

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
Finalized	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 calls in 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

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.