



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: February 28, 2017

SUBJECT: Planning and Development Services Department Report: January 2017

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 9-15: 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

January 2017	6	44	0	83
December 2016	10	49	4	78
November 2016	9	47	12	83
October 2016	6	46	6	66
September 2016	10	45	6	111
August 2016	7	44	4	96
July 2016	6	43	7	106
June 2016	7	42	5	111
May 2016	4	43	4	158
April 2016	14	42	7	Not Tracked

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>
January 17	0	N/A No surveys received
December 16	1	100% of the time
November 16	1	100% of the time
October 16	3	100% of the time
September 16	5	93% of the time
August 16	6	93% of the time
July 16	2	0% No 5-Stars Achieved
June 16	3	43% of the time
May 16	6	85% of the time
April 16	7	94% of the time

ECONOMIC DEVELOPMENT

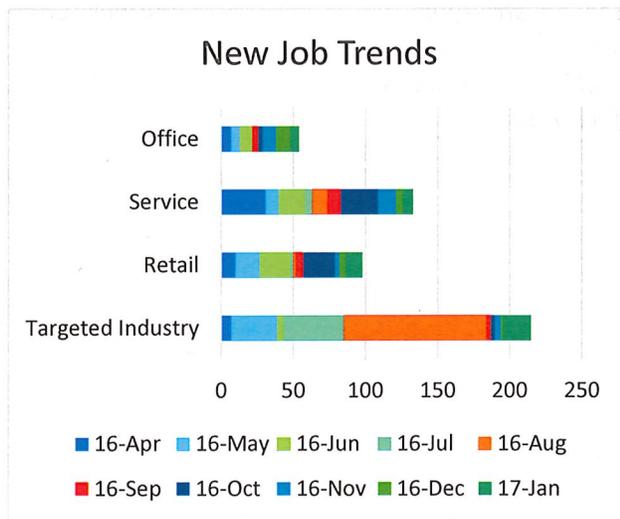
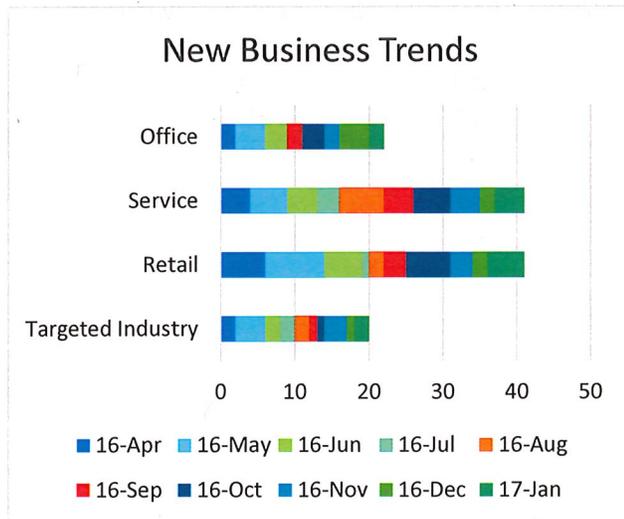
Peter Jones, AIA, Business Navigator

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	2	20
Retail	5	12
Service	4	7
Office	2	6



<i>Cumulative Jobs & Businesses</i>	<i>New Businesses</i>	<i>New Jobs</i>
January 17	13	45
December 16	9	20
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

- Met with South Florida MRO interested in TCIA- represents 30 – 50 jobs.
- Continue to work with Business Navigator ‘clients’: Race Trac, Surfside Grill, S2 Yachts/Pursuit.
- Working closely with EDC: new cosmetic manufacturer relocate to Fort Pierce Port, Radical Cosmetics- represents 20 – 30 jobs and Vero company relocate to St. Lucie County- represents 100 jobs
- Continuing (Business Navigator) updates with Commissioners.
- Attended Farm2Fly 2.0.
- Updating and preparing County Economic Incentives Standard Operating Procedures.
- Working closely with Stan Payne on Port and Airport leads.
- Preparing collateral materials for MRO 2017 Orlando (April).

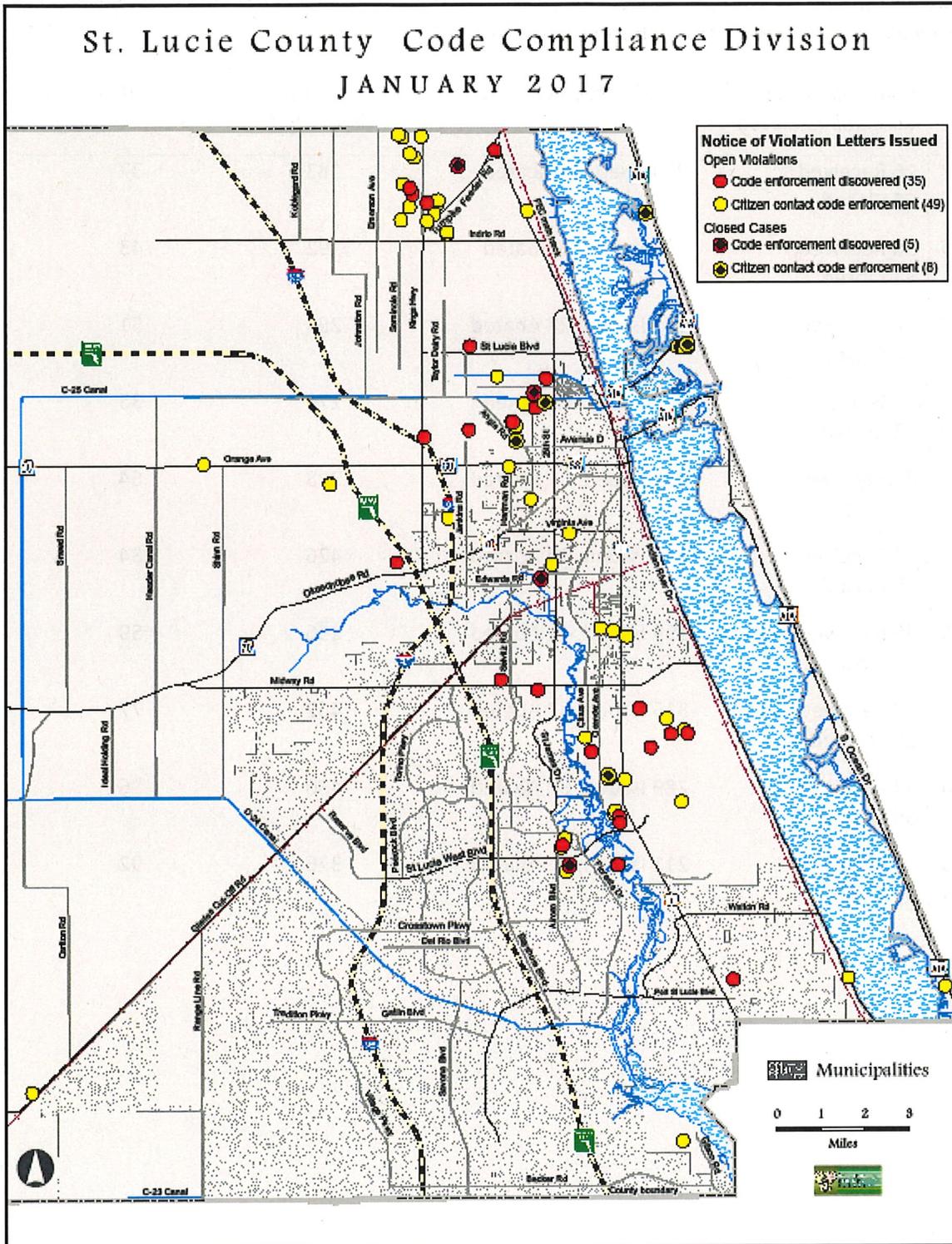
Economic Development Incentive Program

This month, the Business Navigator met with three 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>Industry</i>	1	100	TBD
<i>Manufacturing: Cosmetics</i>	1	20-30	TBD
<i>Manufacturing: MRO</i>	1	20-50	TBD

CODE ENFORCEMENT AND CONTRACTOR LICENSING

Monica Graziani, Building and Code Regulation Manager
Danielle Williams, Code Enforcement Supervisor



Code Enforcement Activity

All Code Enforcement Officers went through a local, week-long training to attain their Level 4 Code Enforcement certification. This certification is aimed at improving customer service with a specific focus on dealing with irate customers. As a result, the case generation for the month was lower, as all officers were in training for one week, in addition to staffing shortages due to illness.

	<i>Complaints Rcv'd vs. Complaints Closed</i>	<i>NOV's Issued vs. NOV's Abated</i>	<i>Total Cases Generated</i>	<i>Case Load Created per Officer, Avg.</i>
<i>January 17</i>	26 Received, 62 Closed	97 Issued, 13 Abated	183	37
<i>December 16</i>	38 Received, 51 Closed	103 Issued, 6 Abated	192	43
<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.

	<i>New Licenses</i>	<i>Renewals</i>	<i>Complaints</i>
<i>January 17</i>	6	9	1
<i>December 16</i>	12	3	0
<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.

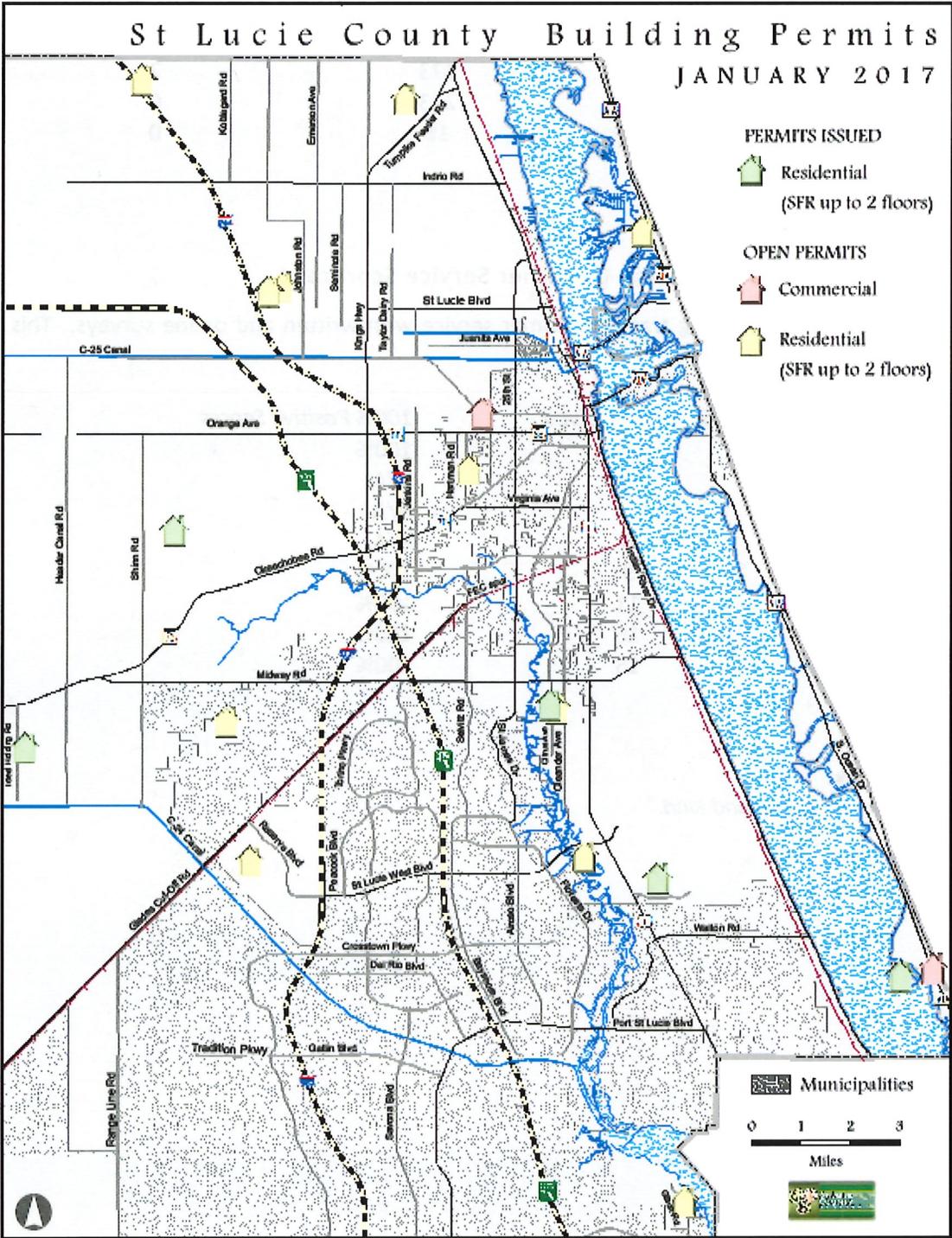
<i>Customer Service Surveys</i>	<i>Surveys received</i>	<i>100% Positive Scores</i>
<i>January 17</i>	13	100%
<i>December 16</i>	0	N/A
<i>November 16</i>	0	N/A
<i>October 16</i>	0	N/A
<i>September 16</i>	9	100%
<i>August 16</i>	11	100%
<i>July 16</i>	16	100%
<i>June 16</i>	15	100%

Customer Service Feedback:

"Roxann was completely professional and kind."

BUILDING

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



Permitting Activity Report

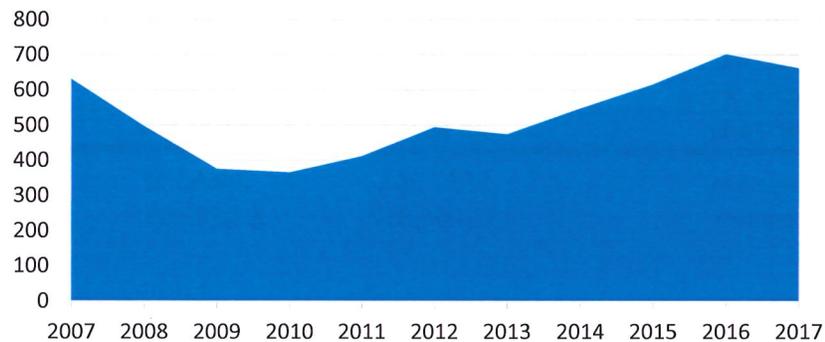
Building permit activity for January 2017 was up by 21.83% over January 2016. Revenue was up 16.96% for January 2017 over January 2016. Permit and revenue activity is the highest in 8 years. Valuations were down from January 2016 by 38.72% as there were fewer single family home permits issued. However, revenue was up due to the higher amount of repair and other miscellaneous permits.

MONTHLY & ANNUAL BUILDING DIVISION PERMIT ACTIVITY REPORT			
Monthly Data	Jan-17	Jan-16	Percent +/-
Total Permits	664	545	21.83%
Revenue Total	\$143,269	\$122,489	16.96%
Single Family Permits	5	17	-240.00%
Commercial Building Permits	0	1	-100.00%
Distressed Properties	10	23	-56.53%
Distressed Prop Revenue	\$1,000	\$2,300	-56.53%
Annual Data*	2017	2016	Percent +/-
Total Permits	664	545	21.83%
Revenue Total	\$143,269	\$122,489	16.96%
Single Family Permits	5	17	-240.00%
Commercial Building Permits	0	1	-100.00%
Distressed Properties	10	23	-56.53%
Distressed Prop Revenue	\$1,000	\$2,300	-56.53%
491 Fund	FY 16/17	FY 15/16	Percent +/-
Revenue	\$527,961	\$466,111	13.27%
Reserve	\$1,806,837	\$2,183,571	-17.40%

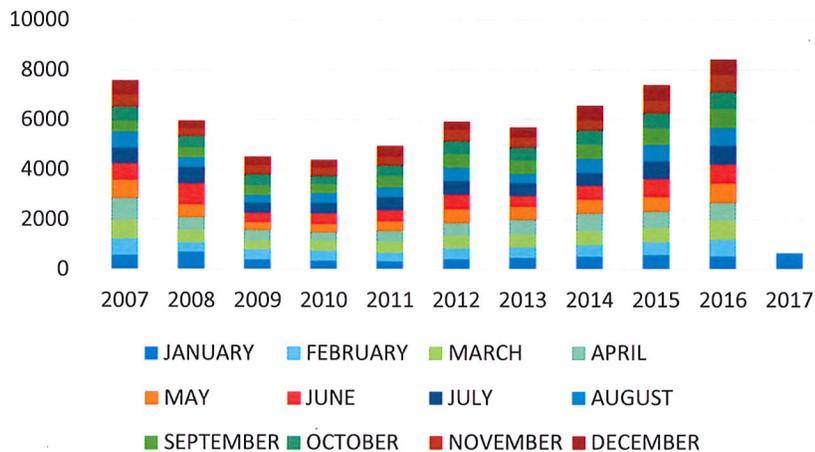
Total Building Permits - Month-to-Month Comparison

	2017	2016	2015	2014	2013	2012	2011
JANUARY	664	545	594	521	478	430	329
FEBRUARY		667	522	479	435	425	355
MARCH		774	566	554	493	503	444
APRIL		702	647	697	587	512	427
MAY		771	572	547	529	549	376
JUNE		770	737	569	430	592	449
JULY		739	700	494	521	532	509
AUGUST		731	683	595	374	555	417
SEPTEMBER		751	655	570	547	535	453
OCTOBER		668	587	551	487	516	418
NOVEMBER		705	510	416	410	458	347
DECEMBER		609	636	586	412	330	435
TOTAL	664	8431	7409	6579	5703	5937	4959
AVG/MONTH	664	703	617	548	475	495	413

Average Permit Issuance per month



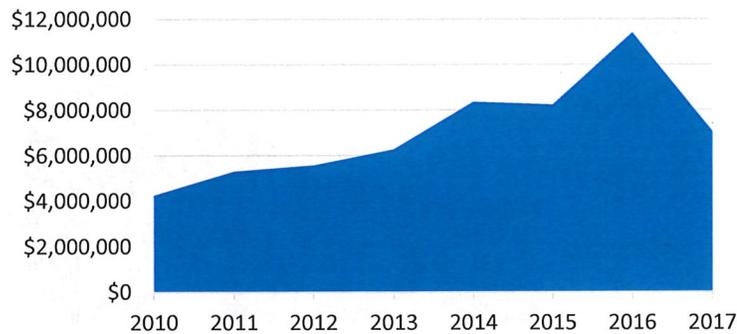
Permit activity: Past 10 Years



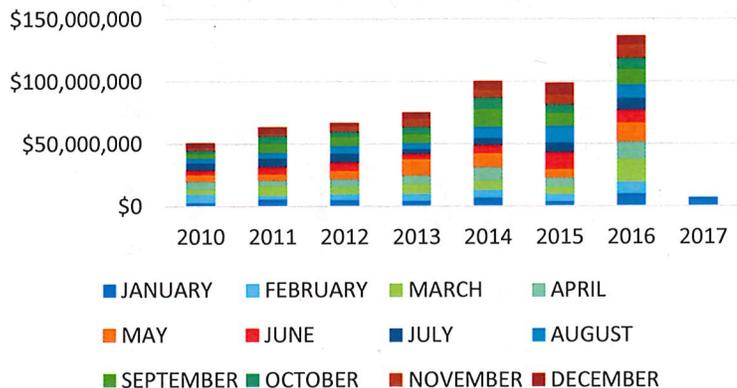
Total Monthly Permit Valuation

	2017	2016	2015	2014	2013
JANUARY	\$7,056,983	\$9,789,856	\$3,788,506	\$6,759,974	\$4,168,037
FEBRUARY		\$9,618,922	\$5,747,846	\$6,220,102	\$5,631,141
MARCH		\$17,775,272	\$5,500,153	\$7,064,297	\$7,778,777
APRIL		\$14,115,157	\$7,607,573	\$11,066,194	\$7,070,186
MAY		\$15,413,978	\$6,848,049	\$11,109,106	\$12,901,458
JUNE		\$10,118,514	\$13,512,910	\$6,725,142	\$4,355,679
JULY		\$9,485,446	\$7,901,932	\$5,504,361	\$3,869,278
AUGUST		\$10,823,644	\$12,962,189	\$8,861,069	\$4,524,059
SEPTEMBER		\$12,435,654	\$10,476,695	\$14,277,545	\$7,266,425
OCTOBER		\$8,822,789	\$6,874,832	\$9,159,555	\$5,877,581
NOVEMBER		\$10,841,939	\$7,942,062	\$6,360,634	\$6,866,256
DECEMBER		\$7,455,764	\$9,634,750	\$7,216,546	\$5,095,723
TOTAL	\$7,056,983	\$136,696,935	\$98,797,297	\$100,324,525	\$75,404,600
AVG/MONTH	\$7,056,983	\$11,391,411	\$8,233,108	\$8,360,377	\$6,283,716

Average Monthly Permit Valuation

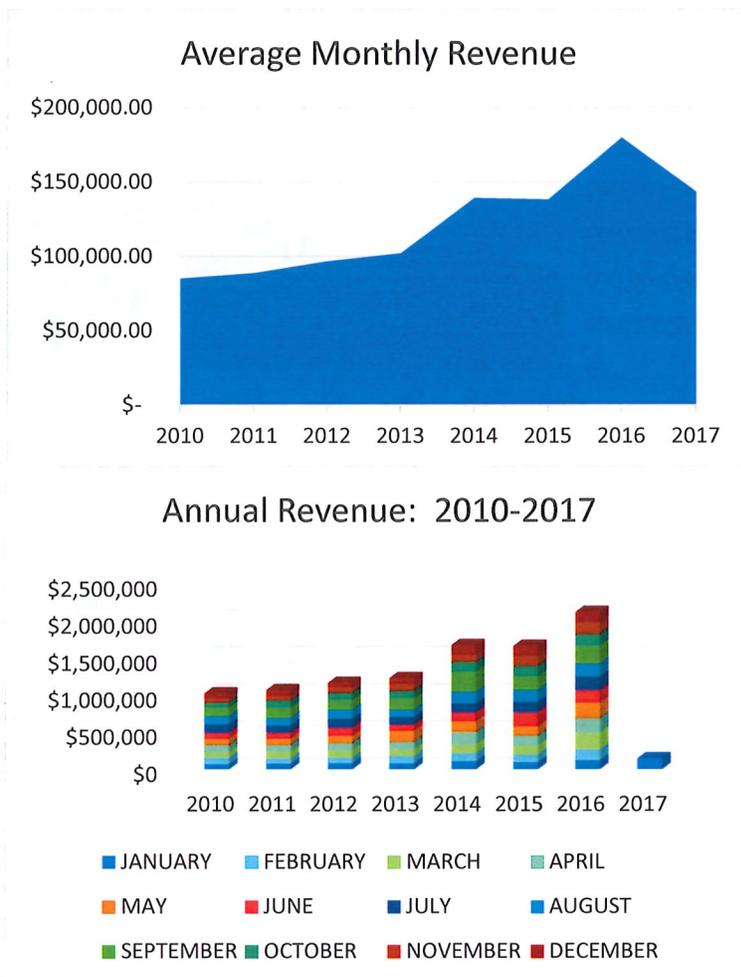


Annual Permit Valuation: 2010-2017



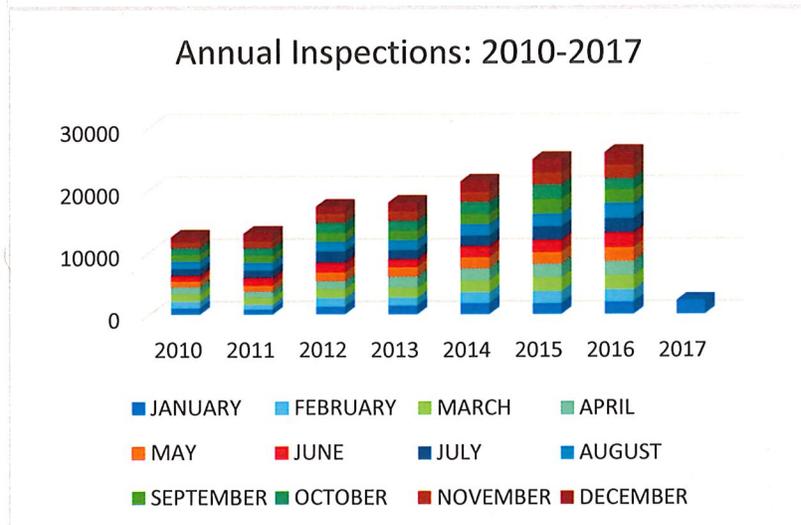
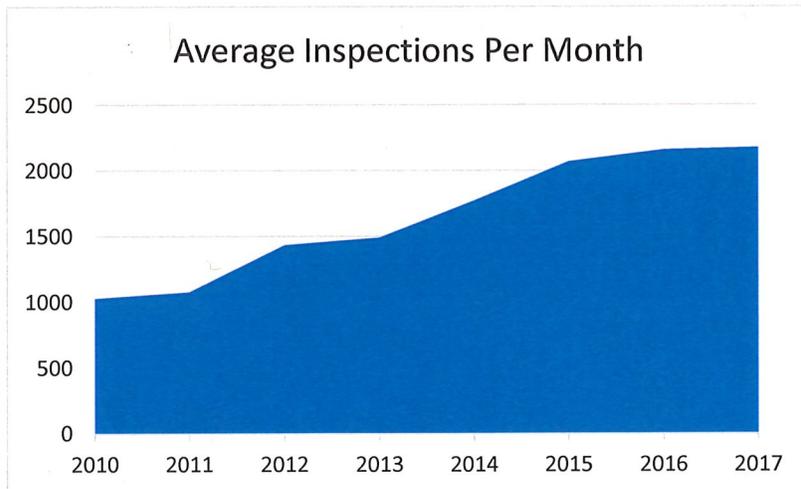
Monthly Building Revenue

	2017	2016	2015	2014	2013
JANUARY	\$143,269	\$122,489	\$94,052	\$110,049	\$82,367
FEBRUARY		\$145,448	\$110,411	\$111,093	\$98,229
MARCH		\$219,103	\$116,086	\$112,806	\$86,788
APRIL		\$197,878	\$132,793	\$166,791	\$101,829
MAY		\$210,372	\$122,021	\$146,139	\$147,692
JUNE		\$165,816	\$188,155	\$115,158	\$80,815
JULY		\$179,710	\$138,690	\$118,783	\$103,452
AUGUST		\$188,524	\$169,574	\$168,906	\$105,769
SEPTEMBER		\$233,187	\$176,515	\$259,363	\$148,362
OCTOBER		\$154,019	\$139,399	\$131,685	\$96,979
NOVEMBER		\$161,586	\$134,787	\$97,978	\$92,153
DECEMBER		\$137,435	\$136,470	\$132,334	\$80,435
TOTAL	\$143,269	\$2,115,607	\$1,658,953	\$1,671,084	\$1,224,870
AVG/MONTH	\$143,269	\$176,301	\$138,246	\$139,257	\$102,073



Yearly Inspection Summary

	2017	2016	2015	2014	2013	2012
JANUARY	2177	1937	1717	1762	1391	1219
FEBRUARY		1978	1934	1748	1261	1343
MARCH		2273	2163	1861	1544	1391
APRIL		2283	2235	1951	1785	1304
MAY		2197	1854	1801	1556	1425
JUNE		2387	1961	1775	1254	1566
JULY		2238	2154	1681	1464	1801
AUGUST		2470	2040	1830	1609	1559
SEPTEMBER		2156	2351	1635	1492	1366
OCTOBER		1826	2337	1929	1611	1678
NOVEMBER		2149	1902	1585	1524	1444
DECEMBER		2053	2201	1731	1410	1141
TOTAL		25947	24849	21289	17901	17237
AVG/MONTH		2162	2071	1774	1492	1436



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>January 17</i>	25	100% of the time
<i>December 16</i>	21	100% of the time
<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:

"Lashanna was friendly, efficient and fast."

CC:

Bob Adolphe, PE, Deputy County Administrator
Daniel McIntyre, County Attorney
Russ Blackburn, 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