



# 2021 Business Plan Presentation

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# 2019 – 2020 YTD Recap

## Accomplishments

1. Expanded staff development efforts
2. Successfully transitioned Code Enforcement to P&D
3. Continuing high level of services

# 2019 – 2020 YTD Recap



## Challenges

1. Improving online services
2. Building community and customer relationships
3. Adapting to a changing environment

# Department Snapshot

## External Dependencies

- Commercial activity
- The construction industry
- The real estate market
- State and federal codes and regulations



# Notable Metrics/Trends

**Plan Review  
Documents Submitted  
Online**

86%

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48% 

**Building Permits  
Issued**

9,845


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1% 

**Occupational Tax  
Certificates Issued**

18,249

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3% 

# Identified Constraints and Opportunities

- **Growing population presents opportunities**
- **Social distancing has created several opportunities:**
  - Piloting telework
  - Field reporting
  - Encouraging online services

# Operational Decisions

- Enhanced tracking of community work program
- Streamlining the online permitting process
- Improving department website experience
- Continuing to develop career paths

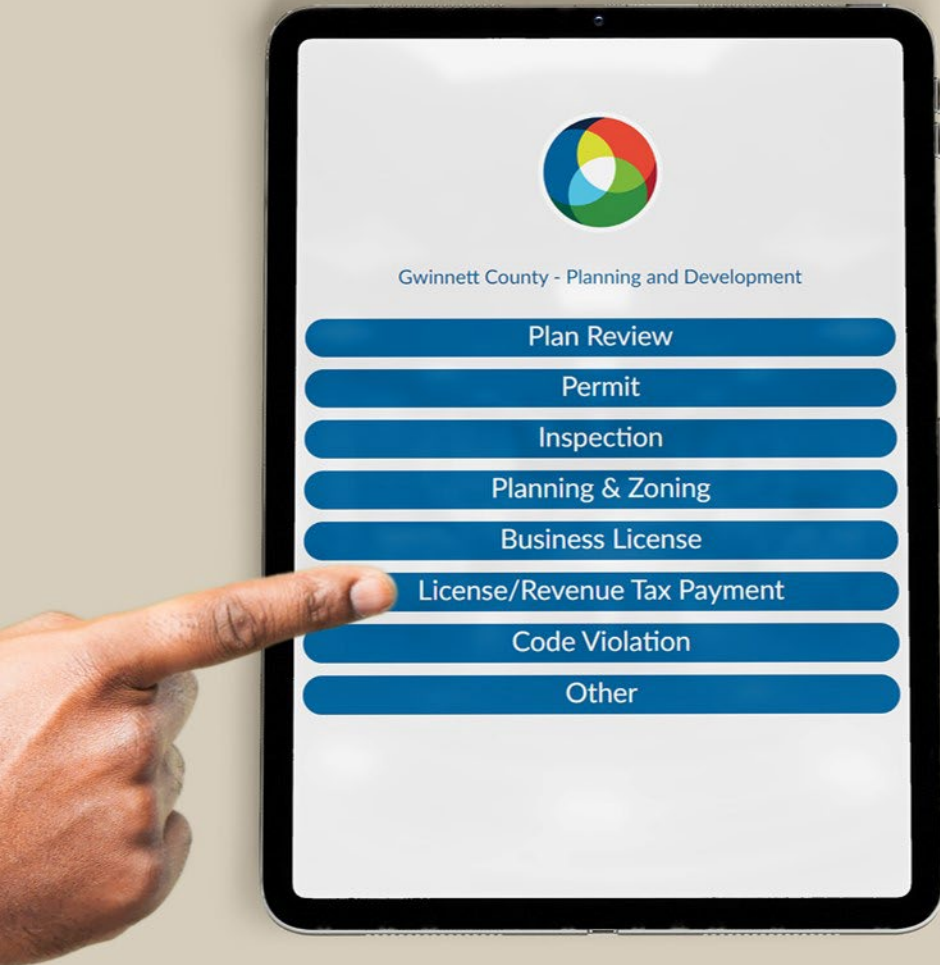
# 2021 Operational Budget Changes

## Base Budget Changes

- \$53,000 increase in professional services in the stormwater cost center
- 38% decrease in printing and binding in the permits and inspections cost center
- \$11,000 increase in training in the permits and inspections cost center

# Internal Strategic Decisions

- New approaches to delivering exceptional service
  - Single customer service counter
  - Combination inspection program
- Establishing the commercial code enforcement unit



# County Initiatives

## Key Initiatives

- Housing study
- Residential zoning district review
- Redevelopment Ordinance
- Multifamily and extended-stay hotel property risk reduction

## Department Involvement

- Managing study
- Managing review
- Drafting ordinance
- Coordinating working group

# Total Budget

<b>2020 Budget</b>	<b>\$18,867,132</b>
<b>Changes To Base</b>	<b>\$(159,072)</b>
<b>2021 Base</b>	<b>\$18,708,060</b>
<b>Decision Packages</b>	<b>\$0</b>
<b>Total 2021 Budget</b>	<b>\$18,708,060</b>