

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 Centers are staffed by representatives from Building Inspections, Planning, Public Utilities, and Public Works.

The Department works closely with its partner agencies, Building Inspections and Planning. Technicians regularly consult 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.

ANNUAL FISCAL PLAN SUMMARY

Description	FY25 Actual	FY26 Original	FY27 Approved	% Change
Personnel	\$1,384,340	\$1,521,080	\$1,556,341	2.3%
Operation	8,469	25,931	25,931	0.0%
Capital	527	9,372	9,372	0.0%
Subtotal	\$1,393,336	\$1,556,383	\$1,591,644	2.3%
Interdepartmental Billings*	-\$257,017	-\$282,826	-\$282,826	0.0%
Recommended Adjustment	0	0	-38,207	100.0%
Total	\$1,136,319	\$1,273,557	\$1,270,611	-0.2%

Personnel Complement	15	15	15	0
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**Reflects the reimbursement of three positions (2 Public Works; 1 Public Utilities) assigned to Permit Centers which are reflected in the Permit Centers' personnel complement.*

Permit Centers

PERFORMANCE MEASURES

	FY25	FY26	FY27	26-27 Change
Workload Measures				
Total Number of Inquiries	28,396	38,743	39,518	775
Completeness Checks (POSSE)	6,699	11,345	11,572	227
Permits Issued	4,823	7,685	7,838	153
Reviews Performed	14,255	13,392	13,660	268
Business Licenses Reviewed	3,325	5,009	5,109	100

BUDGET HIGHLIGHTS

Permit Centers' budget for FY27 is \$1,270,611 a decrease of 0.2% from the previous fiscal year. Personnel is increasing by \$35,261 or 2.3%, due to increasing salaries and accompanying benefit adjustments. Operating and capital outlay remain the same as the previous fiscal year. The salaries of three staff positions are paid by other Departments, totaling \$282,826 for the reimbursement of their salary costs. As part of an exercise in fiscal prudence, this budget includes an operating decrease of \$38,207, which is equivalent to 3% of the department's FY26 approved budget.

DEPARTMENTAL HIGHLIGHTS

Permit Center staff provide assistance for regulations pertaining to development and construction activities – where to build, what to build, and how to build. In FY26, the west end location added an interactive display to assist customers on those topics. This addition has been very popular and allows staff to quickly navigate tools such as the Geographic Information System, real estate data, and subdivision plats to help with services. The Department will continue to add helpful sites based on customer feedback.

Requests for services remain high. The Department has two locations that are equipped to provide assistance, answer questions, and conduct plan reviews, both in person or by phone/email. Staff can set up new applications and take payments, answer regulatory questions and assist with language barriers. Visitors often leave with permit in hand.

The Department continues to work closely with its partner agencies. Permit Center staff worked with several inter-departmental committees in FY26. These efforts have contributed to changes in the development review process that will reduce review times and have led to updates to the business licensing processes that will provide a more thorough zoning analysis, which may help limit need for enforcement action later.

In FY27, the Department will continue to use County resources in an efficient, professional manner, maintaining existing service levels.