

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.

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.

FISCAL YEAR 2025 SUMMARY

Annual Fiscal Plan

Description	FY23 Actual	FY24 Original	FY25 Proposed	Change 24 to 25
Personnel	\$ 1,233,876	\$ 1,315,014	\$ 1,418,327	7.9%
Operation	8,336	25,931	25,931	0.0%
Capital	0	9,372	9,372	0.0%
Sub-Total	\$ 1,242,212	\$ 1,350,317	\$ 1,453,630	7.7%
Interdepartmental Billings*	(247,523)	(282,826)	(282,826)	0.0%
Total Budget	\$ 994,689	\$ 1,067,491	\$ 1,170,804	9.7%
Personnel Complement	15	15	15	0

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

Permit Centers

PERFORMANCE MEASURES

	<u>FY23</u>	<u>FY24</u>	<u>FY25</u>	<u>Change 24 to 25</u>
Workload Measures				
Total Number of Inquiries	34,017	40,677	41,491	814
Permit Applications Received	9,178	8,459	8,628	169
Permits Issued	6,294	5,944	6,063	119
Reviews Performed	11,339	12,997	13,257	260
Business Licenses Reviewed	2,512	2,796	2,852	56

BUDGET HIGHLIGHTS

The primary objective of the Permit Centers is to provide accurate, efficient, and professional services to all customers (both internal and external) who come to the Centers needing assistance. The FY25 budget is \$1,170,804, an increase of \$103,313 or 9.7% compared to FY24. The growth is represented in the personnel component as compensation, benefits, and healthcare costs have increased. The operating component and capital outlay remain flat in FY25. The salaries of four staff positions are paid by other Departments. \$282,826 has been budgeted for the reimbursement of these salary costs.

DEPARTMENTAL HIGHLIGHTS

During the second half of 2021 the Department began using the new POSSE permit submission, review, and tracking software in conjunction with other development agencies. The new system requires all building and trade permit applications be submitted electronically and has been very well received. As a result of the new application procedures the amount of walk-in traffic, and telephone and email inquiries to the two Centers has declined, but only because applicants may now apply from their office or home. This saves the applicant time, money, and resources.

The Department continues to work closely with its sister 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.

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



**Department Operating Budget
Henrico County, Virginia
FY2024-25
PERMIT CENTER**

Account Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50100 Full-Time Salaries and Wages - Regular	867,702	960,216	1,011,314	51,098	5.3%
50101 Full-Time Salaries and Wages - Overtime	0	2,000	2,000	0	0.0%
50108 Hybrid Disability Prgm (Prev Wage Adj)	949	1,507	1,284	-223	-14.8%
50109 Vacancy Savings	0	-33,345	-36,636	-3,291	-9.9%
50110 FICA	63,848	73,632	77,526	3,894	5.3%
50111 Retirement VRS	143,795	144,077	176,980	32,903	22.8%
50112 Hospital/Medical Plans	145,978	153,480	166,260	12,780	8.3%
50113 Group Insurance - Life (VRS)	11,604	13,447	14,158	711	5.3%
50121 VRS Hybrid Deferred Contribution	0	0	5,441	5,441	100.0%
50211 Maintenance Service Contracts	0	1,000	1,000	0	0.0%
50410 Postal Services	21	1,072	1,072	0	0.0%
50412 Telecommunications	4,154	5,000	5,000	0	0.0%
50431 Education and Training	0	2,000	2,000	0	0.0%
50450 Dues And Association Memberships	298	300	300	0	0.0%
50455 Tuition	0	5,000	5,000	0	0.0%
50500 Office Supplies	2,991	9,018	9,018	0	0.0%
50506 Repair and Maintenance Supplies	0	300	300	0	0.0%
50514 Other Operating Supplies	213	1,500	1,500	0	0.0%
50521 Computer Software	659	741	741	0	0.0%
50812 Furniture and Fixtures-New Less Than \$10,000	0	3,422	3,422	0	0.0%
50832 Furniture and Fixtures-Replacement Less Than \$10,000	0	3,650	3,650	0	0.0%
50833 Telecommunications Equipment – Replacement Less Than \$10,000	0	300	300	0	0.0%
50835 Computer Equipment-Replacement Less Than \$10,000	0	2,000	2,000	0	0.0%
50911 Interdepartmental Billings	-247,523	-282,826	-282,826	0	0.0%
Total Department	994,689	1,067,491	1,170,804	103,313	9.7%