



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: March 20, 2017

SUBJECT: Planning and Development Services Department Report: February 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 2-7: 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.

Pages 8-9: 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 10-12: 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 13-14: 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.

BUILDING

Monica Graziani, Building and Code Regulations Manager

Carl John Peterson, CBO, Building Official

Debra Zampetti, Zoning and Permitting Supervisor

Permitting Activity Report

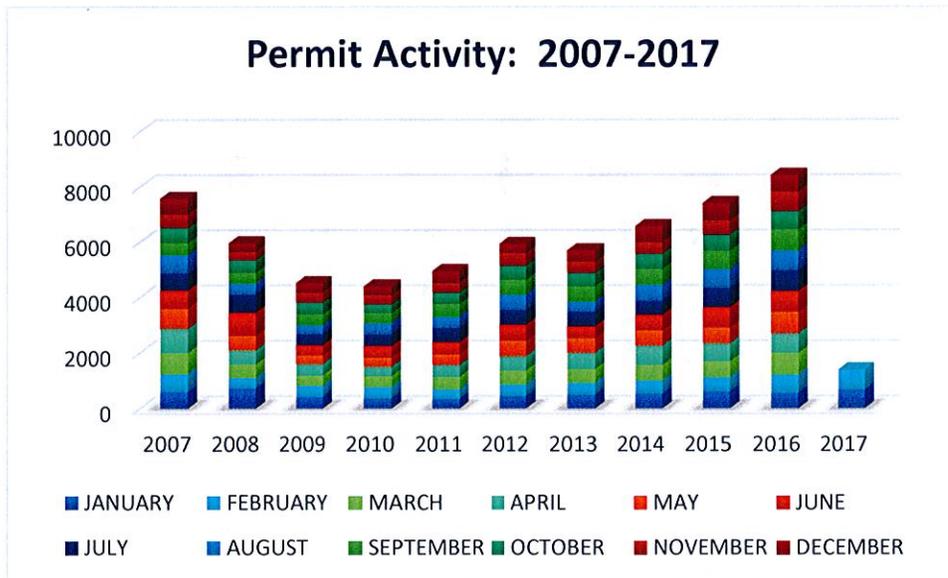
Building permit activity for February 2017 was up by 8.4% from February 2016. Revenue was up 19.68% for February 2017 over February 2016. Permit activity for February is the highest since 2006. The discrepancy between activity and revenue indicates that the value of permits overall is increasing over this time last year, indicating increasing strength in the construction industry.

MONTHLY & ANNUAL BUILDING DIVISION PERMIT ACTIVITY REPORT

<i>Monthly Data</i>	Feb-17	Feb-16	Percent +/-
Total Permits	723	667	8.40%
Revenue Total	\$174,128	\$145,488	19.68%
Single Family Permits	24	17	41.17%
Commercial Building Permits	0	2	-100.00%
Distressed Properties	16	31	-48.40%
Distressed Prop Revenue	\$1,600	\$3,100	-48.40%
<i>Annual Data</i>	2017	2016	Percent +/-
Total Permits	1387	1211	14.53%
Revenue Total	\$317,397	\$267,977	18.44%
Single Family Permits	29	34	-14.81%
Commercial Building Permits	0	3	-100.00%
Distressed Properties	26	54	-52.00%
Distressed Prop Revenue	\$2,600	\$5,400	-52.00%
<i>491 Fund</i>	FY 16/17	FY 15/16	Percent +/-
Revenue	\$717,476	\$638,887	13.27%
Reserve	\$1,802,837	\$2,183,571	-17.40%

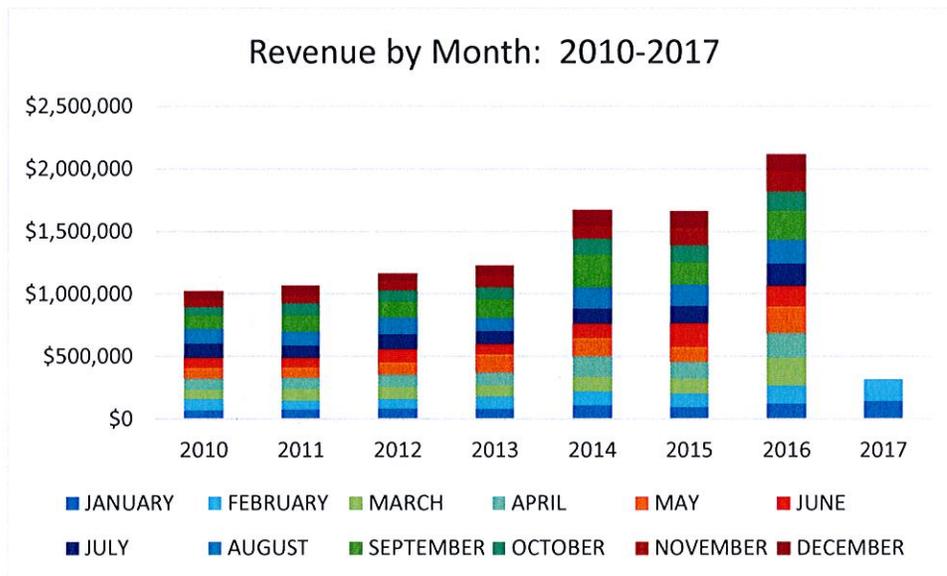
Total Building Permits - Month-to-Month Comparison 2011-2017

	2017	2016	2015	2014	2013	2012	2011
JANUARY	664	545	594	521	478	430	329
FEBRUARY	723	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	1387	8431	7409	6579	5703	5937	4959
AVG/MONTH	693	703	617	548	475	495	413



Monthly Building Revenue

	2017	2016	2015	2014	2013
JANUARY	\$143,269	\$122,489	\$94,052	\$110,049	\$82,367
FEBRUARY	\$174,128	\$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	\$317,397	\$2,115,607	\$1,658,953	\$1,671,084	\$1,224,870
AVG/MONTH	\$158,698	\$176,301	\$138,246	\$139,257	\$102,073



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>February 17</i>	11	100% of the time
<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:

"Everyone was very efficient and helpful. This is a much nicer environment than in the past."

<i>Cumulative Jobs & Businesses</i>	<i>New Businesses</i>	<i>New Jobs</i>
<i>February 17</i>	12	27
<i>January 17</i>	13	45
<i>December 16</i>	9	20
<i>November 16</i>	12	28
<i>October 16</i>	15	54
<i>September 16</i>	10	21
<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
Total	136	525

Business Navigator Project Highlights

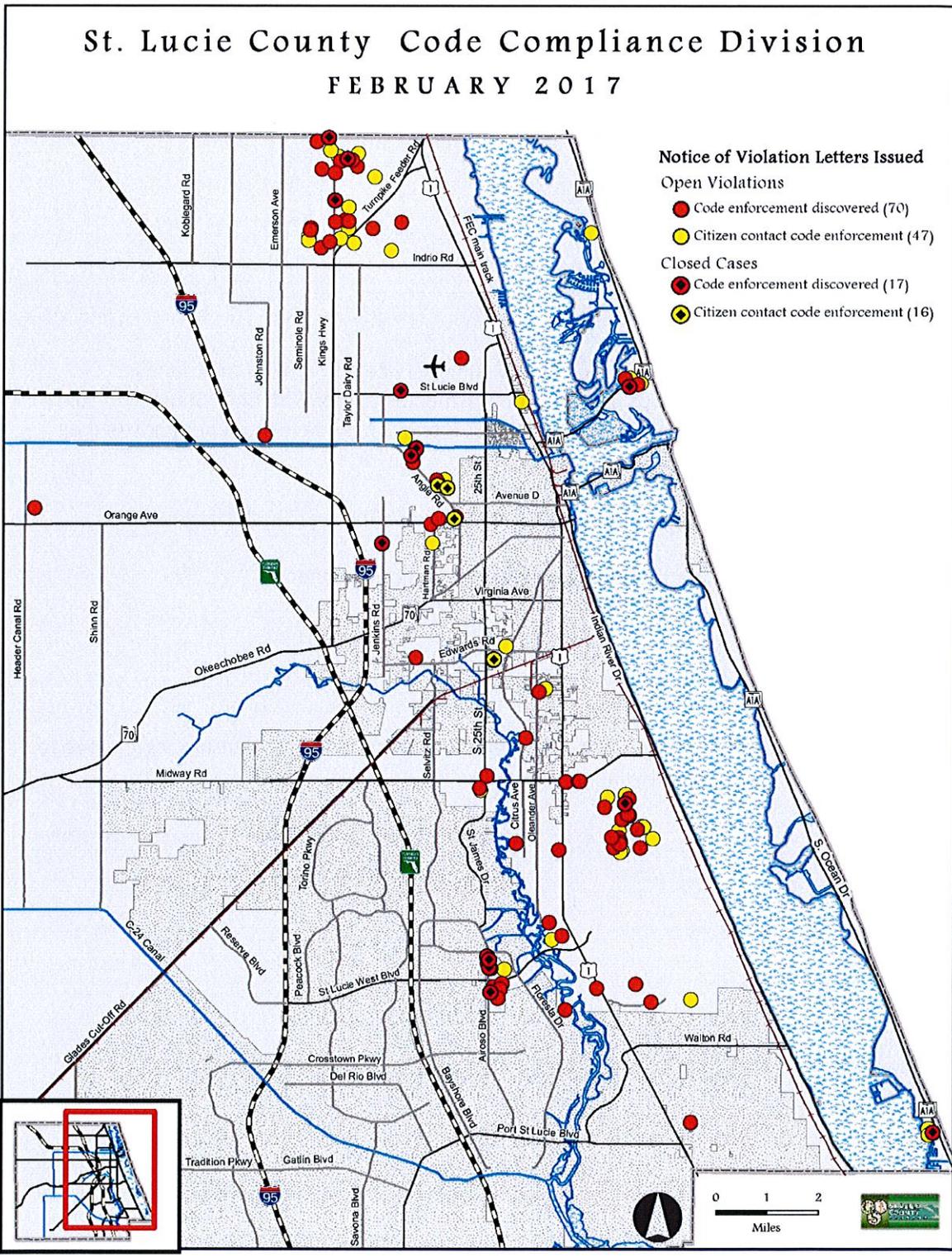
- 1) Initiated dialogue with regional airline company providing service primarily to the Islands.
- 2) Along with SLC EDC, IRSC and area business community members, met with Chris Snow with Space Florida and Destin Wells with Enterprise Florida to promote business development opportunities here in St. Lucie County.
- 3) TCIA presentation to BOCC at February 7, 2017 meeting.
- 4) Participant, along with SLC EDC, in Career Source Florida Sector Strategy Session regarding development of our workforce.
- 5) Participant/presenter at EDC sponsored Kings Highway Corridor luncheon.

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>Manufacturing, Marine</i>	1	100	TBD
<i>Manufacturing, Marine</i>	1	50	TBD

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



Code Enforcement Activity

	<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>February 17</i>	26 Received, 45 Closed	150 Issued, 33 Abated		221	43
<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>February 17</i>	13	8	1
<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>February 17</i>	14	100%
<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:

"Debbie has gone above and beyond."

<i>Development Application Statistics</i>	<i>New</i>	<i>Approved</i>	<i>Preliminary Consultations</i>
<i>February 2017</i>	1	5	78
<i>January 2017</i>	6	2	83
<i>December 2016</i>	10	4	78
<i>November 2016</i>	9	12	83
<i>October 2016</i>	6	6	66
<i>September 2016</i>	10	6	111
<i>August 2016</i>	7	4	96
<i>July 2016</i>	6	7	106
<i>June 2016</i>	7	5	111
<i>May 2016</i>	4	4	158
<i>April 2016</i>	14	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>
<i>February 17</i>	7	92% of the time
<i>January 17</i>	0	N/A No surveys received
<i>December 16</i>	1	100% of the time
<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

- CC:
- 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