Permits	191	136
Avg. Turnaround	8.89 days	5.11 days
Residential Projects		
Total Number of Permits	164	102
Avg. Turnaround	8.68 days	4.97 days
Commercial Projects		
Total Number of Permits	27	34
Avg. Turnaround	10.25 days	5.38 days