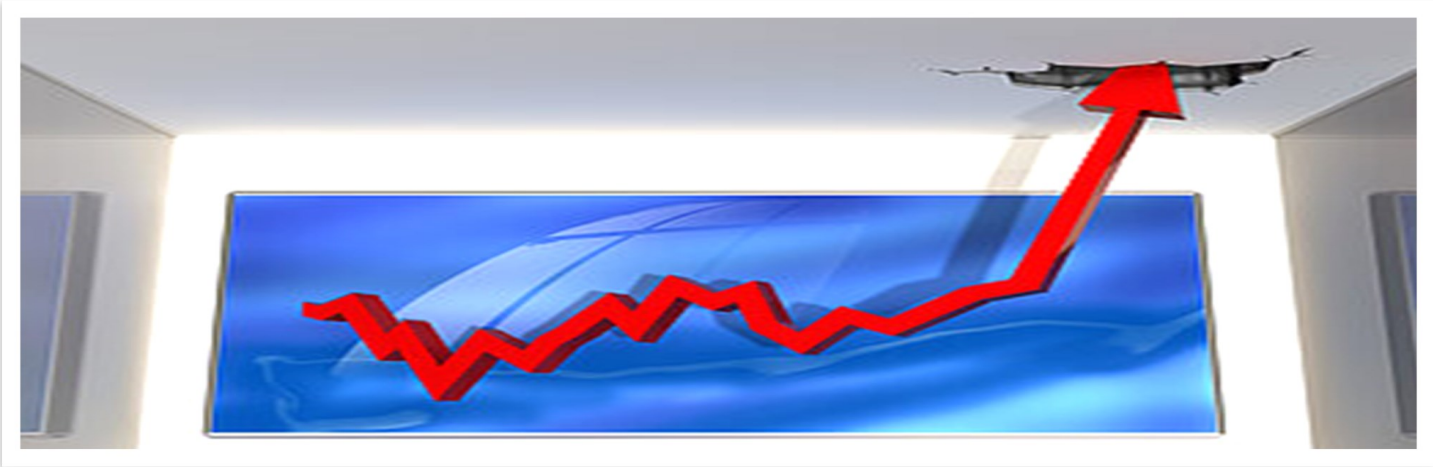
Cape Coral
FLORIDA

DEVELOPMENT SERVICES DEPARTMENT



Monthly Activity Report

JUNE 2023

Development Services Department

Monthly Activity Report

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Single Documents

May 30, 2023 Single Documents

Single Docs	Elevation (Under and Finished)	Final Survey	Compaction	Blower Door Test	NOC	Extensions	Subs	Sheathing Affidavits	Private Provider	Well Completions	Engineer Letters	Voids	PV Structural Aff
Processing Dates	22-May	22-May	22-May	22-May	10-May	12-Apr	13-Apr	21-Apr	17-Apr	1-May	15-May	17-Apr	3-May
# to Process (uploads only)	63	60	66	25	1285	671	314	1525	342	48	370	179	85
Total 5033													

June 26, 2023 = **71%** decrease in Single Documents being processed!

Single Docs	Elevation (Under and Finished)	Final Survey	Compaction	Blower Door Test	NOC	Extensions	Subs	Sheathing Affidavits	Private Provider	Well Completions	Engineer Letters	Voids	PV Structural Aff
Processing Dates	21-Jun	21-Jun	21-Jun	21-Jun	19-Jun	19-Jun	19-Jun	14-Jun	19-May	23-Jun	23-Jun	18-May	19-Jun
# to Process (uploads only)	61	49	41	26	336	190	109	270	186	6	60	90	22
Total 1446													

INTRODUCTION:
DEVELOPMENT SERVICES DEPARTMENT

I welcome you to read and review our new Monthly Activity Report. This is the City of Cape Coral Development Services Department's effort to provide comprehensive, timely, reliable, and transparent information to the public, developers, and others interested in knowing about the great work Cape Coral leadership and employees perform.

The number of activities in almost every area in Development Services are record breaking, performed as efficient as currently possible, with a new long-term vision we are headed towards in order to achieve EXCELLNCE: Building Department Accreditation (see back cover for reference).

In Development Services, there are no silo's, every division is tied to each other, in reference to the steps needed to keep our residents safe and our community beautiful. We strongly believe in the team concept: either we all win, or we all lose. We could not provide our customers with the level of service that we do, with the number of activities performed, if it wasn't for the dedication of our employees, the leadership from our elected officials, and the support of the City Manager and other departments. This is truly an example of teamwork-based success.

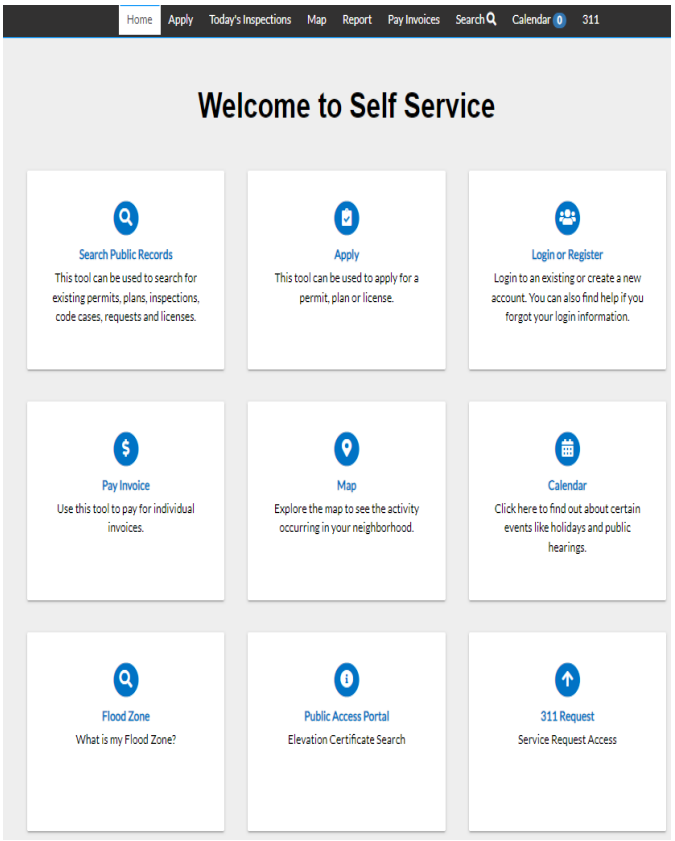
I think it is important that I also recognize the support from the Cape Coral Construction Industry Association as well as the Lee Building Industry Association, whose communications with us and recommendations for improvement serve to guide us in continuing our efforts to become efficient, provide great customer service, and hear the voice of our local building industry, which is a major economic engine for Cape Coral.

Respectfully,

Juan G. Guerra, ICMA-CM, CPM
Development Services Director – Interim

EnerGov CITIZEN SELF SERVICE WEBPAGE

https://energovweb.capecoral.gov/EnerGovProd/SelfService#/home



DEPARTMENT WEBPAGE

https://www.capecoral.gov/department/community_development

Development Services Interim Director – Juan G. Guerra, ICMA-CM, CPM	574-0566	jguerra@capecoral.gov
Development Services Deputy Director – Vincent A. Cautero, AICP	574-0600	vcautero@capecoral.gov
Code Compliance	574-0613	code@capecoral.gov
Garage Sale Permits	574-0613	code@capecoral.gov
Licensing and Business Tax Receipts	574-0430	code@capecoral.gov
Permitting	574-0546	Refer to EnerGov CSS
Commercial/Residential Permit Tracking	573-3172	Refer to EnerGov CSS
Certificate of Occupancy	574-0606	CORequest@capecoral.gov
City Planning, Zoning, Sign Permits, Certificates of Zoning Compliance, Housing, and FEMA	574-0553	planning@capecoral.gov
Land Development	573-3167	devservice@capecoral.gov
Site Development Plan Review	573-3180	SDPlans@capecoral.gov
Fire Department Inspections and Reviews	242-3264	fireinspections@capecoral.gov
Public Works Surface Water Management Reviews	574-0586	
Automated Inspection Number	855-636-2824	

Address: City Hall, 1015 Cultural Park Blvd., Cape Coral, FL 33990

Performance Measures

Miscellaneous DSD Activity - FY 2023

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Oct-June
Planning										
# of quasi-judicial & legislative cases received	4	6	8	9	15	8	8	18	7	83
# of quasi-judicial & legislative cases heard	1	8	4	2	5	5	4	3	1	33
# of new BTR/Zoning Compliance Certificates										
1) Applied For	138	138	100	128	116	142	135	158	134	1,189
# of sign permits										
1)Applied For	14	21	11	14	26	29	39	34	32	220
2)Issued	37	20	5	16	21	6	25	33	30	193
Building Inspections										
Privatized/contracted insp Roof inspections	-	-	2,027	2,541	5,143	7,690	5,295	5,169	5,216	33,081
Code Compliance										
Cases available for resolution	34	96	248	678	832	1,126	872	975	2,599	7,460
Complaint Reactive % of cases	19	29	33	33	26	26	27	23	26	27
Proactive/Officer initiated % of cases	81	71	67	67	74	74	73	77	74	73
Permitting										
Hurricane Ian - Re-roofing	-	48	2,302	4,862	4,332	4,108	2,855	2,395	1,902	22,804
Hurricane Ian - Other	1	338	519	743	72	52	85	101	122	2,033
Counter avg wait (minutes) - Owner/Builder*	-	48	13	16	22	128	121	151	59	70
Counter avg wait (minutes) - Contractor*	-	32	16	98	77	120	37	50	18	56

** starting June 26 front counter service is by appointment, no wait time is expected, better quality of customer service will be provided*

Average Days To Issue Permit - FY 2023

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Oct-June
Plans Examiner										
Average plan review time (business days):										
Commercial	12	19	20	19	22	20	18	16	15	18
Residential	26	20	20	22	9	8	8	8	8	14
Permitting										
BLD - Single Family	37	60	60	63	63	75	94	87	96	77
# of permits issued	2	58	80	213	215	209	193	221	183	1,374
BLD - Single Family Mastered	*N/A*	*N/A*	*N/A*	*N/A*	*N/A*	*N/A*	44	34	48	40
# of permits issued	*N/A*	*N/A*	*N/A*	*N/A*	*N/A*	*N/A*	9	59	41	109
Construction Commercial	177	190	141	184	151	188	261	121	278**	189
# of permits issued	7	25	10	27	23	38	28	51	34	243

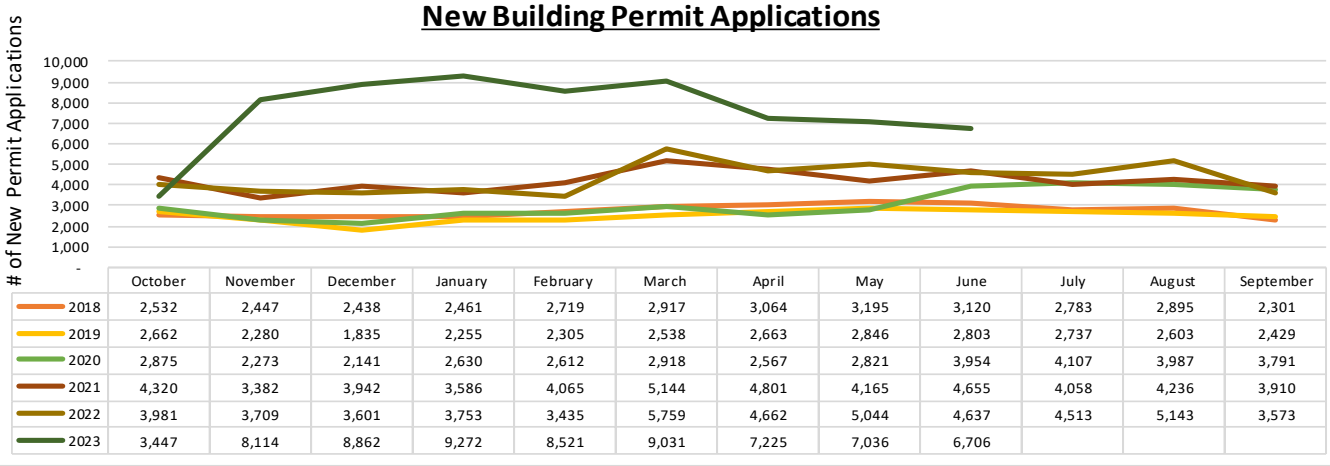
***June 2023 Commercial Construction average days to issue permit was high due to two main reasons:*

1) Legacy permit from 2021, 545 days to issue permit due to resubmits and delay in payment of permit (Kava Bar)

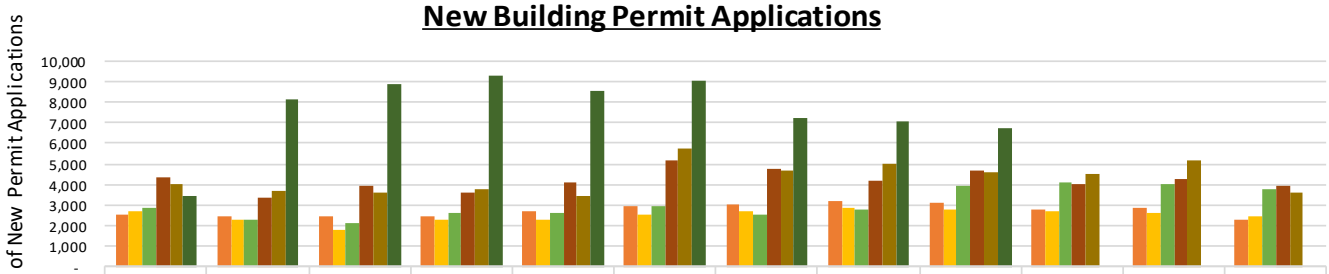
2) 19 permits taking 343 days, started Aug 2022, 3 resubmittals (6 mo delay), 1 mo to pay fees (Noble Vines apartment complex)

New Building Permit Applications

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	2,532	2,662	2,875	4,320	3,981	3,447	(534)	(873)	572
November	2,447	2,280	2,273	3,382	3,709	8,114	4,405	4,732	5,841
December	2,438	1,835	2,141	3,942	3,601	8,862	5,261	4,920	6,721
January	2,461	2,255	2,630	3,586	3,753	9,272	5,519	5,686	6,642
February	2,719	2,305	2,612	4,065	3,435	8,521	5,086	4,456	5,909
March	2,917	2,538	2,918	5,144	5,759	9,031	3,272	3,887	6,113
April	3,064	2,663	2,567	4,801	4,662	7,225	2,563	2,424	4,658
May	3,195	2,846	2,821	4,165	5,044	7,036	1,992	2,871	4,215
June	3,120	2,803	3,954	4,655	4,637	6,706	2,069	2,051	2,752
July	2,783	2,737	4,107	4,058	4,513	-			
August	2,895	2,603	3,987	4,236	5,143	-			
September	2,301	2,429	3,791	3,910	3,573	-			
Total	**32,872**	**29,956**	**36,676**	**50,264**	**51,810**	**68,214**	29,633	30,154	43,423
Average/Mo	2,739	2,496	3,056	4,189	4,318	7,689	3,371	3,500	4,632
Percentage change over Prior Year	*N/A*	-8.9%	22.4%	37.0%	3.1%	81.2%	*N/A*	83.6%	151.6%



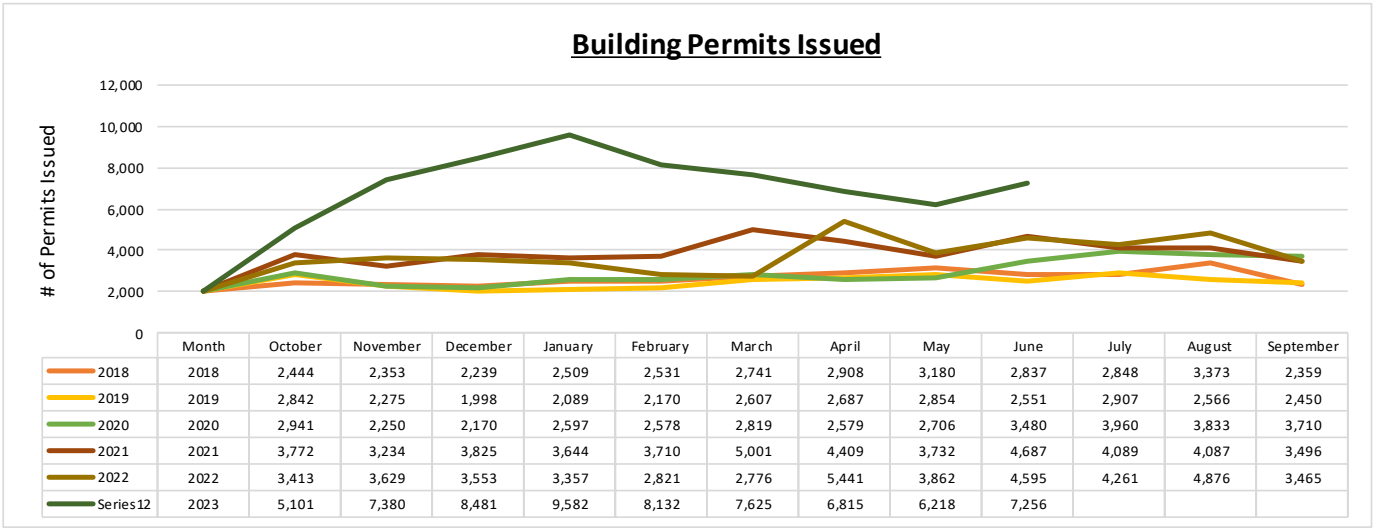
	October	November	December	January	February	March	April	May	June	July	August	September
2018	2,532	2,447	2,438	2,461	2,719	2,917	3,064	3,195	3,120	2,783	2,895	2,301
2019	2,662	2,280	1,835	2,255	2,305	2,538	2,663	2,846	2,803	2,737	2,603	2,429
2020	2,875	2,273	2,141	2,630	2,612	2,918	2,567	2,821	3,954	4,107	3,987	3,791
2021	4,320	3,382	3,942	3,586	4,065	5,144	4,801	4,165	4,655	4,058	4,236	3,910
2022	3,981	3,709	3,601	3,753	3,435	5,759	4,662	5,044	4,637	4,513	5,143	3,573
2023	3,447	8,114	8,862	9,272	8,521	9,031	7,225	7,036	6,706			



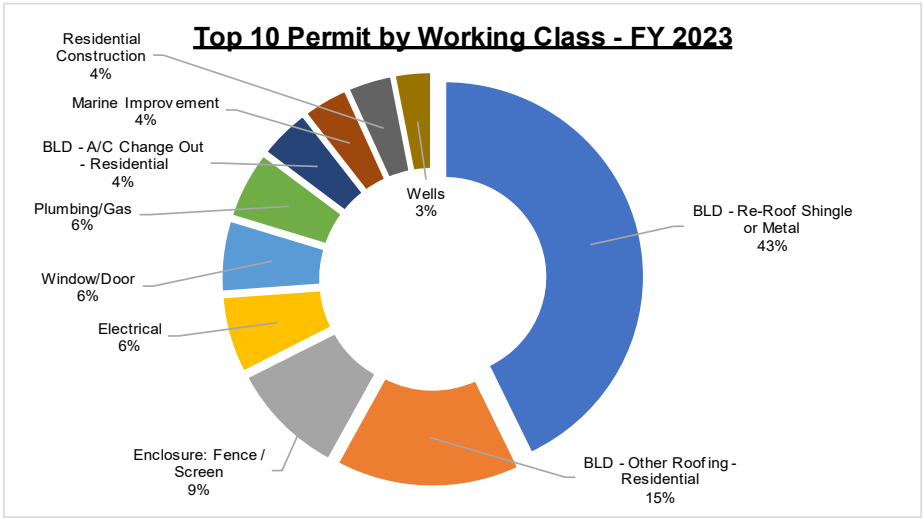
	October	November	December	January	February	March	April	May	June	July	August	September
2018	2,532	2,447	2,438	2,461	2,719	2,917	3,064	3,195	3,120	2,783	2,895	2,301
2019	2,662	2,280	1,835	2,255	2,305	2,538	2,663	2,846	2,803	2,737	2,603	2,429
2020	2,875	2,273	2,141	2,630	2,612	2,918	2,567	2,821	3,954	4,107	3,987	3,791
2021	4,320	3,382	3,942	3,586	4,065	5,144	4,801	4,165	4,655	4,058	4,236	3,910
2022	3,981	3,709	3,601	3,753	3,435	5,759	4,662	5,044	4,637	4,513	5,143	3,573
2023	3,447	8,114	8,862	9,272	8,521	9,031	7,225	7,036	6,706			

Building Permits Issued

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	2,444	2,842	2,941	3,772	3,413	5,101	1,688	1,329	2,160
November	2,353	2,275	2,250	3,234	3,629	7,380	3,751	4,146	5,130
December	2,239	1,998	2,170	3,825	3,553	8,481	4,928	4,656	6,311
January	2,509	2,089	2,597	3,644	3,357	9,582	6,225	5,938	6,985
February	2,531	2,170	2,578	3,710	2,821	8,132	5,311	4,422	5,554
March	2,741	2,607	2,819	5,001	2,776	7,625	4,849	2,624	4,806
April	2,908	2,687	2,579	4,409	5,441	6,815	1,374	2,406	4,236
May	3,180	2,854	2,706	3,732	3,862	6,218	2,356	2,486	3,512
June	2,837	2,551	3,480	4,687	4,595	7,256	2,661	2,569	3,776
July	2,848	2,907	3,960	4,089	4,261	-			
August	3,373	2,566	3,833	4,087	4,876	-			
September	2,359	2,450	3,710	3,496	3,465	-			
Total	**32,322**	**29,996**	**35,623**	**47,686**	**46,049**	**66,590**	33,143	30,576	42,470
Average/Mo	2,694	2,500	2,969	3,974	3,837	7,417	3,579	3,443	4,448
Percentage change over Prior Year	*N/A*	-7.2%	18.8%	33.9%	-3.4%	105.6%	*N/A*	86.6%	149.8%



Month	October	November	December	January	February	March	April	May	June	July	August	September
2018	2,444	2,353	2,239	2,509	2,531	2,741	2,908	3,180	2,837	2,848	3,373	2,359
2019	2,842	2,275	1,998	2,089	2,170	2,607	2,687	2,854	2,551	2,907	2,566	2,450
2020	2,941	2,250	2,170	2,597	2,578	2,819	2,579	2,706	3,480	3,960	3,833	3,710
2021	3,772	3,234	3,825	3,644	3,710	5,001	4,409	3,732	4,687	4,089	4,087	3,496
2022	3,413	3,629	3,553	3,357	2,821	2,776	5,441	3,862	4,595	4,261	4,876	3,465
Series12	5,101	7,380	8,481	9,582	8,132	7,625	6,815	6,218	7,256			



Single Family Home Building Permits Issued

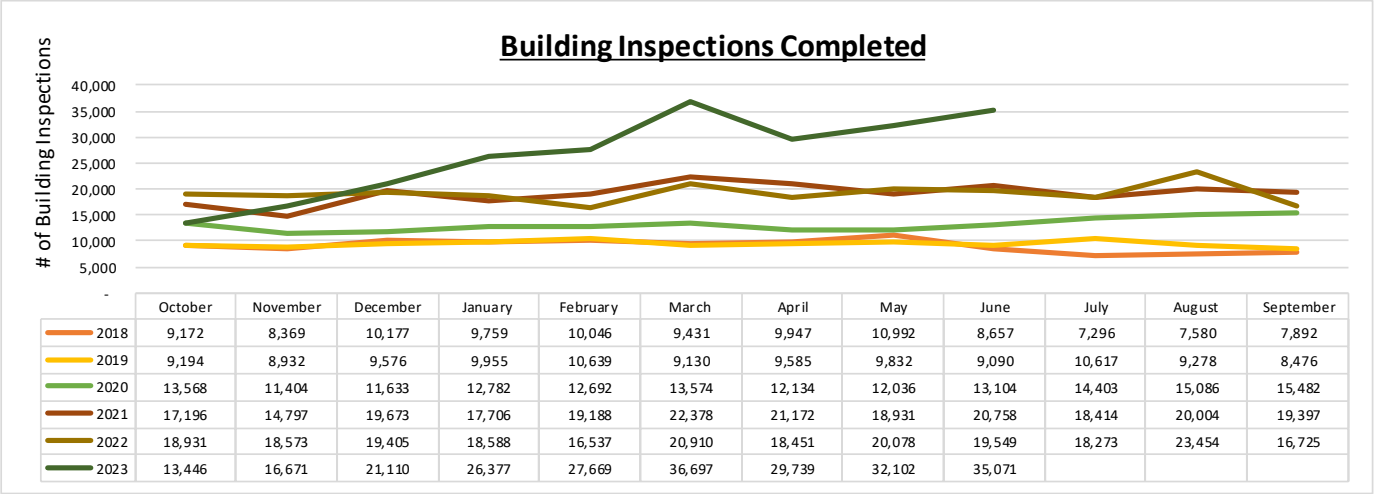
Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	168	184	203	354	388	252	(136)	(102)	49
November	188	162	163	272	373	287	(86)	15	124
December	130	172	154	313	275	298	23	(15)	144
January	185	115	187	338	406	455	49	117	268
February	161	137	181	313	354	333	(21)	20	152
March	149	147	155	300	325	303	(22)	3	148
April	191	139	139	383	465	302	(163)	(81)	163
May	232	133	157	372	698	286	(412)	(86)	129
June	225	112	188	408	579	309	(270)	(99)	121
July	216	191	216	406	432	-			
August	206	183	266	370	545	-			
September	136	199	267	354	299	-			
Total	**2,187**	**1,874**	**2,276**	**4,183**	**5,139**	**2,825**	(1,038)	(228)	1,298
Average/Mo	182	156	190	349	428	315	(114)	(34)	125
Percentage change over Prior Year	*N/A*	-14.3%	21.5%	83.8%	22.9%	-23.4%	*N/A*	-9.8%	65.8%

Commercial Construction Building Permits Issued

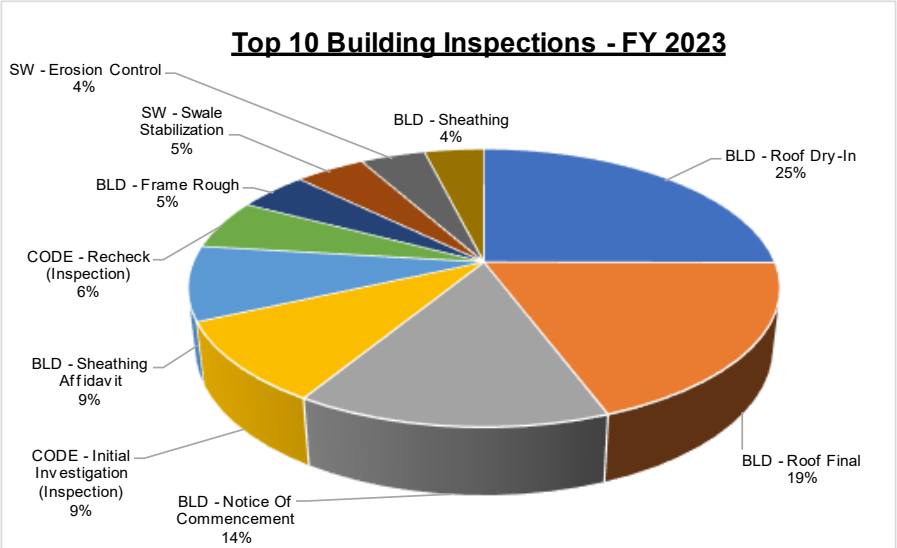
Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	16	24	18	17	29	7	(22)	(10)	(11)
November	20	19	13	9	15	25	10	16	12
December	20	20	16	13	22	10	(12)	(3)	(6)
January	31	22	21	13	11	27	16	14	6
February	19	23	12	12	11	23	12	11	11
March	21	25	28	36	18	38	20	2	10
April	13	33	8	16	21	28	7	12	20
May	24	25	17	16	39	51	12	35	34
June	18	31	21	28	13	34	21	6	13
July	17	21	16	33	17	-			
August	24	31	21	32	28	-			
September	13	29	32	32	12	-			
Total	**236**	**303**	**223**	**257**	**236**	**243**	64	83	89
Average/Mo	20	25	19	21	20	26	6	5	8
Percentage change over Prior Year	*N/A*	28.4%	-26.4%	15.2%	-8.2%	25.9%	*N/A*	22.0%	40.6%

Building Inspections Completed

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	9,172	9,194	13,568	17,196	18,931	13,446	(5,485)	(3,750)	(122)
November	8,369	8,932	11,404	14,797	18,573	16,671	(1,902)	1,874	5,267
December	10,177	9,576	11,633	19,673	19,405	21,110	1,705	1,437	9,477
January	9,759	9,955	12,782	17,706	18,588	26,377	7,789	8,671	13,595
February	10,046	10,639	12,692	19,188	16,537	27,669	11,132	8,481	14,977
March	9,431	9,130	13,574	22,378	20,910	36,697	15,787	14,319	23,123
April	9,947	9,585	12,134	21,172	18,451	29,739	11,288	8,567	17,605
May	10,992	9,832	12,036	18,931	20,078	32,102	12,024	13,171	20,066
June	8,657	9,090	13,104	20,758	19,549	35,071	15,522	14,313	21,967
July	7,296	10,617	14,403	18,414	18,273	-			
August	7,580	9,278	15,086	20,004	23,454	-			
September	7,892	8,476	15,482	19,397	16,725	-			
Total	**109,318**	**114,304**	**157,898**	**229,614**	**229,474**	**238,882**	67,860	67,083	125,955
Average/Mo	9,110	9,525	13,158	19,135	19,123	25,476	6,354	6,342	12,318
Percentage change over Prior Year	*N/A*	4.6%	38.1%	45.4%	-0.1%	34.6%	*N/A*	33.1%	93.6%

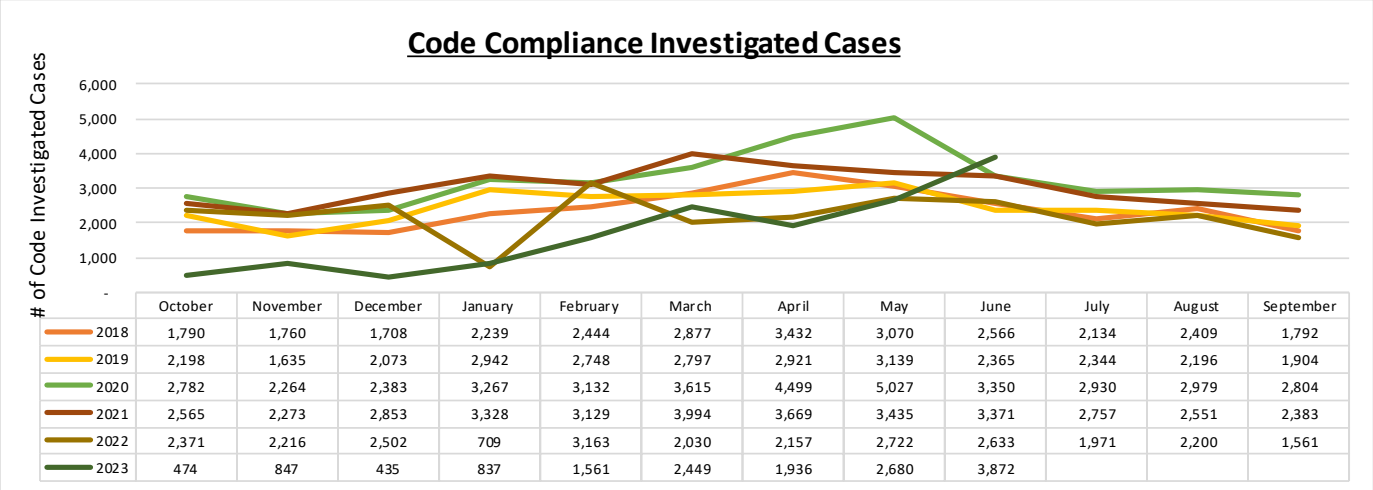


	October	November	December	January	February	March	April	May	June	July	August	September
2018	9,172	8,369	10,177	9,759	10,046	9,431	9,947	10,992	8,657	7,296	7,580	7,892
2019	9,194	8,932	9,576	9,955	10,639	9,130	9,585	9,832	9,090	10,617	9,278	8,476
2020	13,568	11,404	11,633	12,782	12,692	13,574	12,134	12,036	13,104	14,403	15,086	15,482
2021	17,196	14,797	19,673	17,706	19,188	22,378	21,172	18,931	20,758	18,414	20,004	19,397
2022	18,931	18,573	19,405	18,588	16,537	20,910	18,451	20,078	19,549	18,273	23,454	16,725
2023	13,446	16,671	21,110	26,377	27,669	36,697	29,739	32,102	35,071			

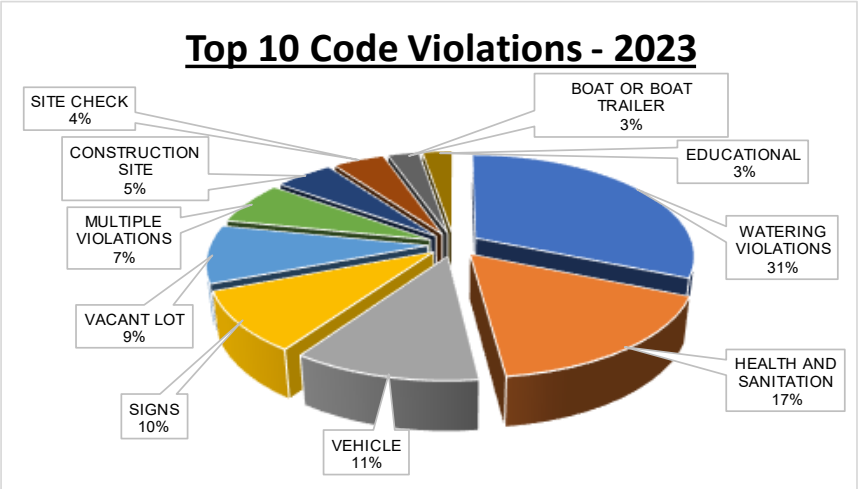


Code Compliance Cases

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	1,790	2,198	2,782	2,565	2,371	474	(1,897)	(2,091)	(2,308)
November	1,760	1,635	2,264	2,273	2,216	847	(1,369)	(1,426)	(1,417)
December	1,708	2,073	2,383	2,853	2,502	435	(2,067)	(2,418)	(1,948)
January	2,239	2,942	3,267	3,328	709	837	128	(2,491)	(2,430)
February	2,444	2,748	3,132	3,129	3,163	1,561	(1,602)	(1,568)	(1,571)
March	2,877	2,797	3,615	3,994	2,030	2,449	419	(1,545)	(1,166)
April	3,432	2,921	4,499	3,669	2,157	1,936	(221)	(1,733)	(2,563)
May	3,070	3,139	5,027	3,435	2,722	2,680	(42)	(755)	(2,347)
June	2,566	2,365	3,350	3,371	2,633	3,872	1,239	501	522
July	2,134	2,344	2,930	2,757	1,971	-			
August	2,409	2,196	2,979	2,551	2,200	-			
September	1,792	1,904	2,804	2,383	1,561	-			
Total	**28,221**	**29,262**	**39,032**	**36,308**	**26,235**	**15,091**	(5,412)	(13,526)	(15,228)
Average/Mo	2,352	2,439	3,253	3,026	2,186	1,402	(784)	(1,623)	(1,850)
Percentage change over Prior Year	*N/A*	3.7%	33.4%	-7.0%	-27.7%	-37.2%	*N/A*	-53.7%	-56.9%

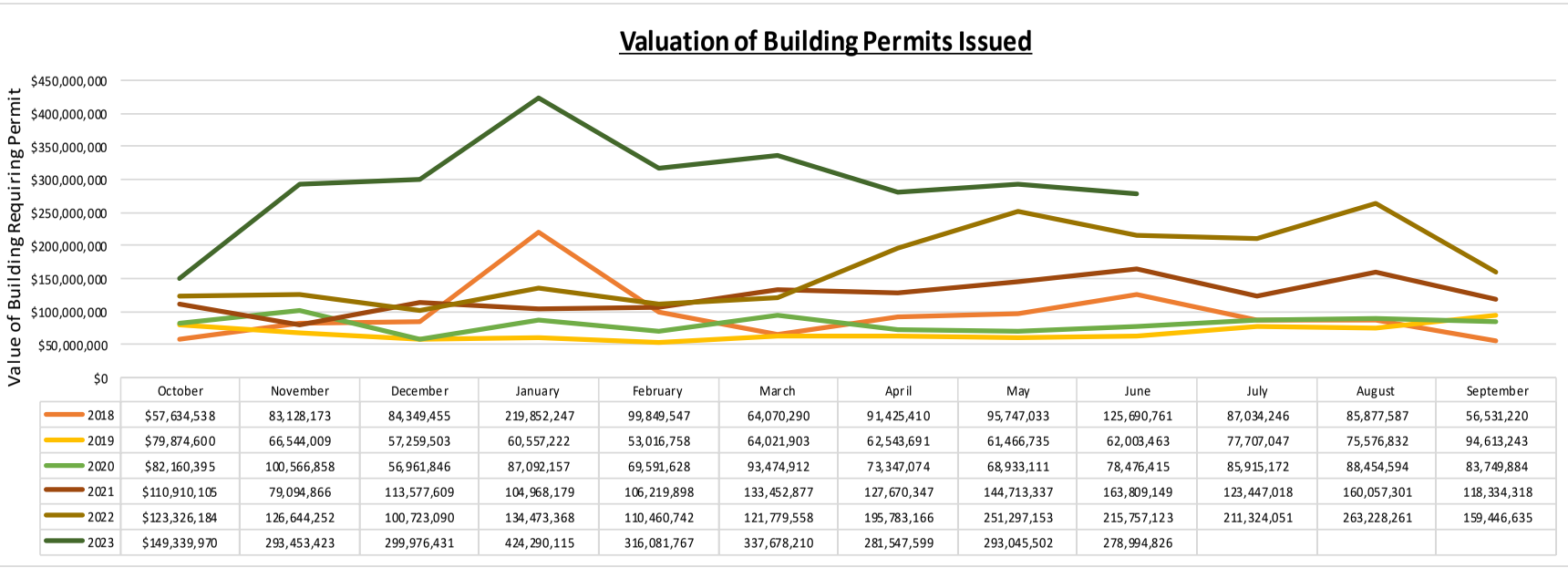


	October	November	December	January	February	March	April	May	June	July	August	September
2018	1,790	1,760	1,708	2,239	2,444	2,877	3,432	3,070	2,566	2,134	2,409	1,792
2019	2,198	1,635	2,073	2,942	2,748	2,797	2,921	3,139	2,365	2,344	2,196	1,904
2020	2,782	2,264	2,383	3,267	3,132	3,615	4,499	5,027	3,350	2,930	2,979	2,804
2021	2,565	2,273	2,853	3,328	3,129	3,994	3,669	3,435	3,371	2,757	2,551	2,383
2022	2,371	2,216	2,502	709	3,163	2,030	2,157	2,722	2,633	1,971	2,200	1,561
2023	474	847	435	837	1,561	2,449	1,936	2,680	3,872			



Valuation of Building Permits Issued

Month	2018	2019	2020	2021	2022	2023	2023 vs 2022 Difference	2023 vs 2021 Difference	2023 vs 2020 Difference
October	$ 57,634,538	$ 79,874,600	$ 82,160,395	$ 110,910,105	$ 123,326,184	$ 149,339,970	$ 26,013,786	$ 38,429,865	$ 67,179,576
November	83,128,173	66,544,009	100,566,858	79,094,866	126,644,252	293,453,423	166,809,171	214,358,557	192,886,565
December	84,349,455	57,259,503	56,961,846	113,577,609	100,723,090	299,976,431	199,253,341	186,398,822	243,014,586
January	219,852,247	60,557,222	87,092,157	104,968,179	134,473,368	424,290,115	289,816,746	319,321,935	337,197,958
February	99,849,547	53,016,758	69,591,628	106,219,898	110,460,742	316,081,767	205,621,025	209,861,869	246,490,139
March	64,070,290	64,021,903	93,474,912	133,452,877	121,779,558	337,678,210	215,898,652	204,225,333	244,203,299
April	91,425,410	62,543,691	73,347,074	127,670,347	195,783,166	281,547,599	85,764,432	153,877,251	208,200,524
May	95,747,033	61,466,735	68,933,111	144,713,337	251,297,153	293,045,502	41,748,349	148,332,165	224,112,391
June	125,690,761	62,003,463	78,476,415	163,809,149	215,757,123	278,994,826	63,237,703	115,185,677	200,518,411
July	87,034,246	77,707,047	85,915,172	123,447,018	211,324,051	-			
August	85,877,587	75,576,832	88,454,594	160,057,301	263,228,261	-			
September	56,531,220	94,613,243	83,749,884	118,334,318	159,446,635	-			
Total	**$ 1,151,190,506**	**$ 815,185,006**	**$ 968,724,044**	**$ 1,486,255,004**	**$ 2,014,243,584**	**$ 2,674,407,843**	$ 1,294,163,207	$ 1,589,991,476	$ 1,963,803,448
Average/Mo	$ 95,932,542	$ 67,932,084	$ 80,727,004	$ 123,854,584	$ 167,853,632	$ 299,426,627	$ 131,572,995	$ 175,572,043	$ 218,699,623
Percentage change over Prior Year	*N/A*	-29.2%	18.8%	53.4%	35.5%	105.7%	*N/A*	141.8%	270.9%



EnerGov Stabilization & Optimization Efforts

The EnerGov permitting and licensing system is currently stable and is processing a record number of permit applications each month. However, staff continue to experience slow performance in the Review Coordinator module, utilized by Permitting Services staff to coordinate permit reviews and issue permits. According to Tyler Technologies, this slow performance is due to:

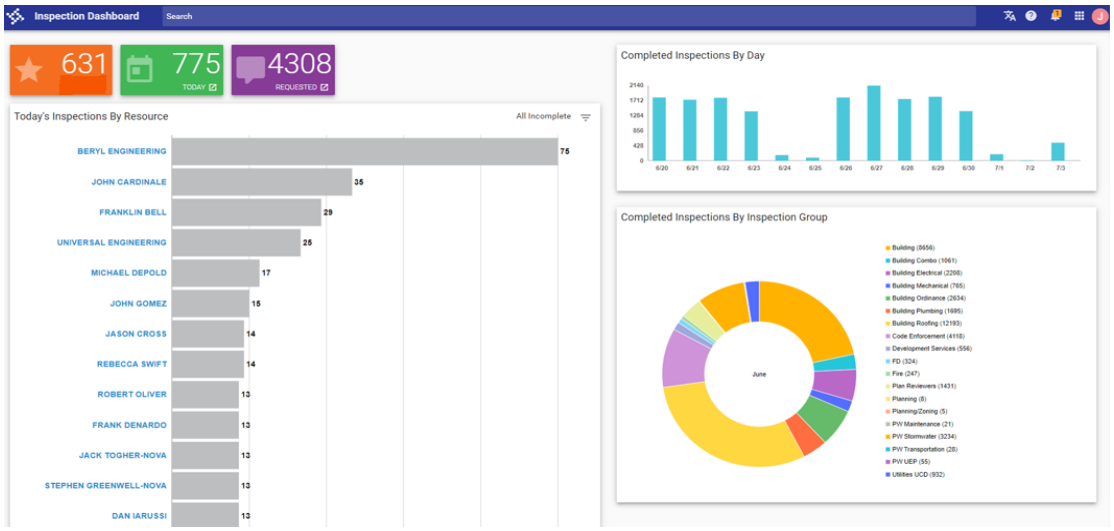
1) The high volume of permit application and document review tasks, and
2) the current review assignment configuration, which assigns all review tasks to all Permitting Services staff members.

To address the Review Coordinator performance issues, DSD, ITS, and City Manager's Office staff are completely reconfiguring the EnerGov system's **over 70 "work classes"** to divide review tasks into 4 different review teams. The re-implemented EnerGov review workflows are scheduled to go live on September 14th, 2023, along with the upgraded 2022 version of EnerGov. ITS is also regularly utilizing data clean-up "scripts" to remove unnecessary review tasks to improve system speed.

This month, the City's EnerGov Task Force will also complete several additional initiatives to improve permit efficiencies, including:

1) Enabling owner-builder applicants to submit permit application documents through the EnerGov Customer Self-Service (CSS) portal (same as contractors),
2) migrating system data to expandable City servers, allowing for sustainable permit application data storage, and
3) additional bug fixes and department-requested functionality improvements.

As EnerGov is a customizable and ever-changing platform for permit application processing, inspections, and code enforcement tasks, Development Services is currently finalizing the development of a new Business Systems Analyst position to complete system changes more rapidly. This position will allow DSD to continuously improve EnerGov and implement changes more efficiently, without the need to pull Permitting Services staff from daily operations.



Public Outreach–Educational Efforts

Development Services will begin operations to provide annual education and public outreach activities to our community and building industry. This effort will be called:

Development Discussions in the Cape!

Annually, our goal will be to provide:

- Four (4) in-person public outreach efforts in the four major quadrants of the city, with DSD, Fire, Utilities, Public Works, and EDO
- A monthly (12 total) virtual educational session to our customers
- Topics will range from: Using EnerGov, The Perfect Permit, Post Hurricane Permits, Environmental Compliance, among others

The goal of this program is to connect with our customers, understanding their concerns firsthand, and enable our staff to view themselves in the customer's perspective, ultimately improving our operations and providing improved customer service. Program starts August 3!

Implementation of BEST PRACTICE, and IAS Accreditation process

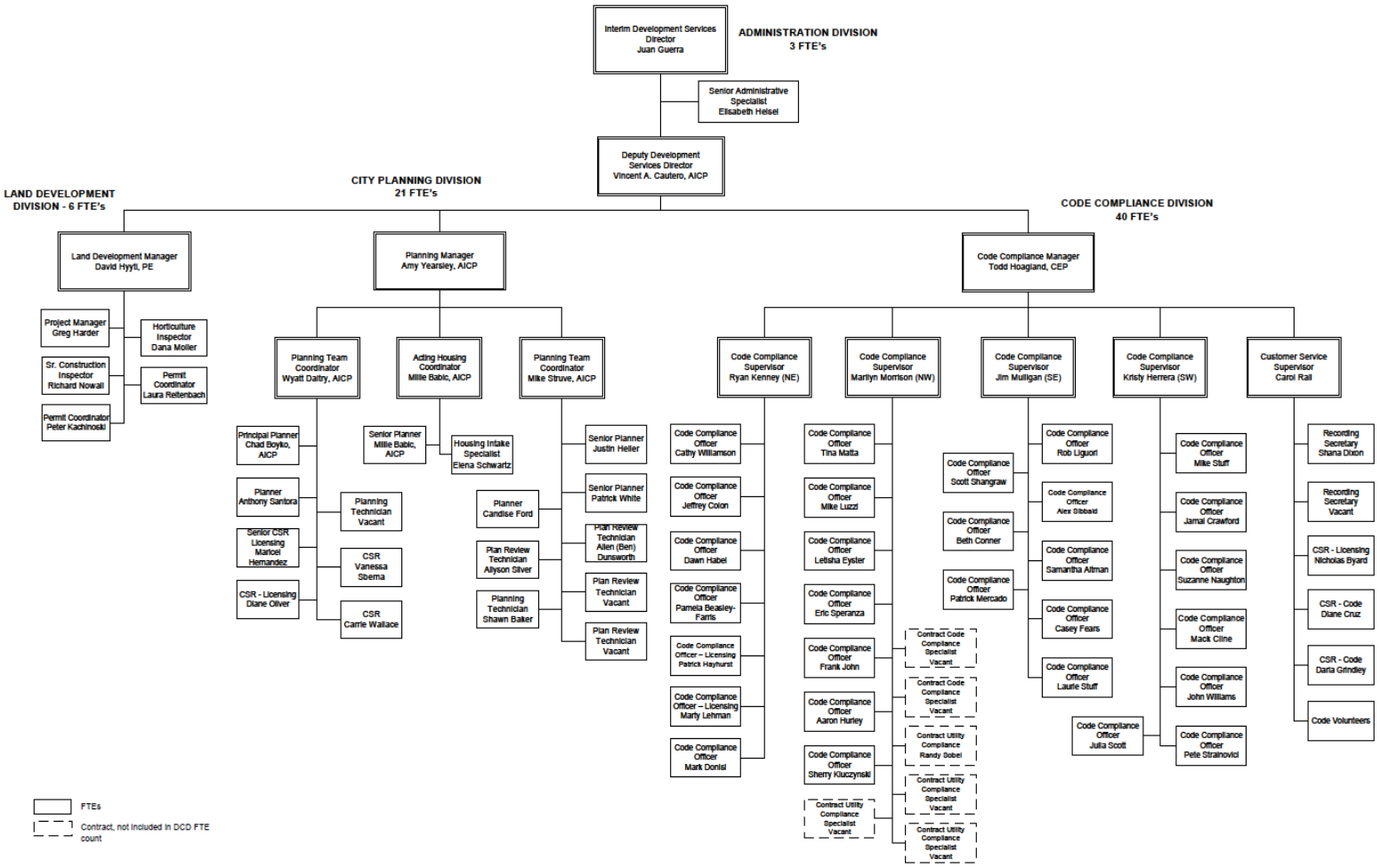
Great service for our Residents

Code Officer Mark Donisi- RESIDENT contacted the mayor's office to pay compliment to Code Officer Mark. He called to let the city know how impressed he was with Mark from Code Enforcement, who was a true gentleman. Unfortunately, Mr. Thomas did not get Mark's last name, but was extremely impressed with how nice he was and how Mark communicated with him throughout the process of bringing helping clean up his neighborhood. He states that he no longer has goose-neck trailers parking in his neighborhood.

Code Officer Tom Ellis- My husband and I have worked several times with Code Compliance Officer Tom Ellis. I am writing today to make you aware of his outstanding service to the City of Cape Coral. Since Ian some residents are ignoring City ordinances, while Code is rightfully focused on making sure rebuilding from Ian is done correctly. Our neighborhood has been impacted by this like other neighborhoods. Officer Ellis has worked in our neighborhood to bring awareness to residents when their actions don't meet code. He is timely, diplomatic, professional and respectful to all the neighbors. He does a great job of following up with everyone to correct developing blight in our neighborhood. We have a great neighborhood; our focus is on keeping it that way. We are glad that Officer Ellis has been assigned to our area. Working together we will keep our neighborhood safe and beautiful. So, kudos to Officer Ellis for being such a great representative of our city. RESIDENT

Code Officer Patrick Mercado- RESIDENT called to say how much he appreciated working out his code violation with code officer Patrick Mercado. It took a few weeks to resolve, but the communications were excellent. The code officer showed patience and empathy suggesting ways to bring the property into compliance. He truly appreciated the top-notch customer service.

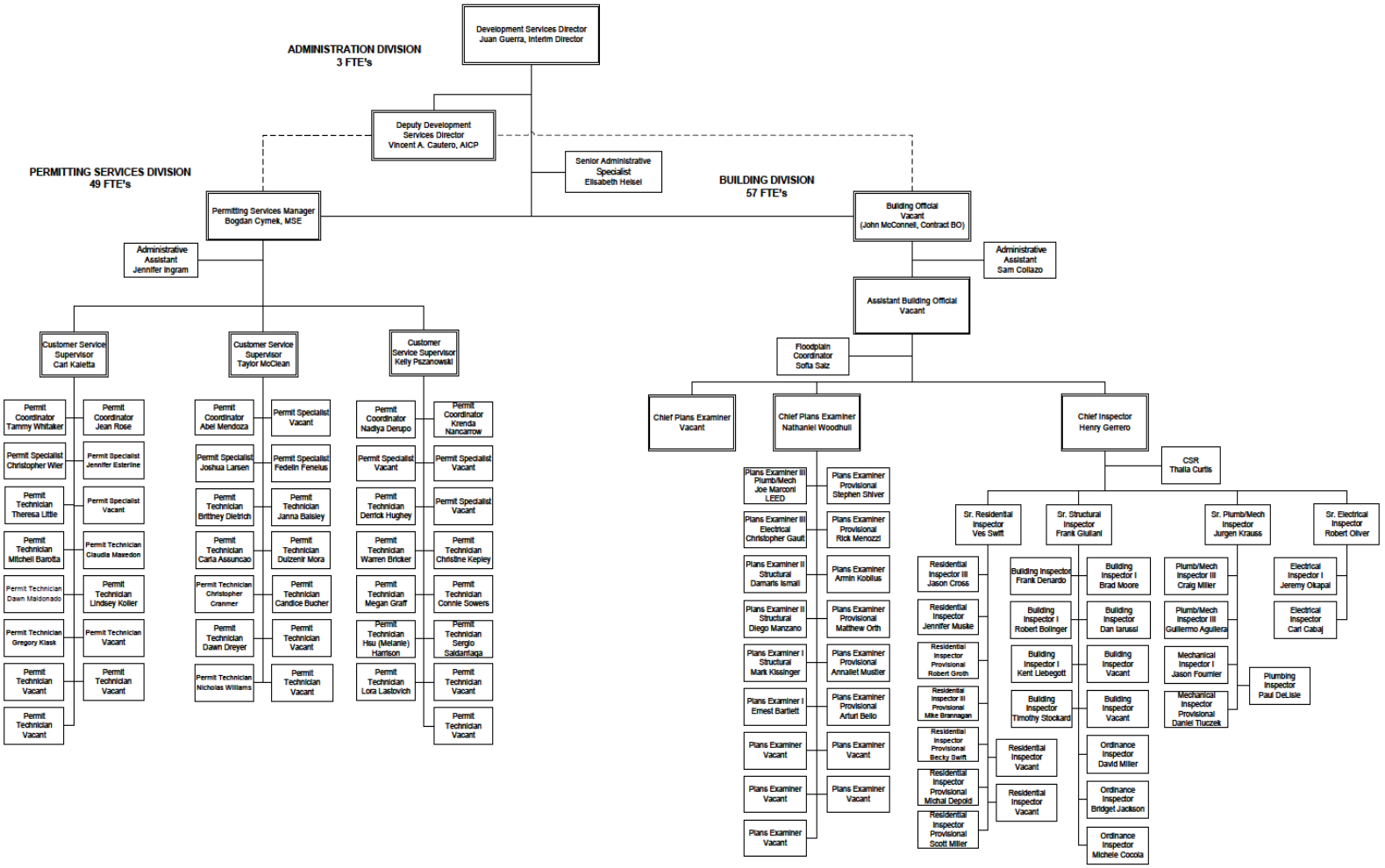
organizational chart



DSD LEADERSHIP TRAITS & PRINCIPLES

Professionalism
Respect
Ethics
Cross-training
Efficiency
Performance
Transparency
Synergy

1. Know yourself and seek self-improvement
2. Be technically and tactically proficient
3. Know your team and look out for their welfare
4. Keep your team informed
5. Set the example
6. Ensure the task is understood, supervised, and accomplished
7. Train your staff as a team
8. Make sound and timely decisions
9. Develop a sense of responsibility among your subordinates
10. Employ your command in accordance with its capabilities
11. Seek responsibility and take responsibility for your actions



HISTORICAL ACTIVITY FTE

Permits Issued		Full-Time Equivalent (FTE) Department FTE	Building FTE	Total FTE
28,334	FY 2004	116.25	-	116.25
38,891	FY 2005	30.50	130.00	160.50
30,050	FY 2006	31.50	190.00	221.50
20,486	FY 2007	72.50	180.50	253.00
14,089	FY 2008	72.50	97.00	169.50
13,162	FY 2009	51.50	25.50	77.00
12,918	FY 2010	48.50	25.50	74.00
32,322	FY 2018	54.00	49.45	103.45
29,996	FY 2019	53.00	53.88	106.88
35,623	FY 2020	57.00	57.88	114.88
47,686	FY 2021	61.40	68.88	130.28
46,049	FY 2022	62.40	69.88	132.28
66,590	FY 2023*	68.20	112.88	181.08

*Activity in only 9 out of 12 months in the fiscal year

Note : Code Compliance Division FTE not included in DSD before 2012 !

vacancies

Division of Vacancy	#	Status
Administration	0	N/A
Land Development	0	N/A
Planning	3	Posted
Code Compliance	2	2 in background check
Permitting	13	8 in background check
Building– B.O. , A.B.O.	2	Posted, 3 interviews July 11
Bldg – Plans Examiner	6	Posted
Bldg – Inspector	4	Posted
Equals to 17% of department FTE--->	30	

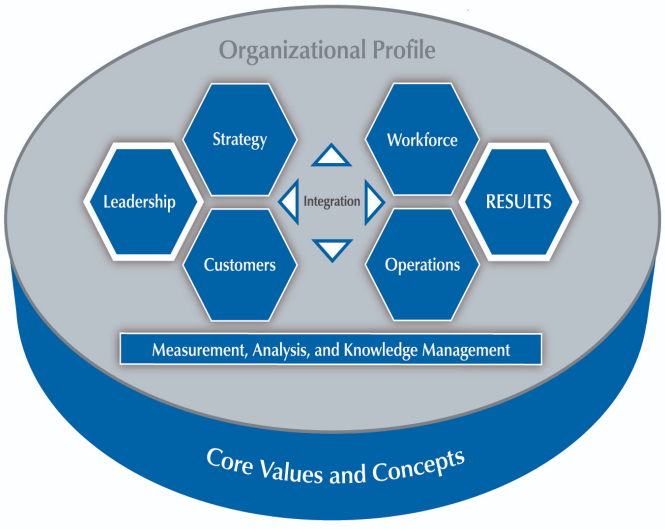
Our "*JOURNEY*" to achieving EXCELLENCE

https://www.iasonline.org

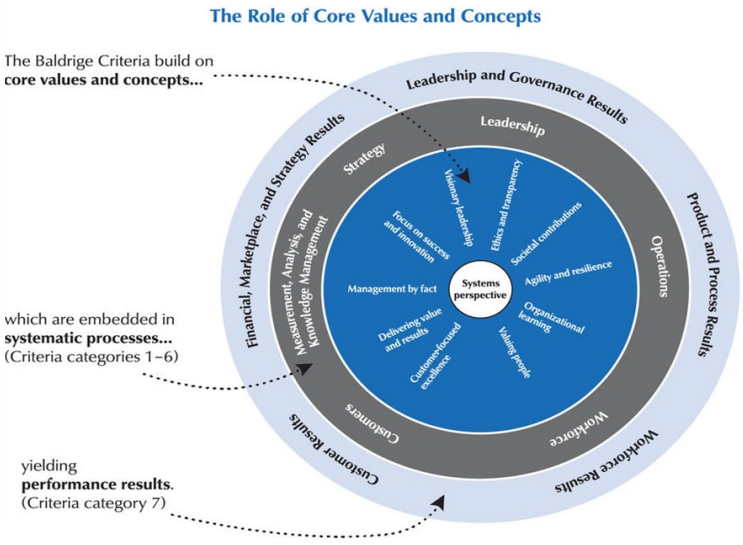
IAS Accreditation for Building Departments

- Demonstrates that departments implement best practices for public safety.
- Independent verification to ensure that departments are competent and meet nationally recognized standards.
- A performance tool that helps departments proactively establish, and assess goals for public safety, customer service, budgeting, professional development, and other related functions.
- Enhances the public and professional image of building departments.

Utilizing the BALDRIGE EXCELLENCE FRAMEWORK



https://www.nist.gov/baldrige



*Journey to **EXCELLENCE** starts now! Process usually takes 2-4 years. Note: Will require support of elected officials, City Management, development industry, and stable DSD management.*