



Permit Center Update

Lisa Brinton, Director

Community Development Department

January 23, 2024

Who is at the Permit Center?

Community Development

- Permit Services
 - Administration
 - Plan Check
 - Inspection
- Current Planning
- Code Enforcement



Fire

- Fire Administration
- Fire Prevention



Public Works

- Developmental Engineering

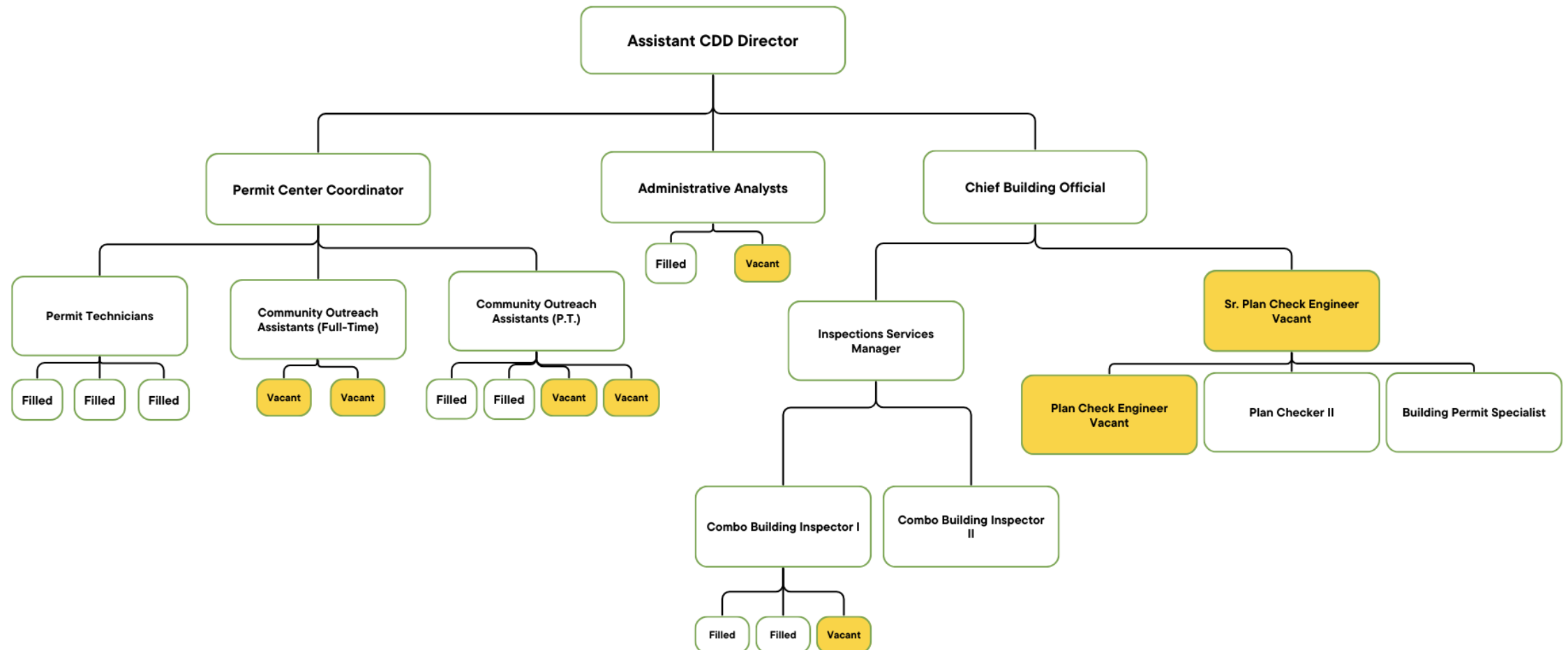


Finance Revenue and
Licensing Division
moved to City Hall
on October 2nd, 2023

2023 Organizational Assessment

Findings	Recommendations	Actions Taken 2023
Need for increased staffing	Increase Permit Services staffing resources	Updated job descriptions
Confusion between divisions regarding roles, responsibilities, and workflow	Clarify roles and responsibilities	Established a centralized location for manuals, policies, procedures, and checklists
Strained intra-departmental working relationships	Establish clear communication procedures	Formalized an agenda reviewed weekly to discuss workflow
Lack of leadership and a need for team building	Add an Assistant Community Development Director	Hired a Chief Building Official and an Assistant Community Development Director

Staffing – Permit Services Org Chart



Dashboard Table of Contents

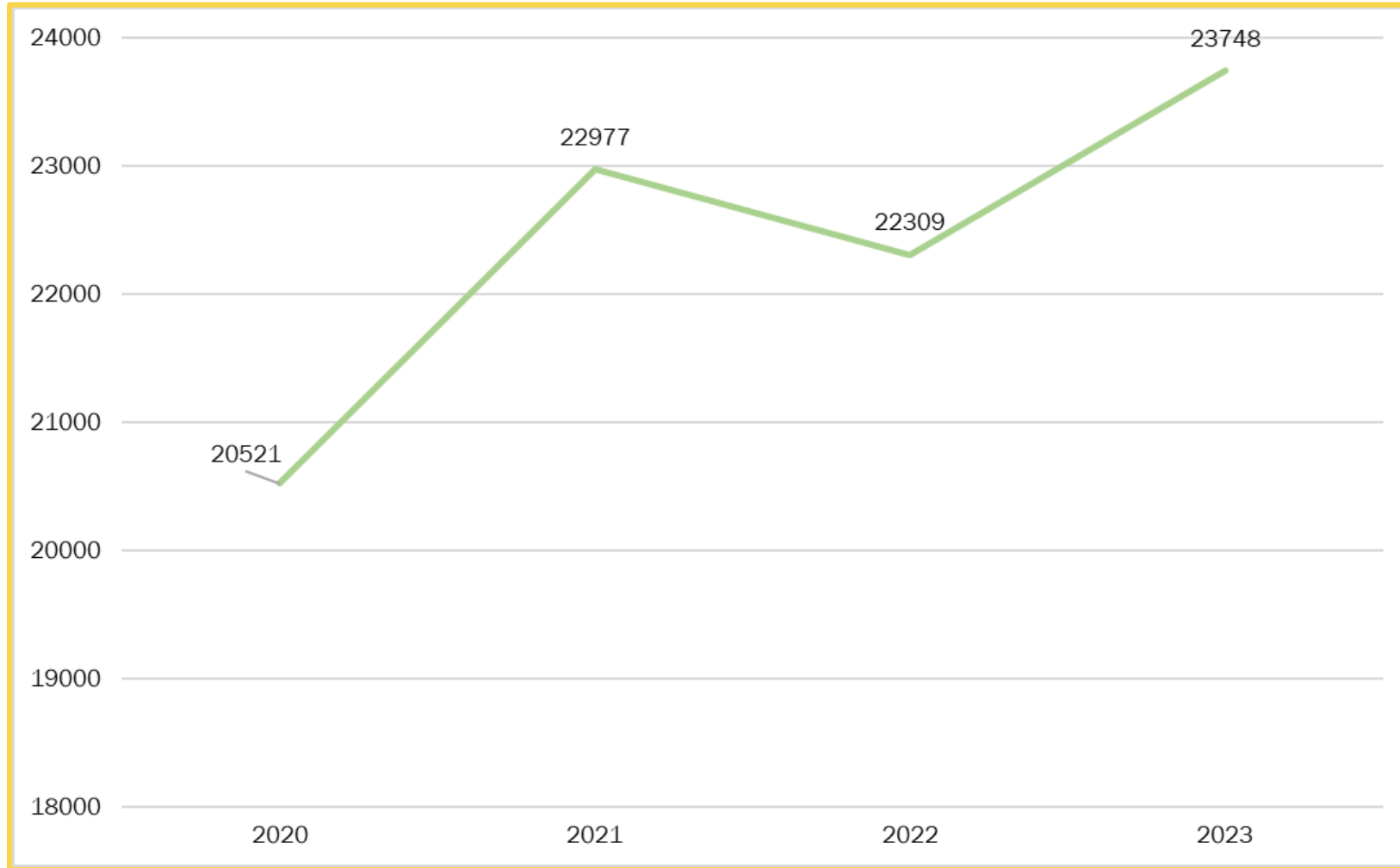
Permit Services

- Calls Received by the Permit Center General Line by Year
- Counter Transactions Per Division for 2023
- Counter Transactions Per Month for 2023
- Counter Transactions by Year
- City Reports Completed by Year
- Building Plan Reviews Completed by Year
- Permits Approved by Year
- Permits Approved by Permit Type for 2023
- Permits Approved by Review Cycle for 2023
- Accessory Dwelling Unit Permits by Year
- Building Permit Inspections Completed by Year
- Virtual Building Permit Inspections Completed by Year
- Building Permit Inspections Completed for 2023
- Building Permit Inspections Completed by Permit Type for 2023

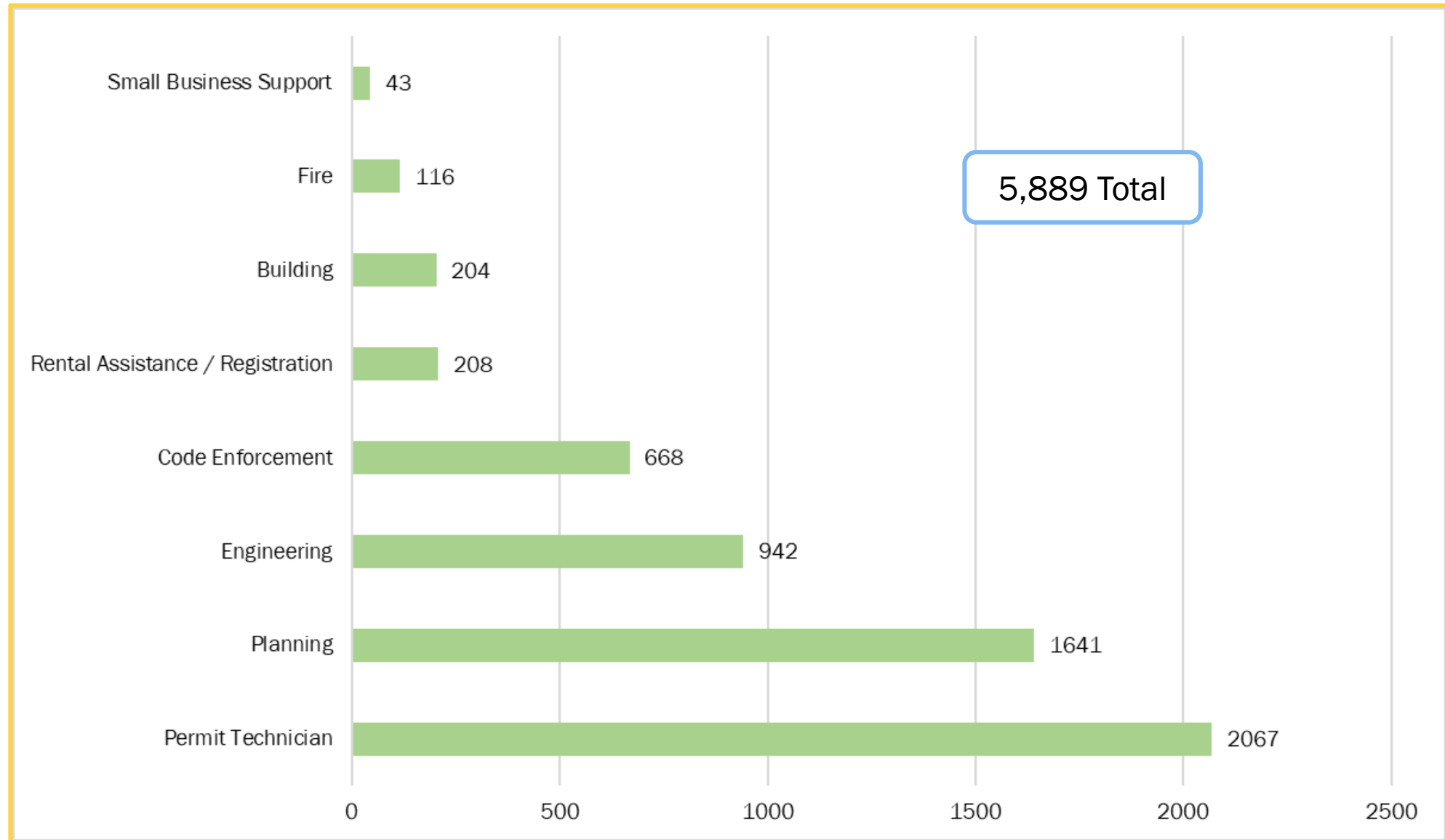
Other Services

- Current Planning - Performance Measures by Year
- Current Planning – Application Intake for 2023
- Current Planning – Application Approvals for 2023
- Fire Prevention - Highlights for 2023
- Fire - Inspections and Permits 2023
- Development Engineering for 2023
- Code Enforcement Cases & Inspections by Year
- Code Enforcement Case Opened by Type for 2023
- Small Business Support - Services for 2023
- Permit Center Customer Feedback Survey for 2023

Calls Received by the Permit Center General Line by Year



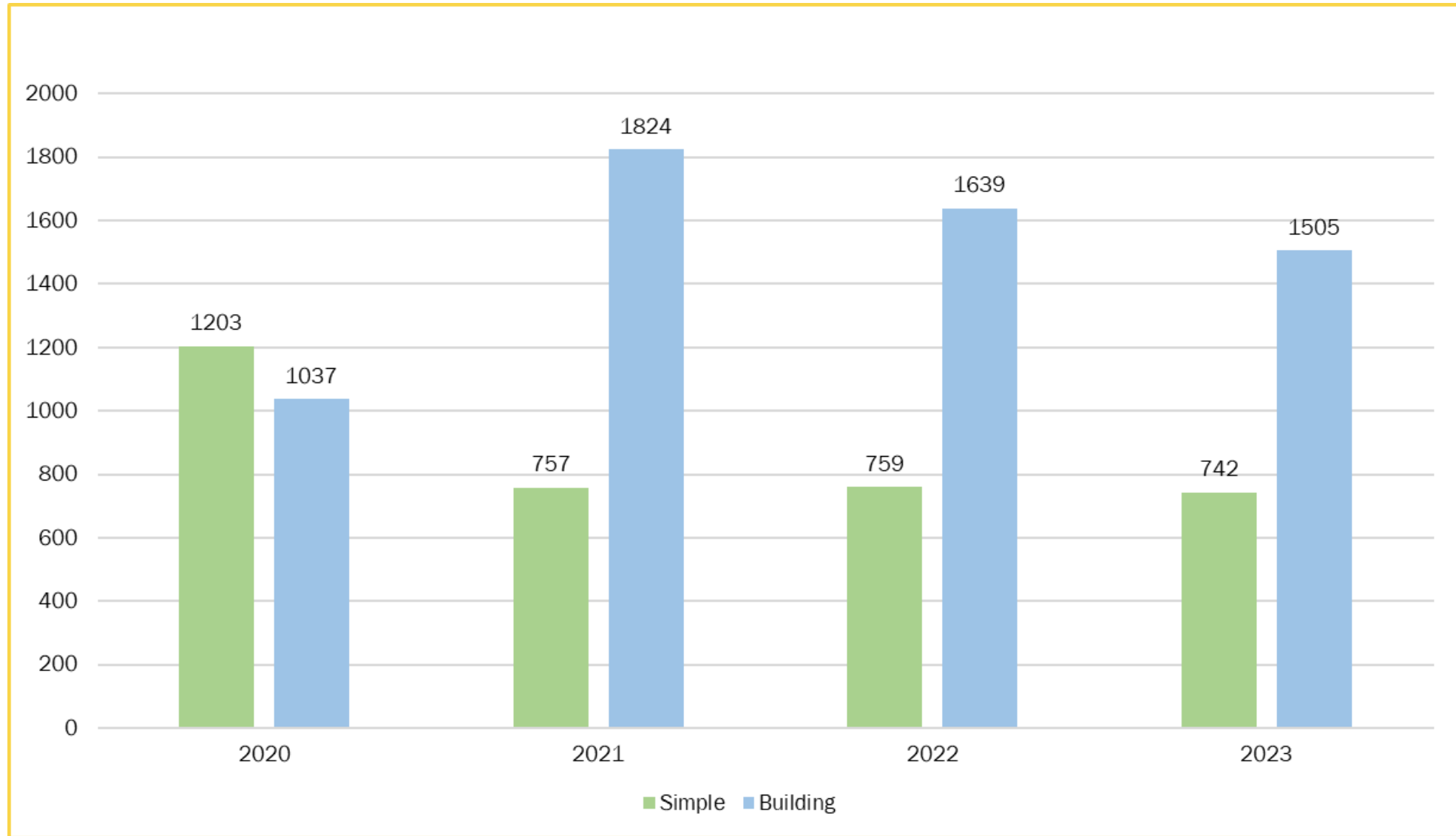
Counter Transactions Per Division for 2023



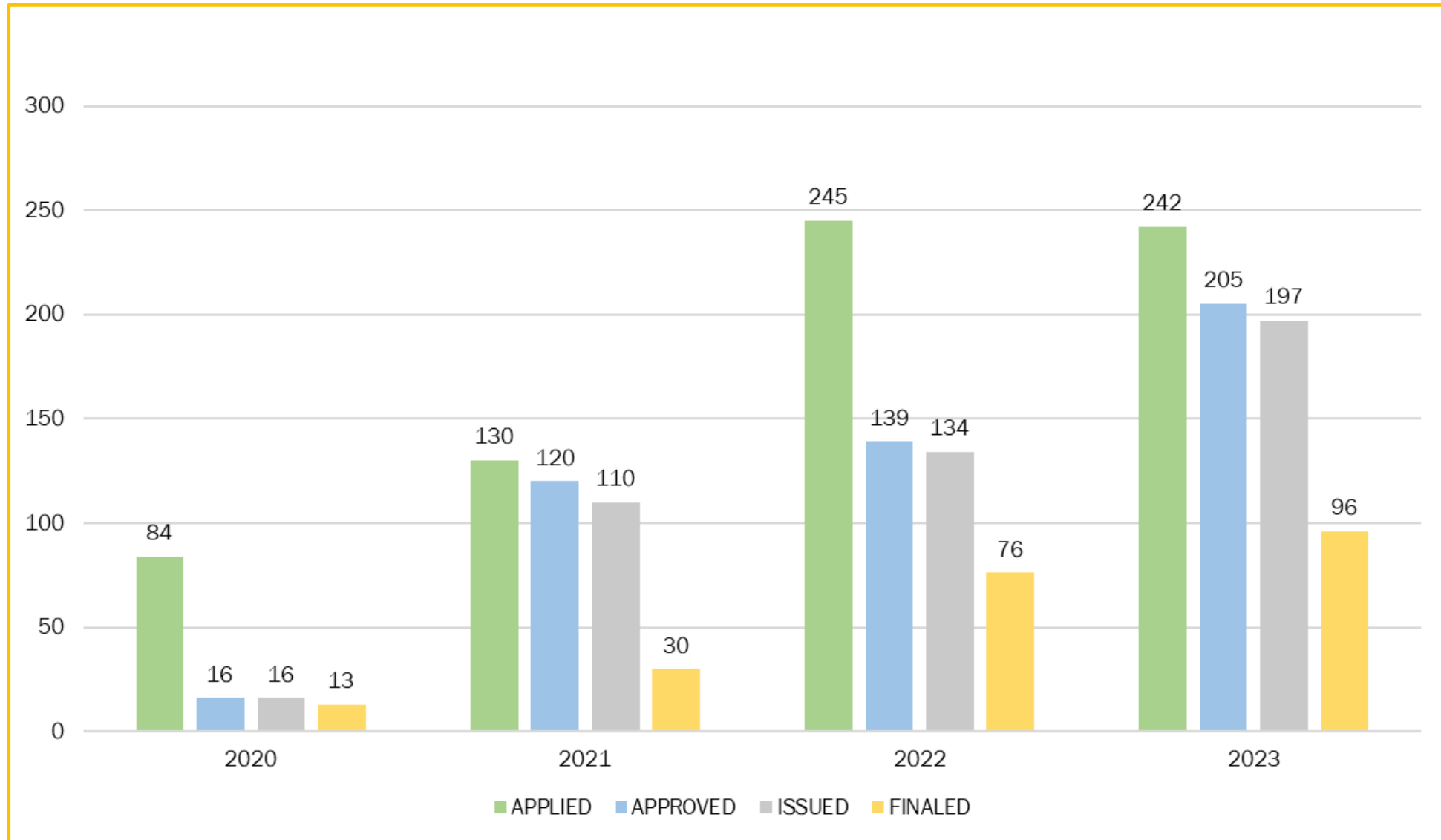
Building Plan Reviews Completed by Year



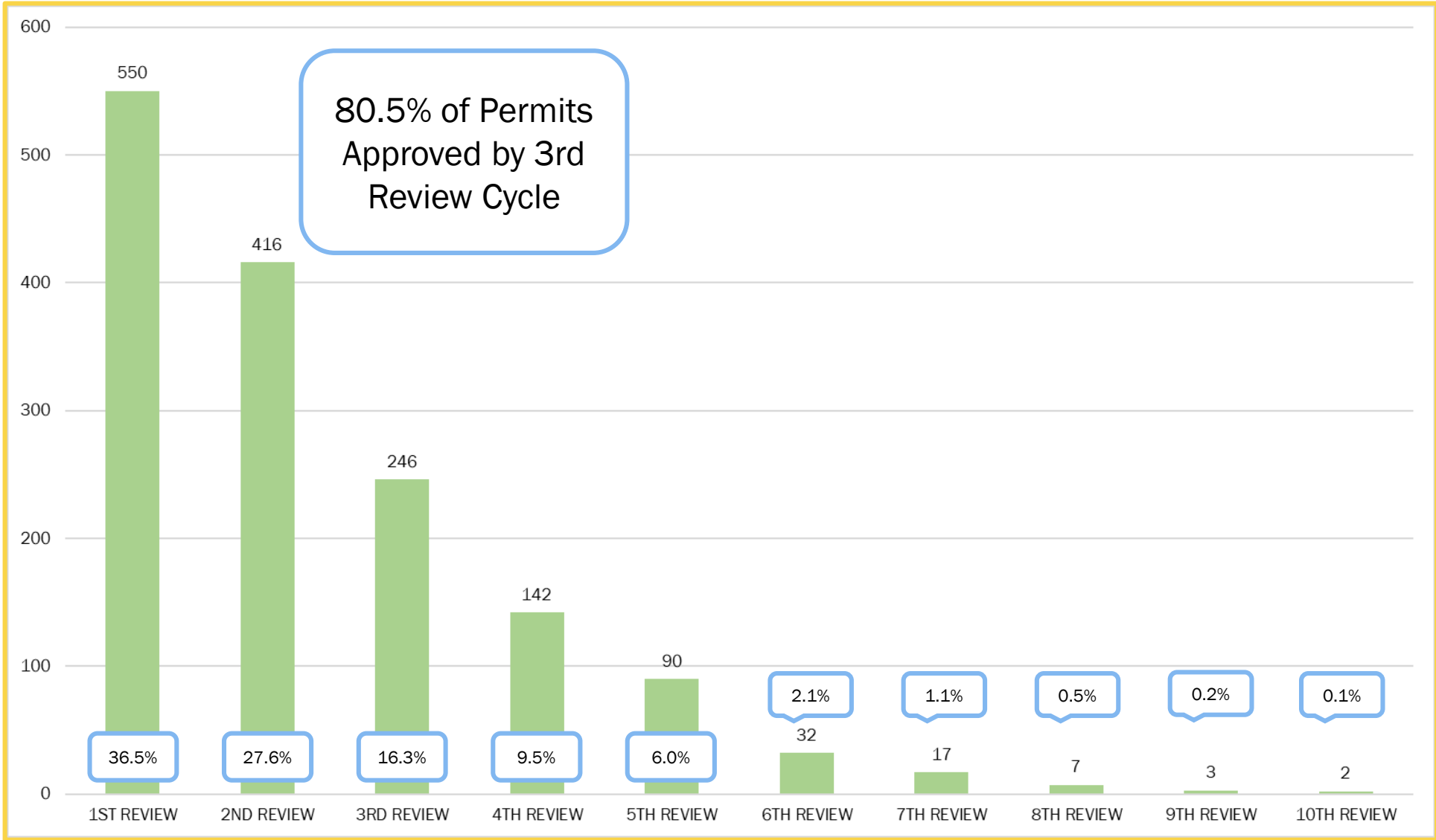
Permits Approved by Year



Accessory Dwelling Unit Permits by Year



Permits Approved by Review Cycle for 2023



Workflow Coordination

Identify Permits



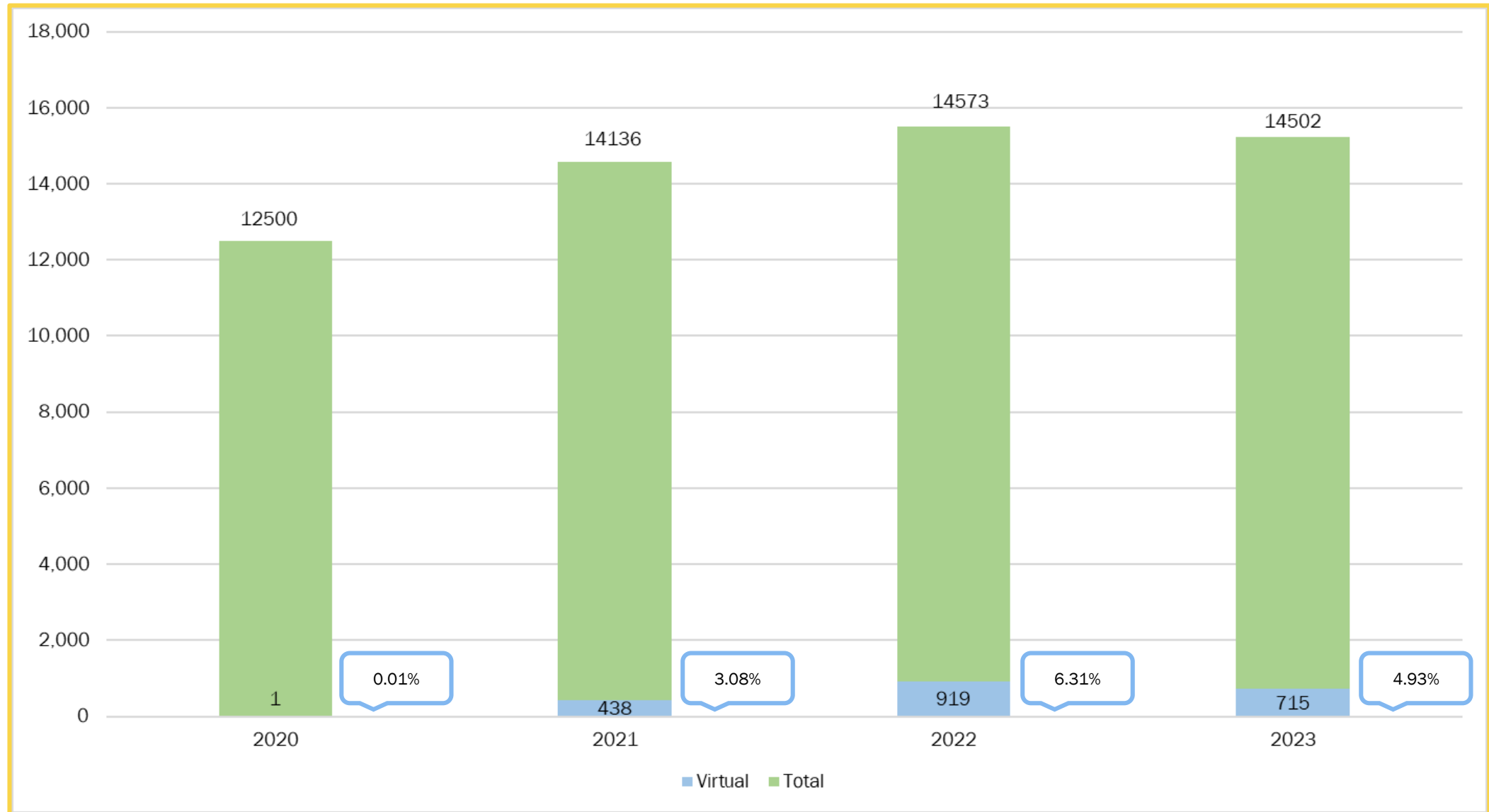
Discuss Issues

PENDING REVIEWS OVER 3RD SUBMITTAL		
4TH REVIEW	4TH REVIEW	4TH REVIEW
B22-0744	B23-0259	B23-0352
R-ADU DETACHED	C-MISC	JADU ATTACHED
CODE ENFORCEMENT	BUILDING	BUILDING
DATE DUE: 10/04/2023	DATE DUE: 10/10/2023	DATE DUE: 10/13/2023
4TH REVIEW	4TH REVIEW	4TH REVIEW
SP23-0012	B23-0426	B23-0544
C-SIGN	C-ALTERATION	R-ADU DETACHED PAP
BUILDING	BUILDING	ADDRESSING
DATE DUE: 10/18/2023	DUE DATE: 10/12/2023	DATE DUE: 10/13/2023
4TH REVIEW	6TH REVIEW	8TH REVIEW
B23-0340	B23-0199	B22-0073
R-ADU DETACHED	C-MISC	C-ADDITION
ADDRESSING	ENGINEERING	BUILDING
DATE DUE: 10/17/2023	DUE DATE: 10/05/2023	DATE DUE: 10/04/2023

Next Steps for Improvement



Building Permit Inspections Completed by Year



2023 Division Highlights

Current Planning

Assisted 1,641 customers over the counter

Approved 466 Planning Applications

Fire Prevention

Completed 1,866 inspections

Completed 971 Fire Case Inspections

Development Engineering

Reviewed 515 Building Permits for compliance

Approved 741 Encroachment Permits

Code Enforcement

Reviewed 135 Building Permits for compliance

Opened 1691 cases
3758 Inspections
Closed 1227 cases

Small Business Support

418 interactions with members of the public

Completed Projects



Permitted and Future Projects



Future Growth Area

West Area

3,553 minimum to 4,340 maximum Residential Units

571,500 Square Feet of Commercial Floor Area

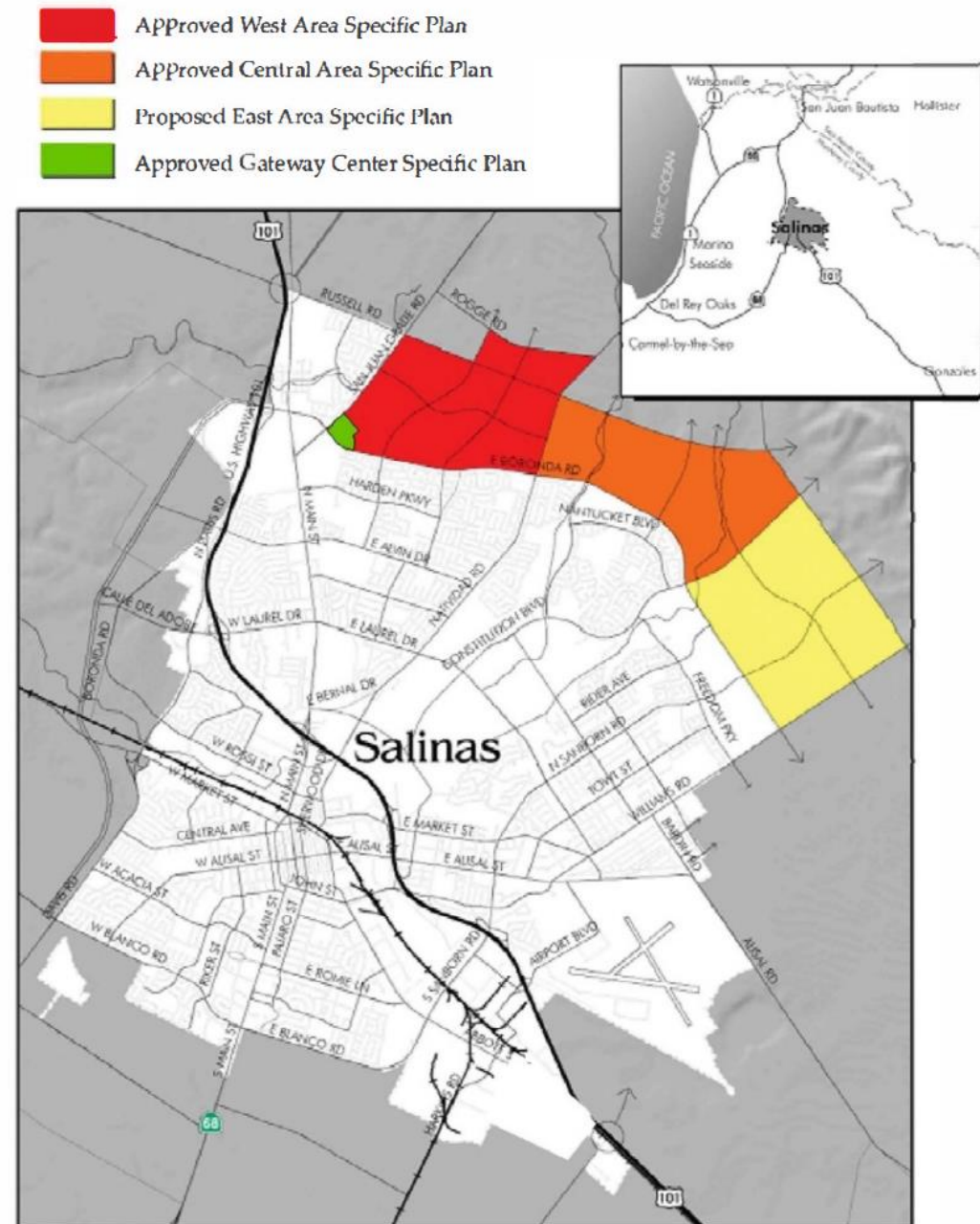
Central Area

3,274 minimum to 3,911 maximum Residential Units

489,700 Square Feet of Commercial Floor Area

Impact on Staffing

The permitting work for these areas more than quintuples the average number of building permits processed in a single year.



Technology

Paperless Permits System

Paperless Permit

Building Permits must be applied for using the Paperless Permit Portal. The Portal can be accessed by scanning the QR code found below or by visiting our website at cityofsalinas.org/Residents/Permit-Center



For assistance navigating the Paperless Permit Portal email: paperlesspermit@ci.salinas.ca.us

To check on permit status call 831-758-7251 option #1

Paperless Permits Webinars



Paperless Permitting Online Webinar

NEW SERVICES



Apply for : Building, Demolition, Sign, Revision, and Simple Permits



Apply and check status of your permit at any time.



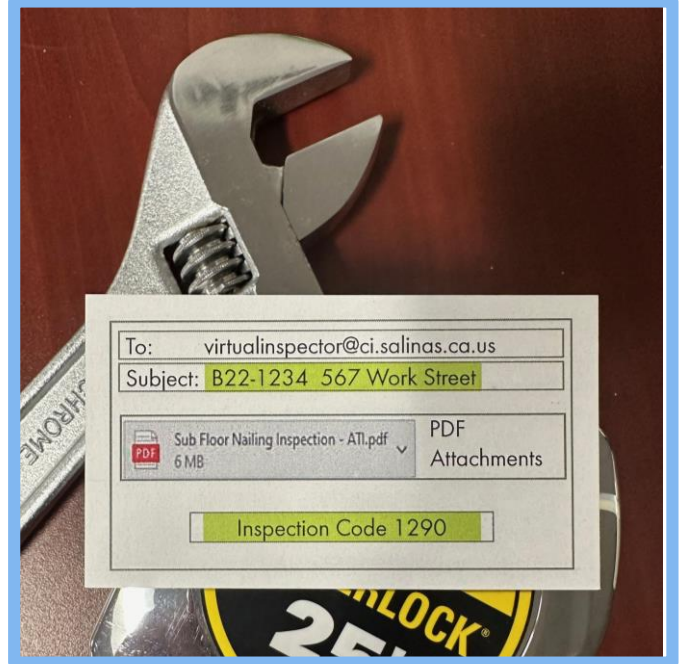
Pay for permit fees online.

June 27, 2023
10:30am-12:00pm

Please join us for step-by-step instruction on the Paperless Permit application process

Para información sobre este sistema en español, háglenos al (831)758-7131

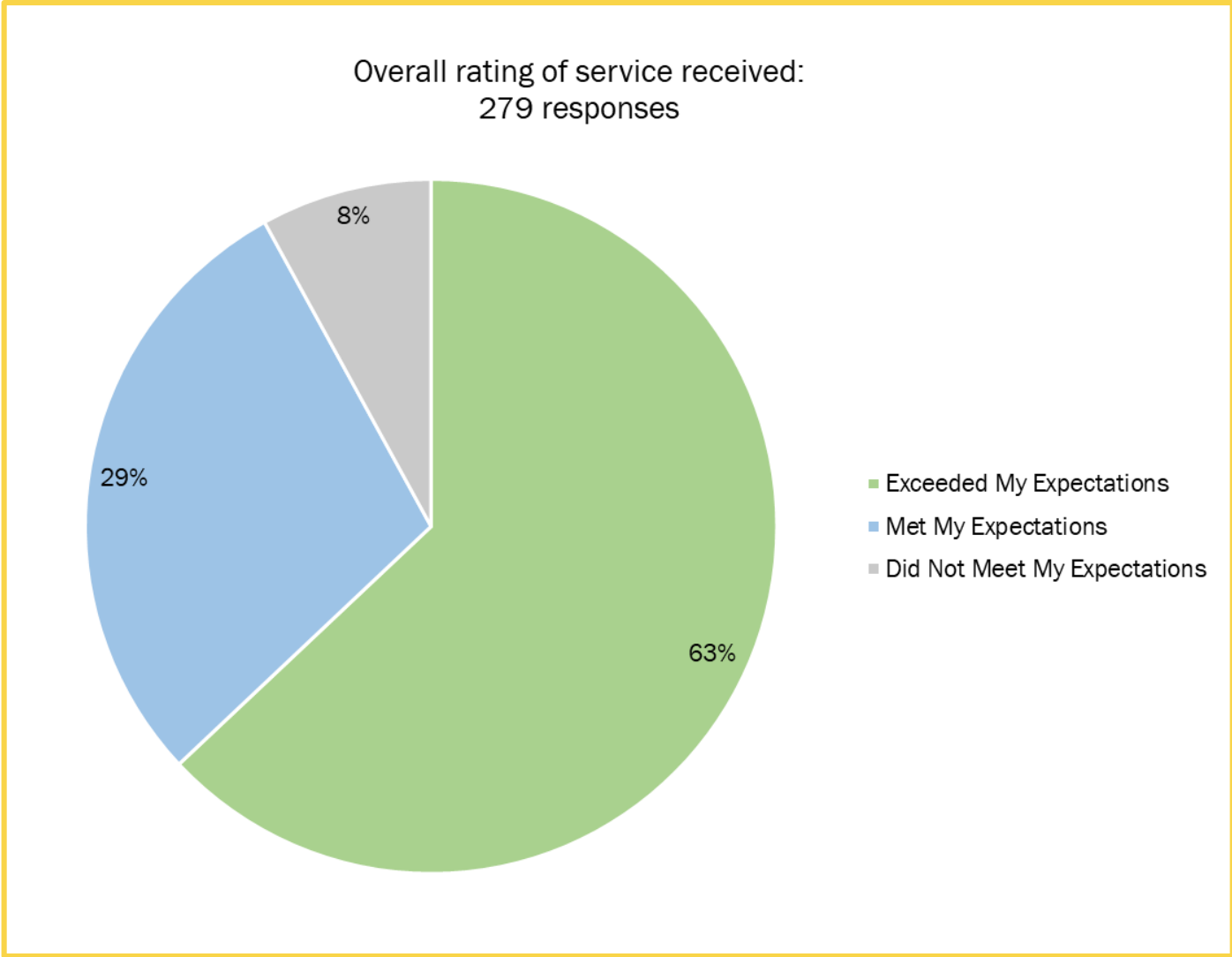
Virtual Inspections



Permit Center Mixer



Permit Center Customer Feedback Survey for 2023



"Staff was just amazing and very helpful oh and very willing to help and teach how to complete documents."

"Very satisfied with the service I got very professional and answered all my questions."

"I had received great information that I didn't know was needed in this jurisdiction and very grateful."



English



Español



Questions?
