



Planning and Development Services Department Administration

MONTHLY DEPARTMENT REPORT

TO: Board of County Commissioners

THROUGH: Howard Tipton, County Administrator
Mark Satterlee, AICP, Deputy County Administrator

FROM: Leslie Olson, AICP, Director

DATE: September 12, 2016

SUBJECT: Planning and Development Services Department Report: August 2016

This August, the Building and Code Regulation Division expanded a popular new service: Same-Day Permits by Email. The initial roll-out went smoothly, and an additional nine residential permit types have been added. The savings in time and effort for permitting customers is significant. Targeted Industry job creation spiked in August with the relocation of a medical service company to the River Park/US1 area. This business will create 99 jobs which will average above the County's average annual wage.

The department provides services to the community encompassing Planning and GIS, Building Permitting and Inspections, Code Enforcement, Contractor Licensing and Economic Development/Business Navigator Services.

Pages 2-3: The Planning Division section of this report discusses development trends, shows concentrations of interest in industry types, and discusses key special projects in progress. A scorecard on the Division's customer service surveys is also included.

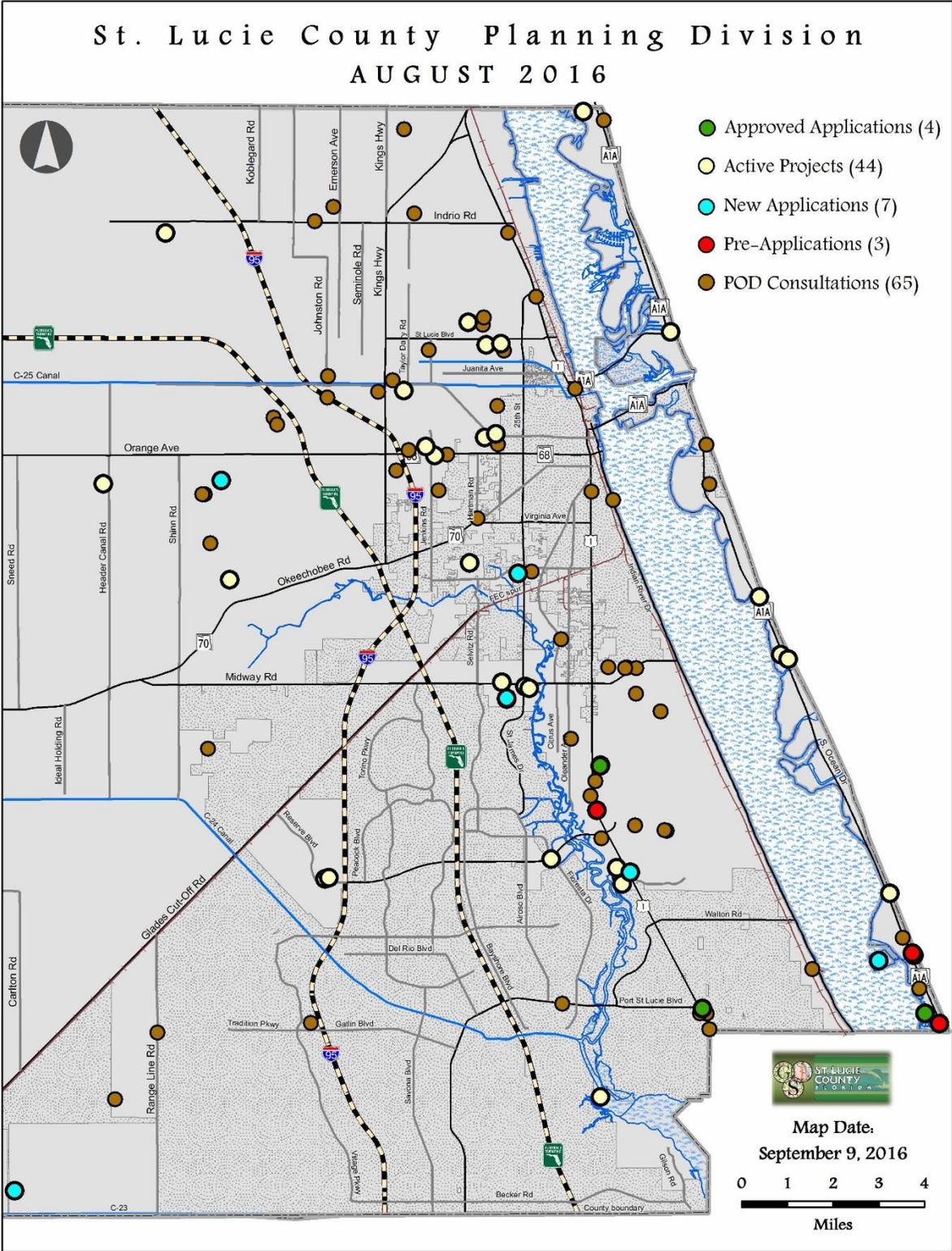
Pages 4-5: The Economic Development section tracks economic indicators such as the number of jobs created, the number and types of new businesses opening, trends in interest from new and relocating targeted industries, and snapshots of the services provided to new and expanding businesses.

Pages 6-8: The Code Enforcement and Contractor Licensing section of the report focuses on maintaining a healthy, safe community, ensuring that those who provide construction services to the public are adequately licensed and insured for the service they perform. Also included is a Customer Service Survey scorecard.

Pages 9-14: The Building Permit section of this report provides robust historical data, showing comparison figures for multiple indices of permitting trends tracked for over six years. This also includes a scorecard on the Permitting section's Customer Service Survey.

PLANNING

Bonnie Landry, AICP, Planning Manager



Development Application Trends:

The map on the opposite page graphically illustrates the locations of Planning applications and interest for the month of August. Areas of high interest this month focus on South US Highway 1 near the River Park neighborhood, South Hutchinson Island near the Martin County line, Orange Avenue/I-95, and the Treasure Coast International Airport industrial hub.

<i>Development Application Statistics</i>	<i>New</i>	<i>In Review</i>	<i>Approved</i>	<i>Preliminary Consultations</i>
<i>August 2016</i>	7	44	4	96
<i>July 2016</i>	6	43	7	106
<i>June 2016</i>	7	42	5	111
<i>May 2016</i>	4	43	4	158
<i>April 2016</i>	14	42	7	Not Tracked

Walk-in and Call-in Consultation Trends:

In addition to providing timely review of development applications, the Planning Division manages daily inquiries from the public. In August, staff answered 96 inquiries. This facet of planning can be challenging because of the range of complexity, variety and volume. For example, while the daily average was 4, on one day the Division received 17 inquiries. In addition to the typical zoning questions, several calls were related to the siting of Assisted Living Facilities, and regarding Impact Fees and Impact Fee credits. The daily calls often begin an ongoing relationship with a planner, leading to follow up conversations as the citizen’s idea progresses from theory to reality.

New Applications:

In August, staff received an application for a 150 unit single family home community located on the south side of Midway Road, 1.5 miles west of 25th Street. Ravinia PUD, was approved in 2006 but did not commence due to the recession. Because this submittal is similar to the prior plan, the Board will consider a partial application fee refund to recognize the previous reviews. Additionally, Public Safety is building a 275’ telecommunication tower that will strengthen the signal for its 800 mhz regional radio system in collaboration with Martin County. With the two counties working together, the public safety for these municipalities will have over 99% radio coverage which will provide more efficient responses to emergencies in the region. Planning collaborated with Public Safety to process a required variance for the communication tower height limit.

Planning Customer Service Scorecard:

Helpful, knowledgeable, problem-solving customer service is a fundamental objective of the Planning Division. An 80% success rate of five-star rating is the Division’s benchmark goal. Because the goal is to obtain actionable data for improvement, the survey is written to make 5-stars a notable achievement.

<i>Customer Service Surveys</i>	<i>Number Received</i>	<i>5-Star Rating Achieved</i>
<i>August 16</i>	6	93% of the time
<i>July 16</i>	2	0% No 5-Stars Achieved
<i>June 16</i>	3	43% of the time
<i>May 16</i>	6	85% of the time
<i>April 16</i>	7	94% of the time

Customer Service Feedback:

“Thank you for being so patient with me. You were very helpful.”

ECONOMIC DEVELOPMENT

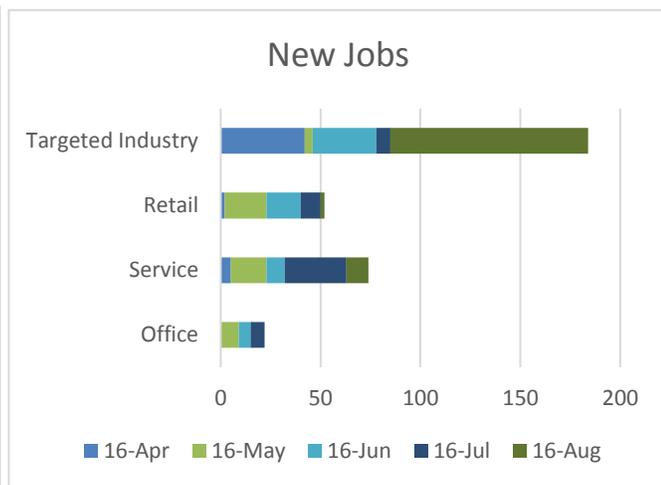
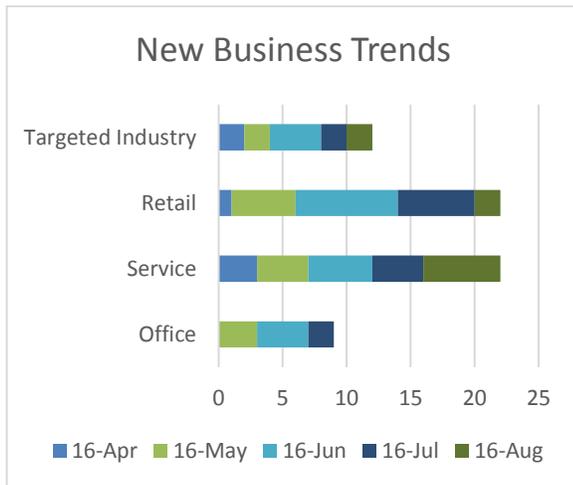
Peter Jones, AIA, Business Navigator

Jobs and Industry

Through the Business Tax Receipt and associated Zoning Compliance process, PDS has the ability to track the number of new jobs created by new businesses in unincorporated St. Lucie County. Please note: these are self-reported numbers by new businesses only. It does not track new positions created by expanding companies unless they are relocating or expanding to a different location. It also does not track business closings or jobs lost, as the Department does not have a mechanism to track those numbers.

Business Openings and New Job Creation in August

<i>Business Type</i>	<i>Number of Businesses</i>	<i>Jobs</i>
<i>Targeted Industry</i>	2	99
<i>Retail</i>	2	2
<i>Service</i>	6	11
<i>Office</i>	0	0



<i>Cumulative Jobs & Businesses</i>	<i>New Businesses</i>	<i>New Jobs</i>
<i>August 16</i>	10	112
<i>July 16</i>	6	48
<i>June 16</i>	14	52
<i>May 16</i>	21	64
<i>April 16</i>	14	54
<i>Annual To Date</i>	65	330

Business Navigator Project Highlights

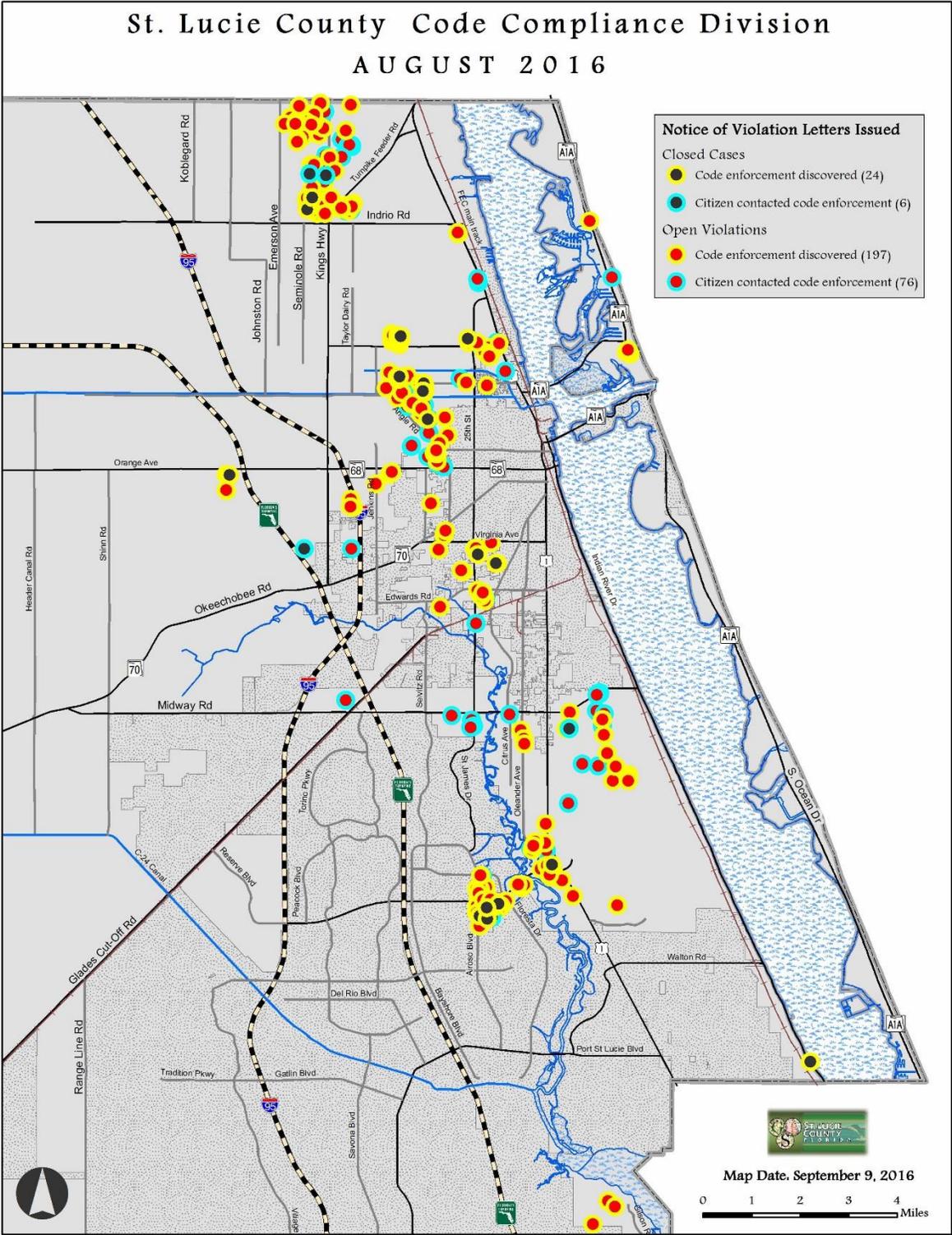
1. Islamorada Beer Company 'Grand Opening' August 19th. Successful completion of application of County's Economic Development 'Suite of Services'- Pre-Planning Consultation, Expedited Site Plan and Building Permit Review, along with Economic Incentives.
2. Treasure Coast Manufacturers' Association inaugural meeting August 12th. County along with City of Fort Pierce and Port St. Lucie playing important partnership roles. The new Association was recognized by the Board of County Commissioners with a proclamation.
3. Treasure Coast International Airport continues to draw interest from airline industry companies attracted to cost of living, cultural and environmental benefits.

Economic Development Incentive Program

The Business Navigator met with five Targeted Industries this month considering a move to St. Lucie County in the following industries:

<i>Targeted Industry Type</i>	<i>Business Consultations</i>	<i>Potential Jobs</i>
<i>Manufacturing</i>	2	40+
<i>Clean Energy</i>	1	TBD

CODE ENFORCEMENT AND CONTRACTOR LICENSING
Monica Graziani, Building and Code Regulation Manager
Danielle Williams, Code Enforcement Supervisor



Code Enforcement Activity

The map on the previous page shows this month's Code Enforcement activity showing clusters of high activity. Significant Code Enforcement activity was clustered in the areas of Lakewood Park, Angle Road, Indian River Estates and the eastern River Park area.

	<i>Complaints Rcv'd vs. Complaints Closed</i>	<i>NOV's Issued vs. Abated</i>	<i>Total Cases Generated</i>	<i>Case Load Created per Officer, Avg.</i>
<i>August 16</i>	38 Received, 85 Closed	303 Issued, 30 Abated	426	84
<i>July 16</i>	49 Received, 47 Closed	199 Issued, 41 Abated	296	59
<i>June 16</i>	20 Received, 106 Closed	315 Issued, 67 Abated	462	77
<i>May 16</i>	84 Received, 56 Closed	289 Issued, 67 Abated	430	86
<i>April 16</i>	42 Received, 46 Closed	211 Issued, 27 Abated	326	92

Code Enforcement Service Improvements

The Code Division recently teamed-up with the St. Lucie County Mosquito Control District to provide assistance in preventing a potential public health crisis in response to Zika. The focus of Code will include surveillance of properties within the community for items that attract mosquito populations including Dengue and Chikungunya species. Code officers will initially use door hangers at residences requesting compliance. In addition, flyers are inserted into all correspondences such as notice of violations. Field staff in Mosquito Control and Code officers will be introduced to each other in the near future to allow better 'team' coordination within designated zones throughout the county.

The Florida Department of Health is the lead agency in the statewide response to the presence of mosquito-borne diseases and SLCMCD is a partner agency responsible for mosquito control in affected areas within the Mosquito Control District. Coordination between the State, SLCMCD, and Code Enforcement Departments within the Treasure Coast area is essential to an effective response and efficient use of resources.

Customer Service Feedback:

"Never met Debbie but she was so helpful and prompt with her return email. She is the type of official that makes individuals want to comply with the rules."

Contractor Licensing

Contractor licensing implements public safety policy goals by ensuring our citizens have access to qualified, licensed and insured craftsmen who provide building trades services.

This month, Contractor Licensing processed 285 new and renewing contractor licenses for various trades. In August of each year, Contractor Licensing sends out the annual renewal notices, which are due by the end of September. Thus, renewals for August and September will be high each year.

	<i>New Licenses</i>	<i>Renewals</i>	<i>Complaints</i>
<i>August 16</i>	12	273	0
<i>July 16</i>	27	16	0

Code Enforcement and Contractor Licensing Customer Service Scorecard

Code Enforcement and Contractor Licensing tracks customer service with written and online surveys. This division aims for a rating of 100%, 80 % of the time.

<i>Customer Service Surveys</i>	<i>Surveys received</i>	<i>100% Positive Scores</i>
<i>August 16</i>	11	100%
<i>July 16</i>	16	100%
<i>June 16</i>	15	100%

BUILDING

Monica Graziani, Building and Code Enforcement Manager
Carl John Peterson, CBO, Building Official
Debra Zampetti, Zoning and Permitting Supervisor

Permitting Customer Service Scorecard

Permitting tracks customer service with written and online surveys. This division aims for a rating of 100%, 90% of the time.

<i>Customer Service Surveys</i>	<i>Number Received</i>	<i>100% Positive Review</i>
<i>August 16</i>	21	100% of the time
<i>July 16</i>	15	100% of the time
<i>June 16</i>	29	100% of the time
<i>May 16</i>	18	100% of the time
<i>April 16</i>	27	100% of the time

Customer Service Feedback:

"Everyone is knowledgeable, kind and outgoing."

Permitting Service Improvements

The Division continues to seek improvements and efficiencies in order to streamline the permitting process while making it easier for our customers to engage with the county.

While it is the Division's standard to offer 100% next-day inspections, the Division has not been able to predict for our customers a time window of arrival. Customers now know whether their inspector will arrive in the AM or PM.

Additionally, a 'step by step' flyer on the inspection process was created and is now attached to the building permit application. This flyer will be helpful for the "owner-builders" or others who simply don't use our system often.

Last May, the division kicked off a new service improvement that allows customers to use email for certain residential permit submittals. This process is a same day service with the goal to turnaround the permit within a two hour time frame. The service has been so successful, that the program has been expanded to offer more residential permit types via email:

- Demolition (commercial and residential)
- Garage Doors (residential)
- Pool Water heaters (residential)
- Slabs with no footers (under 4000 sq ft) and Temporary Electric Poles
- Windows, Doors and Shutters (residential)
- T111 siding
 - In addition to:
 - Mechanical Replacement (HVAC) - residential and condominium units
 - Plumbing – residential
 - Electric – residential
 - Roof – fiberglass shingle - residential only
 - Water heaters - residential only
 - Fences – residential only

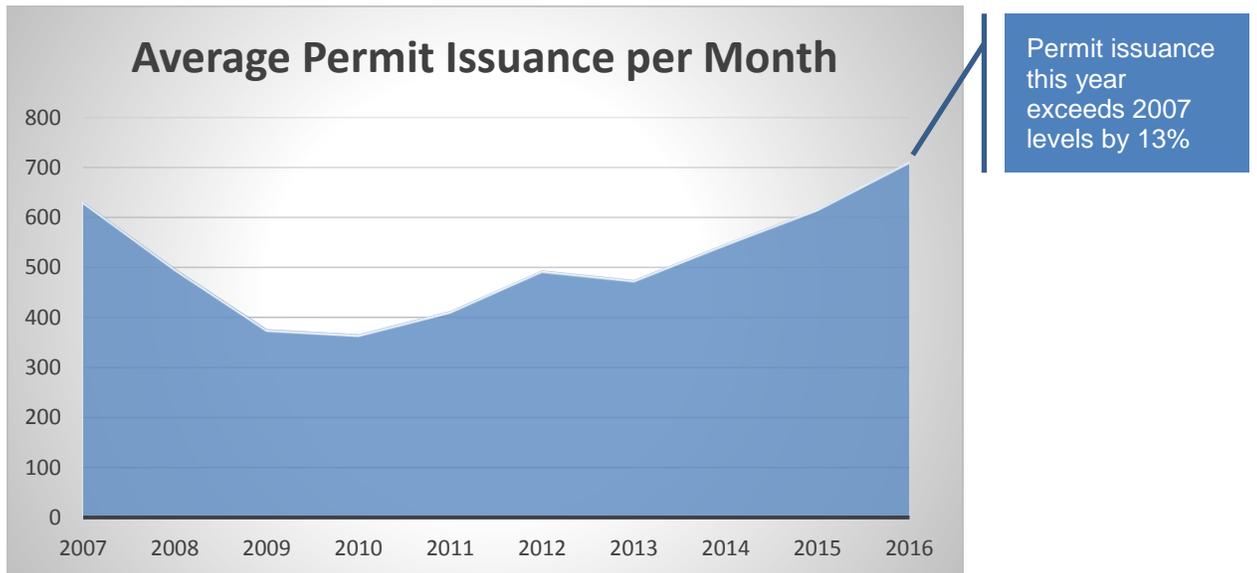
Permitting Activity Report

Building permit activity was up by 7.03% for August 2016 over August 2015. Revenue was up by 11.18 % for August 2016 over August 2015. The higher increase in revenue over activity was due to an infusion of \$20,000 from contractor licensing renewals. Year over year, revenue is up 33% over 2015, and distressed properties are down 44%.

MONTHLY & ANNUAL BUILDING DIVISION PERMIT ACTIVITY REPORT			
Monthly Data	Aug-16	Aug-15	Percent +/-
Total Permits	731	683	7.03%
Revenue Total	\$188,524	\$169,574	11.18%
Single Family Permits	17	29	-42.00%
Commercial Building Permits	1	0	100.00%
Distressed Properties	27	59	-54.25%
Distressed Prop Revenue	\$2,700	\$5,900	-54.25%
Annual Data*	2016	2015	Percent +/-
Total Permits	5698	5021	13.48%
Revenue Total	\$1,429,380	\$1,071,782	33.36%
Single Family Permits	144	89	62.00%
Commercial Building Permits	9	7	28.50%
Distressed Properties	154	276	-44.00%
Distressed Prop Revenue	\$15,400	\$27,600	-44.00%
491 Fund	FY 15/16	FY 14/15	Percent +/-
Revenue	\$1,767,654	\$1,379,651	28.12%
Reserve	\$2,426,949	\$2,284,161	6.25%

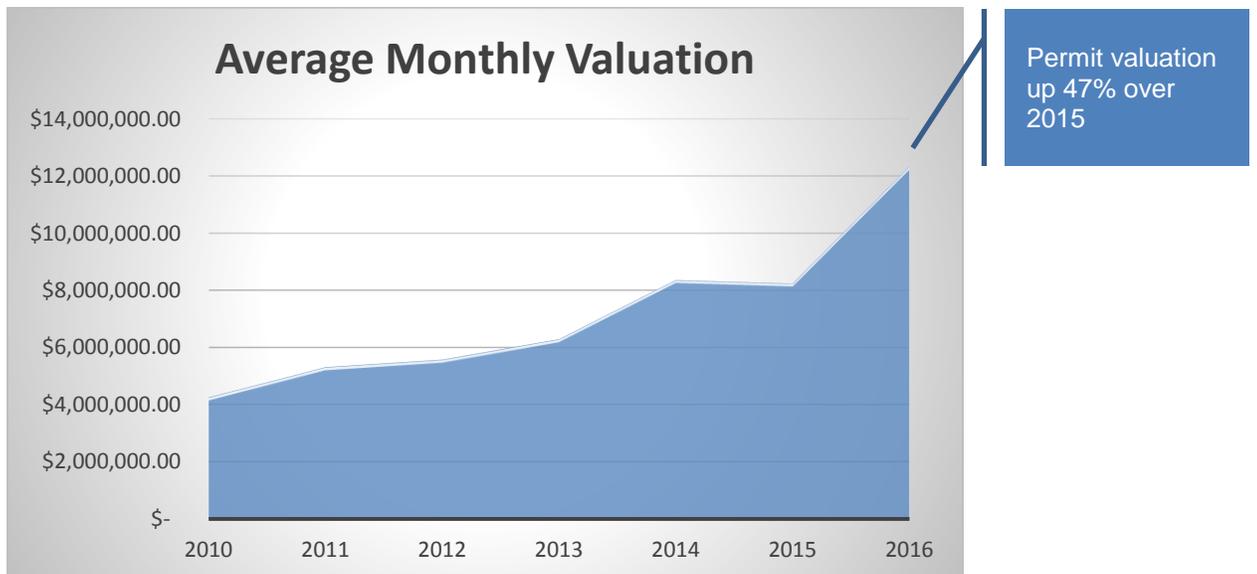
Total Building Permits - Month-to-Month Comparison 2010-2016

	2016	2015	2014	2013	2012	2011	2010
JANUARY	545	594	521	478	430	329	354
FEBRUARY	667	522	479	435	425	355	414
MARCH	774	566	554	493	503	444	384
APRIL	702	647	697	587	512	427	341
MAY	771	572	547	529	549	376	330
JUNE	770	737	569	430	592	449	424
JULY	739	700	494	521	532	509	413
AUGUST	731	683	595	374	555	417	409
SEPTEMBER		655	570	547	535	453	362
OCTOBER		587	551	487	516	418	316
NOVEMBER		510	416	410	458	347	337
DECEMBER		636	586	412	330	435	316
TOTAL	5698	7409	6579	5703	5937	4959	4400
AVG/MONTH	712	617	548	475	495	413	367



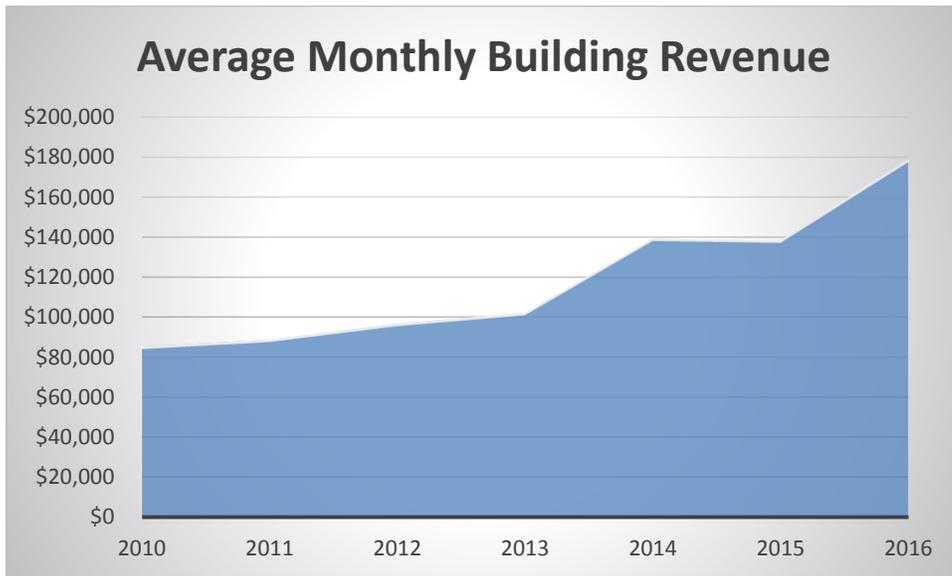
Total Monthly Permit Valuation 2012-2016

	2016	2015	2014	2013	2012
JANUARY	\$9,789,856	\$3,788,506	\$6,759,974	\$4,168,037	\$5,091,494
FEBRUARY	\$9,618,922	\$5,747,846	\$6,220,102	\$5,631,141	\$4,526,223
MARCH	\$17,775,272	\$5,500,153	\$7,064,297	\$7,778,777	\$5,271,091
APRIL	\$14,115,157	\$7,607,573	\$11,066,194	\$7,070,186	\$6,717,812
MAY	\$15,413,978	\$6,848,049	\$11,109,106	\$12,901,458	\$6,846,070
JUNE	\$10,118,514	\$13,512,910	\$6,725,142	\$4,355,679	\$6,679,860
JULY	\$9,485,446	\$7,901,932	\$5,504,361	\$3,869,278	\$7,198,011
AUGUST	\$10,823,644	\$12,962,189	\$8,861,069	\$4,524,059	\$5,747,772
SEPTEMBER		\$10,476,695	\$14,277,545	\$7,266,425	\$7,522,453
OCTOBER		\$6,874,832	\$9,159,555	\$5,877,581	\$4,037,949
NOVEMBER		\$7,942,062	\$6,360,634	\$6,866,256	\$4,555,056
DECEMBER		\$9,634,750	\$7,216,546	\$5,095,723	\$2,772,033
TOTAL	\$97,140,789	\$98,797,297	\$100,324,525	\$75,404,600	\$66,965,824
AVG/MONTH	\$12,142,599	\$8,233,108	\$8,360,377	\$6,283,716	\$5,580,485



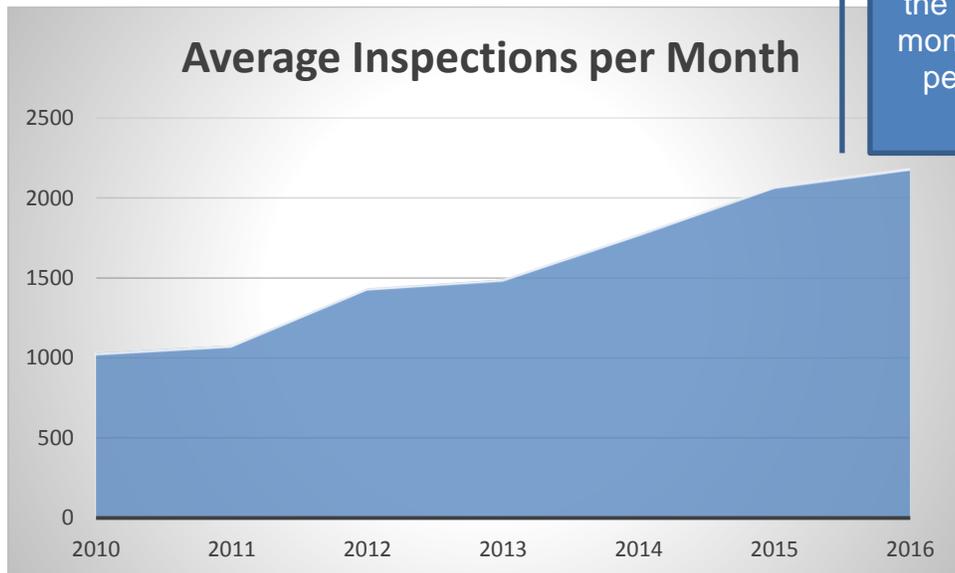
Monthly Building Revenue 2011-2016

	2016	2014	2013	2012	2011
JANUARY	\$122,489	\$94,052	\$110,049	\$82,367	\$83,275
FEBRUARY	\$145,448	\$110,411	\$111,093	\$98,229	\$77,649
MARCH	\$219,103	\$116,086	\$112,806	\$86,788	\$93,466
APRIL	\$197,878	\$132,793	\$166,791	\$101,829	\$98,710
MAY	\$210,372	\$122,021	\$146,139	\$147,692	\$98,010
JUNE	\$165,816	\$188,155	\$115,158	\$80,815	\$104,624
JULY	\$179,710	\$138,690	\$118,783	\$103,452	\$120,220
AUGUST	\$188,524	\$169,574	\$168,906	\$105,769	\$132,245
SEPTEMBER		\$176,515	\$259,363	\$148,362	\$125,664
OCTOBER		\$139,399	\$131,685	\$96,979	\$92,544
NOVEMBER		\$134,787	\$97,978	\$92,153	\$77,105
DECEMBER		\$136,470	\$132,334	\$80,435	\$57,635
TOTAL	\$1,429,380	\$1,658,953	\$1,671,084	\$1,224,870	\$1,161,147
AVG/MONTH	\$178,673	\$138,246	\$139,257	\$102,073	\$96,762



Yearly Inspection Summary 2011-2016

	2016	2015	2014	2013	2012	2011
JANUARY	1937	1717	1762	1391	1219	807
FEBRUARY	1978	1934	1748	1261	1343	737
MARCH	2273	2163	1861	1544	1391	1078
APRIL	2283	2235	1951	1785	1304	1045
MAY	2197	1854	1801	1556	1425	963
JUNE	2387	1961	1775	1254	1566	1221
JULY	2238	2154	1681	1464	1801	1157
AUGUST	2470	2040	1830	1609	1559	1233
SEPTEMBER		2351	1635	1492	1366	1171
OCTOBER		2337	1929	1611	1678	1181
NOVEMBER		1902	1585	1524	1444	1136
DECEMBER		2201	1731	1410	1141	1218
TOTAL	17763	24849	21289	17901	17237	12947
AVG/MONTH	2220	2071	1774	1492	1436	1079



August 2016 breaks the record for most monthly inspections performed since 2010

- CC:
- Bob Adolphe, PE, Deputy County Administrator
 - Daniel McIntyre, County Attorney
 - Patricia Roebing, Interim City Manager, Port St. Lucie
 - Nicholas Mimms, City Manager, Fort Pierce
 - Erick Gill, Public Information Officer
 - Stan Payne, Senior Economic Development Advisor
 - Peter Tesch, EDC President
 - Terissa Aronson, St Lucie Chamber of Commerce President/CEO
 - Planning and Development Services Staff