



Legislation Text

File #: 18-0168, **Version:** 1

Chief Administrative Office and Community Development Services, Planning and Building Department recommending the Board adopt and authorize the Chair to sign Personnel Allocation Resolution **020-2018**, thereby amending the current authorized personnel allocation to delete a vacant 1.0 full time equivalent (FTE) Office Assistant I/II allocation in Community Development Services, Administration and Finance and add a 1.0 FTE Development Technician I/II allocation to the Community Development Services, Planning and Building Department.

FUNDING: Building Permit Fees.

DEPARTMENT RECOMMENDATION

Chief Administrative Office and Community Development Services, Planning and Building Department recommending the Board adopt and authorize the Chair to sign the Personnel Allocation Resolution, thereby amending the current authorized personnel allocation to delete a vacant 1.0 full time equivalent (FTE) Office Assistant I/II allocation in Community Development Services, Administration and Finance and add a 1.0 FTE Development Technician I/II allocation to the Community Development Services, Planning and Building Department.

DISCUSSION / BACKGROUND

The building permit process is beneficial to the County for many reasons. New construction that goes through the building permit process is typically superior to unpermitted work. Safety to the public is ensured with proper permitting and inspection. Permitted structures are a better value for the current and future owners. The assessed value of permitted construction increases the County's property tax collections.

The County Permit Center in Building C handles the majority of customers processing building permits. Building C was designed to have one or two employees checking in and serving customers at the main lobby desk (front desk). The Planning and Building Department, Department of Transportation, Environmental Management Department, and the Community Development Services (CDS), Administration and Finance staff have all taken turns staffing this vital position.

Some customers have expressed some frustration that they have to wait long periods to get information or answers to questions.

Although some of the solution will be implemented with the new permit software, TRAKit, in May 2018, the front desk staffing is still a critical position.

Historically, staffing the front desk has been handled primarily on a rotation basis. Building (and other Departments') staff have rotated through the front desk over the past 25 years with only minor improvements due to training, check-in software, and on-line services. Recently, a Community Development Services, Administration and Finance Office Assistant II position had been permanently staffed at the front counter. Although the employee gained considerable skill at handling customer questions because she was permanently assigned to the front desk, she found that she was unable

to assist many customers because she was not a Development Technician. That employee has since moved on to another Department.

The Development Technician position is trained and authorized to intake, administer, and often, approve building permits. This highly trained and specialized position is the primary customer contact with building permit applications at the Permit Center, but does not often staff the front counter due to the volume of customers moving through the Permit Center.

The Development Technician classification is best suited for the front desk position because of their skill and authorization to handle a wide range of building permit application duties. Their accumulated knowledge of building permits and related information makes them the most effective first point of contact for the customer.

Pursuant to Personnel Rules Resolution 015-2014, a Department cannot add employees unless the position is approved in the Authorized Personnel Allocation Resolution (Rule 1302). Therefore, it is recommended to delete the vacant Office Assistant I/II allocation from CDS Administration and Finance and add one Development Technician I/II allocation to the CDS Planning and Building Department in order to staff the front desk most effectively.

ALTERNATIVES

The Board could decline to adopt the Personnel Allocation Resolution.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

N/A

CAO RECOMMENDATION / COMMENTS

It is recommended that the Board approve this item.

FINANCIAL IMPACT

It is estimated the position could be filled in March or April of 2018. Estimated annual costs for salary and benefits for one Development Technician is \$78,870. The Office Assistant position being removed has an annual cost of approximately \$64,234. Costs in CDS Administration and Finance are fully funded through an allocation to all CDS departments. The Planning & Building department funds approximately 22.5% of all administration costs, or \$14,453 of the current Office Assistant position. The anticipated increase to Planning & Buildings budget is \$64,417. Building Permit activity continues to consistently improve as it has over the past five years and new fees are anticipated to fully fund the Development Technician position, with no net impact to the General Fund.

CLERK OF THE BOARD FOLLOW UP ACTIONS

N/A

STRATEGIC PLAN COMPONENT

N/A

CONTACT

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