

# PERMIT CENTERS

## DESCRIPTION

The Department of Community Development, better known as the Permit Centers, is a convenient “one-stop shop” for residents seeking community development services including permits and applications. The Department has two locations referred to as the Permit Center-East and the Permit Center-West. The Permit Center-East has been in service since 1989. Due to the success of the eastern location, services were expanded to a western location that opened in April 2001. The Permit Centers are staffed by representatives from Building Inspections, Planning, Public Utilities, and Public Works.

The Department continues to work closely with its partner agencies, Building Inspections and Planning. Technicians regularly consult with their counterparts in these other agencies to make sure the customer is receiving assistance consistent with established policies, regulations, and interpretations.

## OBJECTIVES

- To consistently provide quality services to all citizens and customers in a professional, accurate, and efficient manner.
- To assist the public, including private citizens, builders, developers, and engineers, with their permitting and licensing needs.
- To provide information to the public concerning the requirements and regulations related to zoning and subdivisions of property, building construction, and other aspects of the development process.
- To assist the public with questions concerning the agendas and processes of the Planning Commission and Board of Zoning Appeals.
- To provide a streamlined development review process at a convenient location.
- To accurately track, monitor, and administer the costs of providing these services in order to provide them in a cost-efficient manner.

## ANNUAL FISCAL PLAN SUMMARY

Description	FY24 Actual	FY25 Original	FY26 Approved	Change 25-26
Personnel	\$ 1,353,897	\$ 1,418,327	\$ 1,521,080	7.2%
Operation	9,731	25,931	25,931	0.0%
Capital	-	9,372	9,372	0.0%
Total	\$ 1,363,628	\$ 1,453,630	\$ 1,556,383	7.1%
Interdepartmental Billings*	(266,916)	(282,826)	(282,826)	0.0%
	\$ 1,096,712	\$ 1,170,804	\$ 1,273,557	8.8%

Personnel Complement 15 15 15

\* Reflects the reimbursement of four positions (2 Public Works; 2 Public Utilities) assigned to the Permit Centers' which are reflected in the Permit Centers' personnel complements.

## Permit Centers

### PERFORMANCE MEASURES

	<b>FY24</b>	<b>FY25</b>	<b>FY26</b>	<b>Change 25-26</b>
<b>Workload Measures</b>				
Total Number of Inquiries	29,896	37,397	38,145	748
Completeness Checks (POSSE)	7,854	6,792	6,928	136
Reviews Performed	13,422	13,519	13,790	271
Permits Issued	5,199	4,776	4,872	96
Business Licenses Reviewed	2,972	2,522	2,572	50

### BUDGET HIGHLIGHTS

Permit Centers' budget for FY26 is \$1,273,557, an increase of 8.8% from the previous fiscal year. The increase is from a \$102,753, a 7.2% increase in the personnel category due to increases in salary and benefits. Operating and capital outlay remain the same as FY25. The salaries of four staff positions are paid by other Departments, totaling \$282,826 for the reimbursement of their salary costs.

### DEPARTMENTAL HIGHLIGHTS

Following the full implementation of BuildHenrico, nearly all Planning and Building Permit applications are now reviewed electronically. While many applicants prefer the efficiency this process provides, the department has seen a continuing demand from those utilizing its in-person services. The department's staff are equipped to set up new applications and take payments, answer regulatory questions and, through the County's Language Line, assist with language barriers. Visitors often leave with a permit in hand. Permit Center staff also provide assistance regarding regulations pertaining to development and construction activities – where to build, what to build, and how to build. Requests for these services remain high.

The Department continues to work closely with its partner agencies. Technicians regularly consult with their counterparts to ensure smooth implementation of updates to Building Code, Zoning and Subdivision Ordinances and Regulations.

During the coming fiscal year, the Department will continue to use County resources in an efficient, professional manner, maintaining existing service levels.