

# Permit Center Progress Update



**Megan Hunter, Community  
Development Director**

**City Council - January 10, 2023**

# Permit Center

## Community Development

- Permit Services Division
- Current Planning
- Code Enforcement

## Public Works

- Development Engineering

## Fire

- Fire Administration
- Fire Prevention

## Finance Department- *(Will Relocate to City Hall)*

- Business Licensing
- Special Permits (*i.e. Garage Sales*)



# Executive Summary

In FY 21/22 (July 1 , 2021 - June 30, 2022) despite key vacancies and unexpected absences created by pandemic, staff accomplished:

- **4,646 All Permits Issued** (*Not including business licenses*)
- **3,234 Building Permits Issued - \$83.4 million valuation**
- **13,799 Building Inspections Conducted**
- **23,110 Permit Center Line Calls Answered**

In FY 22/23 (July 1 , 2022 - December 1, 2022):

- **1,100 Building Permits Issued**

# Focus Areas for Improvement

Technology

Customer Service

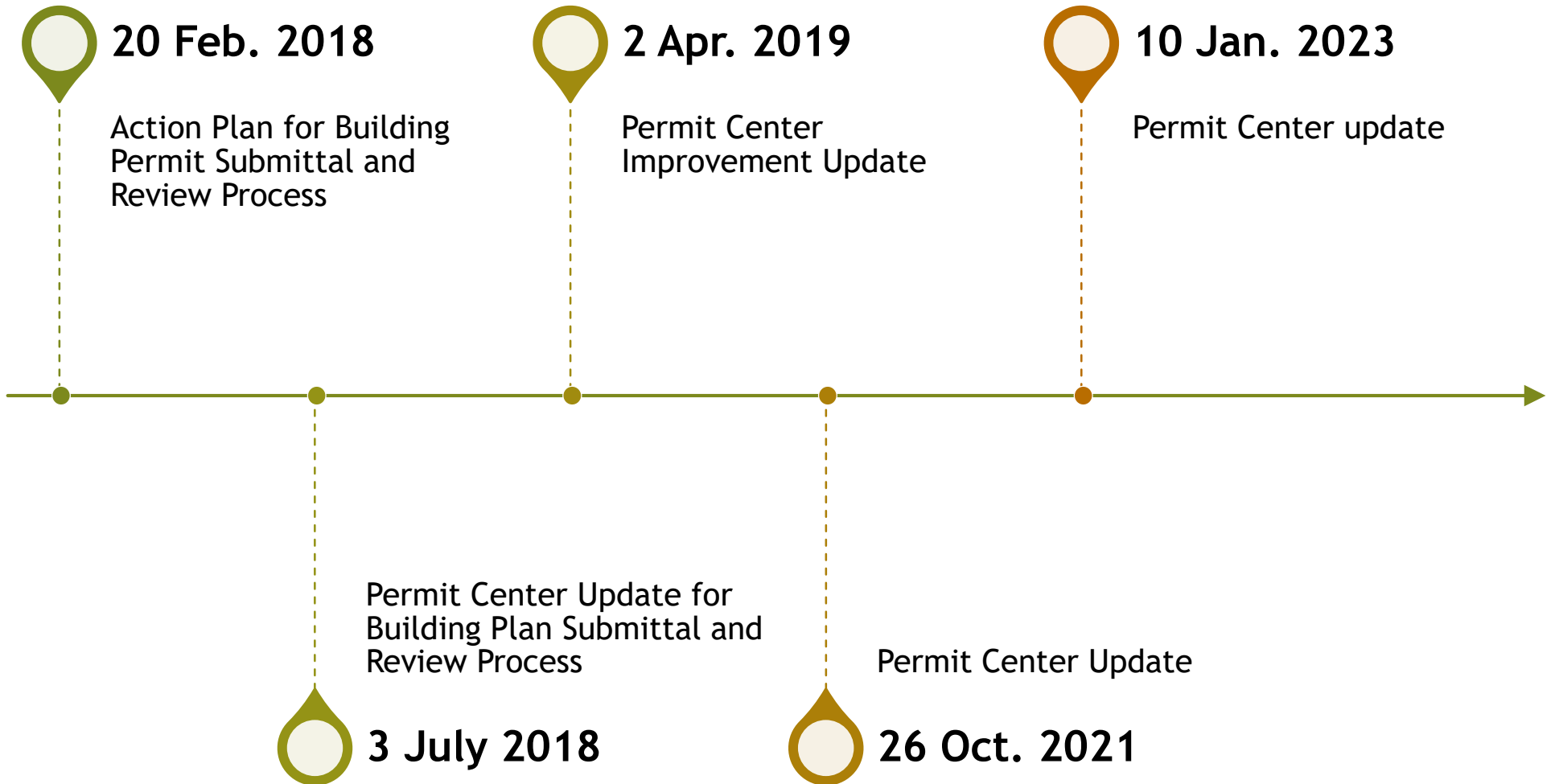
Staffing

Permit Center Coordination

# Highlights

- ▶ **Technology** - Universal testing of new paperless permitting system (ProjectDox)
- ▶ **Customer Service** - Hiring of 2 bi-lingual staff solely focused on customer service; Launching of new customer survey
- ▶ **Staffing** - Hiring of 4 new staff in Permit Services (2 Community Outreach Assistants, 1 Administrative Analyst, 1 Building Inspector)
- ▶ **Permit Center Coordination** - Streamlined Accessory Dwelling Unit (ADU) processing and launching of pre-approved ADU Plans

# Background



# Data Overview

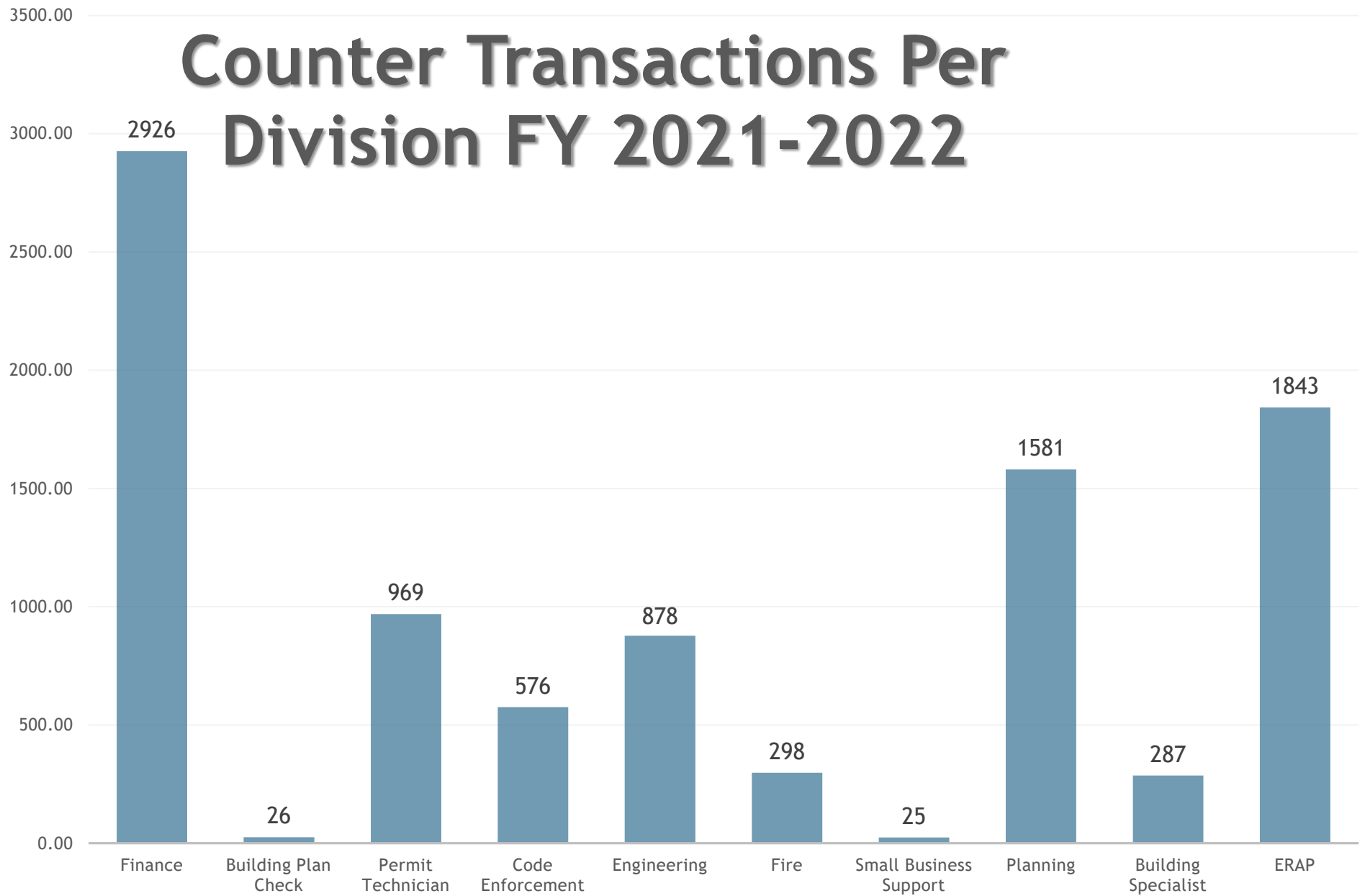
## Administration & Intake

- ▶ Assisted 969 customers over the counter
- ▶ Responsible for issuing all 4,646 permits from FY 21-22

## Building

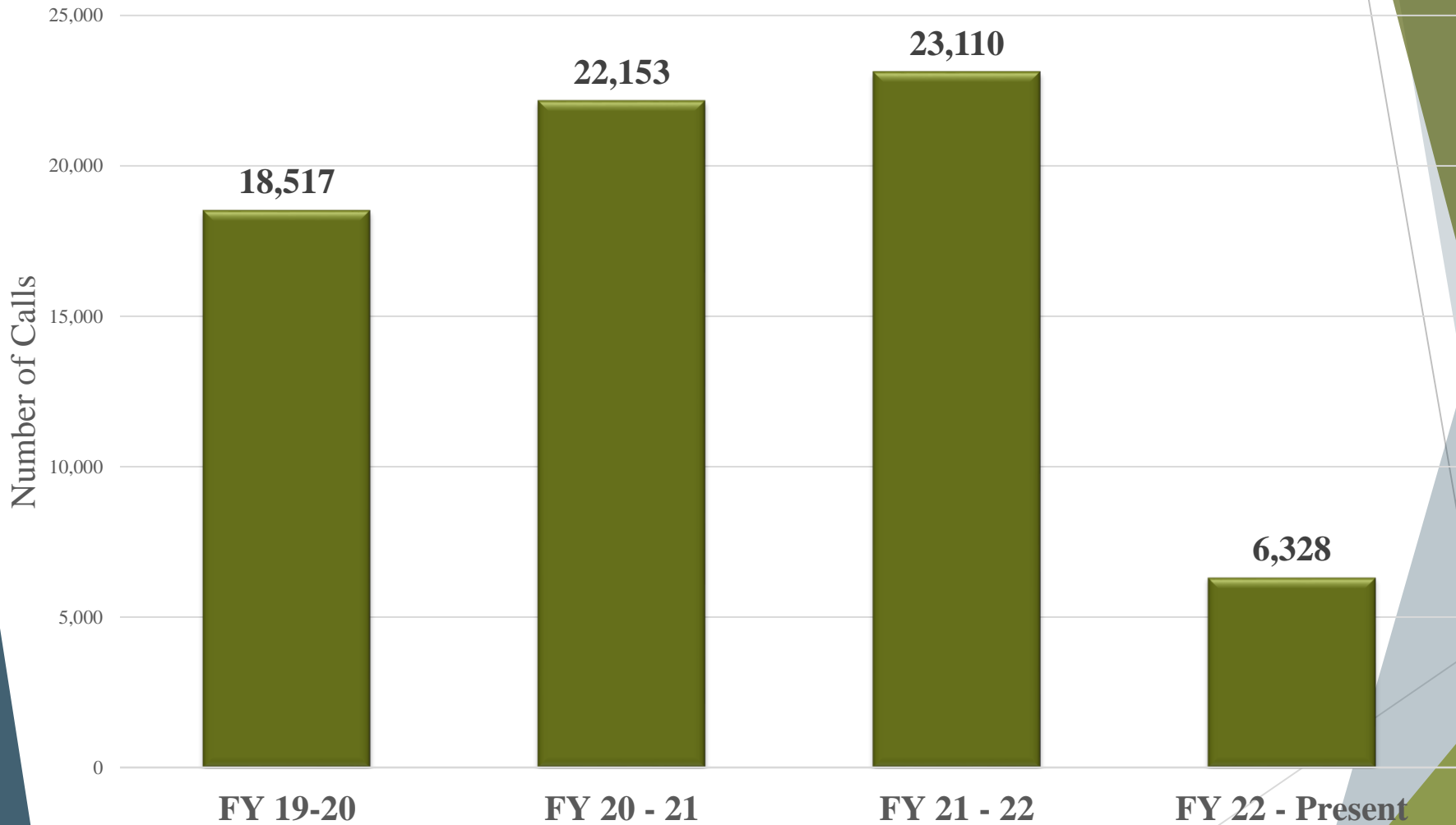
- ▶ Conducted 2,720 plan reviews in FY 21-22
- ▶ Assisted 313 customers over the counter
- ▶ Completed 95% of plan reviews within prescribed timelines
- ▶ Conducted 13,799 inspections in FY 21-22

# Counter Transactions Per Division FY 2021-2022

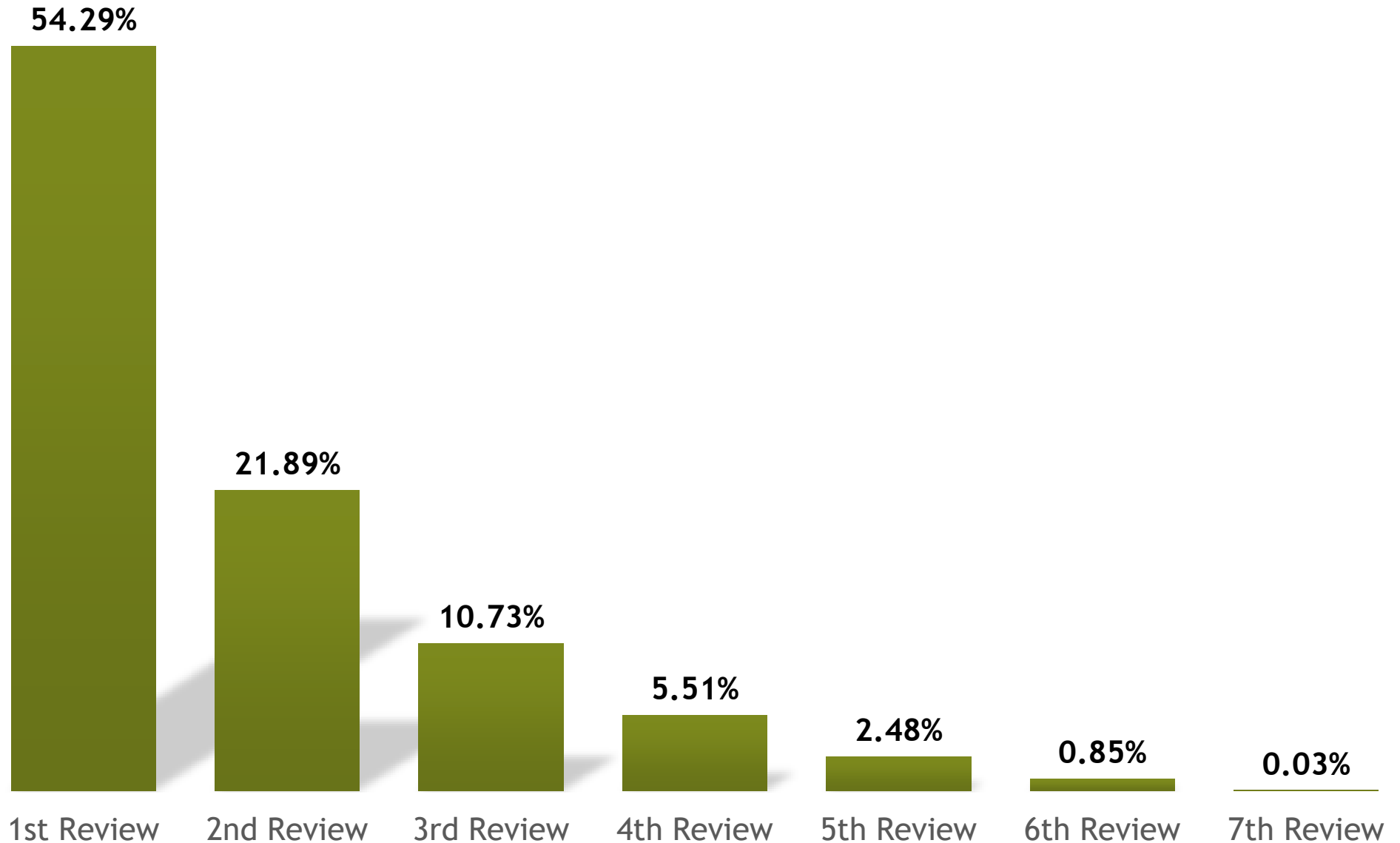




# Calls Received By the Permit Center General Line

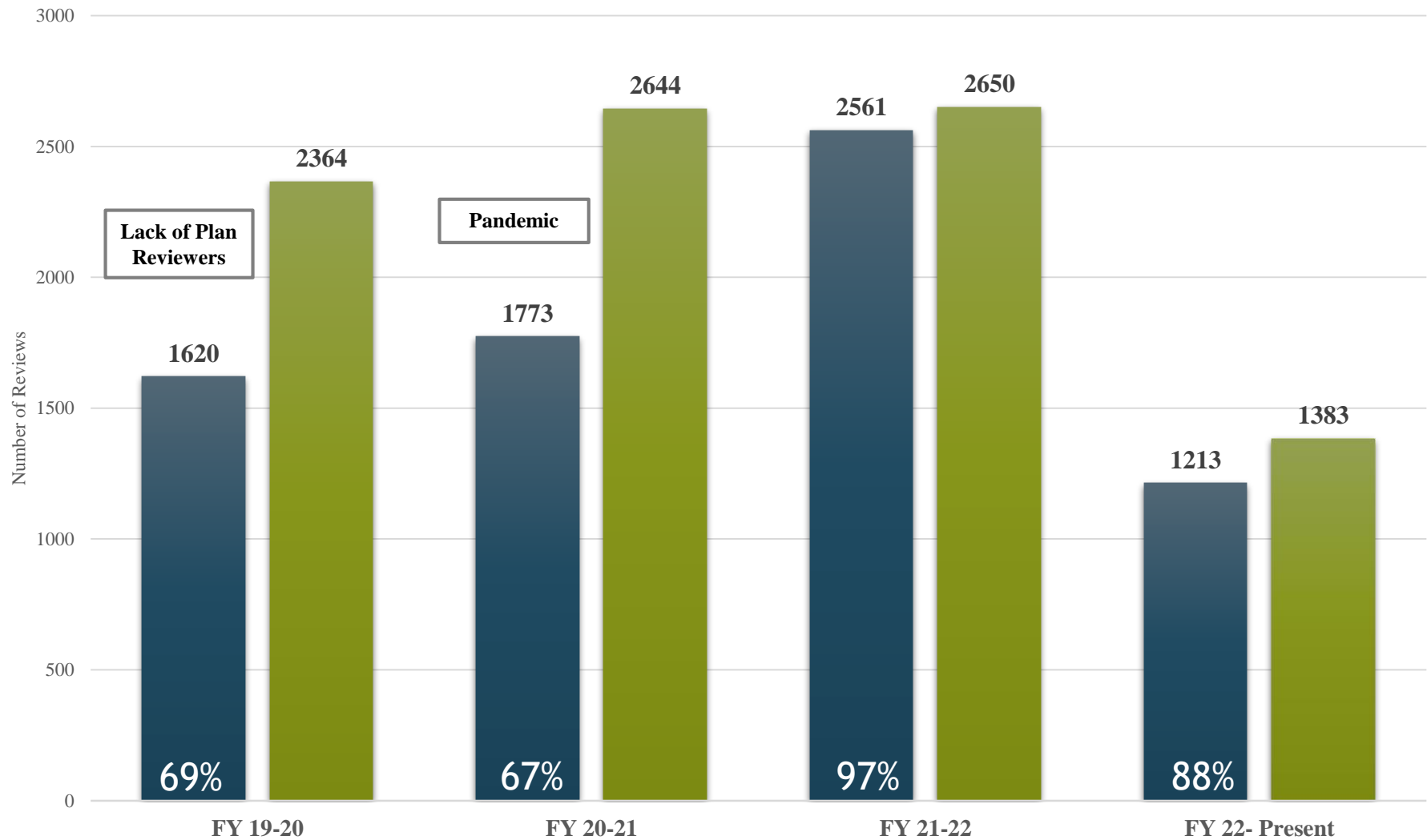


# FY 2021-2022 Issued Permits Approved by all Divisions at Each Review



# Building Reviews Completed on Time

■ Early or On Time ■ Total Completed



## Current Planning

- Assisted 1,581 customers over the counter with 3 staff members

## Developmental Engineering

- Completed 5,019 inspections with 3 inspectors

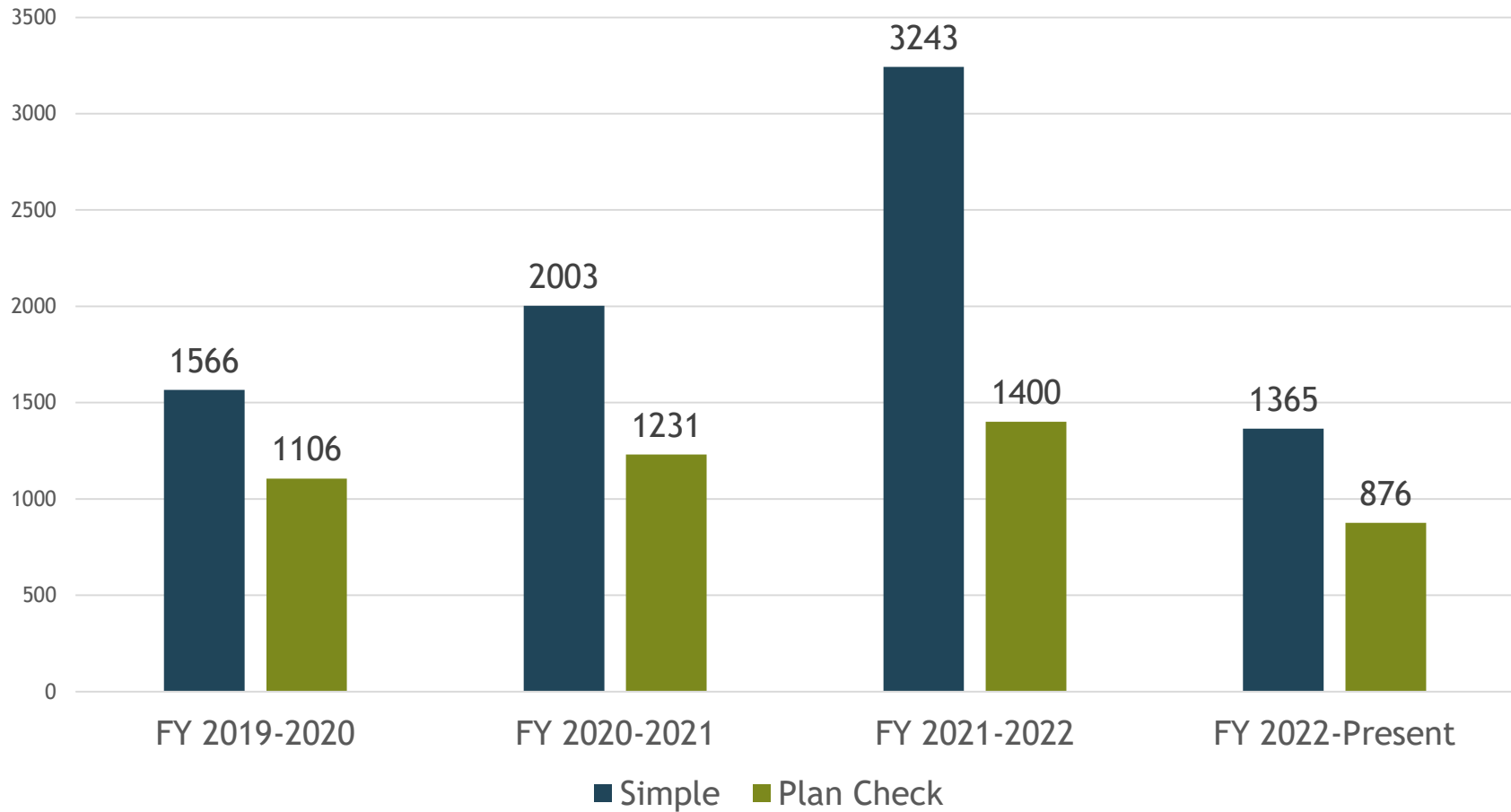
## Fire Prevention

- Completed 3,345 inspections with 3 inspectors

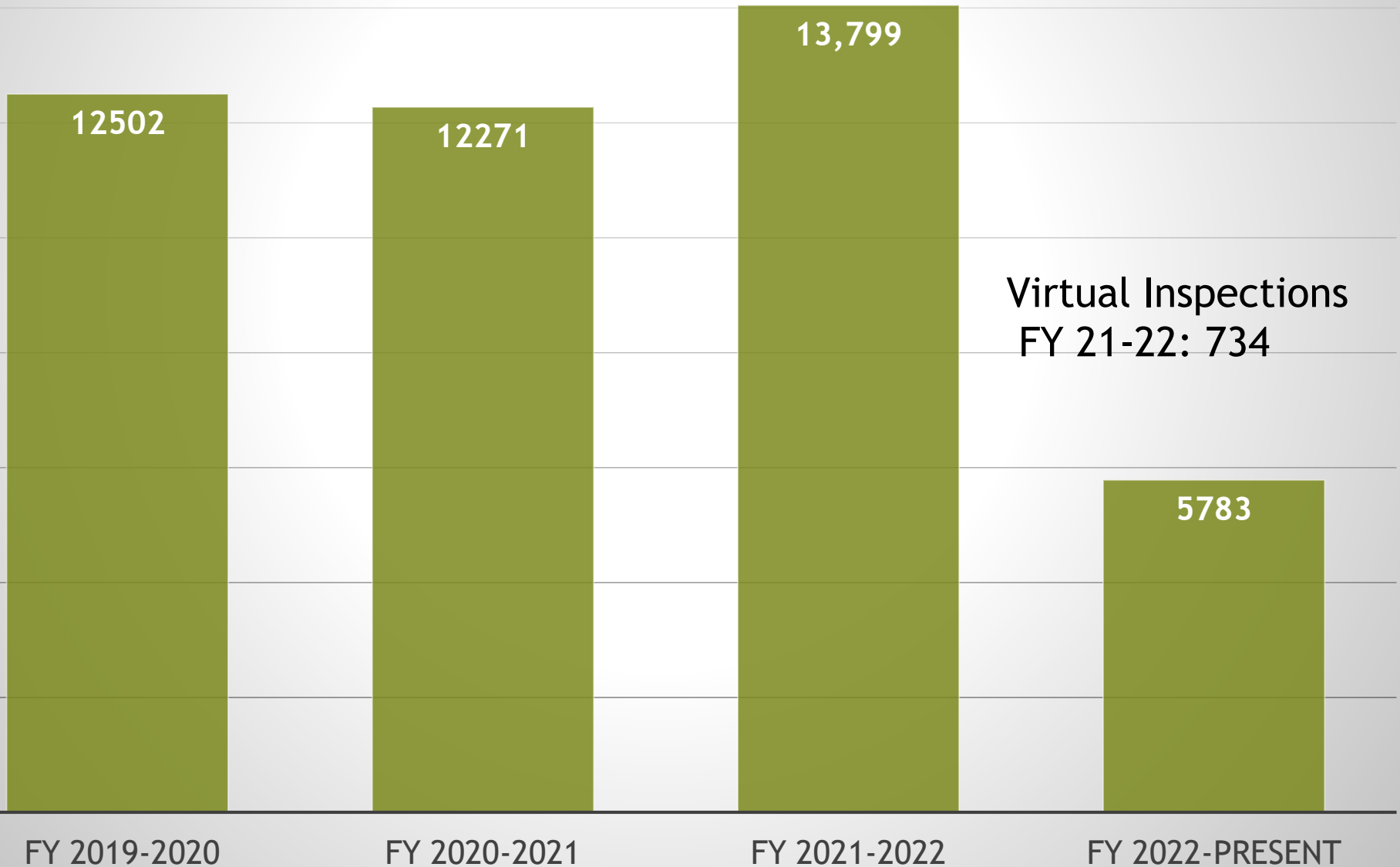
## Code Enforcement

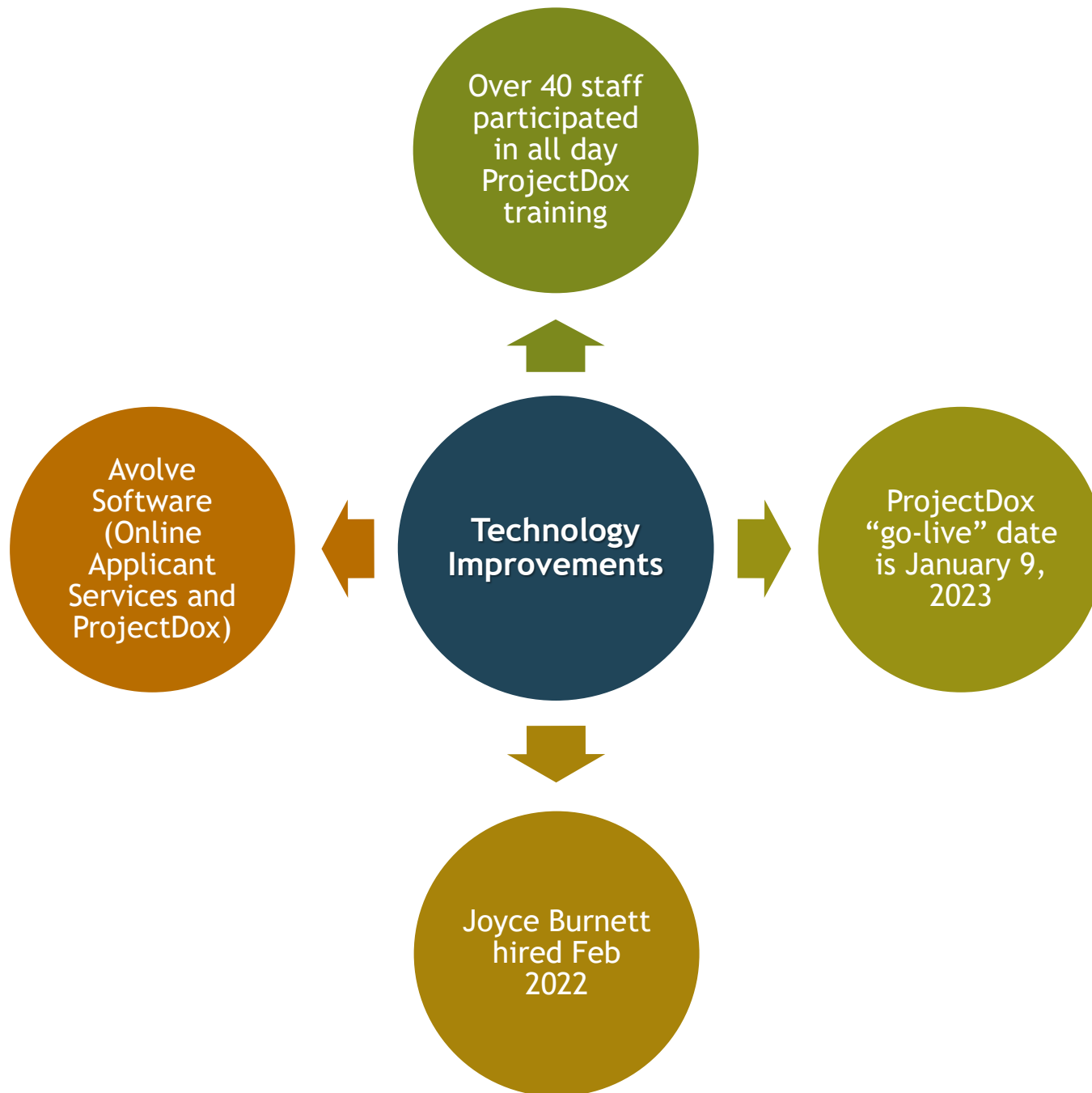
- Reviewed 212 building permits for code enforcement compliance

## Number of Permits Issued by Fiscal Year (Simple and Plan Check)



# Completed Inspections by Building per Fiscal Year





# Customer Service

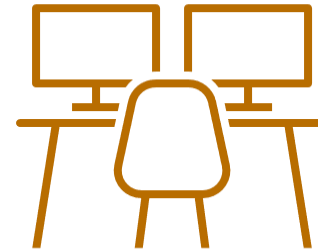


## Online Appointment System (Qless)

- Drastically cut wait times
- Available in English and Spanish

## Physical Improvements

- Privacy walls added to reduce noise level
- Public education materials displayed

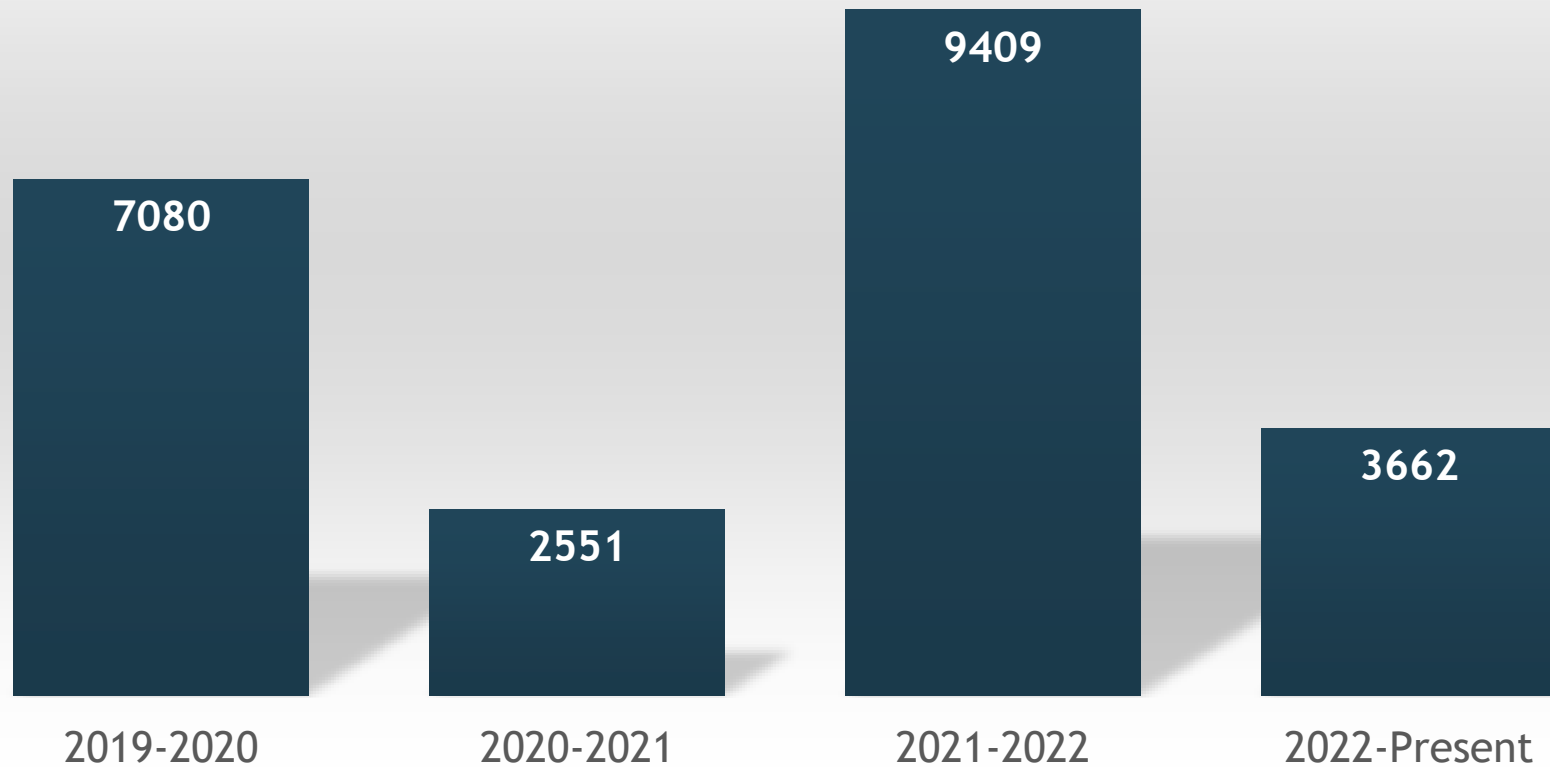


## Online Customer Survey

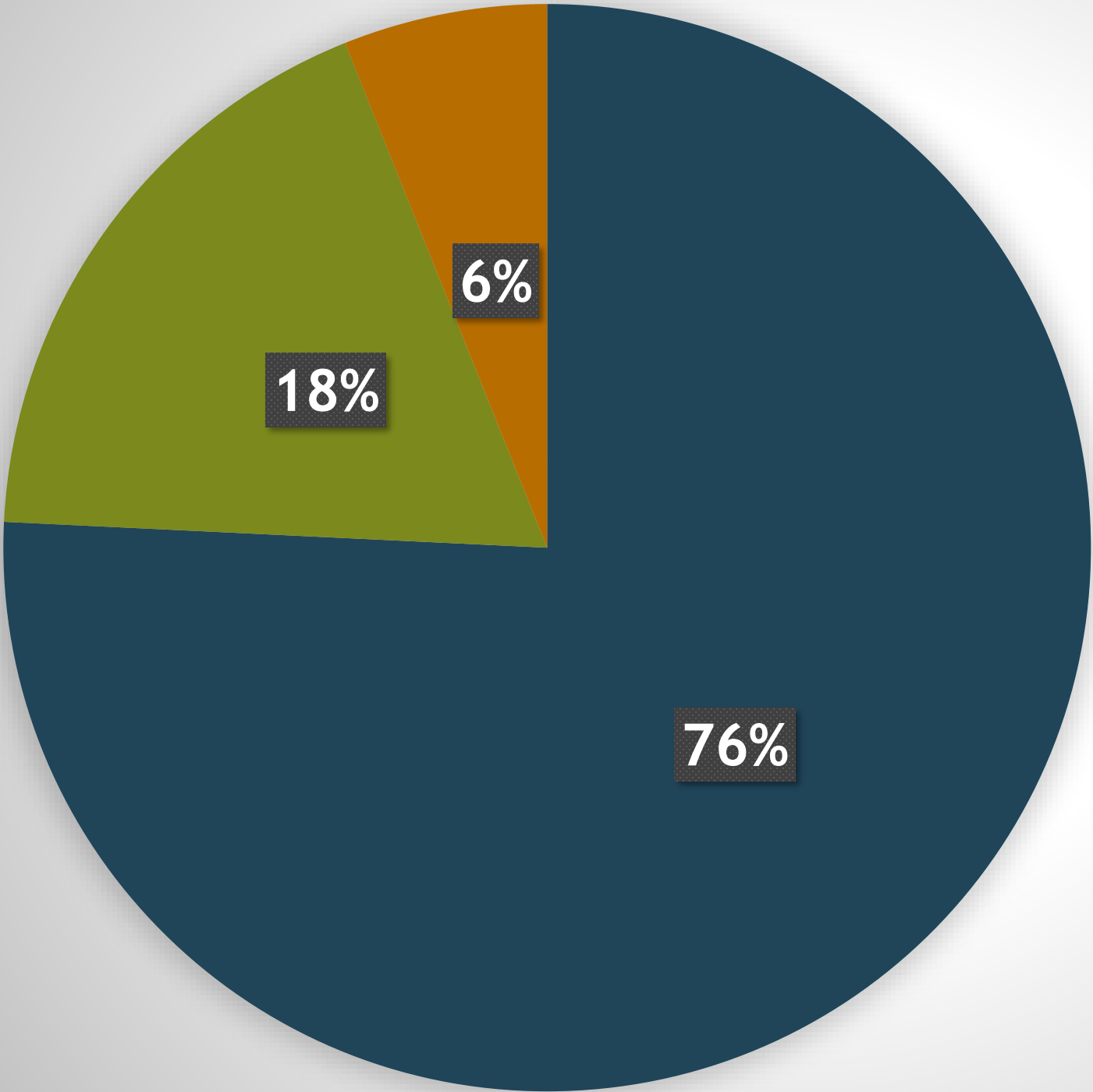
- Sent to all customers who have appointments
- Available in English and Spanish



## Customers Served at the Permit Center Per Fiscal Year



# Overall Rating of Service Received



- Exceeded My Expectations
- Met My Expectations
- Did Not Meet My Expectations

Total: 33

# Small Business Support

- Assist in resolving issues with City services and linking to resources
- 205 Hotline Calls
- 282 Emails

# Staffing

- Hired 4 new full-time positions in 2022
- Permit Services divisions still has 4 vacancies
- As of Dec. 2022, one new building inspector has been hired
- Current vacancies including Code Enforcement, and Fire Prevention, impact output and timeliness



# Permit Center Coordination

## Relator Educational Workshop

- Code Enforcement, Building and Permit Services provided educational workshops for realtors with over 100 realtors in attendance

## 2022 Building Standards Code Training

- 8 staff members across several divisions completed intensive training for the code updates

## Code Enforcement Public Outreach Events

- Code Enforcement, Engineering, Building and Permit Services participated in two outreach events in 2022

# Accessory Dwelling Unit (ADU) Streamlining

- ADU Permits
  - 250% increase in Issued Permits
- Pre-Approved Plans
  - Collaboration with Design Path Studio
  - Four floor plans
- Resources
  - Spanish/English FAQ and Guidebook
  - Workshops (*Recorded*)
    - Approximately 130 in attendance



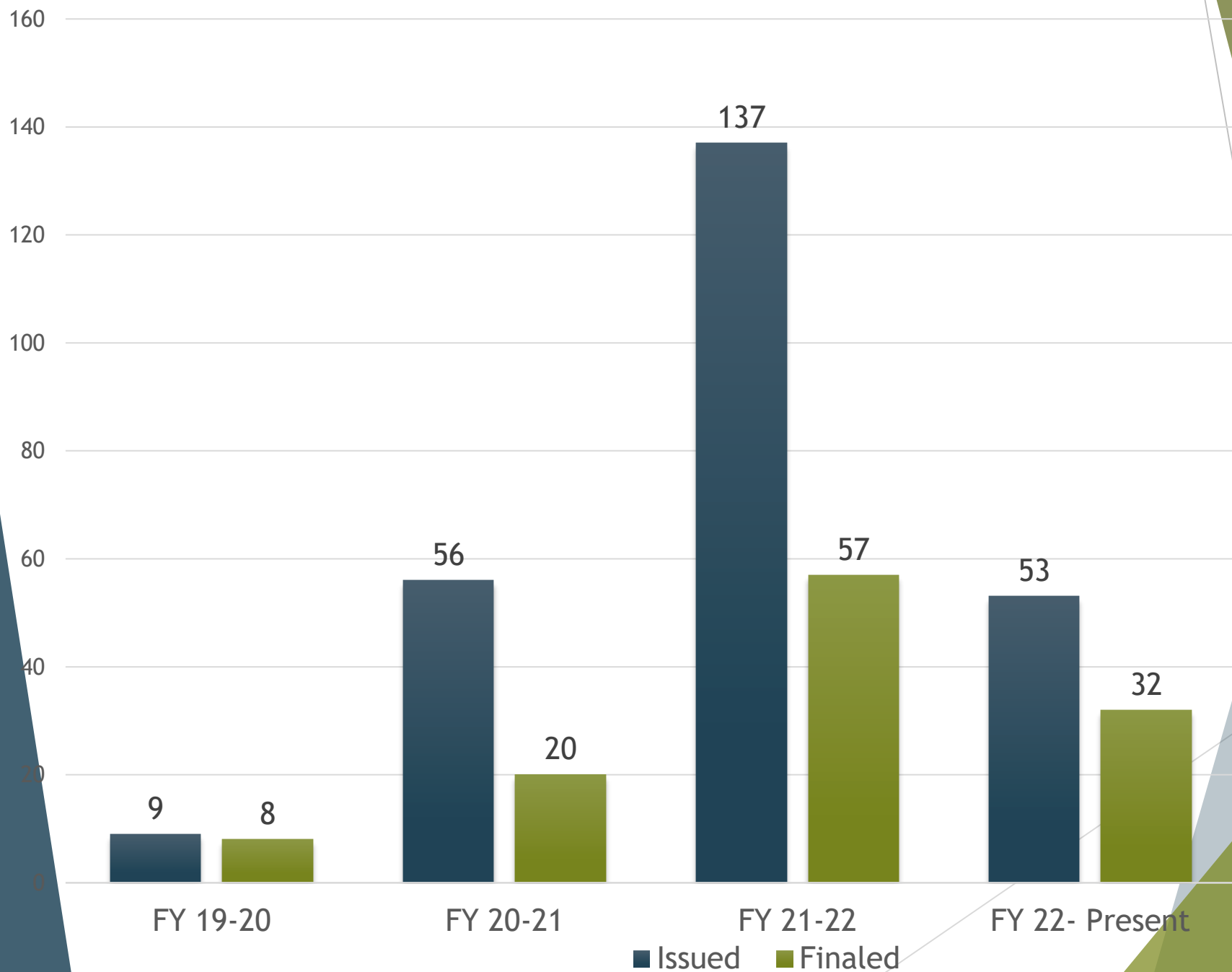
**THURSDAY, OCT. 6th**   
SALINAS CITY HALL ROTUNDA  
200 Lincoln Ave, Salinas CA,  
93901 | 5:30PM - 7:00PM

**THURSDAY, OCT. 13th**   
THE FIREHOUSE RECREATION  
CENTER FACILITIES  
1330 E. Alisal St, Salinas CA,  
93905 | 5:30PM - 7:00PM

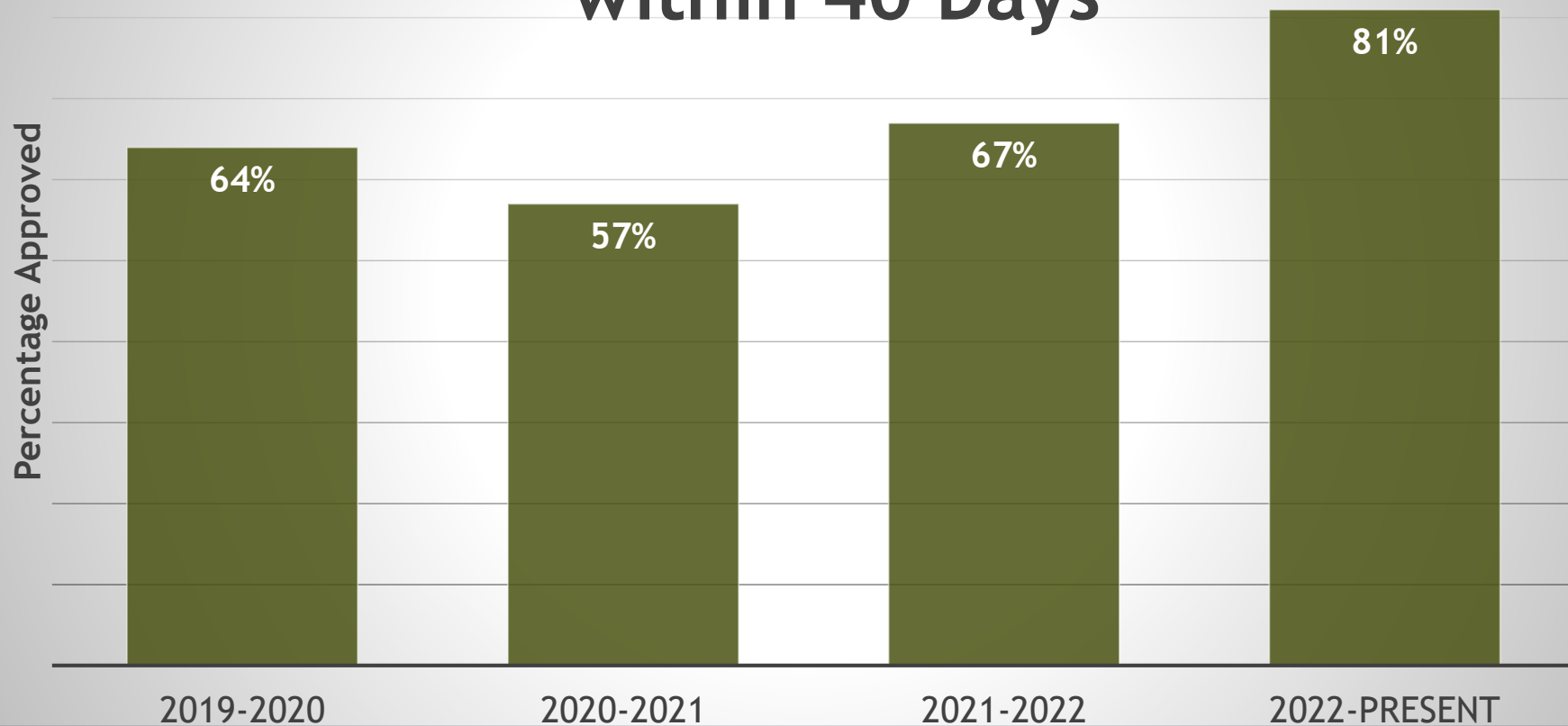
**Learn About Our  
Pre-Approved ADU Plans**

 Both workshops are bilingual and are  
open to everyone! 

# Accessory Dwelling Units (ADUs) Issued and Finaled Permits



## Percentage Permits Approved within 40 Days

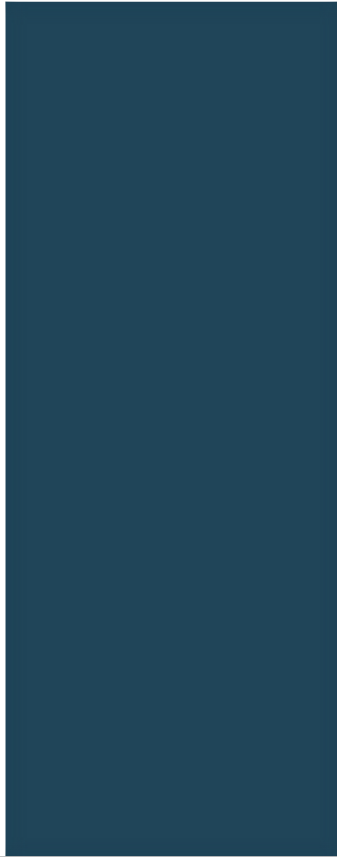


*Please note that this includes the time the applicants have the plans and we are waiting for resubmittal.*

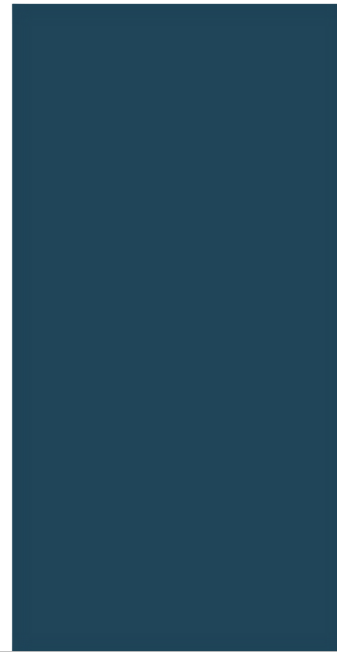


# APPROVED IN 40 DAYS - FY 21/22

91%

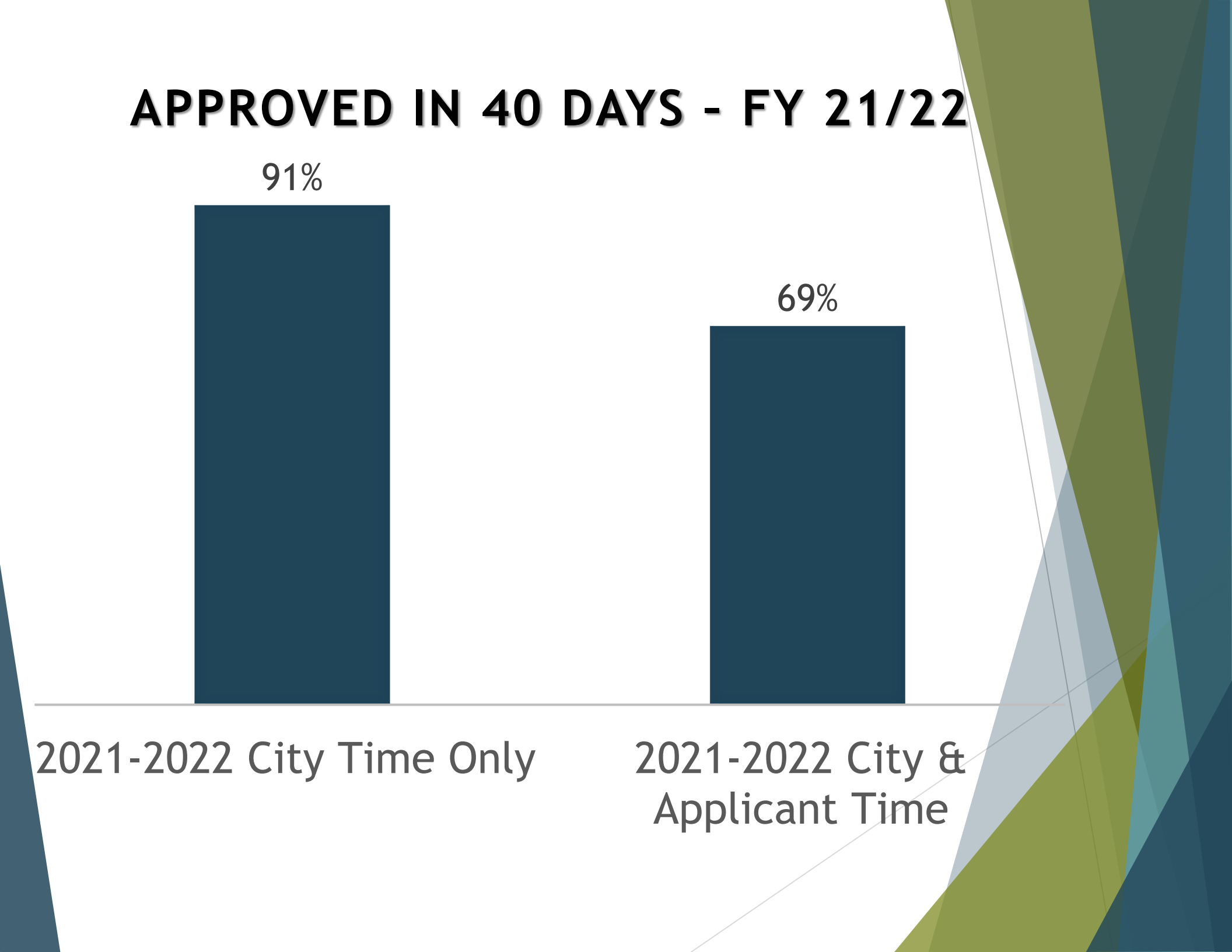


69%



2021-2022 City Time Only

2021-2022 City &  
Applicant Time



# Next Steps

## Technology

- Complete electronic permitting (Project Dox) Implementation
- Develop new process for fire permitting and virtual inspections
- Purchase IT equipment
- Track Performance Metrics

## Customer Service

- Develop educational material
- Improve webpage
- Continue customer service enhancements
- Host Permit Center Open House
- Report on Customer feedback survey

## Permit Center Coordination

- Develop new Action Plan for streamlining in core areas
- Share expertise across divisions/ departments
- Create new shared metrics

## Staffing

- Fill critical positions
- Eliminate barriers to hiring
- Chief Building Official
- Customer Service Training

Questions?

