

REQUEST FOR BOARD ACTION

HENDERSON COUNTY BOARD OF COMMISSIONERS

MEETING DATE: 9/21/05

SUBJECT: Centralized Permitting Presentation

ATTACHMENTS: Slide Summary

SUMMARY OF REQUEST:


The Development and Enforcement Services Director will make a presentation concerning the operations of this new department. A presentation summary is attached for your review.

COUNTY MANAGER'S RECOMMENDATION:

No action is required at this time.

HENDERSON COUNTY Development & Enforcement Services Department


*A new and innovative way to better
serve the citizens of our County*



Henderson County, North Carolina

PURPOSE


The purpose of this presentation is to provide an overview of the Development and Enforcement Services Department and share our vision of a new way of providing services to the Citizens of Henderson County.



Henderson County, North Carolina

OVERVIEW

On February 16, 2005 the Board of Commissioners took a bold step in establishing the Development and Enforcement Services Department. As County staff, we are excited about the opportunity to improve customer service through this new department.



Henderson County, North Carolina

STRATEGIC PLAN

- Develop departmental goals and objectives for centralized enforcement and permitting.
- Develop plan for centralized permitting process to include cross-training of functions.
- Incorporate the centralized enforcement and permitting process into facility transition plans.
- Fully implement centralized enforcement and permitting process.


Source: Strategy 4.4, Henderson County Strategic Plan



Henderson County, North Carolina

DEPARTMENTAL MISSION

To protect and enhance the quality of life and promote orderly growth in Henderson County.




Henderson County, North Carolina

OBJECTIVES


We will accomplish our mission by:

- a) Providing an efficient and effective system for obtaining development-related permits; and
- b) Insuring that the laws of the State of North Carolina and Henderson County are enforced in a consistent manner.



Henderson County, North Carolina

DEPARTMENTAL ORGANIZATION



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graph TD
    A[Development and Enforcement Services] --> B[Permitting Division]
    A --> C[Inspections Division]
    A --> D[Enforcement Division]
    
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*This department will work collaboratively with Environmental Health, Solid Waste Enforcement, Fire Prevention, and Planning.



Henderson County, North Carolina

DEPARTMENTAL FUNCTIONS

Permitting
Allows for a centralized "one-stop shop" where all development-related permits are obtained in a simple, customer-friendly process.

Inspections
Allows for the enforcement and administration of the North Carolina Building Code.

Enforcement
Allows for proactive enforcement of all State and local development-related regulations.



Henderson County, North Carolina

PROCESS

- Reorganization of development and enforcement functions to improve customer service.
- Cross-training of Permit Specialists, Enforcement Officers, and clerical staff.
- Relocation of an Environmental Health Specialist to the Land Development Building.
- Development and implementation of a formal Customer Service Policy.



Henderson County, North Carolina

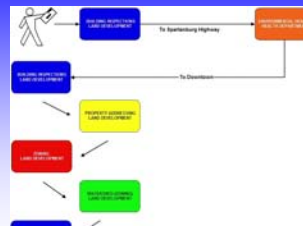
BENEFITS

- Simplifies the permitting process.
- Facilitates efficient communications between County departments.
- Encourages cost savings through cross-training of employees.
- Increases focus on customer service.
- Promotes the development of a more attractive community, resulting in increased property values.
- Optimizes technology through centralized permitting software and GIS.
- Promotes consistency in enforcement efforts



Henderson County, North Carolina

TRADITIONAL WORK FLOW



Henderson County, North Carolina

CENTRALIZED WORK FLOW



Henderson County, North Carolina

TIMELINE

August 2005:

- Begin cross-training of current staff.
- Zoning function moved from Planning.
- Reorganized physical facility to create a centralized permitting area.

September 2005:

- Hire and train 2 Enforcement Officers.
- Hire and train 2 Building Inspectors.
- Enhance webpage with forms and fee schedules.



Henderson County, North Carolina

TIMELINE (continued)

October 2005:

- Begin public information campaign.
 - Home Builders Association
 - Board of Realtors
 - Community Groups

January 2006:

- Hire an additional Permit Specialist.

August 2006:

- Relocate staff to current Health Department Building.
- Fully implement "one-stop" permitting process.
- Continue enhancements to centralized enforcement and its software.



Henderson County, North Carolina

QUESTIONS & COMMENTS



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Henderson County, North Carolina