

# DEVELOPMENT SERVICES

The Permit Center in City Hall provides one-stop permit services for new building projects and changes to existing structures.

The **Development Services partners** in the Permit Center are the:

- Planning Division,
- Building Division,
- Public Works Department (*also see Public Works chapter*), and
- Fire Department (*also see Fire chapter*).

In 2018-19, Development Services:

- issued about 38,700 permits (12,000 online),
- served nearly 59,000 Permit Center customers, and
- processed nearly 2,200 planning applications.

Planning applications, plan checks, field inspections, and building permits all bottomed out ten years ago, but have since rebounded.

The volume of construction decreased for the second straight year; however, the value of construction increased from 2017-18. Trends varied across residential, commercial, and industrial categories.

## The Permit Center located in City Hall

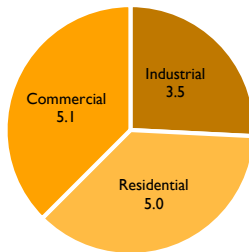


Source: Auditor photo from Fall 2019

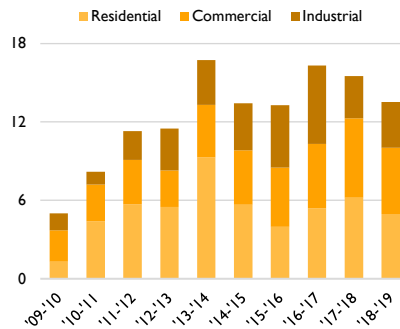
Partner	Revenue (\$millions)	Positions
Building	\$35.00	167
Public Works	\$13.03	67
Fire	\$8.10	34
Planning	\$8.00	49
<b>TOTAL</b>	<b>\$64.13</b>	<b>317</b>

Source: 2018-19 Modified Budget as outlined in the City's 2019-20 Adopted Operating Budget

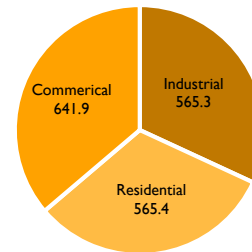
**Volume of Building Activity (millions of square feet)**



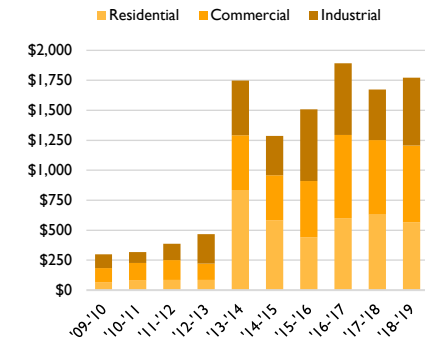
**Volume of Construction (millions of square feet)**



**Value of Building Activity (\$millions)**



**Value of Construction (\$millions)**



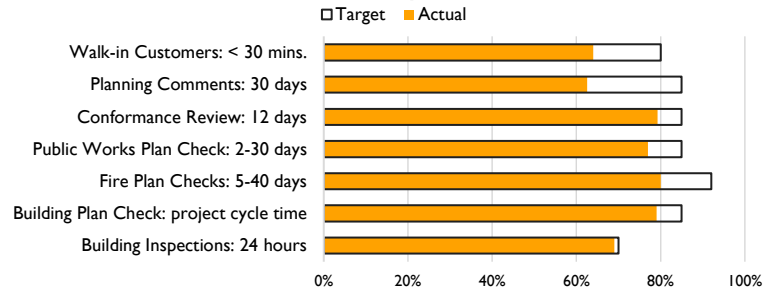
Development Services projects vary broadly, from replacing a residential water heater to large, mixed-use developments of many thousands of square feet. One project may require multiple permits and inspections. Some projects require approval through a public hearing, but most require only administrative approval (an estimated 88 percent). Projects only go through Public Works or the Fire Department when they have impacts on public facilities (e.g., traffic, streets, sewers, utilities, flood hazard zone) or fire-related issues (e.g., need for fire sprinkler systems or fire alarm systems), respectively.

The City offers a number of programs to expedite project delivery for companies, small businesses, and homeowners. However, turnaround times continue to be a primary concern. Timeliness of individual steps in the development process varies depending on the scale and complexity of a given project, and can involve one to all four of the Development Services partners. None of the seven selected development processes met their annual timeliness targets.

Of the 38,700 building permits PBCE issued in 2018-19, about 12,000 were online permits, saving staff time and customer trips to the Permit Center.

(See CSA Dashboard chapter for additional performance measures for development services.)

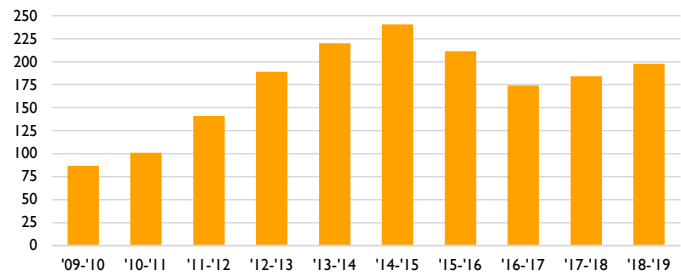
Timeliness of Development Services\*



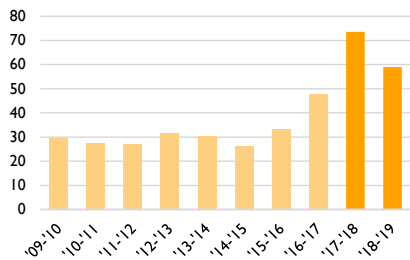
Source: PBCE from the City's Permits Database

\*These selected measures may occur simultaneously; some are dependent on completion of particular processes. For other Fire and Public Works measures related to Development Services, see the Fire and Public Works chapters.

Building Inspections (thousands)

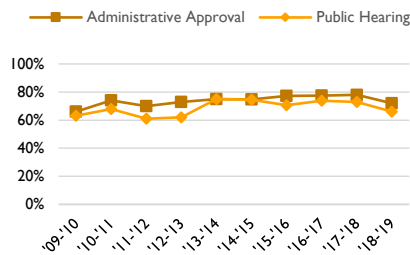


Permit Center Customers Served (thousands)\*



\* In 2017-18, PBCE changed their methodology. Customers served now is a duplicated count (i.e., individuals may be counted for each service provided in one or multiple visits).

Development Services Overall Customer Satisfaction by Project Type



Source: Development Services Customer Satisfaction Surveys

Planning Applications and Plan Checks

