

# 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 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 services to provide them in a cost-efficient manner.

## FISCAL YEAR 2022 SUMMARY

### Annual Fiscal Plan

Description	FY20 Actual	FY21 Original	FY22 Proposed	Change 21 to 22
Personnel	\$ 1,102,071	\$ 1,066,965	\$ 1,164,068	9.1%
Operation	17,613	13,117	20,930	59.6%
Capital	948	8,372	9,372	11.9%
Sub-Total	\$ 1,120,632	\$ 1,088,454	\$ 1,194,370	9.7%
Interdepartmental Billings*	(261,736)	(293,282)	(282,826)	(3.6%)
Total Budget	\$ 858,896	\$ 795,172	\$ 911,544	14.6%
Personnel Complement	16	16	16	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>FY20</u>	<u>FY21</u>	<u>FY22</u>	<u>Change 21 to 22</u>
<b>Workload Measures</b>				
Total Number of Inquiries	14,056	16,259	16,584	325
Permit Applications Received	5,248	4,453	4,542	89
Reviews Performed	7,550	10,333	10,540	207
Business Licenses Reviewed	2,424	2,250	2,295	45

### BUDGET HIGHLIGHTS

The Permit Centers' budget for FY2021-22 is \$911,544 reflecting an increase of \$116,372, or 14.6 percent, from the prior approved budget. The personnel component increased by \$97,103 or 9.1 percent reflecting employee compensation increases and rising health care costs, for a total of \$1,164,068. The operating budget grew by \$18,268, including \$7,813 restoring structure removed due to the COVID-19 pandemic, and \$10,456 added for compensation increases to interdepartmental billing. The capital budget of \$9,372 increased \$1,000, or 11.9%, to account for computer equipment replacement.

Staff from Building Inspections, Public Works, Public Utilities, and Planning provide services in the Permit Centers and funds to pay for these functions reside in the Permit Centers' budget. Four staff members included in the complement have their personnel expenditures reimbursed, via interdepartmental transfer, by the appropriate department related to the services furnished. Reimbursements for FY2021-22 will be from the Public Works and Public Utilities departments and the sum of these offsets, totaling \$282,826, is shown in interdepartmental billings in the operating budget.

### DEPARTMENTAL HIGHLIGHTS

The one-stop convenience at both the East and West locations simplifies the process of obtaining permits for the customer and improves overall service levels. Services provided include processing building permits, answering inquiries regarding code regulations, zoning, water and sewer availability, and road and drainage issues. The Permit Centers were designed to make it more convenient to process and approve permits at a central location. Technology is one of the driving forces to accomplish this process using the Geographic Information System (GIS) and the Tidemark software system. When a resident or builder enters the Permit Centers, they can leave with an approved permit for additions, decks, or accessory structures.

During the COVID-19 crisis, the Permit Center staff produced more work product, and have done so at a higher efficiency, than at any time in their history. Service quality is ensured so the customer remains the priority even with major changes in how the process is completed. Year-to-date estimates project the total number of inquiries (defined as a person-to-person contact, telephone call, or email request for service) answered by Department staff will rise to 16,259 in FY2020-21. The total number of reviews performed and permits issued are also projected to increase.



Department Operating Budget  
 Henrico County, Virginia  
 FY2021-22  
 PERMIT CENTER

Account Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50100 Full-Time Salaries and Wages - Regular	791,397	774,973	846,566	71,593	9.2%
50101 Full-Time Salaries and Wages - Overtime	0	2,000	2,000	0	0.0%
50108 Hybrid Disability Prgm (Prev Wage Adj)	703	73	1,520	1,447	1,982.2%
50109 Vacancy Savings	0	-21,010	-31,374	-10,364	-49.3%
50110 FICA	57,884	59,438	64,915	5,477	9.2%
50111 Retirement VRS	103,726	108,497	118,519	10,022	9.2%
50112 Hospital/Medical Plans	136,925	132,300	150,240	17,940	13.6%
50113 Group Insurance - Life (VRS)	10,302	10,694	11,682	988	9.2%
50114 Unemployment Insurance	1,134	0	0	0	0.0%
50211 Maintenance Service Contracts	980	1,000	1,000	0	0.0%
50240 Printing and Binding	-368	0	0	0	0.0%
50410 Postal Services	627	200	1,072	872	436.0%
50412 Telecommunications	4,471	5,000	5,000	0	0.0%
50431 Education and Training	0	500	2,000	1,500	300.0%
50450 Dues And Association Memberships	682	300	300	0	0.0%
50455 Tuition	2,628	1,999	2,999	1,000	50.0%
50500 Office Supplies	7,665	3,018	6,018	3,000	99.4%
50501 Food Supplies and Food Service Supplies	102	0	0	0	0.0%
50506 Repair and Maintenance Supplies	0	300	300	0	0.0%
50512 Books and Subscriptions	311	0	0	0	0.0%
50514 Other Operating Supplies	409	500	1,500	1,000	200.0%
50521 Computer Software	106	300	741	441	147.0%
50812 Furniture and Fixtures-New Less Than \$5000	0	3,422	3,422	0	0.0%
50832 Furniture and Fixtures-Replacement Less Than \$5000	798	3,650	3,650	0	0.0%
50833 Telecommunications Equipment-Replacement Less Than \$5000	150	300	300	0	0.0%
50835 Computer Equipment-Replacement Less Than \$5000	0	1,000	2,000	1,000	100.0%

Account Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50911 Interdepartmental Billings	-261,736	-293,282	-282,826	10,456	3.6%
Total Department	858,896	795,172	911,544	116,372	14.6%