



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: December 12, 2016

SUBJECT: Planning and Development Services Department Report: November 2016

As we head into the holiday season, PDS is implementing a number of projects, including the contract negotiation for a new online permitting and site plan review software, wrapping up the River Park Overlay code update, continuing the Impact Fee 5-year update and beginning the Adventure District feasibility study surrounding the county fairgrounds. Our Economic Development Team travelled to the National Business Aviation Association conference to market the Treasure Coast International Airport to MRO job creators, making a number of connections with businesses.

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.

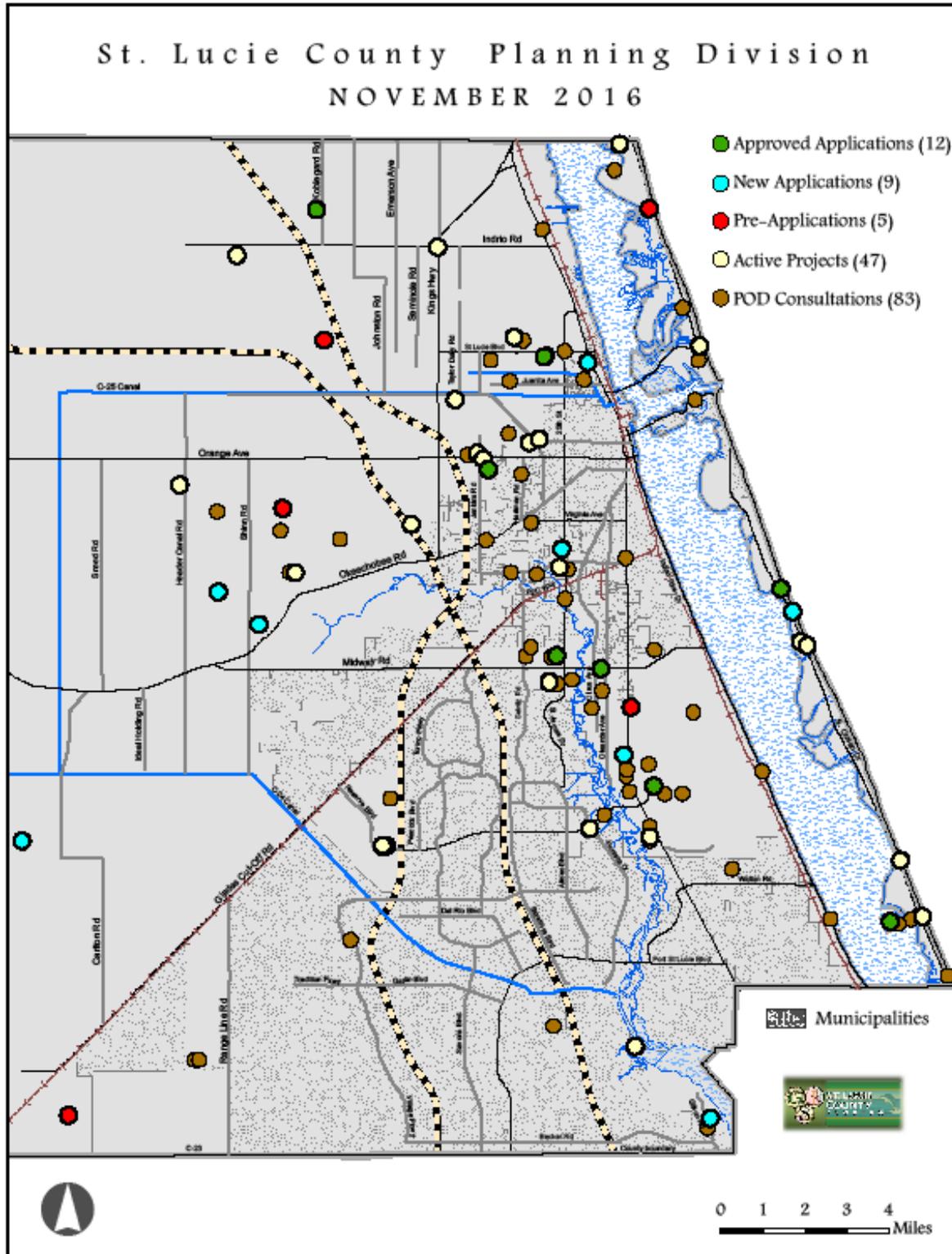
Pages 4-5: The Economic Development section tracks economic indicators such as the number of jobs created, the number and types of new businesses opening, trends in interest from new and relocating targeted industries, and snapshots of the services provided to new and expanding businesses.

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



<i>Development Application Statistics</i>	<i>New</i>	<i>In Review</i>	<i>Approved</i>	<i>Preliminary Consultations</i>
<i>November 2016</i>	9	47	12	83
<i>October 2016</i>	6	46	6	66
<i>September 2016</i>	10	45	6	111
<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 PDS Planning Division manages daily inquiries from the public. In November, staff recorded 83 inquiries. Last month, a documentation issue was identified. Management reinforced the importance of capturing call data, and based upon the numbers, it appears that more of the calls data is being captured. Because inquiries are without an appointment, there is no way to control the volume or the complexity. For example, Tuesday, November 22nd had the highest call volume with 15 inquiries, and the average daily call volume was 3. In addition to the typical zoning questions such as setbacks and allowable uses, there were a few inquiries related to impact fees and impact fee credits. There was also an inquiry about zoning for a proposed sleep study center. The Planning team works together so that each citizen can speak live with a planner the same day with very little delay. The daily calls often begin an ongoing relationship with a planner. There are usually follow up calls needed as the citizen’s idea progresses from theory to reality.

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>November 16</i>	1	100% of the time
<i>October 16</i>	3	100% of the time
<i>September 16</i>	5	93% of the time
<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:

“Ms. Waite: Your comments, feedback and guidance is much appreciated and will be extremely helpful as we continue to complete our final plans for the renovation of this property. I have worked with various municipalities in the past and I must say that the professionalism, knowledge and, above all, courtesy that I received today is far above the normal was most welcome.

ECONOMIC DEVELOPMENT

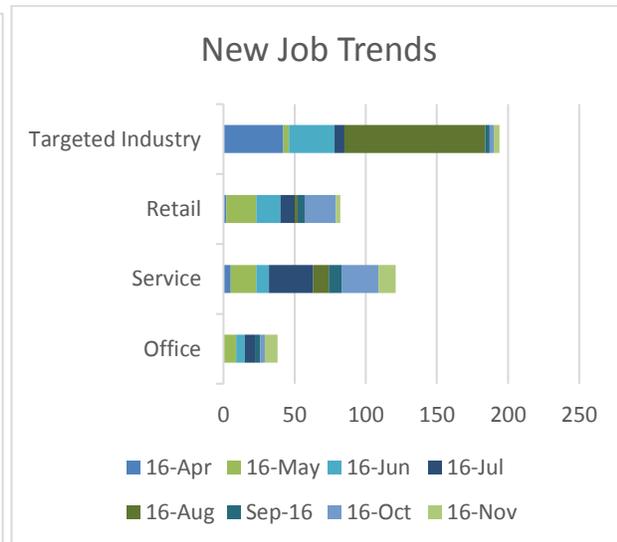
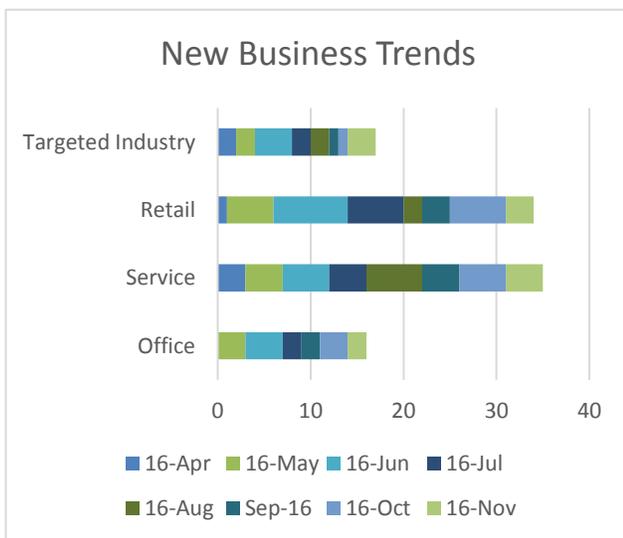
Peter Jones, AIA, Business Navigator

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. As 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 currently have a mechanism to track those numbers.

Business Openings and New Job Creation in November

<i>Business Type</i>	<i>Number of Businesses</i>	<i>Jobs</i>
Targeted Industry	3	4
Retail	3	3
Service	4	12
Office	2	9



<i>Cumulative Jobs & Businesses</i>	<i>New Businesses</i>	<i>New Jobs</i>
November 16	12	28
October 16	15	54
September 16	10	21
August 16	10	112
July 16	6	48
June 16	14	52
May 16	21	64
April 16	14	54
Annual To Date	87	379

Business Navigator Project Highlights

In November, the Economic Development Aviation team attended the National Business Aviation Association annual conference in Orlando, making contacts with businesses interested in locating at TCIA.

250 to 400 potential jobs and as much as \$112M in construction improvements.

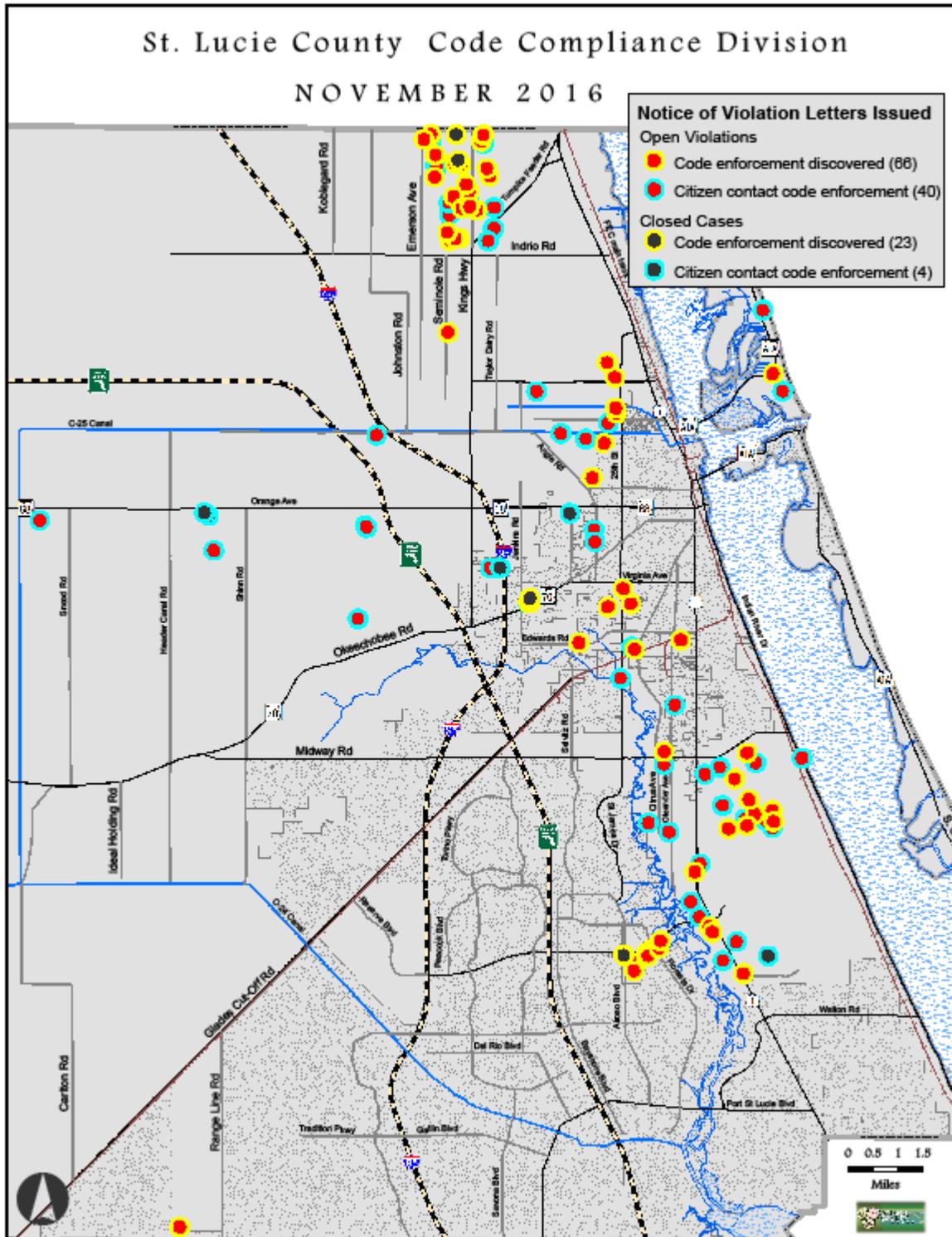
- Project Napa- interested in VGTI building, biotech industries, potential for 50 new jobs.
- Working with small arms sales and repair company interested in manufacturing small arms- potential for 10 new employees.
- Working with existing auto repair and service establishment obtain formal tax receipt and zoning compliance and Code Enforcement compliance.
- Working with local area, long time established restaurant formalize their existing parking.
- Moving forward with formal Ad valorem Tax Exemption Applications for Islamorada Beer Company and Indian River Biodiesel.
- Prepared scope of services for RFQ (to be prepared by Purchasing) for TCIA Airport Master Plan/Layout Plan.
- Participating on committee for selection of design services consultant for TCIA Hangar #1.
- Moving forward with hiring of consultant to prepare environmental permitting application for TCIA Hangar #2.
- Working with EDC and economic development team to develop TCIA and County collateral materials for MPO Americas 2017 Orlando in April. SLC and TCIA will be part of a consortium of Florida interests under Enterprise Florida's banner.
- Working on small business workshop to help prospective businesses, real estate companies, chambers of commerce, etc. better understand business tax receipt process, zoning compliance, etc. to be held in late January.
- Working with Stan Payne on various economic development projects including RFQ for development of County's Harbour Pointe property.
- Working as liaison between Hammond Road (former landfill) property owner and consultant preparing Phase I Environmental Study on County's behalf.

Economic Development Incentive Program

This month, the Business Navigator met with four Targeted Industries this month considering a move to or expansion within St. Lucie County in the following industries:

<i>Targeted Industry Type</i>	<i>Business Consultations</i>	<i>Potential Jobs</i>	<i>Capital Investment</i>
<i>Research: Biotech</i>	1	50	TBD
<i>Manufacturing: Small arms</i>	1	10	TBD
<i>Manufacturing: MRO</i>	2	TBD	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, Indian River Estates and the River Park area.

	<i>Complaints Rcv'd vs. Complaints Closed</i>	<i>NOV's Issued vs. Abated</i>	<i>NOV's</i>	<i>Total Cases Generated</i>	<i>Case Load Created per Officer, Avg.</i>
<i>November 16</i>	42 Received, 84 Closed	133 Issued, 28 Abated		264	51
<i>October 16</i>	57 Received, 48 Closed	74 Issued, 10 Abated		179	35
<i>September 16</i>	47 Received, 97 Closed	181 Issued, 31 Abated		328	64
<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

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 499 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>November 16</i>	15	22	0
<i>October 16</i>	8	56	0
<i>September 16</i>	26	473	2
<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>November 16</i>		
<i>October 16</i>	0	N/A
<i>September 16</i>	9	100%
<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*

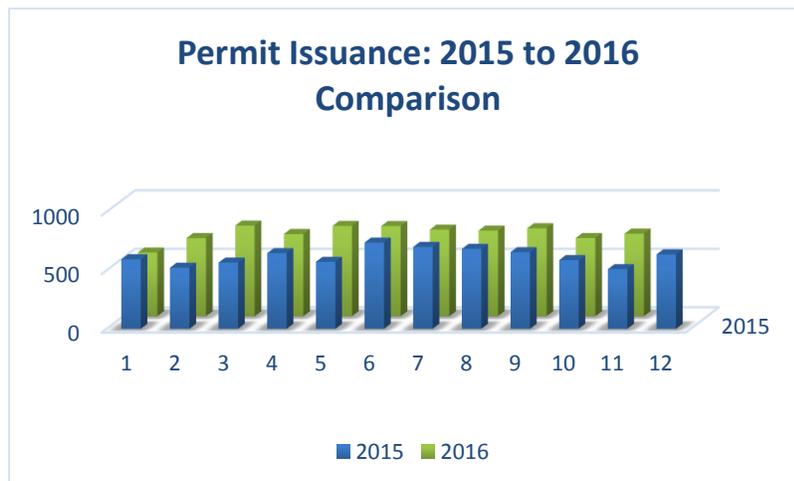
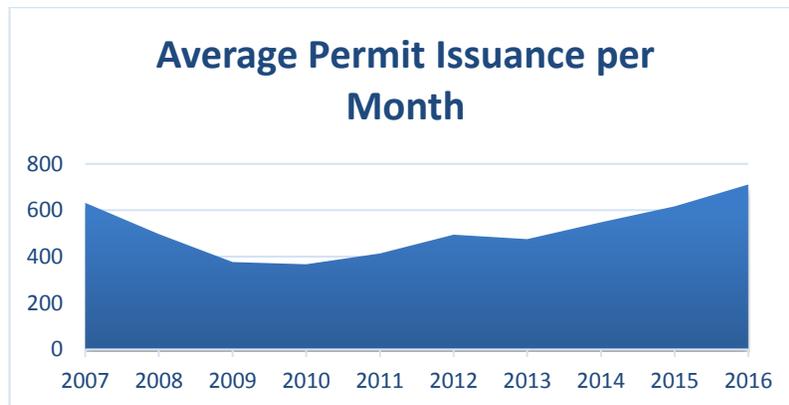
Permitting Activity Report

Building permit activity for the month of November was up 38.24%, the strongest November. Revenue was up over November 2015 by 19.88%. As shown below, year to date, permit and revenue activities are higher than calendar year 2015, and significantly higher than the past several years, largely due to the increased cost of construction and the increasing number of single family permits.

MONTHLY & ANNUAL BUILDING DIVISION PERMIT ACTIVITY REPORT			
Monthly Data	Nov-16	Nov-15	Percent +/-
Total Permits	705	510	38.24%
Revenue Total	\$161,586	\$134,787	19.88%
Single Family Permits	27	10	170.00%
Commercial Building Permits	0	0	0.00%
Distressed Properties	12	19	-36.85%
Distressed Prop Revenue	\$1,200	\$1,900	-36.85%
Annual Data*	2016	2015	Percent +/-
Total Permits	7822	6773	15.49%
Revenue Total	\$1,978,172	\$1,522,483	29.93%
Single Family Permits	216	122	77.00%
Commercial Building Permits	9	7	28.50%
Distressed Properties	194	369	-47.50%
Distressed Prop Revenue	\$19,400	\$36,900	-47.50%
491 Fund	FY 16/17	FY 15/16	Percent +/-
Revenue	\$283,564	\$212,207	33.63%
Reserve	\$1,806,837	\$2,183,571	-17.40%

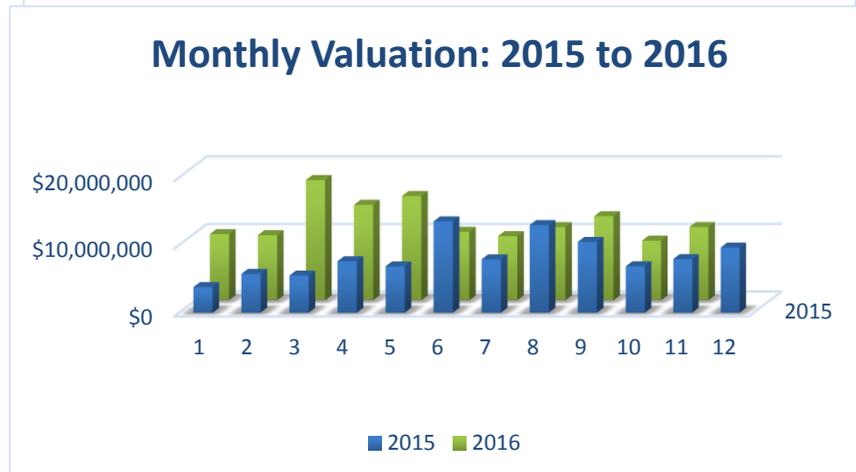
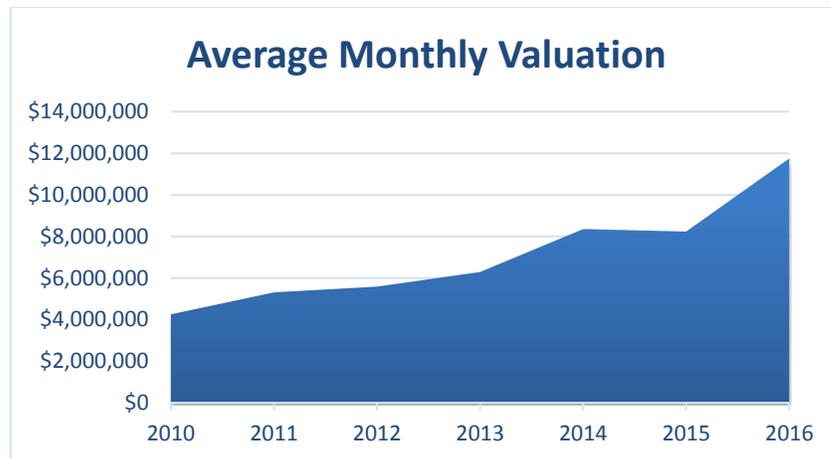
Total Building Permits - Month-to-Month Comparison 2010-2016

	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	751	655	570	547	535	453	362
OCTOBER	668	587	551	487	516	418	316
NOVEMBER	705	510	416	410	458	347	337
DECEMBER		636	586	412	330	435	316
TOTAL	7822	7409	6579	5703	5937	4959	4400
AVG/MONTH	711	617	548	475	495	413	367



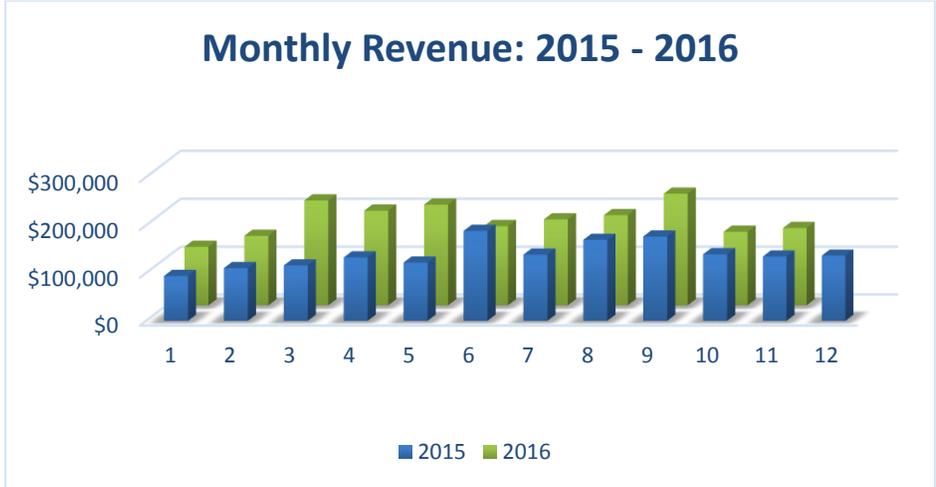
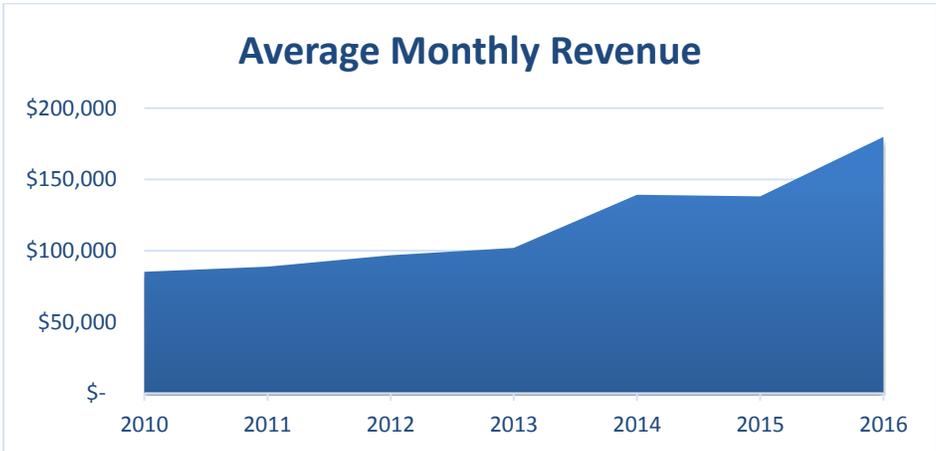
Total Monthly Permit Valuation 2012-2016

	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	\$12,435,654	\$10,476,695	\$14,277,545	\$7,266,425	\$7,522,453
OCTOBER	\$8,822,789	\$6,874,832	\$9,159,555	\$5,877,581	\$4,037,949
NOVEMBER	\$10,841,939	\$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	\$129,241,171	\$98,797,297	\$100,324,525	\$75,404,600	\$66,965,824
AVG/MONTH	\$11,749,197	\$8,233,108	\$8,360,377	\$6,283,716	\$5,580,485



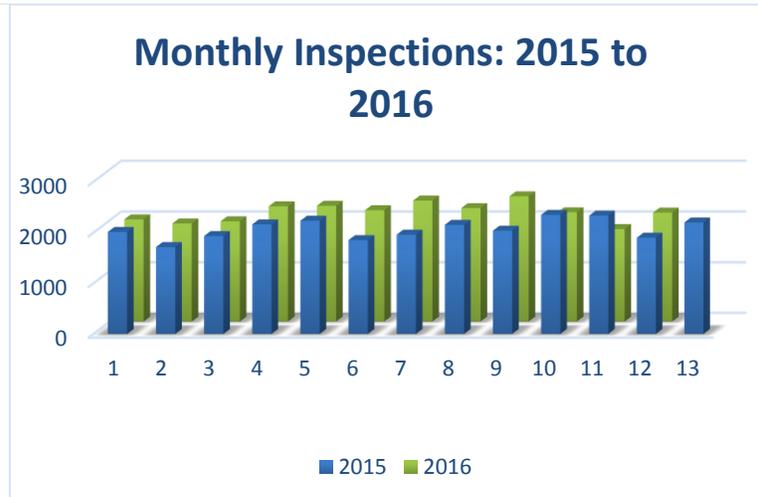
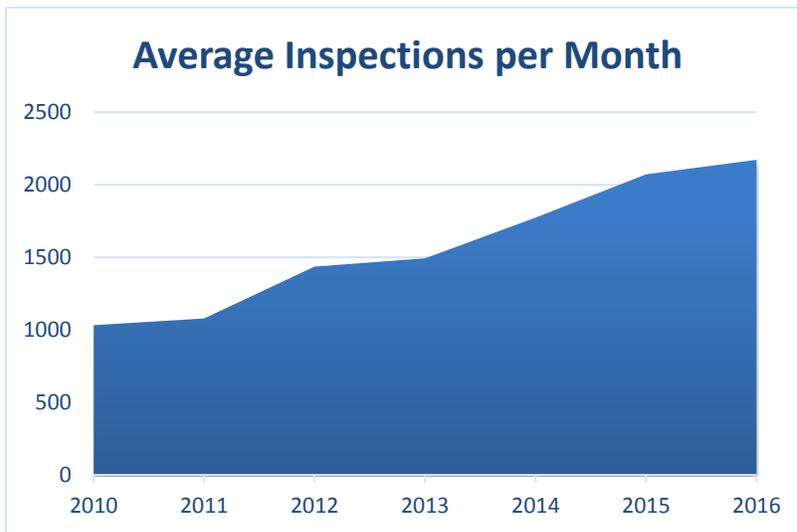
Monthly Building Revenue 2011-2016

	2016	2015	2014	2013	2012
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	\$233,187	\$176,515	\$259,363	\$148,362	\$125,664
OCTOBER	\$154,019	\$139,399	\$131,685	\$96,979	\$92,544
NOVEMBER	\$161,586	\$134,787	\$97,978	\$92,153	\$77,105
DECEMBER		\$136,470	\$132,334	\$80,435	\$57,635
TOTAL	\$1,978,172	\$1,658,953	\$1,671,084	\$1,224,870	\$1,161,147
AVG/MONTH	\$179,834	\$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	2156	2351	1635	1492	1366	1171
OCTOBER	1826	2337	1929	1611	1678	1181
NOVEMBER	2149	1902	1585	1524	1444	1136
DECEMBER		2201	1731	1410	1141	1218
TOTAL	23894	24849	21289	17901	17237	12947
AVG/MONTH	2172	2071	1774	1492	1436	1079



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>November 16</i>	13	100% of the time
<i>October 16</i>	13	100% of the time
<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:

"Angela was very helpful and patient with me."

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
County Directors
Planning and Development Services Staff