

Planning, Zoning and Building

Department Summary

<u>Performance Indicator</u>	FYTD 2005	FYTD 2006	% Change	FY 2006 Estimate
Code enforcement violations	4,571	4,464	-2%	4,500
Construction plans reviewed	59,288	65,691	11%	42,000
Permits issued	62,304	70,751	14%	50,000
Planning public contacts	3,381	2,475	-27%	3,350
Zoning walk-in customers served	11,879	10,924	-8%	12,800

Building

	<u>Program Objective</u>	<u>Status/Comments</u>
1.	Maintain permit processing times within published goals.	Not Completed. This is due to storm days missed and storm related permits.
2.	Implement the results of operational analysis into the development of a new electronic data management system to enhance efficiency.	Not Completed. Delays were due to the storm, moving and expanded vision for the system.
3.	Implement the second phase of wireless data system for field inspectors to improve communications.	Not Completed. Hardware has been issued and software is being installed and tested.
4.	Expand the registration of products approved for use in the County under state Rule 9B-72.	Not Completed. This is due to new code and storm duty priority, as well as some improvements in the Florida Product Approval system. The benefits of continuing this project are being analyzed.
5.	Monitor staff training to improve operational efficiency.	Completed.

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Building

<u>Performance Indicator</u>	FYTD 2005	FYTD 2006	% Change	FY 2006 Estimate
Permit processing time (days):				
Additions, interior alterations	19.5	31	59%	15
Residences and townhouses	31	38	23%	25
Multi-family/non-residential	57	88	54%	40
Inspections per day per inspector:				
Structural	21	22.5	7%	14
Electrical	13	13.2	2%	14
Mechanical	12	15.4	28%	14
Plumbing	15	15.6	4%	16
Inspection carryovers to next day	8.74%	12%	37%	2%
Approved products registered for local use	58	60	3%	250
Staff work hours in organized training	2.5%	7%	180%	4%
Construction plans reviewed	59,288	65,691	11%	42,000
Permits issued	62,304	70,751	14%	50,000

Permit processing time (days)

The increase in review times for these permit types is a direct result of prioritizing the repair and shutter permits in preparation of the hurricane season. Although there has been some recent slow down in these types of storm related permits and the residential permit applications, the duration of that slow down has not been long enough to clear all the inventory of applications that resulted in their prioritization. We expect to recover from these long permitting times over the next few months barring any storm events.

Inspections per day per inspector and Inspection carryovers to next day

Inspection carryovers are resulting from the large number of storm related permits being the most numerous processed. For example, a re-roofing permit requires multiple, time consuming inspections. The Building Division also missed many inspection days due to their responsibility in damage assessment, inspections for unsafe structures, temporary dwellings and restoration, and other services. A lead-time for inspections after issuance of permits means that the inspection section will continue to be stressed for some time. However, we have contracted for inspection services that will soon be reducing the number of carry over inspections, and provide the additional needed manpower to reduce the extreme numbers of inspections per inspector.

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Building

Staff work hours in organized training

The new Building Code, with new underlying base codes, necessitated considerable training during this time period. Additional training is needed to familiarize staff with code changes that are resulting from lessons learned from storm failures.

Permits issued

A large number of “Decal” permits and “Improvement” permits, such as fences and air conditioner replacements, were issued due to storm damage. Roofing permits and similar repair permit numbers have been extremely high, as well.

Code Enforcement

	<u>Program Objective</u>	<u>Status/Comments</u>
1.	To improve the overall effectiveness and efficiency of the Code Enforcement process. This will be possible once our performance measures are tracked through the ePZB system.	Not Completed. Awaiting implementation of the ePZB system.

<u>Performance Indicator</u>	FYTD 2005	FYTD 2006	% Change	FY 2006 Estimate
Customer initiated complaints	6,367	7,947	25%	6,000
Commission District complaints	92	109	18%	75
Violation Notices issued	4,571	4,464	-2%	4,500
Notices to Correct issued	132	101	-23%	150
Cases referred to the CEB	1,204	1,064	-12%	1,200

Customer initiated complaints:

The increase in customer complaints is due to the hurricane (damaged vegetation, fences, roofs, etc.), sign removal, and community revitalization. In addition, Code Enforcement has seen an increase in grouped complaints from homeowner associations for neighborhood enhancements.

Notice to correct

This is just one of several ways a Code Enforcement Officer can document a violation. Therefore, they will fluctuate from reporting period to reporting period.

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Contractor's Certification

	<u>Program Objective</u>	<u>Status/Comments</u>
1.	Through Civil Citation process, encourage qualified unlicensed practitioners to apply for licensure.	Completed.
2.	Maintain a 95% minimum approval rate on applications submitted to the Construction Industry Licensing Board (CILB).	Not Completed. This goal was not met due to inexperienced staff and the hurricane that created a backlog of applications.
3.	Maintain a minimum average monthly case load of fifteen (15) investigations per investigator.	Completed.

<u>Performance Indicator</u>	FYTD 2005	FYTD 2006	% Change	FY 2006 Estimate
Unlicensed practitioners' contractor	73	43	-41%	45
CILB application approval rate	97.25%	89.25%	-8%	95%
Average case load per investigator	n/a	15	n/a	15

Unlicensed practitioners' contractor

Increasing emphasis is being placed on certifications by field investigations.

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Planning

	<u>Program Objective</u>	<u>Status/Comments</u>
1.	Refine and implement overall strategy for redevelopment in Palm Beach County.	Not Completed. Staff and Treasure Coast Regional Planning Council are preparing a master plan for the Board of County Commissioners to review.
2.	Enhance the integration of land use and transportation planning.	Completed.
3.	Implement the recommendations of the Evaluation and Appraisal report (EAR).	Completed.
4.	Assist in development of attainable housing strategy.	Completed.

<u>Performance Indicator</u>	FYTD 2005	FYTD 2006	% Change	FY 2006 Estimate
Demographic data requests	440	190	-57%	625
Public contacts	3,381	2,475	-27%	3,350
Proposed annexations reviewed	80	89	11%	85
Developer petitions reviewed	30	23	23%	40

Public Contacts

There is no particular reason for the significant decrease from last year to this year. The enhanced availability of information on-line is felt to be a contributing factor.

Demographic data requests and Proposed annexations reviewed

No trend has been detected that explains these decreases. Staff will monitor such activity in making estimations for the future.

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Zoning

	<u>Program Objective</u>	<u>Status/Comments</u>
1.	Implement 2005-01 and 2005-02 Round of Unified Land Development Code Amendments. Amendments are required to maintain consistency between Comprehensive Plan, Board of County Commission direction and changes in industry standards.	Completed.
2.	Continue to implement ePZB and online Zoning application submittal for the Division.	Completed.
3.	Customer Service: Continue to implement changes to On-Call Process, Zoning Web Page, Industry Meetings, and Training Sessions that continue to improve customer service.	Completed.
4.	GIS Zoning Maps: Automate the update of GIS Maps in ePZB and begin creating layers of data for Maps. (Zoning approvals, Variances, Special Permits, etc).	Not Completed. The GIS and ITS sections are coordinating scrubbing data to make sure data on GIS layer matches data in ePZB. Once completed, GIS data will no longer be needed.

<u>Performance Indicator</u>	FYTD 2005	FYTD 2006	% Change	FY 2006 Estimate
Site plans/subdivisions approved	273	223	-18%	249
Administrative site plan/subdivision amendments approved	506	556	10%	585
Zoning petitions processed	164	130	-21%	228
Variances processed	131	139	6%	150
Special permits issued	184	172	-7%	233
Concurrency applications processed	44	40	-9%	10
Zoning confirmation letters written	228	195	-14%	200
Walk-in customers served	11,879	10,924	-8%	12,800

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Zoning

Concurrency applications processed

When the Traffic Division was directed by the BCC to stop issuing Traffic Concurrency letters, it resulted in an increase in the number of applications.