

# Planning & Building Monthly



**P & B  
Monthly  
January 2026**

**January was AWESOME!**

## What our Customers are Saying:

### Walk-In Surveys

We sent out **236** surveys to Planning and Building walk-in customers and received **22** responses.

### Exceptional Service Recognized

- Staff Courtesy: **5.0 / 5.0**
- Staff Knowledge: **5.0 / 5.0**
- Service Time: **4.95 / 5.0**

This month, we had **15** different staff members called out by name for delivering outstanding service! Staff got some great shout-outs, below are some examples

- *"The lady that helped me pulling a permit was fantastic. She also Helped Me Close out an old Permit."*
- *"Alec was helpful, courteous, and efficient. You have a great team here."*
- *"LaDiva is amazing asset to your organization. She is thorough and to the point."*
- *Made the whole process as a contractor so much easier. She is great!"*

### Post-Permit Submittal Surveys

This month we sent out **21** surveys after permit submittal and received **3** responses and we received this feedback:

- *"The submittal process was great. Very organized. Everyone we came into contact with was very helpful."*

Of the **47** surveys sent after permits had been finalized, we received only **1** response. We also received this feedback:

- *"Permitting process for ADU was very quick and efficient..."*

## Quick Turnaround Approved Permits

In House			
Same Day	111	▼	-32
One Day	5	▲	1
Two Days	5	▲	2
Total	121	▼	-27
*Online*			
Same Day	121	▼	-27
One Day	181	▲	18
Two Days	10	▼	-12
Total	231	▼	-26

## Online Building Permits

Electrical	67	▼	-16
Mechanical	88		0
Plumbing	28	▼	-11
Roof Replacement	79	▲	39
Residential Solar	33	▼	-19

\*TRIVIA QUEST

Which 1940 film inspired the 1998 film *You've Got Mail* with Meg Ryan and Tom Hanks?

## Building Permits

Applied	536	▼	-157
Approved	612	▼	-105
Issued	509	▼	-97
Finaled	577	▼	-53

## Planning Projects

Applied	28	▲	6
Approved	21	▲	9

## Inspections

Site Visits	1207	▼	-327
Inspections Completed	2526	▼	-850

# January Numbers

- **Placerville Building** saw **520** visitors with an average wait time of **15.8** minutes - **15.8 minutes FASTER** than December. **WOW!**
- **Tahoe Building** saw **34** visitors. (Wait times weren't recorded.)
- **Planning** served **216** visitors. Average wait times were only **9.3** minutes! 1.8 minutes faster than December!

## On the Phones

Planning returned double the amount of call is January compared to December! While Building returned about the same amount of calls in January as they have the past 9 months:

☎ **Placerville Building Returned:** 142 calls

☎ **Tahoe Building Returned:** 12 calls

☎ **Planning Returned:** 107 calls

## Upcoming Meetings in February 2026

### Affordable Housing Task Force

2-18-26 at 10am in the PC Hearing Room

### SEED Committee

2-19-26 at 3pm in the TAC Room

### Diamond Springs and El Dorado Community Advisory Committee

2-19-26 at 3pm in the Board Hearing Room

### Planning Commission

2-26-26 in the PC Hearing Room

## Projects in Your Area

*In January we had 1.6k visits to Projects in Your Area—Double what we saw in December! Costco is still the top draw.*

Top Projects	Visits	Change
EDH Costco	613	▲ 366
Village of Marble Valley Specific Plan	98	▲ 17
Gateway El Dorado Specific Plan	86	▲ 48
Creekside Village Specific Plan	84	▲ 29
Higginbotham Cool Commercial Center	75	
SB 35—Diamond Springs Mixed Use (Enyart)	74	
East Ridge (APPROVED)	69	▲ 12
SB 35—El Dorado Senior Village (under construction)	60	



\*ANSWER\*

*The Shop Around the Corner!* Starring Margaret Sullivan and James Stewart, *The Shop Around the Corner* was also the inspiration for a lesser-known Judy Garland musical *In the Good Old Summertime* from 1949.