



COUNTY OF MENDOCINO

DEPARTMENT OF PLANNING AND BUILDING SERVICES

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DECEMBER 2024 CEO REPORT

Introduction

This month Planning and Building Services celebrates our Senior Building Inspector Ryan Rose who has achieved the designation of Master Code Professional. A designation held by less than one percent of certified professionals in the industry.

The Planning and Building Services Department continues to work on the County's Strategic Plan objectives while focusing on four primary internal goals: establishing tools to measure success, documenting and improving Department procedures, enhancing the customer experience, and cultivating a structured and productive workplace culture.

The Department's tool for measuring basic performance criteria, and thereby measuring success, is monthly metric reports, which are posted monthly to the Planning and Building Services Department 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.

I. Effective County Government Organization

The Department and the Division of Environmental Health held a stakeholder meeting on November 14, 2024 at the Fort Bragg Branch of the Mendocino County Library in the Community Room from 10 AM to Noon. Community members provided constructive feedback regarding operations to each Director, asked general questions, and were provided important updates. Agenda Highlights included:

- Recent updates and proposed changes were discussed.
- The community provided feedback and suggestions.
- There was collaborative brainstorming on a more efficient and accessible process.

Feedback received was a combination of positive and constructive criticism. The Department continues to receive feedback through written and digital customer surveys with a 92% customer satisfaction rate.

II. A Safe and Healthy County

Building codes establish regulations that provide minimum standards to safeguard lives and property and protect the public health, safety and general welfare.

A top priority of the Department is to have well trained staff that can balance community needs against the regulatory requirements. The Department is proud to announce that Sr. Building Inspector Ryan Rose has achieved a Master Code Professional certification through many long hours of hard work and religious studying of the applicable Codes. The certifying body states:

"The International Code Council's Master Code Professional (MCP) designation is the highest level of ICC certification and is the "gold standard" for demonstrating proficiency in the code profession.

Master Code Professionals are typically responsible for all technical and management aspects of code enforcement with duties that range from the management of a code enforcement department to the supervision of inspectors and plan reviewers.”

On the topic of permits, the Department is now taking digital Permit applications including plan sets and digital signatures.

III. A Thriving Economy

The Board of Supervisors directed the Department to perform a more comprehensive analysis, including time studies regarding the Department's proposed fees to be included in the County's Master Fee Schedule. As the Department becomes more efficient the quality of service to the community will go up, and the fees themselves may be potentially reduced as the offsetting cost required goes down. This will allow our community members to invest more of their finances in their projects rather than in costs associated with permitting, and thus supporting the local economy. This fee proposal primarily includes systematic changes to the fee structure itself. The next evolution will focus on the data collected from Department time studies.

The Department is also exploring new Permitting software that will aid in the ease of use for community members. Though in the early stages of the transition, the Department is targeting a full release in 2027. As part of the research, much knowledge was gained from other Department's recent experiences, both challenges and successes.

IV. A Prepared and Resilient County

Planning and Building Services staff continue to participate in all Emergency Operations Center related trainings and responds to requests for information as it relates to emergency preparedness.