



OCTOBER 2025 CHIEF EXECUTIVE OFFICER REPORT

Introduction Highlights

The Department of Planning and Building Services (“Department”) continues to advance the County’s mission of effective governance, community safety, economic vitality, and long-term resilience. This month’s report highlights key developments, including the use of metrics to evaluate organizational performance, progress toward a modernized permit management system, and active recruitment to strengthen departmental capacity.

As a part of the County’s efforts to streamline operations, improve coordination across departments, and provide consistent service to the public, the Department is pleased to announce the integration of the Mendocino Cannabis Department into Planning and Building Services. During the next several months, the Cannabis Department will continue to operate as usual while staff and resources are integrated into the new framework.

Code Enforcement remains focused on addressing community concerns with an emphasis on health and safety, while Planning staff advance policy updates and stakeholder engagement initiatives that promote sustainable economic development. Additionally, the Department remains committed to advancing disaster preparedness and coastal planning initiatives that strengthen Mendocino County’s long-term resilience.

I. Effective County Government Organization

- The Department’s tool for measuring basic performance criteria, and thereby measuring success, is monthly metric reports, which are posted monthly to the Department’s webpage. These reports quantify revenue vs. expense, applications received, workload inventory, and lead time for completion. The metrics are separated by division. Please go to <https://www.mendocinocounty.gov/departments/planning-building-services/metrics-and-permits> for the latest metrics.
- On September 23, 2025, the Board of Supervisors approved a contract for a new permit management software provider, Accela, including the system type and required licenses. The next step for the Department is to secure an implementation contractor. With this new software, the Department will be able to implement improvements that will make the permitting process more efficient and user friendly to both the Department and the public.
- The Department is undergoing new staffing changes, including the departure of three staff members who enrolled in the County offered VSIP. The Assistant Director position became vacant in early October 2025. The Department currently is in the process of recruiting for Building Inspector, Permit Technician, and Department Analyst.

II. A Safe and Healthy County

- The Code Enforcement Division (“CED”) continues to work on open cases while responding to new complaints in accordance with the enforcement priorities established by the BOS. A total of 241 new complaints were received in September (the monthly average in calendar year 2024 was 44.25 while the current calendar year average is 79).
- At the September 9, 2025, meeting, the Board of Supervisors (“BOS”) updated guidance to the CED, clarifying that complainants must provide their real name and verifiable contact information,

PBS OCTOBER 2025 CEO REPORT

while the Division will continue to protect complainant confidentiality as allowed by law. The updated direction gives staff discretion to prioritize and investigate complaints that don't meet these criteria, based on available resources and enforcement priorities. Accordingly, the Code Enforcement Division will prioritize complaints with verifiable contact information, giving highest priority to those that present clear threats to public safety or significant impacts on community quality of life. While complainant confidentiality remains a priority, the Division will still accept anonymous complaints and evaluate them at its discretion, depending on resource availability. All complaints will be reviewed to determine if there is a reasonable connection between the alleged violation, the complainant, and the community impact; complaints lacking such a nexus may be closed without investigation. Additionally, complaints deemed vexatious will not be investigated. This approach is designed to maximize efficient use of current resources while focusing on protecting public safety and community welfare.

- The CED has updated its online complaint form, which also reflects the required fields for new complaints filed. This will support the quality of the information provided within the new complaints and support staff's safety. The new complaint form can be found [here](#).
- The BOS Ad Hoc committee responded via the September 9, 2025 meeting to the Mendocino County Grand Jury published report on June 6, 2025 titled "Planning and Building Department Structural Issues: Exposing the Cracks" which can be found here: <https://www.mendocinocounty.gov/government/county-organization/grand-jury/2024-25-reports>.

III. A Thriving Economy

- PBS Planning staff is working on a request for proposal for consultants to assist with updates to the County's Open Space policies, captured in the Resource Management Element, as required by Senate Bill 1452, and to potentially assist with creating an Environmental Justice Element as required by Senate Bill 1000. County staff have already begun working on these updates but desire the assistance of a consultant who specializes in such work to ensure the Department is compliant.
- Community stakeholder meetings for both Short Term Rentals and Low Intensity Camping are completed. PBS Planning staff sought direction from the Board on September 9, 2025, regarding Low Intensity Camping regulations and PBS Planning staff will be presenting results to the Board, requesting guidance on Staff recommendations for Short Term Rentals in the coming months.

IV. A Prepared and Resilient County

- Department staff continue to participate in all Emergency Operations Center ("EOC") related trainings and respond to requests for information as it relates to emergency preparedness. Additionally, PBS continues to track recovery numbers from previous disasters including the Redwood Valley Complex, Oak and August Complex, Broiler Fire and Hopkins Fire.
- Mendocino County is updating its Local Coastal Program ("LCP"). This is the plan that guides how land along the coast can be used and developed. The County invites you to take part in a short survey to share your thoughts about scenic views, including the special places and sights that make the coast beautiful and unique. Giving the community a chance to share what are the most important views along the coast, and how they should be protected. You can take the survey by clicking [HERE](#). To learn more about the Visual & Archeological Resources section of the LCP by visiting the web page [HERE](#).

PBS OCTOBER 2025 CEO REPORT

Other/Additional Information

- Planning and Building Services Online Customer Survey is Live! Click the link to complete our confidential Customer Survey.
<https://forms.office.com/g/UjZnVN4eHe>