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BUILDING DEPARTMENT

TO: A. William Moss, City Manager
FROM: Craig Mole', Building Official
DATE: November 8, 2018
SUBJECT: 2017/2018 Annual Report

For fiscal year 2017/18, Building Department permit revenues increased 55.5% from 2016/17 revenues. Revenue increase is attributed to the adjustment in fees, Hurricane IRMA, and a strong real estate market. All IRMA related permits are expedited and tracked separately for analysis.



Total permit applications increased 14.4%. Single-family new permits increased from 97 for fiscal year 2016/17 to 125 for 2017/18. Single-family additions/alterations increased from 213 for 2016/17 to 224 permits for 2017/18. The number of Multi-family ADD/ALT permits increased to 749, indicating that the market maintains strong. IRMA damage permitting totaled 342 in 2017/18. The size and value of New Multi-family projects slightly reduced in comparison with previous years. We expect this market to remain strong with additional projects anticipated for 2018/19. Market focus is moving to larger mixed-use commercial/multi-family project developments. Market strength indicates that overall permits will continue to remain strong.

PERMIT TYPE	2013/14	2014/15	2015/16	2016/17	2017/18
SF NEW	171	186	155	97	125
SF ADD/ALT	229	231	192	213	224
MF NEW	5	7	4	2	1
MF ADD/ALT	625	741	619	638	749
COMMERCIAL & MIXED USE RESIDENTIAL NEW	4	24	15	11	10
COMMERCIAL ADD/ALT	120	141	172	137	156
SF DEMO	-	139	115	86	104
IRMA REPAIR PERMITS					342
TOTAL PERMIT APPLICATIONS	5,394	6,106	5,657	6,164	7,194
TOTAL FUND REVENUE:	\$3,991,252	\$4,511,401	\$4,012,135	\$3,155,026	\$4,914,904

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2017/18 Revenue & Expenditures:

Department Expenditures including CIP increased \$65,990 from 2016/17 to \$4,563,346. The Building Fund Balance as of September 2018 is estimated to be \$3.1 Million. The Building Department Fee schedule which dated back to 2008 was updated in 2017/18. The Fee structure update now ensures that fees cover the expenses for levels of customer service provided for each permit type. Updates to Fees will maintain the Building Fund at the required balance range of \$2-\$4.3k as established by Finance.



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2017/18 Capital Improvement Projects:

The following capital improvement projects were budgeted for fiscal year 2017/18:

- Electronic Permitting: CityView electronic/online permitting software system was selected and approved by Council. The system has three modules (Permitting & inspections, Planning, and Code Enforcement). Upgrading and aligning the Departments system and policies as close as possible with the same system as Collier Co., while retaining City ordinance differences, will ensure a more stream line permitting process and add customer service benefits that far exceed current software capabilities. Implementation of an existing highly rated system will minimize needed customer training, helping to ensure a successful implementation. Currently the implementation is in the validation and testing stage. Implantation go-live is scheduled for December 2018. Permit types will go live in stages as they are validated, tested, and approved. Munis system permitting software will stay active for current permits and be phased out as permits are closed.

Building Renovations and Repairs

- Construction for the HVAC Replacement/Geo-Thermal system, Lobby and Site Renovations is 75% complete. A new Geo-Thermal System will be installed to eliminate costly reuse water used for current building HVAC cooling systems. Project is expected to be completed in January 2019.



- Design of the new roofing and other strengthening of exterior building elements is underway. A Hazard Mitigation Grant Program application has been submitted and has preliminary approval for 75% of the project cost - \$309,131 of the est. total project cost of \$412,175.

Floodplain Management

The Floodplain Coordinator continues to review plans and elevation certificates for floodplain management regulations. After Hurricane Irma came thru Naples in September of 2017, the city was inundated with permits for damage repair. From November 2017 through August 2018 the Floodplain Coordinator reviewed approximately 2,352 permits and elevation certificates. The City was also slated for their Community Rating System cycle visit in May 2018, but it was pushed back until late Fall. The Floodplain Coordinator has been working on the Floodplain Management Ordinance, which as part of the CRS cycle visit is being updated to include better defined regulations and proposed higher standards. The updated ordinance will be going to PAB and City Council in early 2019.

The Floodplain Coordinator continues to work with architects, engineers and contractors to ensure all federal, state and local regulations are met.

Land Management (Central Property)

The City currently maintains 61,810 parcels in our Central Property records in the Tyler Munis database. Land Management updates parcel information, owner names, property addresses, flood zones, zoning and miscellaneous information daily. The Central Property records are directly linked to other departments, such as building permits, planning, utility billing, business tax, code enforcement. Land Management continues to assign addresses for all new projects in the city and updates the new address on our GIS map. Land Management is preparing for our CityView Electronic Permitting software and has already started reviewing building permits for correct addresses, owners and parcel.

Building Department Records:

Building Records track store all City of Naples building records, including commercial, residential and multi-family plans and permits. Some of our records date back to the 1930s. Our staff scans the daily permits and applications into TCM-Tyler Content Manager. We outsource scanning of our large building plans and when the records are returned to our office, we upload a CD into TCM for future retrieval. Electronic permitting will change the way we retrieve and distribute newer records received after we are live with the CityView Electronic permitting. Our customers will be able to obtain copies of certificates of occupancy and completion on the web portal and building plans and permits will be easier accessed through our office.

City Records office processes all building department public records requests from contractors, property owners, insurance companies, attorneys, etc. that we receive through the city public records request portal and by telephone, email and or walk-ins. Through October 31,2018, we have processed 2,753 requests, an increase of 256 requests. We continue to strive and provide excellent customer service

Building Department Goals and Objectives:

The Building Departments primary responsibility is to issue building permits in accordance with local, state and federally adopted codes and statutes. Coinciding with this responsibility is our duty to educate our customers (residents) and builders with department policies and procedures, as well as general information that will help to ensure the permit process takes the least amount of time as possible.



2017/18 Building Department Goals and Objectives:

- Implement CityView Electronic Permitting submittal process and review as required to obtain compliance with 2016 HB535 amending FS 553.79. Go Live scheduled for December 2018. Reduce the use of paper, streamline the permitting process, and limit customer waiting times. Educate and provide required training for staff & customers to use new systems.
- Maintained focus on Customer Service. Continued review of the permit process and re-organized as needed to become more efficient and speed up permit processing. Implemented changes to enhance customer service and reduce permit processing time. Expanded the Departments Customer Service Initiative (CSI projects) for Restaurant Addition/Alterations and Historic Structure Addition/Alterations. The initiative provides for expedited plan review and special dedicated inspection teams of staff and outside engineering firms to provide enhanced field inspection services.
- Obtained City Council approval for updated Permit Schedule.
- Updated the building dept. web site, and expanded available information online. Online permit forms allow residents and customers the ability to fill them out electronically and print them for application. Staff works more efficiently when customers supply needed information on all Building Department documents in a clearer more easily identified format.
- Maintained full time & part time Saturday construction site inspection to better respond to resident complaints and the enforcement of ordinance 16-291 construction site management.
- Met with outside organizations to review new customer service initiatives and Department Policies. Establish working groups with CBIA, Architects/Engineers, to review implementation of CityView electronic permitting.
- Completed design, bid, and started construction on Community Development Building repairs and renovations. Project is 75% complete.

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