

# Planning & Building Monthly



P & B  
**Monthly**  
April 2025

## Customer Feedback

*"I had a very short wait time and was helped right away. Julie was extremely knowledgeable, friendly, and helpful. I submit several permit applications monthly and this was hands down the quickest and most efficient experience so far."*

### Walk-In Surveys: Outstanding Service, Unmatched Expertise

In April we sent 238 surveys to visitors of our Planning and Building divisions and received 17 responses.

#### Exceptional Service Recognized

- Staff Courtesy: **5 / 5.0**
- Staff Knowledge: **4.81 / 5.0**

This month, we had **8 different staff members** called out by name for delivering outstanding service!

#### Satisfaction Ratings

Our community continues to share their appreciation:

*"I would like to express my sincere gratitude to LaDiva for her highly professional approach. She was very attentive, provided valuable and practical advice, and answered all of my questions. Her assistance played a key role in achieving a successful outcome. There was a hazardous tree on my property that posed a risk to the residents and the house itself. Thanks to her support, I was able to obtain a permit for its removal. Thank you very much for your work and your dedication!"*

*"Maricela was extremely knowledgeable and friendly. She makes you feel like you are the only customer and patient in a situation that can be high stress she makes you feel at ease. What an asset she is to your department."*

#### Post-Permit Submittal Surveys

This month, we sent 62 surveys to applicants who submitted permits and received 6 responses - 3 x as many as last month - with outstanding results:

- ☆ The permit submittal process earned an average rating of **4.66 out of 5!**
- ☆ **100% Clarity!** Every respondent reported feeling confident in the permitting process.

#### Post-Permit Finalization Surveys

To ensure a smooth experience from beginning to end, we surveyed those who had completed the entire permitting process. Of the **66 surveys sent**, we received **7 responses**:

- ☆ The overall building process was rated **4.42 out of 5!**
- ☆ No respondents reported experiencing any problems during the build process!
- ☆ **Total Confidence! 100%** of respondents felt prepared to navigate the process again.

#### Satisfaction Ratings

5 inspectors were mentioned as going above and beyond and they received some great feedback:

*"The overall experience was outstanding with El Dorado County building department and they're planning department..."*

*"It was great working with Everyone on your team....Thank You!"*

*"Enjoyed the permitting and inspection process. It is a relief working with goodhearted, well-intentioned people."*

### Quick Turnaround Permits

OTC Window			
Same Day	33	▲	9
One Day	9	▲	1
Two Days	3	▲	1
Total	45	▲	11
Permit Center			
Same Day	281	▲	48
One Day	81	▲	23
Two Days	12	▼	-2
Total	374	▲	69

### Online Building Permits

Electrical	63	▲5
Mechanical	78	▲5
Plumbing	41	▲5
Roof Replacement	58	▲11
Residential Solar	81	▲10

Building Permits			
Applied	734	▲	140
Approved	785	▲	167
Issued	635	▲	114
Finaled	590	▲	103

Planning Projects			
Applied	28	▲	8
Approved	12	▲	2

Inspections			
Site Visits	1640	▲	96
Inspections Completed	3394	▲	351

Code Enforcement Complaints			
Opened	113	▲	2
Closed	85	▼	-35

Code Enforcement Cases			
Opened	109	▲	17
Closed	69	▼	-11

VHR Code Enforcement Cases			
Opened: Tahoe Basin	31	▲	7
Opened: Western Slope	20	▲	8

Code Enforcement Notices			
Notice and Order	17	▲	5
Notice of Compliance	8	▲	3

## Traffic is up!

In **Placerville Building**, April brought in 44 **more visitors**, totaling **727**, with an average wait time of **27.1 minutes**—a **6.5-minute drop** from March.

In **Tahoe Building**, traffic was up 24 visitors compared to last month with a total of 63! (Wait times were not recorded.)

**Planning** served **293 individuals**, about the same as last month, and the average wait time was **14 minutes!!**—**2 minutes slower than March but still ahead of February's time.**

### Phones Keep Ringing

Our teams did about the same volume of call as last month:

☎ **Placerville Building**: 175 calls

☎ **Tahoe Building**: 39 calls

☎ **Planning**: 125 calls

As we continue to improve online access and simplify our services, our commitment to excellent support remains strong—no matter how you reach us: in person, online, or by phone!

## Projects in Your Area

### *In April we had 1,100 visits to Projects in Your Area*

Costco/EDH 52 remains the top project, while the Pre-App for Gateway and the Lime Rock Valley Specific Plan have a lot of renewed interest!

Top Projects	Participants	Change
Costco/EDH 52	236	0
Pre-Application for Gateway Specific Plan	208	▲
The Crossing Revision	89	▼ -113
Village of Marble Valley Specific Plan	112	▲ 35
Lime Rock Valley Specific Plan	77	▲
East Ridge- APPROVED	55	▼ -31
Cameron Meadows Project	53	▲ 5
Town and Country Village	36	▼ -30

## May Meetings

Affordable Housing Task Force: 05-28-25 at 10am in the PC Hearing Room

Planning Commission: 05-22-25 at 8:30am in the PC Hearing Room

**Have Questions? Contact our P&B Liaison at [pnb.liaison@edcgov.us](mailto:pnb.liaison@edcgov.us) or call: 530-621-6548**