

2021 Business Plan Presentation

Kathy Holland
Planning and Development Director



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%

48% 

Building Permits
Issued

9,845

1% 

Occupational Tax
Certificates Issued

18,249

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

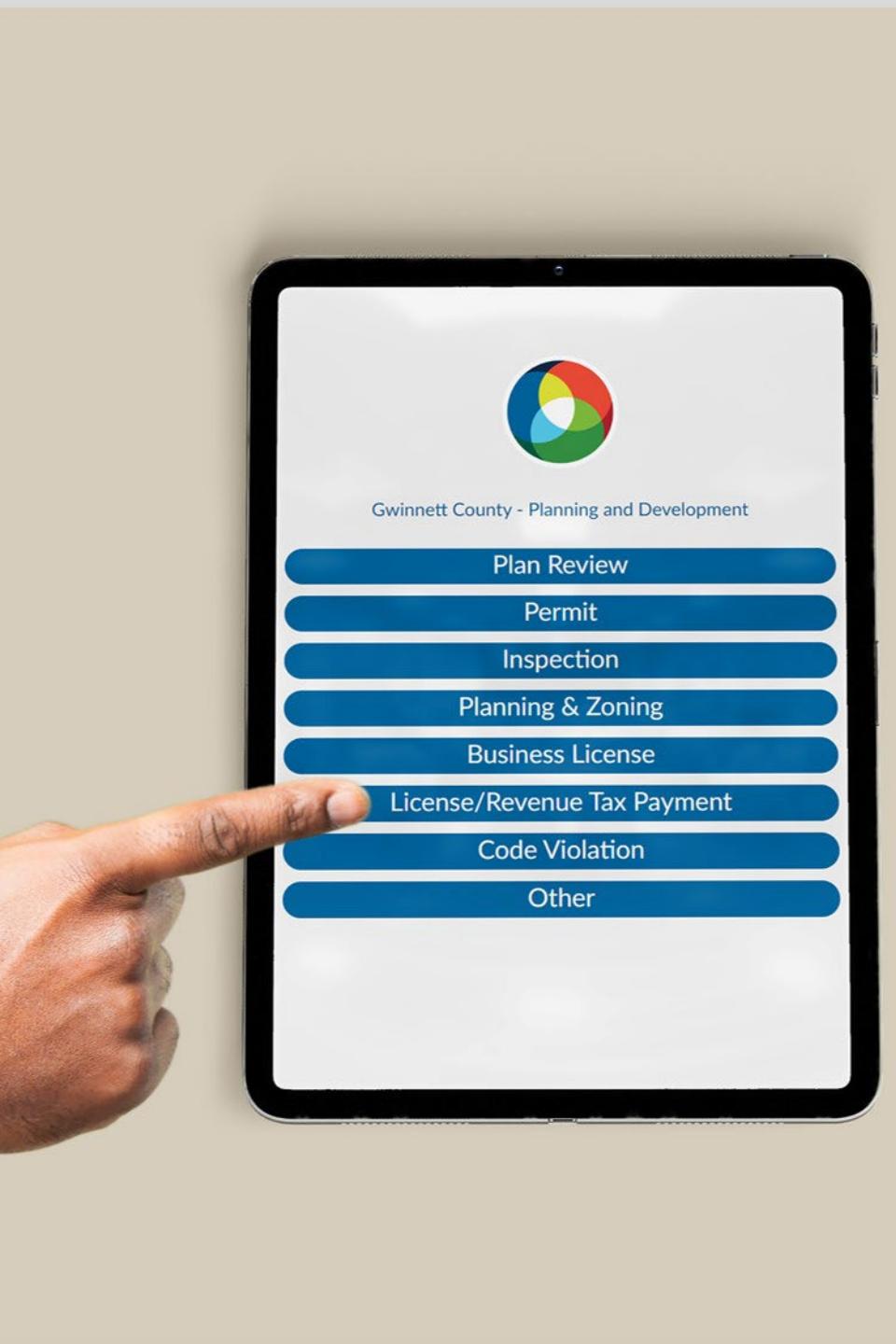
2021 Operational Budget Changes

Base Budget Changes

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

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